



Framework Agreement
Quarterly Report to the City of Victoria
April 1st to June 30th, 2017

August 9, 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 second quarter of 2017.

During this period, VicPD supported a number of community-focussed initiatives including the Victoria Day Parade, the Souper Bowls of Hope event for youth empowerment, Yom HaShoah Holocaust Remembrance Day, the "Free the Fuzz" fundraising event for the Special Olympics in British Columbia, and the Youth for Change and Inclusion annual camp for social justice, responsible citizenship and leadership. These important community events saw

the participation of members of our Senior Command Team, VicPD officers and our Volunteers and Reserves.

The second quarter of 2017 also saw the completion of our comprehensive Community and Business Survey project. Our Community and Business Survey initiative is a months-long project that involves a team of internal experts and takes hundreds of hours. This investment is vital to helping ensure that we're on the right path to providing the best service we can to the citizens of Victoria and Esquimalt. In addition to the surveys themselves, we hosted four community conversations to do a reliability check on what we'd heard from the survey process and to begin the process of establishing next steps on how to take the survey feedback and turn it into action. For a comprehensive overview of the survey results, please visit <https://vicpd.ca/survey>.

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 April 1 to June 30, 2017.

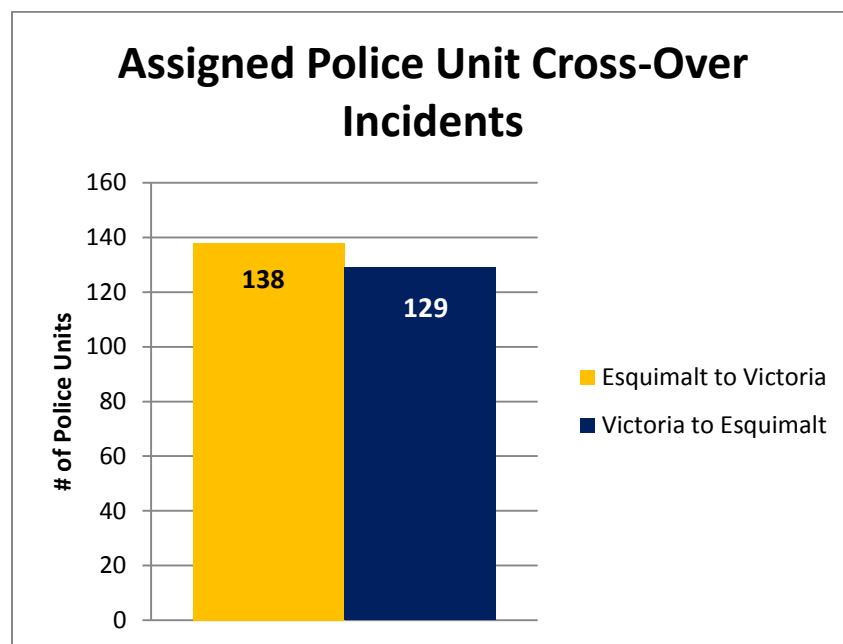
Number of dispatched calls in each municipality

Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Totals	
	Q2 2016	Q2 2017	Q2 2016	Q2 2017	Q2 2016	Q2 2017	Q2 2016	Q2 2017	Q2 2016	Q2 2017
VICTORIA	702	665	2373	2341	4947	4856	1520	1267	9542	9129
ESQUIMALT	125	109	264	267	521	464	135	110	1045	950
Outside Jurisdiction	4	6	8	4	16	17	4	6	32	33
Grand Total	831	780	2645	2612	5484	5337	1659	1383	10619	10112

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.	53%	56%
5.1 - 10 min.	9%	8%
10.1 - 15 min.	28%	25%
Other*	10%	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	Q2 2017	Rank	Q2 2016	Rank
UNWANTED PERSON	1427	1	1417	2
ABANDONED 911	1404	2	2021	1
CHECK WELLBEING	1114	3	1079	3
ASSIST POLICE / FIRE / AMBULANCE	754	4	771	4
THEFT	685	5	738	5
Grand Total	12728		13859	
Esquimalt				
Top 5 Call Types	Q2 2017	Rank	Q2 2016	Rank
ABANDONED 911	165	1	324	1
CHECK WELLBEING	120	2	103	2
ASSIST GENERAL PUBLIC	85	3	70	5
ASSIST POLICE / FIRE / AMBULANCE	66	4	93	3
UNWANTED PERSON	58	5	65	6
Grand Total	1267		1573	

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				
	Q2 2017	Rank	Q2 2016	Rank
ASSIST PUBLIC/UNWANTED PERSONS	2092	1	2116	1
SUSPICIOUS CIRCUMSTANCES	538	2	637	2
PROPERTY-FOUND	306	3	320	3
PROPERTY-LOST	302	4	305	4
THEFT FROM AUTO	247	5	222	9
Grand Total	8690		9335	

Esquimalt				
	Q2 2017	Rank	Q2 2016	Rank
ASSIST PUBLIC/UNWANTED PERSONS	228	1	202	1
SUSPICIOUS CIRCUMSTANCES	102	2	89	2
MENTAL HEALTH/ATTEMPT SUICIDE	37	3	15	19
BYLAW-NOISE	30	4	42	4
DOMESTIC DISPUTE-NO ASSAULT	27	5	50	3
Grand Total	940		1050	

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 twenty-eight day operational period, the Analysis and Intelligence Section identifies and brings to the attention of the 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. 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.

The Analysis and Intelligence section also identifies the top five people that generate calls for service to police in the Victoria and Esquimalt areas for each period. In each case, the Community Services Division took ownership of coordinating resources and developing specific strategies to target these individuals in an effort to reduce the calls they generate. These strategies included assisting them with accessing mental health care, addiction counselling, and housing services through the Victoria Integrated Court. Enforcement work by the Patrol and Community Services Divisions provided several individuals with gateway access to the Integrated Court and the services they required. This holistic approach to assisting the frequent call generators proved very successful in this latest reporting period, with almost every person experiencing reduction in the number of police contacts resulting from the proactive work.

Our Strike Force and Crime Reduction Unit continued to focus their efforts on fentanyl dealers throughout the Q2 reporting period. Three separate dealers were arrested and each was found to in possession of large amounts of cash and various drugs, including fentanyl, as well as apprehending two suspects from a robbery of a cannabis storefront with the assistance of patrol members.

Operations Council Priorities for Q2 2017

April

- Rock Bay Landing area – Calls were static in this reporting period with an increase in property crime.
- Reeson Park area - No change in calls for service.

May

- Rock Bay Landing area – Calls for service reduced by 30%.
- Reeson Park area - No change in calls for service. Fewer tents noted in this area.

June

- Burnside Gorge Community Centre area - Calls for service reduced by 18%.
- Reeson Park area. Public disorder dropped significantly, likely due to police presence.

Number of community events attended

The number of community meetings and community celebrations were recorded for the time period spanning April 1 to June 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 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 2017, VicPD members attended a total of 112 community meetings in the City of Victoria. Additionally, members of the VicPD Senior Command Team, officers and our Volunteers and Reserves attended a total of 39 community events in the City of Victoria, including the Victoria Day Parade, the Souper Bowls of Hope event for youth empowerment, Yom HaShoah Holocaust Remembrance Day, the “Free the Fuzz” fundraising event for the Special Olympics, and the Youth for Change and Inclusion annual camp for social justice, responsible citizenship and leadership.



**The Ceremonial Guard leads the VicPD contingent in the 2017
Victoria Day Parade**

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 section provided support for the following initiatives:

- 4 successful survey engagement sessions with the community (three community-focussed sessions and one session dedicated to the business community);
- The annual Youth for Change and Inclusion camp, telling the story of the work that is done at the camp via social media;
- A bike lane public information campaign in cooperation with the City of Victoria;
- Informing our communities about road closures, urgent incidents and public safety concerns;
- Public events associated with the announcement of Chief Manak as Chief Constable;
- Began filming a video series on the VicPD's fight against fentanyl trafficking;
- Held a public launch for the Summer Downtown Beat Action Plan; and
- Staff supported public communications efforts at major city events such as the Times Colonist 10K race.



**Ensuring public safety at the
Times Colonist 10K race**

In addition to answering 365 media requests between April and June, our two-person section issued 42 media releases, issued several mobile alerts, and sent out over 760 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 second quarter of 2017, four new Captains

were appointed to the program in Victoria, and VicPD Reserve Constables gave presentations to five Block Watch groups.

The Community Programs Coordinator is also responsible for the coordination of the VicPD Civic Service Award Ceremony and events. In May and June, VicPD awarded five community members with Civic Service Awards. The second quarter is also the start of the community event season. As always, VicPD officers and staff are proud to support and attend many local events, including Quadra Village Days, the Victoria Day Parade and the Selkirk Waterfront Festival.

On May 30th, Chief Manak along with Mayor Helps and Kerri Milton of the Downtown Victoria Business Association announced the details of VicPD's Downtown Summer Beat Action Plan. During the summer months, members of the Senior Command Team and VicPD's administrative officers walked the beat in the downtown core, engaging with residents, businesses and tourists alike.



Chief Manak presents a young recipient with the VicPD Civic Service Award

VicPD Volunteers continue to provide excellent service to the City of Victoria through a variety of programs. 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 second 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. During the second quarter of 2017, volunteers conducted 68 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 498 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 139 hours of service during this term.

Events/Highlights:

- **Community Engagement:** Volunteers represented the Victoria Police Department at 11 very successful events; including participation in the Victoria Day Parade, the Community and Business Survey Engagement sessions, and numerous other community celebrations. Response was positive and volunteers reported that they enjoyed the opportunity to interact with the public and promote VicPD initiatives.



Volunteers proudly carry the VicPD banner in the 2017 Victoria Day Parade

- **Celebration:** On June 14, VicPD showed its appreciation for the great support our Volunteers and Reserves provide to the City of Victoria and Township of Esquimalt. The volunteers were treated to a pizza party with refreshments served to them by our



VicPD Volunteers accept the Cell Watch Team Challenge Award from Chief Manak and ICBC's Colleen Woodger at the annual Volunteer pizza party appreciation event.

Senior Command Team and Victoria and Esquimalt Police Board members. In addition, Colleen Woodger, ICBC Road Safety Coordinator, attended the party and presented the Crime Watch volunteers with the Cell Watch Team Challenge Award. This award recognizes the South Vancouver Island regional team that conducted the most deployments during the March 2017 Distracting Driving Campaign.

VicPD Reserve officers were similarly engaged in a range of activities in the Victoria and

Esquimalt communities, investing over 1,500 hours during the reporting period. From April 1 to June 30, Reserves attended 16 public events assisting with traffic and crowd management.

Reserves continue to offer home and business assessments for Crime Prevention Through Environmental Design (CPTED). These security audits are often offered to victims of break-ins and this continues to be a very popular crime prevention program. During the quarter, nine residential audits were conducted.



Reserve Constable Peter Devette and Constable Allison Johnson promote the VicPD Bike Registry at the Burnside/Gorge Community Centre

Maintaining the Reserve program's authorized strength of 71 Reserves continues to be a challenge. From a roster of 63 active Reserves, 12 people left the program this quarter, with 9 being hired by various police agencies and 3 leaving for other careers. To address this shortfall,

a new course will be held in October that will train 30 people over a four-month period, with graduation set for February 2018.



Media interview a grateful visitor to Victoria after VicPD reunites him with his \$15,000 stolen mountain bike

During this quarter, 600 bikes were registered with the VicPD Bike Registry. To date, there are 2,300 bikes registered since the registry's inception in July 2015.

Referrals of files to the Restorative Justice process increased during the second quarter with eight referrals taking place, which is double the number of referrals received during the first quarter of 2017.

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. Dan 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



Fort Street Sweep-Up: Cst. Dan O'Connor pitches in with the DVBA's Kerri Milton, Councillors Jeremy Loveday and Margaret Lucas, and business owner Teri Hustins

improved health outcomes, commit fewer crimes and reduce recidivism. Within that last 12 months, VicPD, with support from the Victoria and Esquimalt Police Board, 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 at total of 86 community meetings and 39 community events. Some highlights from this quarter are as follows:

- Our ACT officers have expanded their capacity to assist all of the various ACT teams and are continuing to steer their clients to the Integrated Court as opposed to the regular court system. In April, our ACT officers were asked to sit on a panel sponsored by the Canadian Bar Association which was streamed throughout the country. The panel discussion was entitled “Everything is Integrated” and focussed on strategies to assist high needs clients in the criminal justice system.
- Reeson Park has been a focal point this quarter for homelessness and overnight sheltering. The VicPD has fielded a significant number of calls complaining about loitering and the accumulation of garbage and other property in the area. There had definitely been some deterioration and entrenchment in the park throughout May and June. Our CRO officers, under the direction of Insp. McGregor and S/Sgt. Brown, have been working for some time to develop strategies to clean up the park and respond to community complaints without further victimizing the homeless population there. Recently, our CRO officers coordinated a multi-pronged approach with Bylaw, Public Works, Parks, and BC Housing to clear all of the debris from the park and get housing for four people camping in the park. We have not solved this problem, but we have had a good reset there and will continue to keep on top of it. It should be noted that this was

accomplished as a result of our dialogue with the campers and not through enforcement.

Departmental Financial Update

As of June 30th, the department's net budget position was approximately \$24,190,539, representing 46.1% of the total budget. The rates of pay for Police Union employees reflected the 2015 rates of pay under the expired collective agreement. The rates of pay for the CUPE employees reflected the 2016 rates of pay. Once adjusted for projected increments, salaries and benefits are in line with the approved budget. At the end of the second quarter, non-wage operating expenditures were also in line with expectations. The financial condition of the department remains positive at this time, although unexpected and uncontrollable events could affect future projections.