



Framework Agreement  
Quarterly Report to the City of Victoria  
*January 1<sup>st</sup> to March 31<sup>st</sup>, 2017*

**April 25, 2017**

## Acting 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 first quarter of 2017.

During this period, VicPD supported a number of community-focussed initiatives including the Chinese New Year Parade, a Solidarity Gathering for the Muslim Community, Black History Month commemorations, the Stolen Sisters March, and the Coldest Night of the Year 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.

VicPD remains engaged within our community and we intend to enhance the breadth and depth of that engagement in the second quarter of 2017 as we plan for several engagement events associated with our major 2017 Community and Business Survey project. Through continued two-way dialogue and active engagement with individuals, groups, and businesses in our community, we look forward to continuing to provide the policing services that our citizens expect and deserve.

Sincerely,

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

Del Manak  
Acting Chief Constable

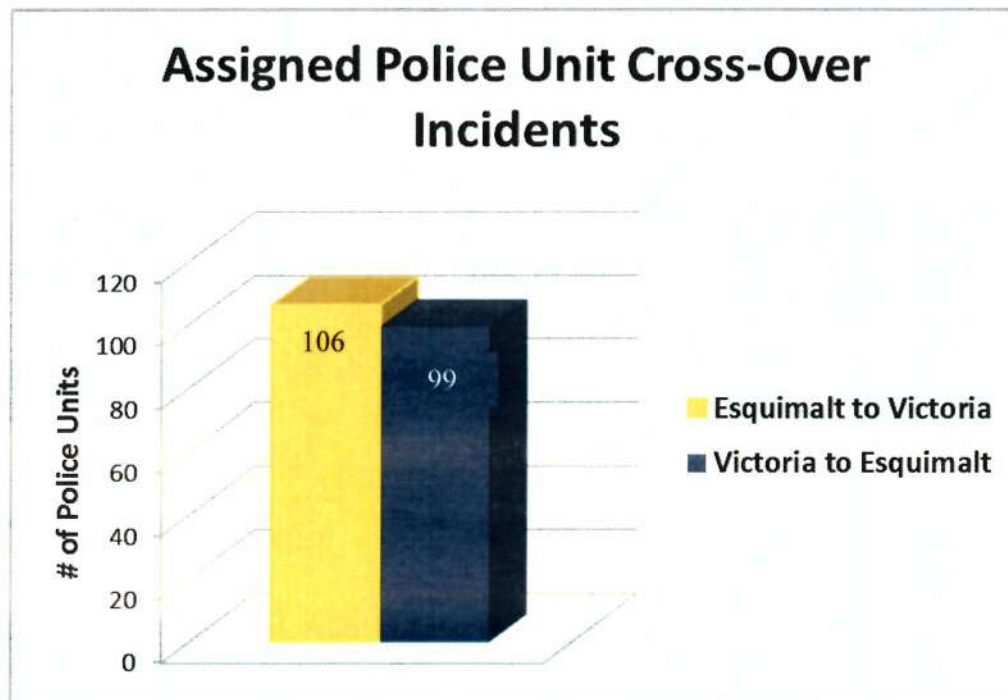
The following represents the performance of VicPD related to the identified performance metrics for the time period January 1 to March 31, 2017.

### Number of dispatched calls in each municipality

Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Totals	
	Q1 2016	Q1 2017	Q1 2016	Q1 2017	Q1 2016	Q1 2017	Q1 2016	Q1 2017	Q1 2016	Q1 2017
VICTORIA	648	574	2238	1980	4424	4015	1276	1221	8586	7790
ESQUIMALT	125	102	276	225	486	409	110	86	997	822
Outside Jurisdiction	6	2	11	4	16	6	2	4	35	16
Grand Total	779	678	2525	2209	4926	4430	1388	1311	9618	8628
Note* All calls dispatched to Esquimalt do not include calls to Vic West										

### Number of times officers attend a call outside their jurisdiction

The chart below details the number of police units that were required to cross out of or into VicPD's Esquimalt Division jurisdiction to provide assistance in relation to a call for service.



*Note: These figures reflect Vic West as being part of VicPD's Esquimalt Division's jurisdiction. Therefore, these figures show the number of "bridge cross-overs" in both directions.*



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

Response times for Priority 1 and 2 calls		
Response Time	Victoria	Esquimalt
0 - 5 min.	52%	53%
5.1 - 10 min.	27%	24%
10.1 - 15 min.	8%	7%
Other*	13%	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

Victoria				
Top 5 Call Types	Q1 2017	Rank	Q1 2016	Rank
ABANDONED 911	1618	1	1889	1
UNWANTED PERSON	1141	2	1402	2
CHECK WELLBEING	878	3	943	3
THEFT	668	4	731	5
ASSIST POLICE / FIRE / AMBULANCE	584	5	740	4
Grand Total	11245		12554	
Esquimalt				
Top 5 Call Types	Q1 2017	Rank	Q1 2016	Rank
ABANDONED 911	122	1	222	1
CHECK WELLBEING	108	2	100	2
MISCHIEF	84	3	20	20
ASSIST POLICE / FIRE / AMBULANCE	77	4	94	3
ASSIST GENERAL PUBLIC	67	5	60	4
Grand Total	1157		1385	

### 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				
	Q1 2017	Rank	Q1 2016	Rank
ASSIST PUBLIC/UNWANTED PERSON	1800	1	1703	1
SUSPICIOUS CIRCUMSTANCES	450	2	515	2
THEFT FROM VEHICLE	313	3	232	10
PROPERTY-LOST	302	4	298	5
SHOPLIFTING	259	5	271	6
Grand Total	7814		8655	

Esquimalt				
	Q1 2017	Rank	Q1 2016	Rank
ASSIST PUBLIC/UNWANTED PERSON	222	1	193	1
SUSPICIOUS CIRCUMSTANCES	61	2	84	2
MISCHIEF	50	3	26	9
DOMESTIC DISPUTE- NO ASSAULT	38	4	30	8
ATTEMPT SUICIDE	27	5	40	4
Grand Total	872		1009	

### 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 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 who 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 focused their efforts on fentanyl dealers throughout the Q1 reporting period. Three separate dealers were arrested and each was found to in possession of large amounts of cash and various drugs, including fentanyl.

### **Organizational Priorities for Q1 2017**

The Patrol Division invested 60 hours into the following priorities during the Q1 reporting period.

#### **January**

700-block of Johnson Street – Calls were static in this reporting period with an increase in property crime. This priority was continued for the next month for Patrol to further concentrate on the issues and concerns in the area.

St. Charles Street/Richmond Road – Resolved after 22% reduction in calls for service was determined after attention to this priority.

### February

Fernwood Road/Gladstone Avenue – Resolved as calls for service were seen to be reduced by 30%.

700-block of Johnson Street – Resolved as a 20% drop in calls for service occurred after this reporting period.

### March

Richmond Avenue and Leighton Road area – Resolved with property crime down 63% and no disorder calls noted in this reporting period.

### **Number of community events attended**

The number of community meetings and community celebrations were recorded for the time period spanning January 1 to March 31, 2017. 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 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 first quarter of 2017, VicPD members attended a total of 106 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 34 community events in



**Solidarity Gathering for the Muslim Community**



the City of Victoria, including the Chinese New Year Parade, a Solidarity Gathering for the Muslim Community, Black History Month commemorations, the Stolen Sisters March, and the Coldest Night of the Year event.

School Liaison Officer Cst. Gilbert presented on Internet Safety at the Masjid Al-Iman Mosque to approximately 30 youth, parents and prominent members of the mosque. Topics included appropriate and inappropriate online communication, safe practices, privacy protection, and being a good digital citizen. The presentation went well with informative, intelligent conversation and questions at the end.

## 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 launch and collection phase by providing public information and outreach for the VicPD Community and Business Survey project



Filming of a "Fraud Friday" feature with CTV News



- Interviews with various members of the Special Victims Unit for a series of stories
- Interviews with members of our organization on topics ranging from mental health and addictions to fraud
- Informing our communities about road closures, urgent incidents and public safety concerns
- Keeping the public informed on our successful Mental Health Officer pilot project
- Our K9 section's contest to name our newest explosives detective dog
- Distracted Driving Month engagements in partnership with ICBC and our Traffic Section
- Informing and engaging our community on how to prevent fraud during Fraud Prevention Month including
  - Daily fraud prevention tips
  - Print, radio and wide-reaching social media coverage
  - Four once-a-week "Fraud Friday" features with Louise Hartland of CTV News
  - two fraud prevention open houses, delivering Fraud Talks to more than 50 people
- Sharing the history of our black constables during Black History Month
- Publishing a nationally read op-ed that shared a behind-the-scenes look at our fight against fentanyl
- Monthly articles with both the Downtown Victoria Business Association and in *Victoria News* on issues facing our communities
- Two successful "tweet-alongs" (February 10 and March 3)
- The successful resolution of several wanted persons and missing persons files
- Informing and locating potential victims of a mass tire-slashing incident in Esquimalt and Vic West

In addition to answering over 460 media requests this quarter, our two-person section issued 46 media releases, issued several mobile alerts, and sent out over 650 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



**VicPD Black Constable historical display at Victoria City Hall**

first quarter of 2017, twelve 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. On January 18, 2017 VicPD presented Civic Service Awards to eight community members. The month of March is designated as Fraud Prevention month and, in addition to numerous other educational initiatives relating to this campaign, VicPD hosted a public fraud prevention presentation in our Hall of Honour which was well attended.

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 first 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 first quarter of 2017, volunteers conducted 81 deployments in the City of Victoria.

The importance of volunteer support provided at the Front Desk Headquarters is



**VicPD Reserves deliver community and business surveys**



immeasurable. Front Desk volunteers must be knowledgeable, professional and adaptable. During this quarter, Front Desk volunteers provided 517 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 130 hours of service during this term.

#### Events/Highlights:

- VicPD Community and Business Surveys: From February 2 to 24, VicPD volunteers and Reserves distributed 1,158 surveys in Victoria. Overall, 542 volunteer hours were dedicated to this project.
- Fraud Prevention Month: In support of Fraud Prevention Month, VicPD volunteers distributed Fraud Prevention information pamphlets to community and senior centres in Victoria. On March 9, volunteers assisted with the Fraud Prevention presentation, held at VicPD headquarters.
- Distracted Driving Month: In support of Distracting Driving Month, volunteers deployed to 20 Victoria locations, checking 14,526 vehicles throughout the month. They also participated in a multi-jurisdictional "Blitz Day" on March 9. Volunteers joined VicPD officers, the Saanich Police Department's Traffic Division, the Integrated Road Safety Unit, and the ICBC Road Safety team to remind drivers about the dangers of using electronic devices and other distracting behaviours.

VicPD Reserve officers were similarly engaged in a range of activities in the Victoria and Esquimalt communities, investing over 2,500 hours during the reporting period.

The bulk of the hours were spent distributing the VicPD community and business surveys, special duties and home and business assessments for Crime Prevention Through Environmental Design (CPTED). These security audits are often offered to victims of break and enters and this continues to be a very popular crime prevention program.

On February 5, a class of 18 new Reserves graduated, which will bring the total number of Reserves to 65. Since January, ten Reserves have been hired by various police departments across Canada.

In support of Fraud Prevention Month in March, two public talks were given by Reserves educating the public on current trends in fraud. The talks were held at VicPD and the Esquimalt Recreation Centre. The public response was very positive, with approximately 60 people attending the two sessions.



**Reserve Sgt. Armstrong delivers a Fraud Talk in the VicPD Hall of Honour**

200 bikes were registered with the VicPD Bike Registry during the reporting period. To date, 1700 bikes have been registered with the program since its inception in July 2015. In March, the VicPD Bike Registry proved its value when a VicPD officer seized a bike that had just been stolen but not yet reported. The registry allowed the officer to return the bike to its rightful owner. The subsequent investigation revealed the bike was stolen from a secured underground garage, which in part led to an education campaign to inform apartment managers and residents about how to better secure underground storage spaces. In addition, the entire Community Engagement Division worked together to inform the public of the increase of this type of break-in and offered CPTED audits by Cst. Millard. As a result of the social media exposure and media coverage, Cst. Millard attended 11 apartment buildings and performed security audit and education sessions on crime prevention.

In February, Cst. Millard also attended two senior groups and presented on personal safety, frauds and scams.

On March 25, Cst. Millard and Cst. Robirtis, in collaboration with Landlord BC, hosted a Level 1 Crime Free Multi-Housing seminar. Thirty residential apartment managers attended. As a result of this session, there will be five more buildings added to the Crime Free Multi-Housing Program.



## Community Resource Officer 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. Due to the increasing demand for police to respond to issues of homelessness, mental health issues, and substance use, the Community Services Division has allocated an additional two officers (one from Bike Section and one from Beat section) to create an additional CRO position and an additional ACT position. The CRO/ACT positions are divided as follows:

Burnside/Gorge	Csts. Allison Johnson and Kathi Brown (job share)
Downtown	Cst. Dan O'Connor
Midtown	Cst. Sean Hand
ACT	Csts. Sue Hamilton, Todd Mason, and Donyne Lane

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 Managers, Island Health, BC Housing, Outreach Teams, Community Groups, City of Victoria Staff and City Councillors. In the course of those duties, Insp. McGregor and S/Sgt. Brown have attended over 18 significant community meetings and events this quarter including the following:

1. Meeting with Housing First Design Team
2. Meetings with City of Victoria and BC Housing to discuss BC Housing outreach initiative to partner with police to connect with our homeless population
3. Meetings with Island Health to discuss an expanded deployment model with addition of third ACT position.
4. Meetings with the University of Victoria to design a study for ACT.
5. Meeting with Law Centre students to discuss community policing initiatives.

### Important Initiatives:

Members within the Community Services Division are primarily tasked with providing support to residents, business owners, and service providers who are affected by issues of homelessness, mental health, and substance use in the downtown core. Significant resources

continue to be dedicated to the supportive housing building located at 844 Johnson Street. This quarter, CSD has had to manage an increase in overnight sheltering and loitering at Reeson Park. This increase can be attributed to better weather and the corresponding closure of some temporary shelter space. In addition to the regular team of one police officer and one bylaw officer which manages morning wake-ups, VicPD has dedicated an additional two CSD officers each morning to assist with the management of the homeless population at Reeson Park. Insp. McGregor and S/Sgt. Brown also remain engaged with other police partners, government officials, and service providers to manage VicPD's response to the continued opiate overdose crisis.

### **1. Burnside/Gorge**

#### **Community Meetings and Events:**

Csts. Johnson and Brown attended 9 community events and 18 community meetings during the reporting period including:

1. Attended screening of Human Trafficking film "She Has a Name" and after-event.
2. Attended "Fentanyl: Fact or Fiction" open forum at the University of Victoria.
3. Served lunch at Rock Bay Landing.
4. Hosted a statement writing workshop at My Place.
5. Conducted an interview with University of Victoria law students for a research project on sexual assaults and the sex trade.
6. Attended the Mustard Seed's "Coldest Night of the Year" walk.
7. Presentation to seniors at Yakimovich Wellness Centre regarding personal safety, fraud awareness, and online safety.
8. Meetings with Pacifica Housing, Rock Bay Landing, Super 8, Burnside Gorge Board, Island Health, and PEERS.

#### **Important Initiatives:**

Cst. A. Johnson and Cst. K. Brown continue to expand management of the VicPD's sex trade portfolio. In addition to all of the regular community engagement noted above, Cst. Johnson and Cst. Brown have provided training to our front-line officers regarding sex trade intelligence and prostitution laws, partnered with the RCMP to share sex trade intelligence, and conducted an interview with CTV regarding the sex trade in Victoria. The officers also attend monthly meetings with PEERS and are exploring an online initiative for receiving and tracking bad dates reports from sex trade workers.



## **2. Downtown**

### **Community Meetings / Events:**

Cst. O'Connor is once again managing the entire Downtown CRO position, which includes 844 Johnson Street. Cst. O'Connor attended 4 community events and 23 community meetings this quarter including the following:

1. Meetings with Downtown Service Providers (DVBA, Island Health) to discuss challenges and initiatives for the downtown core.
2. Late Night Committee meeting to discuss the late night economy in the downtown core.
3. Meeting of the Public Safety Compassion and Community Integration Forum.
4. Attended Human Trafficking Information Session at Saanich Municipal Hall.
5. Sponsor and Organizing Member of the Junior Basketball City Championships.
6. Meeting to discuss the Reeson Park redesign discussion.
7. Meeting with Multi-Agency Task Force to set times and mandate for visiting liquor establishments in the downtown core.
8. Multiple meetings with service providers and community groups to discuss the homeless and social disorder issues in and around the 700-block to 1100-block of Johnson Street and Pandora Avenue.

### **Important Initiatives:**

Cst. O'Connor continues to work with 844 Johnson Street and the surrounding area as the tenants acclimatize to their new homes. There has been an increase in calls for service in the area as well as a number of complaints regarding open drug use and leftover paraphernalia. Police continue to work with all involved partners, residents, and neighbourhood representatives to make the area as safe as possible. In the past months the residents have begun to adjust to their new surroundings and social programming has increased within the building. Police continue to have a visible presence in the surrounding area. In addition, Cst. O'Connor remains involved with a number of other initiatives in the downtown core including Mt. Edwards housing and surrounding area, Late Night Task Force, Overdose Prevention and Management Group, and working with the DVBA and downtown businesses.

#### **4. Midtown**

##### **Community Meetings / Events:**

Cst. Sean Hand has taken over the Midtown CRO position from Cst. Terri Healy. Cst. Hand attended approximately 12 community events and 10 community meetings including the following:

1. Monthly meetings with Queen's Manor (Cool Aid) to discuss ongoing issues. Added regular meetings with the manager of Jordan's Furniture to discuss any recurring issues with campers, garbage and paraphernalia.
2. Monthly meetings at My Place chaired by Councillor Thornton-Joe to discuss any neighborhood impacts and issues at My Place.
3. Community Resource Network (CRN) meeting to discuss issues related to elderly abuse and available resources.
4. Several meetings with Greater Victoria Harbour Authority to discuss issues related to unwanted campers in GVHA administered areas.
5. Organized and delivered Statement Writing Workshops to staff at Queen's Manor, My Place, and Psychiatric Emergency Services (PES).
6. Attended Fentanyl Panel Discussion at Victoria High School.
7. Prepared and delivered a pancake lunch for 20 residents at My Place.
8. Attended Child Exploitation Seminar.
9. Attended Rockland Neighborhood Association (RNA) Annual General Meeting. Discussed police role in community policing as well as Block Watch.
10. Attended "The Science of Cannabis" Forum in Vancouver.

##### **Important Initiatives:**

Cst. Hand has taken over conduct of the VicPD's cannabis portfolio, particularly as it relates to the approximately 40 dispensaries which are selling cannabis in the City of Victoria. Cst. Hand conducted a facility inspection at "Baked Edibles" which resulted in a letter from Island Health to that business ordering it to cease selling cannabis edibles. Cst. Hand also undertook a project on behalf of a local business to deal with a person who was camping and committing indecent acts in the area. The person was ultimately arrested and sent to Integrated Court in an effort to better manage the person's behaviours, while the business's staff was very happy with the outcome.



## **5. ACT Integrated Team**

VicPD received support from Council to add a third ACT position. In April, Cst. Donyne Lane joined Csts. Sue Hamilton and Todd Mason to work with the ACT Teams to provide intensive, assertive support to individuals living with severe and persistent mental illness and who face multiple barriers to independent living, including substance use and chronic homelessness. These individuals are identified based upon the elevated use of emergency services including emergency health care, high hospital bed days and police contacts. The teams are comprised of nursing staff, outreach workers, social workers, a probation officer, a police officer, a psychiatrist and a Ministry of Social Development worker. The teams work together to support clients to experience improved health outcomes, commit fewer crimes and reduce recidivism. In addition, at the suggestion of the Police Board, a second officer is currently being piloted to enhance and expand our ability to integrate with Island Health and their ACT Teams as well as the 713 Outreach Team. This is an important initiative as it highlights the need for greater resources dedicated to creating alternative approaches to individuals suffering from these challenges and who are in conflict with the Criminal Justice System.

### **Community Meetings / Events:**

The ACT officers' mandate requires that they spend the bulk of their time providing intensive support to individual clients. The bulk of their engagement with the community comes in the form of Community Case Conferences whereby they meet with a variety of service providers (Island Health, Probation, etc) to create collaborative solutions for some of the more challenging ACT clients.

In effort to continue with education and training in the area of mental illness and addiction, Cst. Mason and S/Sgt. Brown attended the Trauma Informed Practice Conference to develop a better understanding of some of the behaviours that manifest in adulthood as a result of early trauma experiences.

### **Important Initiatives:**

1. January highlighted "Bell Let's Talk Day" - a day to bring awareness about the Mental Illness and how to help end the Stigma associated to it. This quarter the ACT officers received a number of media requests to learn about VicPD's involvement with the ACT Teams and VicPD's approach to mental health issues in its community. These requests resulted in a TV news story by CTV's Louise Hartland featuring the role of ACT and feedback from 3 different clients. Times Colonist writer Katie Derosa also interviewed Cst. Mason and Cst. Hamilton and published an article on Jan 25. In addition, CFAX radio

welcomed Cst. Hamilton and ACT Team leader Kevin Crosbie into their studio to provide information on the ACT Teams in support of “Bell Let’s Talk Day”.

2. Cst. Hamilton attended a BC Corrections Conference on Mental Illness and Substance Use. She, along with Holly Craig and Blair Spencer from Victoria Community Corrections, were invited to speak on a panel regarding the role of ACT in the community. They were among a number of other panelist in attendance who provided community resources to those with mental illness and substance use issues.
3. Cst. Mason and Cst. Hamilton continue to meet weekly with staff at 844 Johnson to identify those highest in need, submit referrals, and provide additional support to staff with the ACT clients. Other community resources in attendance are 713 Outreach, SAMI Team, and the VIHA Outreach team. For those not suitable or who do not meet the criteria to be on an ACT Team, other efforts are made to connect them with other resources.
4. This quarter, Cst. Hamilton and Cst. Mason submitted two referrals to the ACT Teams for persons who were identified as “Top 5 Call Generators”. In addition, they collaborated with Patrol members on files that would be a suitable referral to Victoria Integrated Court. Approximately five referrals were made to the Victoria Integrated Court. The officers have made eight referrals in total to the ACT this quarter.
5. Both Cst. Hamilton and Cst. Mason attended the Victoria Integrated Court Working group. This group, which includes judges, defence and Crown lawyers, all the various community service providers and police, gathers every three months to discuss issues with and improvements to the Victoria Integrated Court. This group also acts as a forum for the service providers and judicial members to discuss how the Victoria Integrated Court can better serve the clientele in and out of the court system.
6. Quarterly success story: a Case Conference Meeting was organized at the end of January for an already existing ACT Client, who was generating daily calls for police (27 calls in January). Through collaboration between police, housing staff, and the ACT Team staff, a plan was developed using incentives. One of the incentives for the client was to earn probation if there were no calls for the first half of February. The client successfully met the challenge with only one call for police service for the month of February. A cost estimate for the use of police, ambulance and hospital attendance for the month of January was \$45,000. This approach in February was deemed to be a huge success.



## Departmental Financial Update

As of March 31, the department's net budget position was approximately \$10,347,109 or 19.7% of the total budget. The current rates of pay for Police Union employees reflect those of the current collective agreement, which expired December 31, 2015. Once adjusted for projected increments under current negotiation, salaries and benefits are in line with the budget. At the end of the first quarter, non-wage operating expenditures were also slightly below budget. While the financial condition of the department is positive, unexpected and uncontrollable events may affect future projections.