



Framework Agreement
Quarterly Report to the City of Victoria
October 1st to December 31st, 2017

January 18, 2018

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 fourth quarter of 2017.

During this period, VicPD supported a number of community-focussed initiatives including a community soccer game hosted by the Masjid Al-Iman mosque, Halloween activities, Remembrance Day commemorations, an LGBTQ2 Conference at the Victoria Native Friendship Centre, the Threshold Housing Society's Tree Lighting Event, the Island Farms Santa's Light Parade, and the Aboriginal Coalition to End Homelessness's Building Community event. These important community events saw the participation of members of our Senior Command Team, VicPD officers and our Volunteers and Reserves.

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,

A handwritten signature in blue ink, which appears to read "Del Manak".

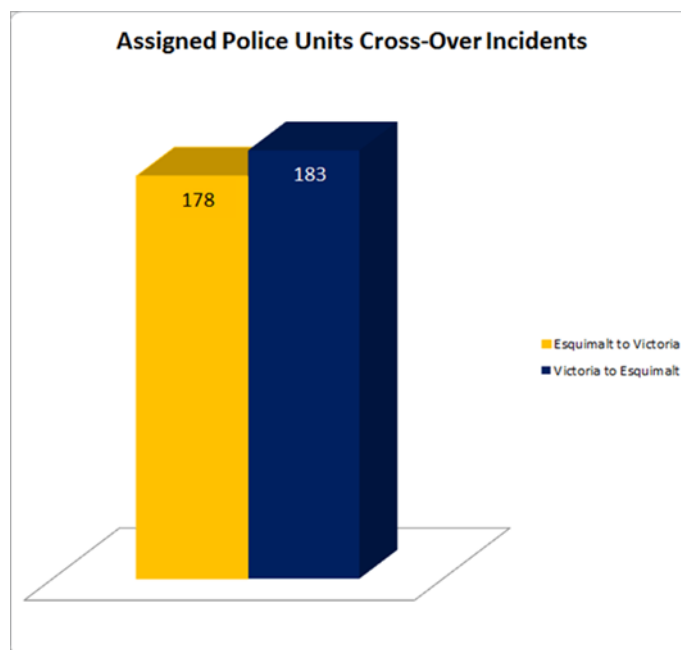
Del Manak
Chief Constable

The following represents the performance of VicPD related to the identified performance metrics for the time period October 1 to December 31, 2017.

Number of dispatched calls in each municipality

Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Totals	
	Q4 2016	Q4 2017	Q4 2016	Q4 2017	Q4 2016	Q4 2017	Q4 2016	Q4 2017	Q4 2016	Q4 2017
VICTORIA	864	897	2978	2692	5954	6131	1655	1868	11451	11588
ESQUIMALT	129	140	297	282	582	587	176	160	1184	1169
Outside Jurisdiction	3	5	15	8	20	40	8	5	46	58
Grand Total	996	1042	3290	2982	6556	6758	1839	2033	12681	12815
Note* All calls dispatched to Esquimalt do not include calls to Vic West										

Number of times officers attend a call outside their jurisdiction



Note: Cross-Overs "Esquimalt to Victoria" represent incidents of officers assigned to the Esquimalt Division (who also cover Vic West) crossing into the Victoria Division operational area (East of the Bridges). Cross-Overs "Victoria to Esquimalt" represent incidents of officers assigned to the Victoria Division crossing into the Esquimalt Division operational area, including Vic West.

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.	45%	50%
5.1 - 10 min.	6%	9%
10.1 - 15 min.	30%	27%
Other*	18%	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

Victoria				
Top 5 Call Types	Q4 2017	Rank	Q4 2016	Rank
ABANDONED 911	2658	1	2239	1
UNWANTED PERSON	2050	2	1701	2
CHECK WELLBEING	1324	3	1401	3
THEFT	1051	4	914	5
PROPERTY	862	5	869	6
Grand Total	17339		16509	
Esquimalt				
Top 5 Call Types	Q4 2017	Rank	Q4 2016	Rank
ABANDONED 911	206	1	285	1
CHECK WELLBEING	118	2	111	2
ASSIST GENERAL PUBLIC	108	3	95	3
ASSIST POLICE / FIRE / AMBULANCE	97	4	93	4
THEFT	84	5	86	5
Grand Total	1620		1695	

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 Police/Fire/Ambulance: assisting fire departments, the BC Ambulance Service, follow-up requests by other law enforcement agencies.

Theft: stealing items.

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

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.

Victoria				
	Q4 2017	Rank	Q4 2016	Rank
ASSIST PUBLIC/UNWANTED PERSON	2551	1	2387	1
SUSPICIOUS CIRCUMSTANCES	688	2	630	2
THEFT FROM VEHICLE	439	3	345	5
PROPERTY-FOUND	417	4	356	4
PROPERTY-LOST	410	5	469	3
Grand Total	11239		11297	

Esquimalt				
	Q4 2017	Rank	Q4 2016	Rank
ASSIST PUBLIC/UNWANTED PERSON	275	1	262	1
SUSPICIOUS CIRCUMSTANCES	107	2	88	2
THEFT FROM VEHICLE	54	3	41	4
DOM DISP-NO ASLT	53	4	49	3
BYLAW-NOISE	33	5	31	5
Grand Total	1206		1194	

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.

The Crime Reduction Unit (CRU) and Strike Force Unit, operating on the information provided by the Analysis and Intelligence Section, entered phase two of Operation Fentanyl Focus, a prioritization of fentanyl-related drug crime. This saw CRU intercept a ¼ kilogram shipment of fentanyl and cocaine that was being smuggled from Vancouver to Victoria. Two men were arrested before they entered the city and remain in custody. The Strike Force Unit investigated a fentanyl trafficker who was already dealing in Victoria. Remarkably, his operation was beside a children's daycare. When Strike Force members arrested him nearby, his pockets were stuffed with heroin, fentanyl, cocaine, methamphetamine and thousands of dollars in drug profits.

Number of community events attended

The number of community meetings and community celebrations were recorded for the time period spanning October 1 to December 31, 2017. For statistical reporting purposes, "community meetings" were defined as "all meetings with any community stakeholders including community groups, schools, boards, councils, neighbourhood



VicPD was proud to take part in the 2017 Island Farms Santa Parade

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 91 community and partner meetings and 26 community events. The events included a community soccer game hosted by the Masjid Al-Iman mosque, Halloween activities, Remembrance Day commemorations, an LGBTQ2 Conference at the Victoria Native Friendship Centre, the Threshold Housing Society’s Tree Lighting Event, the Island Farms Santa’s Light Parade, and the Aboriginal Coalition to End Homelessness’s Building Community event.



VicPD officers take part in the community soccer game hosted by the Masjid Al-Iman mosque

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.

The VicPD Public Affairs section continues to keep our Victoria and Esquimalt communities engaged and informed through both mainstream and social media. The two-member section:

- Successfully filmed and launched the Restorative Justice Distracted Driving Campaign;
- Discussed holiday safety tips including mail theft safety;
- Continued to distribute information about theft from vehicles downtown, especially in parkades;

- Informed our communities about road closures, urgent incidents and public safety concerns;
- Provided public affairs support to the Island Farms Santa Parade and Good Life Marathon;
- Provided public affairs support for numerous high-profile stories involving public safety;
- Assisted in a “Jail and Bail” fundraising event with the United Way; and
- Conducted a “tweet along” on both nights of the Halloween weekend, creating productive conversation online about community safety.

In addition to answering over 389 media requests this quarter, our two-person section issued 71 media releases, issued several mobile alerts, and sent out hundreds of 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. In addition to managing the Block Watch program, VicPD’s Community Programs Coordinator was recently appointed as a board member for the Block Watch Society of British Columbia, which in turn will have a positive impact on the program delivery for Victoria residents.

During the fourth quarter of 2017 VicPD, participated in the first annual Wicked Victoria family friendly Halloween event. VicPD Volunteers had a booth set up and handed out safety light



**VicPD Volunteers distribute VicPD reflective lights
at the Wicked Victoria Halloween Celebration**

reflectors. VicPD volunteers, officers and the Chief were once again happy to participate in the annual Island Farms Santa's Light Parade.

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 fourth quarter of 2017.



VicPD Volunteers conducted 66 Crime Watch deployments in Victoria in the fourth quarter of 2017

- Crime Watch volunteers conducted patrols in response to Operations Council priorities, engaging with community members and raising awareness of crime prevention initiatives.
- At Headquarters, volunteers provide knowledgeable and professional support at the Front Desk. During this quarter, Front Desk volunteers provided 548 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 201 hours of service during this term.
- Promoting pedestrian safety, volunteers distributed VicPD reflective lights at the Wicked Victoria Halloween Celebration, and along with VicPD members and staff, volunteers attended the Aboriginal Coalition to End Homelessness Christmas Celebration.
- During this quarter, Crime Watch Volunteers checked approximately 12,000 vehicles in the Victoria Downtown parkades in an effort to reduce the number of theft from motor vehicles by reminding vehicle owners to lock their vehicle and remove all valuables.

- On October 5, the Coordinator of Volunteers attended the University of Victoria Community Volunteer Recruitment Fair, in an effort to recruit additional volunteer support.
- On October 11 and 19, the Coordinator of Volunteer Services held training sessions for 17 new VicPD volunteers for Front Desk and Crime Watch assignment.
- On October 24 and 25, Crime Watch volunteers distributed safety reflectors as part of the VicPD/ICBC Pedestrian Safety Campaign. Volunteers deployed to high foot-traffic transit stops in the downtown core.
- On November 25, VicPD celebrated our magnificent volunteers at our Annual Volunteer Recognition and Awards Ceremony. The evening was our way of recognizing the exceptional service that our VicPD volunteers and reserves provide to the department and the community.

For the VicPD Reserve Program, new Reserve recruits started training on October 19 with a scheduled graduation of February 3, 2018. Upon graduation, these 19 Reserves will be out in the community delivering crime prevention programs while boosting the total number of active Reserves to 65.

As of November 30, Reserve Constables have volunteered 7,800 hours to the community in 2017.



VicPD Reserve Constables receive a warm welcome at the 2017 Island Farms Santa's Light Parade

The VicPD Bike Registry continues to be a success with much public interest and many bicycles returned to victims of theft.

In November, the Reserve Program Coordinator Cst. Millard launched the Restorative Justice Distracted Driver Pilot Project with assistance from Drop It and Drive and the Office of the

Superintendent of Motor Vehicles. There was interest from across BC and the pilot project was considered a major success.

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



Cst. Hand and Cst. Brown share kitchen duty with Grant McKenzie and Don Evans and at re-opening of My Place.

reduce recidivism. Within that last 12 months VicPD, with support from the Victoria and Esquimalt Police Board and the councils of Victoria and Esquimalt, has increased its ACT officers from one to three. As a result of this expansion, the 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 61 community meetings and 19 community events. Some highlights from this quarter are as follows:

- The CRO officers have spent a great deal of time in the Burnside/Gorge community meeting with residents and service providers about the Province's plans to create new supportive housing units and shelter space in the area. The Portland Housing Society (PHS) and Island Health have successfully managed the supportive housing and treatment beds at the former Super 8 motel site for almost a year. In December, PHS prepared to open the shelter space in the lower portion of the former Super 8 building, providing shelter space for up to 50 people. CRO officers have worked diligently to support the surrounding community and the new shelter residents to ensure that the shelter space is a success. CRO officers have seen a significant decrease in homeless campers in and around the Cecelia Ravine area and the Rock Bay Landing Shelter since the Super 8 Shelter opened.
- In October, Insp. McGregor, S/Sgt. C. Brown, and Cst. O'Connor attended the Problem-Oriented Policing (POP) Conference in Houston, Texas. This is the leading international POP conference in North America which brings together police officers from around the world to discuss innovative strategies to reducing crime and social disorder in our communities. The conference invites participants to submit presentations on unique approaches to community problems, and identifies the top six presentations as "Goldstein finalists". Insp. McGregor and his staff submitted a presentation to the

conference on the VicPD's management of Tent City, and they were recognized as one of the Goldstein finalists at the conference. The conference was an excellent opportunity to speak with other police managers about their approaches to various community challenges. Insp. McGregor received a significant amount of praise and positive feedback from conference participants on the VicPD's approach to managing homelessness, mental health and substance use issues.

- The three ACT officers are now fully embedded with the various ACT teams in the City and are providing support and solutions to some of the most challenging clients on our streets. The expansion of the VicPD ACT officers from two to three has allowed the ACT teams to provide great support and outreach, particularly in those cases where the clients have significant behavioural challenges and underlying propensities for violence. The VicPD ACT officers' main goal is to connect clients with support and make every effort to keep these clients housed and out of the criminal justice system.

Departmental Financial Update

As of December 31st, the department's net budget position was a surplus of approximately \$254,376, representing 99.4% of the total budget. At this time, we are finalizing the year-end reconciliation process and there may yet be some minor adjustments. Under the terms of the Framework Agreement, surplus funds will be transferred into the Financial Stability Reserve Fund to the maximum allowable amount under the agreement. Any remaining surplus will be transferred into the Employee Benefit Obligation Reserve Fund in accordance with the Framework Agreement.