



Framework Agreement  
Quarterly Report to the City of Victoria  
*April 1<sup>st</sup> to June 30th, 2015*

**August 12<sup>th</sup>, 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 second quarter of 2015.

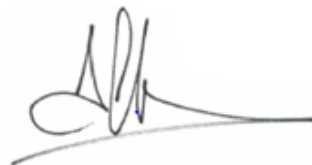
This period was characterized by a high operational tempo both in terms of our response to calls for service as well as proactive initiatives in the two communities that we serve.

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 a large number of community events, meetings, and celebrations. At each event that we attended, our officers, professional support staff, Reserve officers and volunteers were warmly welcomed by community members throughout Victoria and Esquimalt.

In early May, we supported yet another successful iteration of the annual Youth for Change and Inclusion camp, which provided dozens of young people invaluable opportunities for the development of interpersonal and team skills. On May 27<sup>th</sup>, we officially launched our new VicPD Community Ambassador program that provides yet another innovative and creative way for VicPD volunteers to interact with the citizens whom we serve. And speaking of our volunteers, we proudly held an appreciation event on June 3<sup>rd</sup> for the 67 Reserve officers and 71 volunteers who work so diligently every day for our communities.

VicPD also made significant progress in the development of our new strategic plan, which will be ready to launch in the fall of 2015. This plan, which is built upon our values of professionalism, integrity, respect, accountability, trust, and well-being, will chart the course of our organization for years to come.

Sincerely,



Frank J. Elsner  
Chief Constable

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

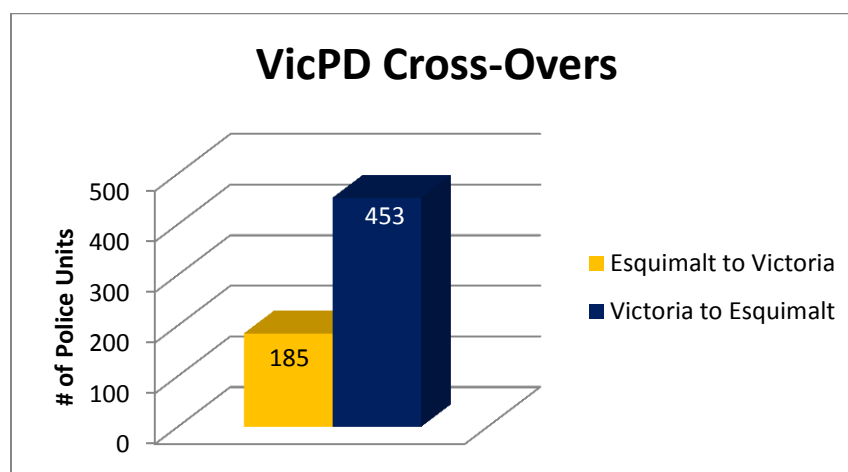
## Number of dispatched calls in each municipality (segmented by priority)

Dispatched Calls for Service by Municipality						
DIVISION	Priority 1	Priority 2	Priority 3	Priority 4	Other	Grand Total
VICTORIA	644	2026	4975	1596	8	9249
ESQUIMALT*	141	268	529	128	2	1068
Outside Jurisdiction	4	6	9	2		21
<b>Grand Total</b>	<b>789</b>	<b>2300</b>	<b>5513</b>	<b>1726</b>	<b>10</b>	<b>10338</b>

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: 1) 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.  
 2) Q2 figures exceed those of the previous quarter due to a change of statistical methodology (from manual tabulation to information drawn from the PRIME database.)

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

Response times for Priority 1 and 2 calls		
Response Times in Minutes	Victoria	Esquimalt
0 - 5 min.	50%	51%
5.1 - 10 min.	23%	23%
10.1 - 15 min.	10%	11%
Other*	16%	16%

\* "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 Type	VICTORIA	Victoria Rank	ESQUIMALT	Esquimalt Rank	Total Jurisdiction Rank	Grand Total
ABANDONED 911	1937	1	321	1	1	2259
UNWANTED PERSON	1394	2	67	7	2	1461
CHECK WELLBEING	1027	3	102	2	3	1129
PROPERTY	850	4	94	4	4	944
THEFT	792	5	90	6	5	882

## Top 5 criminal offences for each municipality

Top 5 Criminal Offences by Offence Type						
	VICTORIA	Victoria Rank	ESQUIMALT	Esquimalt Rank	Jurisdiction Rank	Grand Total
SHOPLIFTING UNDER \$5000	336	1	17	7	1	354
THEFT UNDER \$5000	319	2	30	4	2	350
MISCHIEF UNDER \$5000	305	3	30	5	3	335
PUBLIC INTOXICATION	279	4	35	3	4	314
THEFT OF BIKE UNDER \$5000	247	5	13	8	7	260
Grand Total	8901		1094			10021

## 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.

The following are highlights of Operations Council activities for April to June 2015 in Victoria:

**April 9<sup>th</sup>** – A prolific car break-in thief who was identified as an Operations Council priority was caught breaking into vehicles in the 700-block of Linden Avenue.

**April 9<sup>th</sup>** - A man who was identified as one of our Top 5 for Operations Council priorities was arrested for shoplifting in Mayfair Mall. He was held in custody for morning court.

**April 10<sup>th</sup>** - A member of our Strike Force observed suspected “dial-a-dope” drug activity in the 500-block of Fisgard Street. Surveillance was initiated and, as a result of this work, a search warrant was obtained on a related residence in the 3000-block of Jackson Street which resulted in crack cocaine, MDMA, and other evidence supporting drug trafficking charges.

**April 15<sup>th</sup>** - Members of the Crime Reduction Unit conducted a search warrant at a residential apartment in the 1000-block of View Street after stolen property was discovered for sale on EBay. Officers located various drugs in the suite as well as stolen property from recent break-and-enters reported at Victoria residences and businesses.

**April 23<sup>rd</sup>** - Officers arrested a man who was identified by video using a stolen credit card from a break-and-enter. A search warrant resulted in the recovery of several other items of stolen property and the man was held in custody.

**April 30<sup>th</sup>** - Two men identified as prolific break-and-enter suspects were found in possession of stolen property after a search warrant conducted on their residences.

**May 14<sup>th</sup>** - VicPD officers checked a man who was in possession of new ball caps from a brewery on Devonshire Road, which was discovered to have been broken into earlier that morning. The man was arrested for breaking and entering.

**June 4<sup>th</sup>** - VicPD officers received information of a new dial-a-dope operation and Strike Force was able to arrest four Surrey residents after executing three search warrants. All of the men were held in custody with conditions to stay off Vancouver Island.

**June 18<sup>th</sup>** - VicPD arrested a man who followed a 15-year-old girl getting onto a bus and groped her.

Morning wake-ups are consistently discussed at Operations Council and problematic areas or individuals who are uncooperative or problematic are focused on. This allows Patrol and FET members to be aware of the up to date complaints and strategies to ensure we are dealing with the issues on a daily basis.

## Number of community events attended

The number of community meetings and community celebrations were recorded for the time period spanning April 1, 2015 to June 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 celebrations 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 second quarter of 2015, VicPD members attended a total of 147 community



meetings in the City of Victoria. Additionally, members attended a total of 44 community events in the City of Victoria, including Quadra Village Days, Vic West Fest, Community Conversations for Burnside-Gorge, and the Selkirk Waterfront Festival. We were also proud to be part of the 2015 Victoria Day Parade, entering the largest VicPD contingent ever, including our Ceremonial Guard, members of the Senior Command Team, our VicPD Community Ambassadors, Reserve officers, volunteers, two VicPD cruisers, our Community Resource Officer van, our VicPD Volunteer Services vehicle, several motorcycles, and our vintage "Car 40."

## 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 first quarter of 2015. Public Affairs was also instrumental in organizing our Strategic Plan community consultation event on April 7<sup>th</sup>, the launch event for our new Community Ambassador program, various VicPD Civic Service Award ceremonies, swearing-in ceremonies for new officers, and numerous other community events.



VicPD's Community Programs Coordinator continued to increase the presence of Block Watch in Victoria. During the second quarter of 2015, five new Block Watch captains were appointed in Victoria and VicPD Reserve Constables met with eight 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 eight meetings and community events with various stakeholders and community partners.

Under the direction of the Coordinator of Volunteer Services, our Crime Watch volunteers regularly deployed in Victoria, conducting patrols in response to Operations Council priorities in effort to raise awareness of crime prevention initiatives and to engage with residents. During the second quarter of 2015, volunteers conducted 84 deployments in the City of Victoria. This included active van and foot patrols, 23 distracted driving/cell watch and 15 speed watch set-ups.

VicPD Reserve officers were similarly engaged in a range of activities in the Victoria community. In this quarter, Reserves conducted eight Block Watch presentations, six safety presentations, six home security audits, eight business security audits, six Crime Free Multi-Housing assessments, five presentations to seniors on personal safety and fraud, two Restorative Justice resolution assessments, and six 6 Child Find events. The Reserve Coordinator, Cst. Sean Millard, also hosted a Crime Free Multi-Housing seminar with Saanich Police and Landlords B.C. for 25 participants.

The highlight of the quarter for the Reserve program was the launch of the VicPD Bike Registry on June 17<sup>th</sup>. This new program allows citizens to voluntarily register their bicycle with VicPD with the goal to assist in the return of the bike if it were to be lost or stolen. Over 300 people have registered their bikes in this hugely popular program.





## 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. Healey
ACT	Cst. S. Hamilton

The Community Resource 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 Manager, Island Health, Outreach Teams, Community Groups, City of Victoria Staff and City Councillors. In the course of those duties, Insp. McGregor attended the following community events this quarter:

1. Greater Victoria Diversity Advisory Committee Community Engagement at the Inter-Cultural Association of Victoria.
2. Community Partnership Network (CPN) community meeting at the Masjid Al-Iman Mosque.
3. Toured Woodwynn Farms and met with the director seeking solutions for homelessness and addiction.
4. CPN Lecture at UVIC for Engaging Communities, Mapping Assets and Building Social Inclusion with Community Development Champion Jim Diers.
5. Victoria Day Parade.
6. Victoria PRIDE Parade.
7. Government Street Charette – with the Victoria Business Community.

The most pressing issues undertaken by the CROs this quarter are summarized below.

## **Burnside/Gorge**

### **Community Events:**

Csts. Johnson and Brown attended the following community events:

1. The Rock Bay Landing Garden project and spent the day planting plants across the street from Rock Bay Landing.
2. Boulevard Garden Planting Committee meeting.
3. Diversity Advisory Committee, attended the Global Café.
4. PEERS “open Forum” to discuss the role of the police with regards to Sex Trade Workers and the philosophy on documenting bad dates. Held a Question and Answer with Sex Trade Workers.
5. Victoria High Basketball Tournament.
6. Mustard Seed Volunteer Appreciation Dinner.
7. 25<sup>th</sup> Anniversary celebration of the Victoria Immigrant Refugee Center Society.
8. Life Outside the Box, put on a workshop at Central Middle School to teach high school kids strategies for conflict resolution.
9. Youth for Change and Inclusion (4 day conference).
10. Selkirk Waterfront Festival.
11. Funeral for the First Nations Elder Joyce Underwood who is one of the speakers at the YCI.
12. Connected with Woodwynn Farms, a therapeutic community for the homeless, to have somebody give FET an overview on what Woodwynn Farms provides.
13. Went to Vancouver to attend the Counter Exploitation Unit Regional Meeting.

### **Important Initiatives:**

**Report a Problem Property** – This program formalizes the long-standing multi-agency approach to addressing the issue of “problem properties.” The City of Victoria and Township of Esquimalt regularly experience a number of residential dwellings that become problem properties based on criminal activity, namely drug trafficking and possession of stolen property offences. VicPD Community Resource Officers recommended a program be implemented for the City of Victoria and Township of Esquimalt. The goal of the program is twofold:

- 1) to ensure that community concerns are taken seriously by police and that the police are responding and addressing those concerns in a timely and effective manner; and
- 2) to send a message to those committing drug and property crimes that their criminal and nuisance behavior will not be tolerated in our city.

The hope is that this will then lead to an increased quality of life for the citizens in the

community and better working relationships between community members, business owners and the Victoria Police Department.

**Nuisance Bylaw** – Once problem properties are identified, city bylaws are an important tool to addressing the problem. However, Csts. Johnson and Brown have discovered that there is no current bylaw in place that allows bylaw officers or police officers to issue tickets or recover costs for nuisance related offences to repeat offenders. Csts. Johnson and Brown researched bylaws from across Canada, and discovered that the City of Surrey allows bylaw officers and police the power to confront and disrupt properties associated with criminal lifestyles. It is recommended that the City of Victoria and Township of Esquimalt amend or create a new bylaw similar to that which exists in the City of Surrey. It is important that this bylaw does not fall under the business realm so that it includes single family dwellings and all rental accommodations.

## **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 the following community events:

1. DVBA: Abandoned Businesses Protocols
2. Kindness Meter: 700-block of Fort Street grand opening of parking meter to collect money for homeless initiatives.
3. 700-block Johnson Community Meeting
4. Grade 8 Orientation: Students introduction to policing (6 hours intro to a variety of police functions)
5. McHappy Day: Volunteering time to help at drive-in window.
6. Overdose Management Group: Community agencies working together to determine communication protocols and education in the case of an increase in overdoses.
7. Micro Housing Workshop: Education/Discussion on temporary housing options.
8. Noise Reduction Strategy: 900-block of Douglas St. surrounding Strathcona Hotel
9. Cart Storage: Community agencies/government planning potential storage facility.
10. Ride-Alongs (x2): for municipal government staff to better understand the scope of sheltering in parks and green spaces.
11. Mayor's Pandora Task Force: Initiative to improve relationships in the 900-block of Pandora Avenue and build a sense of community.

12. Community Partnership Network – Quadra Street Mosque Open House
13. Cool Aid Annual General Meeting
14. Car Free Day: Analysis and Feedback regarding operations/safety.
15. Bylaw Information Sheet: Meeting to discuss education portion of sheltering in parks and alternative choices.

### Important Initiatives:

**Overdose Prevention/Management Working Group** – Cst. O’Connor is a member of a group which includes Island Health, community organizations, and other emergency services who have recognized the importance and necessity of beginning an overdose prevention/management working group. The group is in its infancy and has begun developing frameworks and protocols. The goal of this group is to provide timely information and education in relation to “bad drugs” and overdoses in order decrease the number of overdoses in our community.

**“Late Night, Great Night” Efforts** – Cst. O’Connor coordinates VicPD’s “Late Night, Great Night” efforts increase police presence in the downtown core and in licensed establishments during Friday and Saturday nights. VicPD officers conduct licenced establishments checks and remove individuals who are overly intoxicated, violent, associated with drug trafficking, and/or have gang associations. This work has shown its effectiveness by reducing violent crimes in the downtown core during its hours of operation. Street disorder and bylaw offences are targeted by the task force as they patrol the downtown core. Future initiatives include assisting with the noise reduction strategies for the 900-block of Douglas Street.

**Homelessness / Camping in the Parks** – Cst. O’Connor and other CROs recently found long-term housing for two of the most entrenched homeless individuals who had lived in Kings Park for over a year. This process involved a significant amount of time for at least five separate officers in the division, including off-duty time. The officers worked with VICOT, social services, a hotel staff for short-term transitional housing, and an apartment manager for long-term housing. The officers learned that this couple required consistent and intensive



support, including having the officers make appointments for the couple, remind the couple of their appointments, and drive the couple to their appointments. When the officers were not involved, appointments were missed. Although this is a true success story, it underlines the significant resources required to transition a single person or couple from homelessness to housing.

### **3. Midtown**

As the Midtown CRO officer, Cst. Healy's 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 the following community events:

1. Worked with BC Housing and Our Place Outreach to secure housing for homeless wheelchair bound male suffering from MS.
2. Rock Bay Landing for boulevard community planting project.
3. Diversity Action Committee – Attended Global Café Workshop for international students and new immigrants.
4. Meeting with new immigrants at Victoria Immigrant and Refugee Centre about laws and culture in Canada.
5. Attended BCRPA Symposium: presentation on "People Sleeping in Parks."
6. Attended Micro Housing Presentation at City Hall.
7. Rock Bay Landing re: social disorder issues in and around the shelter.
8. Attended Diversity Action Committee meeting at Saanich Police.
9. Meeting at Our Place re: cart storage plans.
10. Attended Victoria Immigration and Refugee Open House
11. Attended McHappy Day for Children's Charities
12. Attended Mustard Seed "Five Hole for Food" benefit at Mayfair Mall.

#### **Important Initiatives:**

**Marihuana Dispensaries** – Cst. Healy has continued to monitor and gather information on all marihuana dispensaries, licensed producers, and other marihuana related businesses. There are several marihuana dispensaries operating in the City of Victoria in contravention of the *Controlled Drugs and Substances Act* and City bylaws.



Officers continue to monitor these businesses with an eye to the following risk factors: evidence of organized crime, evidence of selling marihuana to youth, and evidence of community complaints.

#### **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 attended the following community events:

1. VICPD's Chief's Youth Council
2. Victoria Integrated Court Working Group Meeting.
3. Seven Oaks Community Garden Project.
4. Attended Victoria Probation Office for a Co-presentation given by Probation and BC Corrections.
5. Probation/Community Partner BBQ Luncheon.
6. Victoria Integrated Court - Film Documentary Meeting.
7. Mentally Disordered Offender Meeting at Forensics. Community partners involved: VIRCC, Police, Probation, Crown Counsel, VIHA, Community Living BC. Discussed higher profile offenders.

#### **Important Initiatives:**

**VicPD's Chief's Youth Council** – Cst. Hamilton has worked with the Youth Council on an important gifting initiative. The VicPD CYC's purpose is "to be a force of positive change and inclusion in the Community through collaboration between the Victoria Police and youth in the Greater Victoria Area". It is comprised of approximately 12 High School students from many of the High Schools in the Greater Victoria Area. Through Cst. Hamilton's connections to vulnerable sectors of the community, specifically the homeless, substance users, and those suffering from mental health disorders, the CYC has taken on two gifting initiatives so far. The

first was to identify persons that were homeless and fill a wish list of items that they would need to survive on the street. The second initiative identified persons who were homeless but who recently obtained housing and needed furniture and household items to furnish the newly acquired residence. The CYC will start up again in September and the initiatives will continue with many new ideas to be explored as to how to meet this population's needs.

