



Framework Agreement
Quarterly Report to the City of Victoria
July 1st to September 30th, 2017

October 26, 2017

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 2017.

During this period, VicPD supported a number of community-focussed initiatives including the Victoria Pride Parade, Oaklands Sunset Market, India Fest, the Faces of Islam event at the Quadra Village Community Centre, and the Push for Change campaign against youth homelessness. These important community events saw the participation of members of our Senior Command Team, VicPD officers and our Volunteers and Reserves.

Of course, an important highlight of the quarter was VicPD's significant contribution to the safe, family-friendly events that marked Canada's 150th birthday. While these events required substantial deployments of VicPD officers, they also presented a tremendous engagement opportunity that our officers thoroughly enjoyed.

In terms of operations, all of VicPD's divisions continue to follow an intelligence-led policing approach through our Strategic Operations Council, which sets out the department's priorities within our communities. We continue to remain responsive to the needs of individual citizens and their unique neighbourhoods through two-way dialogue that occurs in person, online through our many social media channels, and through community events.

Sincerely,



Del Manak
Chief Constable

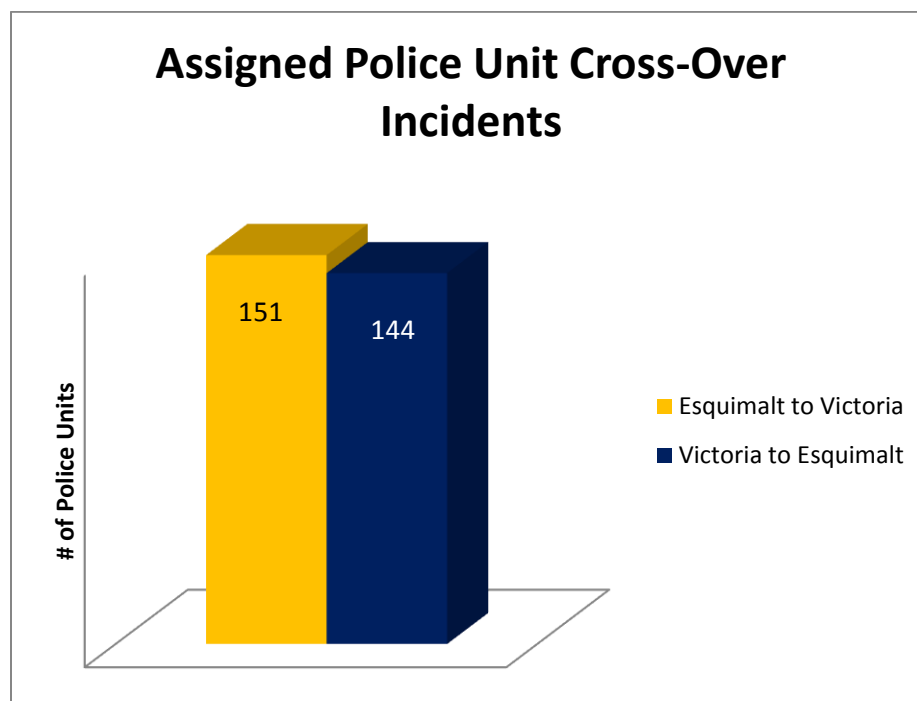
The following represents the performance of VicPD related to the identified performance metrics for the time period July 1 to September 30, 2017.

Number of dispatched calls in each municipality

Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Totals	
	Q3 2016	Q3 2017	Q3 2016	Q3 2017	Q3 2016	Q3 2017	Q3 2016	Q3 2017	Q3 2016	Q3 2017
VICTORIA	707	742	2269	2453	4929	5287	1435	1548	9340	10030
ESQUIMALT	116	108	267	268	634	530	175	128	1192	1034
Outside Jurisdiction	2	1	10	5	16	19	7	5	35	30
Grand Total	825	851	2546	2726	5579	5836	1617	1681	10567	11094
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.



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

Response times for Priority 1 and 2 calls		
Response Time	Victoria	Esquimalt
0 - 5 min.	52%	49%
5.1 - 10 min.	9%	7%
10.1 - 15 min.	28%	33%
Other*	12%	12%

* "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

Victoria				
Top 5 Call Types	Q3 2017	Rank	Q3 2016	Rank
ABANDONED 911	1994	1	1749	1
UNWANTED PERSON	1529	2	1255	2
CHECK WELLBEING	1246	3	1074	3
THEFT	893	4	739	4
PROPERTY FOUND OR LOST	832	5	730	5
Grand Total	14695		13444	
Esquimalt				
Top 5 Call Types	Q3 2017	Rank	Q3 2016	Rank
ABANDONED 911	160	1	306	1
CHECK WELLBEING	120	2	137	2
ASSIST POLICE / FIRE / AMBULANCE	81	3	70	6
ASSIST GENERAL PUBLIC	80	4	93	3
DISTURBANCE	64	5	61	7
Grand Total	1391		1711	

Examples of call types in each category:

Abandoned 911: “pocket dials,” children playing with phones, wrong number, caller unable to communicate with police.

Unwanted Person: person refusing to leave, trespasser.

Check Wellbeing: check on elderly person, person possibly on drugs or intoxicated.

Assist Other Agency: assisting fire departments, the BC Ambulance Service, follow-up requests by other law enforcement agencies.

Theft: stealing items, shoplifting from a store.

Suspicious Circumstances: suspect looking in car windows and appears to be “casing” vehicles, person acting strangely, suspicious person on someone’s property.

Top 5 reported occurrences for each municipality

Victoria				
	Q3 2017	Rank	Q3 2016	Rank
ASSIST PUBLIC/UNWANTED PERSON	2227	1	1949	1
SUSPICIOUS CIRCUMSTANCES	596	2	596	2
PROPERTY-FOUND	445	3	345	3
PROPERTY-LOST	341	4	341	4
THEFT FROM VEHICLE	332	5	218	12
Grand Total	9696		9199	

Esquimalt				
	Q3 2017	Rank	Q3 2016	Rank
ASSIST PUBLIC/UNWANTED PERSON	250	1	263	1
SUSPICIOUS CIRCUMSTANCES	85	2	103	2
BYLAW-NOISE COMPLAINT	45	3	38	4
DOMESTIC DISPUTE - NO ASSAULT	36	4	49	3
THEFT FROM VEHICLE	29	5	35	5
Grand Total	1018		1178	

Examples of call types in each category:

Assist Public/Unwanted Person: a person refusing to leave, assisting lost person.

Suspicious Circumstances: a suspicious person on someone’s property, a suspicious bag.

Found Property: staff at a hotel call as they had found a camera.

Lost Property: a tourist called to report lost camera.

Theft Under \$5000: owner reports bicycle valued at \$900 stolen from yard.

Domestic Dispute – No Assault: a couple having a loud argument in an apartment.

Bylaw -Noise Complaint: a loud party.

Mischief: graffiti, broken window.

Operations Council priorities: Demonstrating responsiveness to community concerns

At the beginning of each 28-day operational period, the Analysis and Intelligence Section identifies and brings to the attention of the Strategic Operations Council crime and disorder trends that impact public safety and quality of life. Members are assigned to these areas during their specific shifts to concentrate a proactive presence in the areas which have seen a specific rise in crime or disorder type complaints. Special Duty, Patrol and Community Services Division members have also been concentrating their proactive time patrolling the 700/800/900 blocks of Pandora and Johnson streets, interacting with the community and business to increase police visibility in the area. We have received several comments from business owners appreciative of our presence in the area.

Our Strike Force team continued to focus on fentanyl dealers with the assistance of the Crime Reduction Unit (CRU). They targeted two high level fentanyl trafficking groups and those investigations are ongoing. At the same time several property crime targets were identified at the Strategic Operations Council, therefore CRU conducted investigations which led to the arrest of two prolific offenders. One was responsible for a string of nighttime break and enters as well as daytime thefts. The other was responsible for breaking into dozens of apartment buildings utilizing stolen fire department building access keys.

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, 2017. For statistical reporting purposes, “community meetings” were defined as “all meetings with any community stakeholders including community groups, schools, boards, councils, neighbourhood associations, etc.” “Community events” were defined as “pre-planned events put on by either VicPD, or by one of our community partners.”

VicPD personnel attended 84 community and partner meetings and 22 community events. Some of the meetings included ongoing liaison with Sheriffs, Island Health and government partners. The events included Canada Day, Ribfest, the unveiling of the Afghanistan War Memorial, the Pride Parade, and a prayer service at the Sikh Temple. One of our Patrol Staff Sergeants attends Restorative Justice Victoria meetings once per month and has recently been accepted onto the Board of Directors.

Community Engagement Update

The VicPD Community Engagement Division, 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.

Our “community first” approach continues to be an effective way of keeping the citizens of Victoria and Esquimalt connected and informed. Using this approach, the Public Affairs section provided support for the following initiatives:

- The successful debut of our *Fighting Fentanyl* video series on YouTube and Instagram. *Fighting Fentanyl* took viewers behind the scenes to highlight one of the ways that VicPD is tackling the opioid overdose crisis: through enforcement. Viewed over 30,000 times, the series tells the story of the step-by-step process that is followed by members of VicPD’s Crime Reduction Unit (CRU), Strike Force, Analysis and Intelligence Section, the Greater Victoria Emergency Response Team and others as they track a fentanyl dealer through the Quadra Village neighbourhood. This series continued to drive public interest and spin-off engagement opportunities well into Q4;
- Nearly 85,000 engagements on Twitter, including replies, retweets, likes and others;
- a Civic Service Award Ceremony honouring the successful location of a missing elderly woman;
- Canada Day saw another successful deployment of #vicpdhelps;
- Kept the public informed and engaged during several major public events;
- Public Affairs staff walked the beat as part of the summer action plan;
- Engaged the public in major files including an armed robbery of a marijuana storefront, an attempted child luring, over 30 missing people, and the discovery of the remains of a homicide victim; and
- Connected a woman whose mobility scooter had been stolen with a man who helped her regain her independence.

In addition to answering 295 media requests between July and the end of September, our two-person section issued 55 media releases, issued several mobile alerts, and sent out over 770 tweets and other social media posts during this quarter.

Block Watch continues to increase its presence in the community of Victoria. New Captains and participants are continually added to the program, and our Reserve Constables make regular presentations to Block Watch groups. During the third quarter of 2017, seven new Captains were appointed to the program in Victoria, and VicPD Reserve Constables gave presentations to three Block Watch groups.

The Community Programs Coordinator is also responsible for the coordination of the VicPD Civic Service Award Ceremony and events. In July VicPD hosted a joyous, emotional civic service award ceremony for the two men that had located a 93-year-old woman who had been missing for over 24 hours.

The third quarter started off with many Canada Day celebrations, and as always VicPD is proud to be a part of the safe and successful celebrations in downtown Victoria. In addition to the working officers, VicPD volunteers set up our vintage Car 40 and were on site handing out stickers and tattoos. VicPD officers and Volunteers also attended numerous community events including the Pride Parade and promoting the VicPD Bike Registry program at community summer markets.

September 29th was also another big event for the department as we hosted the VicPD Honours Ceremony. Forty VicPD officers were presented with awards and medals at a ceremony at Government House with the Honourable Judith Guichon presiding over the ceremony.

Under the leadership and direction of the Coordinator of Volunteer Services, VicPD volunteers provided exceptional service to the City of Victoria. Below is a summary of the duties, projects and activities for the third quarter of 2017.



**The Honourable Judith Guichon presiding over
the VicPD Police Honours Ceremony**

Crime Watch volunteers conducted patrols in response to Operations Council priorities, engaging with community members and raising awareness of crime prevention initiatives. During the third quarter of 2017, volunteers conducted 83 deployments in the City of Victoria. At Headquarters, volunteers provide knowledgeable and professional support at the Front Desk. During this quarter, Front Desk volunteers provided 507 hours of excellent customer service.

In addition, a small group of dedicated volunteers, often experts in their field, provided program and project support to our volunteer programming. Together these volunteers provided 110 hours of service during this term.

Events/Highlights:

- Volunteers represented the Victoria Police Department at three community events; the Canada Day Celebrations, and promoted the VicPD Bike Registry program at the Oaklands Market and the summer theatre festival Skampede.
- From September 11-23, Crime Watch Volunteers teamed up with VicPD traffic to attend local schools for the Back to School campaign, reminding drivers to slow down.
- On September 15, along with IRSU and VicPD traffic members, volunteers deployed to three high crash intersections for Distracting Driving Day. This multi-jurisdictional exercise reminded drivers to “take a break from your phone.”
- Crime Watch volunteers assisted the City of Victoria V-Tag program by distributing informational pamphlets to the communities of James Bay and Fairfield.



**Volunteers reminding drivers to
“leave the phone alone”**

From July 1st to September 30th, Cst. Millard was busy interviewing candidates for a October Reserve class. Eighty applicants were interviewed; twenty two were selected for the class.

As usual, July to September was busy for Reserves with community events, parades and patrolling hot spots identified by Ops Council. Reserves dedicated 2,400 hours of volunteer time over the quarter with 6,400 hours in total so far this year.

From July 1st to September 30th, 500 bikes were registered with the VicPD Bike Registry. To date, there have been 3,000 bikes registered since the registry's inception in July 2015.

In that same period, 225 bikes were reported stolen, which was similar to the same number over the same time period in 2016. The number of stolen recovered bikes, however, increased from 65 to 83 over the same period.

Files to Restorative Justice increased over the third quarter with 19 referrals received compared to 9 in the previous quarter.

Two new buildings were added to Victoria's Crime Free Multi-Housing (CFMH) program.

Crime Prevention Through Environmental Design (CPTED) home security audits for victims of break and enters continue to be a successful program. During the quarter, 5 audits were conducted by Reserves and 2 audits were conducted by Cst. Millard. The low number of audits reflects the drop in reported residential break and enters.

Cst. Millard also attended one downtown business and conducted a security audit and provided a presentation on staff safety and robbery prevention.

Community Resource Officer/Assertive Community Treatment Team Update on Community Issues and Police Strategies

Within the VicPD's Community Services Division are three full-time Community Resource Officer ("CRO") positions and three positions 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:

Csts. Allison Johnson and Kathi Brown (job share)	- Burnside/Gorge
Cst. O'Connor	- Downtown
Cst. Sean Hand	- Midtown

ACT officers provide intensive, assertive support to individuals living with severe and persistent mental illness who face multiple barriers to independent living, including substance use and chronic homelessness. These individuals are identified based upon the elevated use of emergency services including emergency health care, high hospital bed days and police contacts. 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 teams work together to support clients to experience improved health outcomes, commit fewer crimes and reduce recidivism. Within that last 12 months, VicPD, with support from the Police Board, has increased its ACT officers from one to three. As a result of this expansion, VicPD is able to offer significantly wider police coverage to the ACT teams and is able to support the ACT teams in taking on more difficult and challenging clients. The ACT positions are currently filled by:

Cst. Sue Hamilton
Cst. Todd Mason
Cst. Donyne Lane

The CROs and ACT officers work under the supervision of Inspector Scott McGregor and Staff Sergeant Colin Brown. Both Inspector 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, BC Housing, outreach teams, community groups, City of Victoria staff and city councillors.

During this quarter, the CROs, ACT officers, S/Sgt. Brown, and Insp. McGregor attended a total of 62 community meetings and 10 community events. Some highlights from this quarter are as follows:

1. The CRO officers are involved with a multi-agency housing outreach team which heads out weekly into our municipal parks to



Cst. Johnson takes part in the Cridge Centre's Ride for Refuge

engage with homeless people sheltering overnight. The team is comprised of members from BC Housing, Pacifica Housing, Ministry income assistance staff, police, and bylaw. The goal of the team is to house individuals in an efficient manner, looking at the needs of the person as well as the needs of the surrounding community. The team has currently housed eight people who were sheltering in municipal parks with the hopeful outcome of long term change for the individual and the community.

2. In July, our ACT officers travelled to Vancouver to meet with Vancouver Police IT specialists who provided assistance in demonstrating and providing access to their Mental Health Unit's Early Warning System (EWS) software. The software interfaces with the police PRIME database to identify those persons living in the region who are suffering from mental illnesses and are frequently coming into contact with police and need support. The software is able to identify those in the community who are struggling and then get them support before they reach a point of crisis. Police are able to create the opportunity for better outcomes for these individuals while at the same time reduce the impact on police and health care resources. Insp. McGregor liaised with his counterpart in at Vancouver Police to have this software made available to Victoria Police. The software is in use and proving to be very effective.

3. In September, Chrissy Brett, one of the leaders at Tent City, commenced a seven-week vigil within the CRD to advocate for the homeless and indigenous rights. Her vigil includes seven weeks of camping in seven different municipal parks for seven days at a time. Ms. Brett has attracted many followers and dozens of homeless people have erected tents with her. The CROs have reached out to Ms. Brett and the community to balance all of the competing needs that this vigil brings and to ensure that this vigil is allowed to carry on peacefully. Insp. McGregor and S/Sgt. Brown have also worked with various levels of government and Ms. Brett to ensure that a permanent tent city does not get established at one of Ms. Brett's sites.

Departmental Financial Update

As of September 30th, representing the third quarter of the fiscal year, the department's net budget position was approximately \$38,799,571, representing 74% of the total budget. Salaries and benefits are in line with the approved budget and other operating expenditures were either at or slightly below budget. The financial condition of the department remains positive at this time and we expect to remain within budget at year end, although unexpected and uncontrollable events could affect future projections.