



Framework Agreement  
Quarterly Report to the City of Victoria  
*January 1<sup>st</sup> to March 31st, 2015*

**May 13, 2015**

## Chief Constable's Message



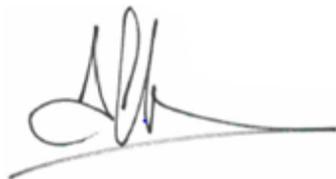
It is with great pride that the Victoria Police Department offers this first quarterly report under the new policing framework agreement between VicPD, the City of Victoria, and the Township of Esquimalt.

This report marks the first formal occasion under this new agreement in which VicPD reports on operational successes, community engagement efforts, and statistical trends for Victoria. I hope this report clearly conveys VicPD's ongoing commitment to provide the best possible community policing to the City of Victoria. Through our sustained efforts to connect with the residents, business owners, and community groups of Victoria, we continue to make significant progress toward an enduring public safety partnership based on mutual respect, trust, and a shared vision for the future of Victoria.

The first quarter of 2015 was characterized by a high operational tempo as well as significant progress in our efforts to expand the breadth and depth of our engagement in the community. We seized every possible opportunity to share the results of our VicPD Community and Business Surveys, including a formal presentation to the public and business community at the Bay Centre in January. We also sought and received significant public input into our VicPD strategic planning process while establishing and strengthening relationships at the neighbourhood level throughout Victoria and Esquimalt.

I look forward to building on these relationships throughout 2015 and beyond.

Sincerely,

A handwritten signature in blue ink, appearing to be 'F. Elsner', written over a horizontal line.

Frank J. Elsner  
Chief Constable

The following represents the performance of VicPD related to the identified performance metrics for the time period January 1 to March 31, 2015.

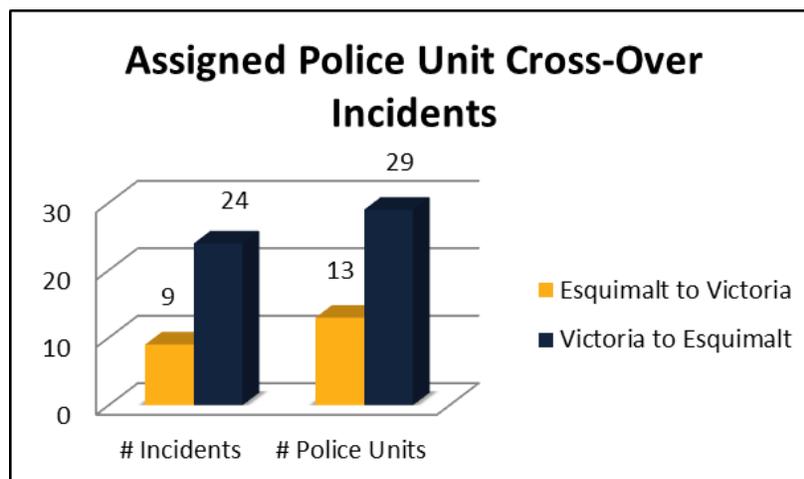
### Number of dispatched calls in each municipality (segmented by priority)

Dispatched Calls for Service by Municipality						
DIVISION	Priority 1	Priority 2	Priority 3	Priority 4	Other	Grand Total
VICTORIA	651	1919	4568	1413	5	8556
ESQUIMALT*	112	261	502	135	2	1012
Outside Jurisdiction	2	4	19	3		28
<b>Grand Total</b>	<b>765</b>	<b>2184</b>	<b>5089</b>	<b>1551</b>	<b>7</b>	<b>9598</b>

Note \* All calls dispatched to Esquimalt **do not** include calls to Vic West

### Number of times officers are required to attend a call outside their jurisdiction

The chart below details both the number of incidents where police units were required to cross over jurisdictional lines to provide assistance in relation to a call for service. In some of the cross-over incidents, more than one police unit was required to provide assistance. The total number of police units crossing over is detailed in the “number of police units” chart.



## 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.	53%	52%
5.1 - 10 min.	22%	27%
10.1 - 15 min.	11%	10%
Other*	14%	11%

\* "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	2049	1	295	1	1	2352
UNWANTED PERSON	1463	2	62	7	2	1527
CHECK WELLBEING	861	3	89	4	3	951
ASSIST POLICE / FIRE / AMBULANCE	732	4	119	2	4	856
THEFT	660	5	90	3	5	751

### Top 5 criminal offences for each municipality

Top 5 Criminal Offences by Offence Type						
	VICTORIA	Victoria Rank	ESQUIMALT	Esquimalt Rank	Jurisdiction Rank	Grand Total
CAUSING DISTURBANCE	327	1	21	7	1	348
THEFT UNDER \$5,000	270	2	44	1	2	314
MISCHIEF UNDER \$5,000	262	3	32	3	3	294
SHOPLIFTING UNDER \$5,000	249	4	12	8	4	261
PUBLIC INTOXICATION	235	5	36	2	5	272
<b>Grand Total</b>	<b>8252</b>		<b>1054</b>			<b>9346</b>

### Number of mental health calls compared to total calls (i.e. % of total)

Mental Health-Related Reports Municipality					
Municipality	Related	Not related	Not Marked	Total	Percentage Related
VICTORIA	1067	7121	92	8280	13%
ESQUIMALT	164	883	7	1054	15.5%
<b>Grand Total</b>	<b>1231</b>	<b>8004</b>	<b>99</b>	<b>9334</b>	<b>13.2%</b>

Notes: 1) All calls dispatched to Esquimalt do not include calls to Vic West.

2) The process of tabulating mental health-related calls is being refined and should be in place for future reports.

### 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.

The following are highlights of Operations Council activities for January to March 2015 in Victoria:

**Washington Street** - Numerous residents on the street were concerned regarding activity at a rental property where drug activity was suspected. Considerable efforts were made by Patrol, the Focused Enforcement Team (FET) and the Crime Reduction Unit to focus their attention on this property and work with the landlord in removing the tenants who were not cooperative. The neighbours were so thankful that they forwarded an email which stated, "Thank you. Thank you for all you did for us...we will never forget what a wonderful team all of you are :-)))))))))"

**Gorge Road East** - through intelligence-led policing, information was received regarding an apartment within the building. The Crime Reduction Unit conducted a search warrant and recovered stolen property, drugs and cash. One of the males is associated to a local gang.

**Vancouver Street** - VicPD received reports of numerous homeless people who had gained entry to a vacant nursing home. FET and Patrol members attended and cleared the occupants and liaised with the owner to re-secure the property. Bylaw has been working with the property management and is happy with how the building has been secured and a private security company monitors this building once a day. This building was in an Organizational Priority area and special attention was brought to bear.

**Other Initiatives** - An Operations Council priority was established regarding local gang members with a propensity towards violence who were selling drugs in the 900-block of Pandora Avenue. Undercover drug buys were set up by our Strike Force section and in one instance the accused male punched the undercover officer in the face during the operation. This male is now in custody and charges have been forwarded to Crown. Our intelligence section reports that in the last month, the calls for service have decreased in the 900-block of Pandora.

There has been an increase in bike thefts throughout Victoria and one male believed to be responsible for storage locker thefts was identified as an Operations Council priority. A search warrant was obtained, which resulted in the recovery of a bicycle and other stolen property. Charges were forwarded.

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 January 1, 2015 to March 31, 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 first quarter of 2015, VicPD members attended a total of 138 community meetings in the City of Victoria. Additionally, members attended a total of 13 community events in the City of Victoria, including the Stolen Sisters March, Coldest Night of the Year Walk, and anti-bullying awareness events. Many of these events and meetings involved more than one member of VicPD in attendance.



Photo credit: Adrian Lam, Times Colonist

Of particular interest were the following events:

**Business Survey Results**

This event took place in the Centre Court of the Bay Centre and was the official launch of the business survey results. The event was hosted by the Downtown Victoria Business Association with Chief Elsner presenting the survey results to business owners, community members, the media and members of VicPD.

**Rock Bay Landing Garden Project**

Two of our Community Resource Officers are involved with the Rock Bay Landing Committee and have spent countless hours assisting them with creating a safe community. One part of this initiative includes a boulevard beautification project. Both officers helped clean up the streetscape and



planted flowers along the boulevard of Rock Bay Avenue, which in turn helps build pride and community spirit for the residents and businesses in the area.

### **Our Place – Easter Lunch**

Chief Elsner and S/Sgt. Brown along with area mayors and councillors helped serve lunch at Our Place. This is a great example of how one simple gesture can help make a difference in someone's day.

### **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 the public event for the VicPD Community and Business Survey results in January and other community consultations throughout the quarter.

VicPD's Community Programs Coordinator continued to increase the presence of Block Watch in Victoria and several new Block Watch captains and participants were added to the program in the first quarter on 2015. VicPD Reserve Constables made regular presentations to Block Watch groups, engaging them in conversations about Block Watch, crime prevention strategies and answering their questions. Our Community Programs Coordinator continues to meet with local community stakeholders and partners to promote safe and healthy communities through education and partnerships to engage the citizens of Victoria.

Under the direction of the Coordinator of Volunteer Services, our Crime Watch volunteers regularly served in Victoria, conducting patrols in response to Operations Council priorities in effort to raise awareness of crime prevention initiatives and to engage with residents. In the first quarter of 2015, volunteers conducted 87 deployments in the City of Victoria. In addition to van and foot patrols, this included 14 "cellphone watch" and 21 "speed watch" set-ups. On March 4, volunteers took part in an all-day multi-jurisdictional distracted driving campaign, reminding drivers to "leave the phone alone." Volunteers also assisted at the business survey event, held January 27<sup>th</sup> at the Bay Centre.

## Community Resource Officer Update on Community Issues and Police Strategies

Within VicPD's Focused Enforcement Team Division are three full-time Community Resource Officer ("CRO") positions and one member 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. Allison Johnson and Kathi Brown (job share)

**Downtown** - Cst. Dan O'Connor

**Midtown** - Cst. Terri Healey

**ACT**- Cst. Sue Hamilton

The most significant initiatives undertaken by the CROs this quarter are summarized below.

### **Burnside/Gorge**

**Wake-Ups** – Csts. Johnson and Brown commence each shift with a patrol of parks and streets to wake up homeless persons and encourage them to clean up their belongings.

**Rock Bay Landing**- Rock Bay Landing is the most significant service provider in the Burnside/Gorge area providing services to those suffering from homelessness, mental health issues, and addiction. Csts. Johnson and Brown maintain daily contact with staff and proactively deal with people who cause disruption to Rock Bay Landing and the surrounding neighbours. For those individuals in the area who create constant disruption, deal drugs, and generate high calls for police service, Csts. Johnson and Brown pursue criminal charges when appropriate and obtain court conditions prohibiting these problem individuals from entering the area. In many cases Csts. Brown and Johnson provide referrals to those individuals in dire need of mental health and or addiction services. Many individuals who are in this situation and find themselves in conflict with the law can benefit from outreach services and referrals into the Victoria Integrated Court. Csts. Johnson and Brown also attend "Good Neighbour" meetings and are members of the gardening sub-committee. The officers recently assisted staff with landscaping and planting in the front of the property in order to improve the street scape.

RESPOND (Reacting Effectively to Solve Problems in Our Neighbourhood and Downtown) – Csts. Johnson and Brown attend meetings and liaise with Bylaw, Fire, Province of BC, and health, electrical, and plumbing inspectors in relation to problem properties in and around the City. The RESPOND Team members collaboratively come up with solutions to nuisance/problem properties beyond traditional criminal enforcement. Building on RESPOND Team principles, Csts. Johnson and Brown have put forward a business proposal to the Senior Command Team to implement an on-line reporting system for problem properties. This proposal is currently under review as the department assesses its impacts on information and privacy issues. Csts. Johnson and Brown have also written a proposal to amend the City's bylaws to assist Bylaw Officers and Police to more effectively deal with problem residences.

Burnside/Gorge Neighbourhood - Csts. Johnson and Brown regularly liaise with community centre staff on issues that affect the centre and the surrounding neighbourhood. The officers also contribute articles to the Burnside/Gorge community newspaper. Most recently, Csts. Johnson and Brown have participated in discussions with area residents, businesses, and City planners as the City develops a new vision for growth and change for the Burnside/Gorge area as part of its Official Community Plan.

Sex Trade Profile - Given the high number of sex trade workers in the Rock Bay area, Csts. Johnson and Brown also coordinate the Sex Trade Liaison Team, attend monthly meetings with PEERS, review all relevant street checks, and disseminate "bad date" reports.

### **Downtown Victoria**

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.

Homelessness/Camping in parks and on streets - Cst. O'Connor (along with all other FET members and many Patrol members) commence each shift with a patrol of parks and streets to wake up homeless persons and encourage them to clean up their belongings. In addition to the personal impacts that homelessness brings to those experiencing it, homelessness has a significant impact on the home and business owners in the affected areas, as well as the resources of bylaw and police officers. The impacts include homeless people breaking into private property and sleeping there, leaving garbage behind, congregating in parks in residential areas, etc. Cst. O'Connor recently spearheaded a homeless count during two mornings in April and identified 72 homeless people on the first day and 88 on the second who were sleeping in City parks or on City streets. The wake-up routine in the morning consumes significant police resources, and Cst. O'Connor then spends significant time dealing with individual citizen and business complaints regarding the issue. Cst. O'Connor has worked with

the downtown business community to inform them on their rights and what signage should be erected in order to deal with people trespassing on private property.

Downtown Service Providers – Cst. O’Connor spends significant time engaging with service providers. At Our Place (900-Block Pandora Avenue), Cst. O’Connor deals with street and disorder issues and follows up with residents and businesses about complaints about trespassing and garbage. At AIDS Vancouver Island (713 Johnson Street), Cst. O’Connor deals with community concerns around the pedestrian congestion on the front sidewalk.

Salvation Army - At the Salvation Army (525 Johnson Street), Cst. O’Connor works with staff to mitigate issues surrounding released inmates involved in violence or drug activity. Cst. O’Connor is proactive in developing rapport with the clients of these services (who often have challenges around mental health and addiction) and addressing issues that are of concern to the surrounding residents and businesses (panhandling, street disorder, trespass, etc).

### **Midtown**

The Midtown CRO (MT CRO) position was added on January 1st, 2015 and focusses on a specific area of responsibility. Initially it was thought that the MT CRO’s area of responsibility would cover the area between the Burnside/Gorge CRO and the Downtown CRO (hence the name Mid Town). Further analysis of the respective areas of responsibilities assisted in determining that the MT CRO would encompass an area sandwiched between the Burnside/Gorge CRO area, the Downtown CRO and in addition, the area east from Chambers and Cook streets and south of Southgate.

In addition to responding to complaints within that area of responsibility, the MT CRO conducts a number of proactive initiatives, many of which are shared with the Downtown and Burnside/Gorge CROs. These include but are not limited to conducting morning wake-ups and patrolling the local parks/streets etc.

An area of focus for the MT CRO has become a few of the smaller parks within the area of responsibility that have generated a very high number of complaints including Haegert Park and Beacon Hill Park. The CROs take the police response to issues such as these to a higher level by proactively working with bylaw/parks and the community to address these issues. In addition the CROs assist with concerns raised by communities, businesses and City councillors concerning campers and abandoned property.

The MT CRO has been assigned the Marihuana Related Business portfolio. This includes responsibility for working with Bylaw Licensing to create and maintain bulk file of these

businesses and document complaints received, and to develop and implement protocols for an incremental enforcement approach when these businesses generate multiple complaints (for example Leaf Retail). In addition the MT CRO assumes responsibility for pro-actively contacting the owners of the Marihuana Related Businesses, outlining the jeopardy associated with trafficking marihuana and providing security and good neighbour advice.

The MT CRO takes an active role with RESPOND by attending RESPOND meetings and inspections.

The MT CRO participates in the CRN (Community Response Network) by attending monthly meetings to assist in development of World Elder Abuse and Awareness Day function.

### **ACT Integrated Team**

Recently the agreement between Island Health, VicPD, Community Corrections and the Ministry of Housing and Social Development was amended to reflect the reality that the integrated services have now been expanded beyond VICOT to all 4 core ACT Teams. The VICOT/ACT Teams 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.

The ACT officer, Cst. Sue Hamilton, continues to work with the Downtown Act Team, Pandora Act Team, Seven Oaks Act Team, VICOT and informally with 713 Outreach. Since January she has noted an increased number of requests for assistance made by each of the teams. All of the requests fall under the mandate of her responsibilities, such as Mental Health Act warrants, information sharing, referrals, transports, safety checks, etc. Some of the other tasks she was/is involved with are:

- In January, Cst. Hamilton job-shadowed Vancouver ACT team police members whose roles are similar but are carried out in a full-time plainclothes capacity. Since returning, she deploys in plainclothes 1-2 days a week and incorporates more outreach on these days. Drop in visits to clients with the team's probation officer are conducted on these days. Working in plainclothes has made the rapport-building a little easier.

- Also during this quarter, she supervised a Royal Roads student conducting research into the VICOT/ACT Teams.
- As a result of clients who are exhausting police and emergency services, a collaborative meeting was held which included BC Ambulance, Island Health, ACT teams and police. A push to adopt the “Familiar Faces Program” that is currently being used in Vancouver has been initiated which will require further commitment from Island Health.
- In March, information sessions were organized with Island Health acute care staff. The purpose was to educate them about what police, corrections, probation, and the ACT teams do to support clients who may also be involved in the criminal justice system. The sessions were beneficial as it opened additional communications channels between Island Health, VicPD, sheriffs and probation.

### **Update on Operations and New Initiatives**

In the first quarter of 2015, VicPD investigated three homicides which resulted in a significant investment of resources (both in terms of personnel and financial resources). While it has been determined that there is no public risk associated with these files, VicPD investigators continue to make significant efforts to conclude these investigations.

The primary new initiative for VicPD in the first quarter of 2015 was the full implementation of the policing framework agreement between VicPD, the City of Victoria, and the Township of Esquimalt.

In addition, the first quarter of 2015 saw a number of organizational changes at VicPD that were implemented in the interests of enhanced efficiency and better service delivery. An officer specializing in missing person files was appointed and domestic violence investigators were added to each of the four Patrol watches to enhance capacity in that area. VicPD also established Telephone Reporting Officer positions to assist with the investigation of Priority 3 and 4 files by phone, with the intent of allowing deployed Patrol resources to focus on higher priority calls for service.

Finally, significant progress was also made toward finalizing VicPD’s new strategic plan, which will help us plot the course of our organization for the next five years and beyond.