Community Safety Report Card

2020-Q1

These indicators, when used over time, provide some context to the degree that police services are effective at reducing criminal victimization and improving public safety and the feeling of safety in the community. These performance metrics partially reflect the outcomes and quality of police performance keeping in mind that there are various influences on crime and order beyond policing.

Printer Friendly Version

+ Table of Contents

Indicator

Chart Data (Esquimalt & Victoria)

Calls for Service (Esquimalt / Victoria)

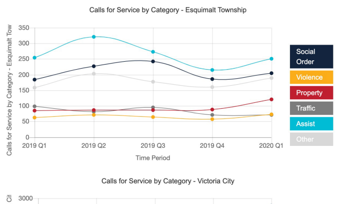
Calls for Service

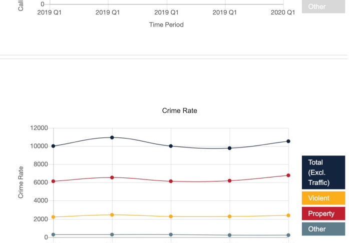
A Call for Service (CFS) is a request for services from or report to the police department that generates any action on the part of the police department or partner agency performing work on behalf of the police department (such as E-Comm 9-1-1).

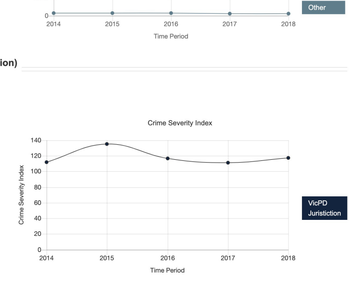
A CFS includes recording a crime/incident for reporting purposes. CFS is not generated for proactive activities unless the officer generates a specific CFS report.

The types of calls for service are broken into six main categories as follows:

- Social order – call types include disturbance, man down, unwanted person, etc.
- Violence – call types include assault, sexual assault, robbery, etc.
- Property – call types include break and enters, theft from vehicles, theft of vehicles, etc.
- Traffic – call types include collision response, impaired driving and other traffic offences.
- Assist – call types include requests to assist BC Emergency Health Services paramedics, Parole, other police departments, etc.
- Other – calls are those which do not fit into the categories above.







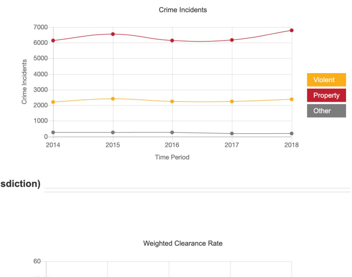
Crime Rate (VicPD Jurisdiction)

Crime Rate

Crime Rate/100,000 population (VicPD Jurisdiction)

- Total Crime (excluding traffic)
- Violent Crime
- Property Crime
- Other Crime

(Data Source: Statistics Canada)

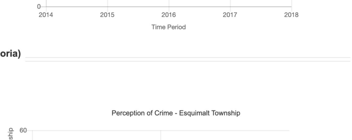


Crime Severity Index (VicPD Jurisdiction)

Crime Severity Index (VicPD Jurisdiction)

Crime Severity Index (CSI) by municipality will be reported when available from Statistics Canada.

(Data Source: Statistics Canada)

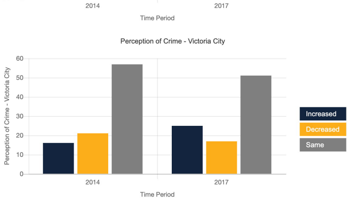


Crime Incidents (VicPD Jurisdiction)

Number of Crime Incidents (VicPD Jurisdiction)

- Violent Crime Incidents
- Property Crime Incidents
- Other Crime Incidents

(Data Source: Statistics Canada)



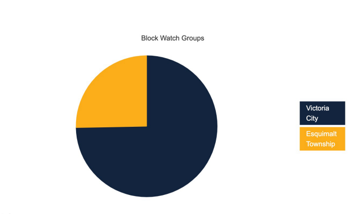
Weighted Clearance Rate (VicPD Jurisdiction)

Weighted Clearance Rate (VicPD Jurisdiction)

- Total Clearance Rate
- Violent Clearance Rate
- Non-Violent Clearance Rate

Clearance rates indicate the extent to which investigation into criminal offences resulted in an identified subject that may or may not have resulted in a charge. Weighted Clearance Rates are a calculation that places more emphasis on solving more serious crime. The Weighted Clearance Rate value permits monitoring of changes over time.

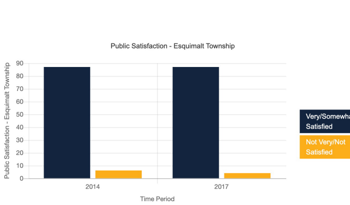
(Data Source: Statistics Canada)

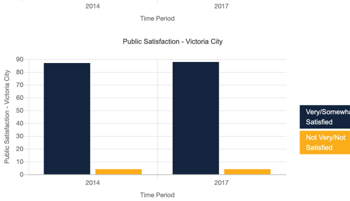


Perception of Crime (Esquimalt / Victoria)

Perception of Crime

Community and business survey data from 2014 and 2017 (and beyond): "Do you think that crime in Victoria and/or Esquimalt has increased, decreased or remained the same during the last 5 years?".

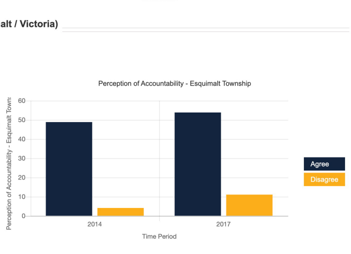




Block Watch (Esquimalt / Victoria)

Block Watch Participation

- Number of active blocks

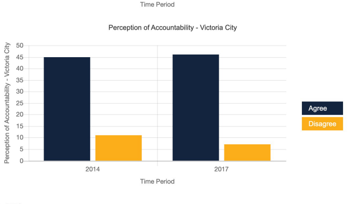


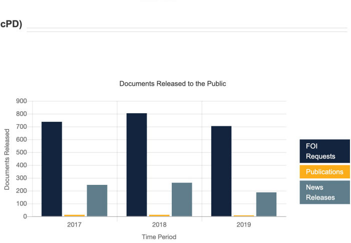
Public Satisfaction (Esquimalt / Victoria)

Public Satisfaction

Public satisfaction with VicPD (community and business survey data from 2014 and 2017 (and beyond): "Overall, how satisfied are you with the work of the Victoria Police?."

• Victoria City
• Esquimalt Township



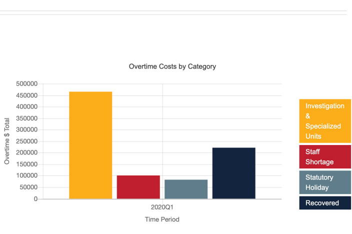


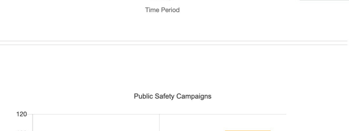
Perception of Accountability (Esquimalt / Victoria)

Perception of Accountability

Perception of accountability of VicPD officers (community and business survey data from 2014 and 2017 (and beyond): "Based on your own personal experience, or what you may have read or heard, please indicate whether you agree or disagree that the Victoria Police is accountable."

• Victoria City
• Esquimalt Township

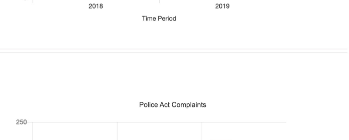




Documents Released to the Public (VicPD)

Documents Released to the Public

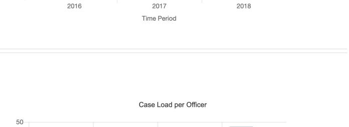
Number of documents released to the public (would include *Freedom of Information and Protection of Privacy Act* requests, analytical reports, and any other community information documents).



Overtime Costs (VicPD)

Overtime Hours (Police)

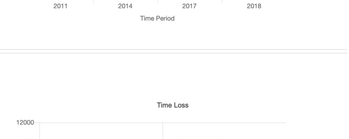
- Investigation and Specialized Units (This includes investigations, specialized units, protests and other)
- Staff Shortage (Cost associated with replacing absent staff, normally for last minute injury or illness)
- Statutory Holiday (Mandatory overtime costs for staff working Statutory Holidays)
- Recovered (This is related to special duties and overtime for seconded specialty units where all costs are recovered from outside funding resulting in no additional cost to VicPD)



Public Safety Campaigns (VicPD)

Public Safety Campaigns

The number of public safety campaigns initiated by VicPD and those local, regional, or national campaigns supported by, but not necessarily initiated by VicPD.

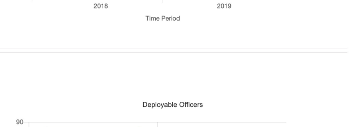


Police Act Complaints (VicPD)

Police Act Complaints

Total files opened by the Professional Standards office. Open files do not necessarily result in an investigation of any type. (Source: Office of the Police Complaints Commissioner)

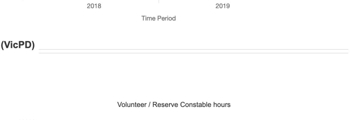
- Admissible registered complaints (complaints resulting in a formal *Police Act* investigation)
- Number of reported substantiated investigations (*Police Act* investigations that resulted in one or more counts of misconduct being established)



Case Load per Officer (VicPD)

Case Load per Officer

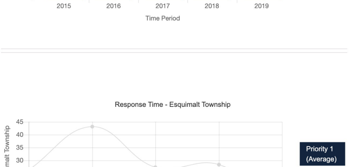
The average number of criminal files assigned to each officer. The average is calculated by dividing the total number of files by the authorized strength of the police Department (Source: Police Resources in BC, Province of British Columbia).



Time Loss Hours (VicPD)

Time Loss Hours

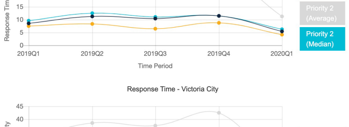
- On-Duty: Time loss as a result of injuries sustained by officers while on duty. This includes injuries sustained in training.
- Off-Duty: Time loss as a result of injuries sustained by officers while off duty.



Deployable Officers (VicPD)

Deployable Officers

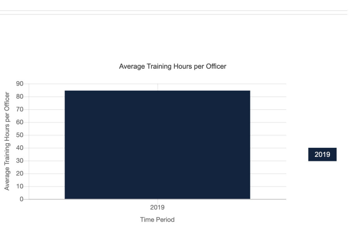
This is the percentage of officers who are fully deployable to policing duties with no restrictions.



Volunteer / Reserve Constable Hours (VicPD)

Volunteer / Reserve Constable Hours

This is the number of volunteer hours annually performed by volunteers and Reserve Constables.



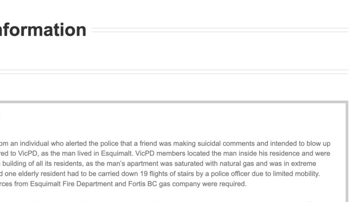
Response Time (Esquimalt / Victoria)

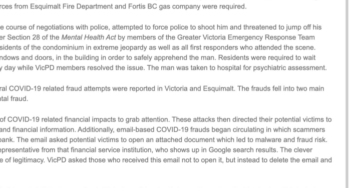
Response Times for Priority One and Two Calls

Time received to time on scene of the first officer

• Total (VicPD's total service area)
• Victoria Division
• Esquimalt Division

Average response time is the mean (average) off all responses under each priority. Since the average is calculated by adding up all response times and dividing by the number of responses, the calculation of average response times can be influenced by outliers - unusually quick to very long response times. Median response time is the middle response time on the list of all response times from lowest to highest. Reading the two measures together permits a better assessment of the overall central tendency in the data set.

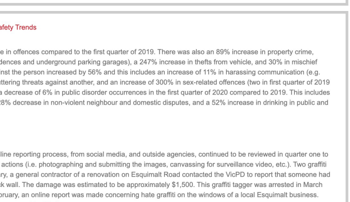




Training Hours (VicPD)

Training Hours

Average training hours is calculated by the total number of hours of training divided by the authorized strength. All training is accounted for including training related to specialized positions such as the Emergency Response Team, and off-duty training required under the Collective Agreement.



VicPD Community Information

Esquimalt

Notable Crime / Community Safety Incidents

On January 10th, Saanich Police received reports from an individual who alerted the police that a friend was making suicidal comments and intended to blow up his residence with natural gas. The file was transferred to VicPD, as the man lived in Esquimalt. VicPD members located the man inside his residence and were forced to evacuate the entire high-rise condominium building of all its residents, as the man's apartment was saturated with natural gas and was in extreme danger of explosion. Residents had to evacuate, and one elderly resident had to be carried down 19 flights of stairs by a police officer due to limited mobility. The gas to the building had to be shut off and resources from Esquimalt Fire Department and Fortis BC gas company were required.

The man barricaded himself in his suite, and over the course of negotiations with police, attempted to force police to shoot him and threatened to jump off his balcony. The man was eventually apprehended under Section 28 of the *Mental Health Act* by members of the Greater Victoria Emergency Response Team (GVERT). The actions of this individual placed all residents of the condominium in extreme jeopardy as well as all first responders who attended the scene. Police were forced to damage property, including windows and doors, in the building in order to safely apprehend the man. Residents were required to wait outside and in buses on a very cold and wet January day while VicPD members resolved the issue. The man was taken to hospital for psychiatric assessment.

In March, investigators warned the public after several COVID-19 related fraud attempts were reported in Victoria and Esquimalt. The frauds fell into two main types: online frauds and a hybrid online/vacation rental fraud.

The "phishing" model of online frauds used the fear of COVID-19 related financial impacts to grab attention. These attacks then directed their potential victims to click on links that would compromise their personal and financial information. Additionally, email-based COVID-19 frauds began circulating in which scammers claimed to be representatives of a major Canadian bank. The email asked potential victims to open an attached document which led to malware and fraud risk. This email even purported to come from an actual representative from that financial service institution, who shows up in Google search results. The clever addition to this type of scam created an undue sense of legitimacy. VicPD asked those who received this email not to open it, but instead to delete the email and warn others.

A hybrid combination of online fraud and in-person theft targeted AirBnB properties in Victoria and Esquimalt. In one file, renters had booked an Airbnb, but upon sign-in to the unit, had cancelled the booking, citing COVID-19. They received a full refund for the unit but proceeded to stay in the unit anyway. When the agent went to check the unit, he discovered that in addition to fraudulently claiming a refund, the renter had stolen several items from the unit itself, including the television, stereo and toilet paper.

Current / Emerging Crime and Community Safety Trends

Overall, in the first quarter, there was a 15% increase in offences compared to the first quarter of 2019. There was also an 89% increase in property crime, including an 18% increase in break and enters (residences and underground parking garages), a 247% increase in thefts from vehicle, and 30% in mischief (e.g. smashed windows, graffiti). Violent crimes against the person increased by 56% and this includes an increase of 11% in harassing communication (e.g. emails, social media, etc.), an increase of 100% in uttering threats against another, and an increase of 300% in sex-related offences (two in first quarter of 2019 and eight in first quarter of 2020). Lastly, there was a decrease of 6% in public disorder occurrences in the first quarter of 2020 compared to 2019. This includes a 44% decrease in noise and by-law complaints, a 28% decrease in non-violent neighbour and domestic disputes, and a 52% increase in drinking in public and disturbances and landlord/tenant disputes.

Graffiti

Graffiti files, including those received through the online reporting process, from social media, and outside agencies, continued to be reviewed in quarter one to ensure members had completed the required police actions (i.e. photographing and submitting the images, canvassing for surveillance video, etc.). Two graffiti investigations were conducted in January. In February, a general contractor of a renovation on Esquimalt Road contacted the VicPD to report that someone had entered the job site and sprayed the tags on the back wall. The damage was estimated to be approximately $1,500. This graffiti tagger was arrested in March after a foot pursuit in downtown Victoria. Also, in February, an online report was made concerning hate graffiti on the windows of a local Esquimalt business. CCTV footage was obtained, and a female graffiti tagger was identified.

In March, VicPD members met with representatives from the City of Victoria regarding the graffiti tracking software. A number of recommendations were made to improve the use of the program by police which will benefit Esquimalt and Victoria.

Special Project Outcomes / Outputs

VicPD volunteers continued to do an exemplary job of donating time to their community as they took part in the #DropItAndDrive road safety campaign which raised awareness on the impact of distracted driving. In addition, volunteers played a critical role in engaging the public and delivering the community survey through Esquimalt. The COVID-19 pandemic has resulted in the suspension of the VicPD Volunteer program; however, our Coordinator of Volunteers Services is remaining in contact with our volunteers throughout these extraordinary times.

VicPD Block Watch continued to be a robust program in the first quarter of 2020, with over 162 active Block Watch groups in Victoria and Esquimalt. The strong presence of Block Watch groups in both municipalities continues to be a hallmark of community safety.

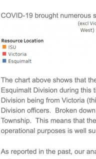
Community Engagement Initiatives / Opportunities

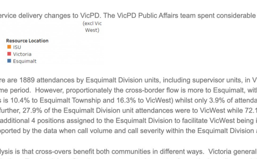
The VicPD Public Affairs team began the New Year with a #VicPDLive tweet-a-long. A busy night in calls for service was broadcast over social media, which provided the community with an opportunity to see the scope of work officers experience on a night shift.

March saw the launch of VicPD's *2020 Strategic Plan: A Safer Community Together*. This new plan includes an online interactive VicPD Community Dashboard, where citizens can learn how VicPD is delivering public safety to the communities of Victoria and Esquimalt through our new strategic plan.

On March 6th, Esquimalt Division officers attended the first robotics competition at the Save on Foods Memorial Centre with teams attending from around the world. Several local high schools, including The Esquimalt Atom Smashers, attended.

In March, VicPD also participated in a variety of community engagement initiatives, including the Michael Dunahee "Keep the Hope Alive" virtual run. This year's virtual run marked the 29th anniversary of Michael's disappearance from the area of the Blanshard School playground. The Public Affairs team sent out a media release and social media promoting the virtual run. In an effort to show support to the small group of close friends and family who walked the route, approximately ten police cars drove the route with their lights and sirens activated. This show of support was also posted to social media.

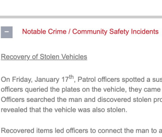




Community Safety Campaigns

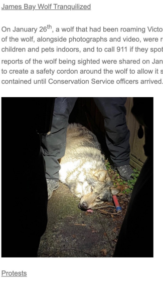
In January, VicPD reminded the public about road safety as schools returned to session and snow fell on Esquimalt. Drivers were reminded to turn on their headlights, clean off their windshields, and drive with consideration in winter weather.

In February, VicPD officers attended the Pink Shirt Day assembly at Macaulay Elementary to discuss bullying with children. VicPD also supported Bell Let's Talk Day in February and the importance of seeking mental health resources in times of need.

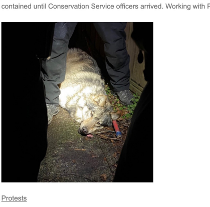


The Esquimalt Division also engaged in a joint venture with Victoria and Esquimalt emergency preparedness staff, first responders, and volunteers to field test evacuation notification times for a local neighbourhood in the Township of Esquimalt. A newly developed application was also field-tested.

In March, VicPD supported Fraud Prevention Month, a campaign driven by the Canadian Anti-Fraud Centre. A Fraud Awareness presentation was made to Esquimalt residents at Archie Browning Sports Centre. VicPD also supported ICBC's province-wide distracted driving campaign as VicPD Traffic officers took to the roads and enforced distracted driving laws while reminding drivers to keep their #EyesFWDBC. Esquimalt officers also assisted The Homeless Hub by searching out and researching areas where homeless persons in the community could be engaged for the Point in Time Homeless Count.



COVID-19 brought numerous service delivery changes to VicPD. The VicPD Public Affairs team spent considerable time and effort updating the public on those



The chart above shows that there are 1889 attendances by Esquimalt Division units, including supervisor units, in Victoria versus 1122 by Victoria units in Esquimalt Division during this time period. However, proportionately the cross-border flow is more to Esquimalt, with 12.1% of attendances in Esquimalt Division being from Victoria (this is 10.4% to Esquimalt Township and 16.3% to VicWest) whilst only 3.9% of attendances in Victoria City are from Esquimalt Division officers. Broken down further, 27.9% of the Esquimalt Division unit attendances were to VicWest while 72.1% of the attendances were to Esquimalt Township. This means that the additional 4 positions assigned to the Esquimalt Division to facilitate VicWest being included within the Esquimalt Division for operational purposes is well supported by the data when call volume and call severity within the Esquimalt Division alone is considered.

As reported in the past, our analysis is that cross-overs benefit both communities in different ways. Victoria generally benefits in cases where the volume of calls exceed capacity at a point in time. Esquimalt benefits when resource requirements of a particular call exceed the on-duty capacity, or where the limited number of Esquimalt units are already committed to other calls when new calls come in.

At this point, this level of analysis will not be available on a quarterly basis until the new software is delivered, training is conducted, and more ready access to the necessary data can be arranged. We hope that at minimum, we can arrange for annual custom data extractions and analysis for ongoing monitoring purposes.

Victoria

Notable Crime / Community Safety Incidents

Recovery of Stolen Vehicles

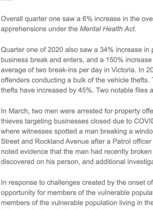
On Friday, January 17th, Patrol officers spotted a suspicious vehicle parked at a multi-unit short-term rental building in the 100-block of Gorge Road East. When officers queried the plates on the vehicle, they came back as reported stolen. As officers observed the vehicle, a man returned to it and was taken into custody. Officers searched the man and discovered stolen property including credit cards, as well as weapons and drugs packaged for sale. Further investigation revealed that the vehicle was also stolen.

Recovered items led officers to connect the man to a break and enter and theft which occurred at a multi-unit residential building in the 400-block of Quebec Street on January 11th.

The man, who has past several convictions for property offences, faces recommended charges for drug possession for the purpose of trafficking, possession of stolen property over $5,000, possession of stolen credit cards, as well as breaking and entering. This investigation is on-going.

James Bay Wolf Tranquilized

On January 26th, a wolf that had been roaming Victoria's James Bay neighbourhood was tranquilized after nearly two days of sightings. Several other sightings of the wolf, alongside photographs and video, were reported over the two days, and out of an abundance of caution, James Bay residents were asked to bring children and pets indoors, and to call 911 if they spotted the wolf. Patrol officers maintained a presence in James Bay over the two days and when multiple reports of the wolf being sighted were shared on January 26th, Patrol officers, alongside members of GVERT responded and located the wolf. Officers worked to create a safety cordon around the wolf to allow it space and distance as it made its way through James Bay. The wolf was ultimately closely tracked and contained until Conservation Service officers arrived. Working with Patrol officers, they tranquilized the wolf and safely removed it from the area.



Protests

In January, VicPD officers were called to the BC Ministry of Energy and Mines offices for a report that a group of protestors had occupied the lobby area. Over the course of 15 hours, officers from Patrol, the Community Services Division (CSD), Investigative Services Division, and the Integrated Crowd Management Unit worked with both representatives of the protest group and the Province to find a peaceful resolution to the incident. Liaison officers also attended in plain clothes and remained on scene to listen to and speak with the participants. During this time, officers facilitated access to medicine, food, and water. Officers also assisted parents who arrived to pick up youth who were present at the protest. Despite numerous efforts to resolve the situation, officers were requested to remove the protestors by the building owner once negotiations failed. Officers acted under the lawful authority of the *Trespass Act* to effect 12 arrests from inside the building. During the arrests, officers spoke directly with protesters, informing each of them of what was occurring at each step of the arrest process. The minimum amount of force was utilized to effect the arrests. As such, the arrests took place over a four-hour period. During the arrests, officers were required to carry protesters from the inside of the building to waiting police vehicles. Additional protesters outside the building made efforts to impede the lawful arrests. Protesters surrounded the officers who were pushed and shoved while carrying arrestees to the police vehicles. One of these protesters from outside the building was also taken into custody. In total, 12 protesters were transported to VicPD cells for processing, and one was released shortly after arrival.

February saw numerous protests, particularly at the Legislature. On February 11th, VicPD Investigators reached out to the public as they continued to speak to witnesses and victims after receiving reports that people were assaulted and injured during the protests at the BC Legislature on February 10th. Members of the Legislative Assembly, reporters, and staff were blocked from entering the building and numerous people had been pushed and shoved. In total, four people reported assaults on February 10th, three of these people received non-life-threatening injuries. The fourth person was not physically injured, although equipment that person was carrying was reported to have been damaged.

The number of public rallies, marches, demonstrations, and protests have increased significantly in Victoria from 2019 to 2020. In an effort to ensure that participants and others are kept safe at these events, officers monitor the events from a public safety perspective, interact with organizers through our community liaison officers, provide traffic control on roads, bridges and intersections, and escort participants during events on public roadways to ensure the safety of all involved. In 2019, VicPD members attended 40 of these events, and from January 1 to March 5, 2020 VicPD members attended 34.

Prolific Drug Dealer

In February of 2020, members of the Community Services Division responded to a community concern about a prolific drug trafficker who was using a supportive housing venue as the base of his operation. This particular location is populated by members of our indigenous community, elders, and members of the vulnerable population. Staff and residents noticed a marked increase in vehicle and foot traffic and particularly the presence of youth, who were believed to be purchasing drugs on site. CSD members initiated an investigation and launched a project to remedy the situation. In short order, police obtained a search warrant under the *Controlled Drug and Substances Act*, arrested the suspect, and recovered illicit drugs (and paraphernalia) including crystal methamphetamine and fentanyl, from his apartment. Both the staff and residents of this supportive housing venue were appreciative of the responsiveness of the police and the quick resolution to the matter.

Current / Emerging Crime and Community Safety Trends

Overall quarter one saw a 6% increase in the overall number of occurrences when compared to quarter one of 2019. This includes a 14% increase in apprehensions under the *Mental Health Act*.

Quarter one of 2020 also saw a 34% increase in property crime compared to quarter one of 2019. This includes a 20% increase in arsons, 260% increase in business break and enters, and a 150% increase in residential and other (sheds, underground parking garages) break and enters. Overall in 2019, there was an average of two break-ins per day in Victoria. In 2020, that has increased to four break-ins per day. Theft of vehicles also increased by 218%, with two to three offenders conducting a bulk of the vehicle thefts. Theft from vehicles has increased by 7%, averaging approximately six cars being broke into each day and bike thefts have increased by 45%. Two notable files are outlined below.

In March, two men were arrested for property offences as Patrol officers increased their presence in Victoria's downtown core in response to concerns of thieves targeting businesses closed due to COVID-19 precautions. One man was arrested after Patrol officers were called to the 700-block of Yates Street where witnesses spotted a man breaking a window and entering a recently vacated business. The second man was arrested near the intersection of Cook Street and Rockland Avenue after a Patrol officer heard a car alarm sounding in the area. The officer noted a man quickly leaving the area of the vehicle alarm, noted evidence that the man had recently broken a vehicle window, and detained the man for questioning. Once searched, break and enter tools were discovered on his person, and additional investigation revealed two nearby vehicles that had also been broken into.

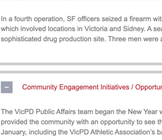
In response to challenges created by the onset of the COVID-19 pandemic, the City of Victoria, in conjunction with B.C. Housing, created an encampment opportunity for members of the vulnerable population at Topaz Park. In a matter of two weeks there was a significant number of structures in place and many members of the vulnerable population living in the park area. Concurrently, the surrounding neighbourhoods began to experience a significant spike in crime including, but not limited to theft, break and enter, assault, weapons, disturbances, and trespassing. VicPD's CSD responded immediately by identifying a divisional liaison to the encampment and increasing police visibility in the area. The CSD will continue to monitor the situation and will provide a kinetic response in order to curtail this increase in criminal activity.

In addition to an increase in property crime, fraud relating to the use of someone else's identity increased by 275% compared to quarter one of 2019. There was also a 33% increase in violent occurrences, including a 40% increase in assaults, a 14% increase in robberies, a 53% increase in occurrences related to threatening the safety of or violence to another, and a 6% increase in sex-related occurrences.

Public disorder occurrences saw a 7% decrease in quarter one compared to quarter one of 2019. Overall, there was a 16% decrease in public drinking/intoxication, bylaw complaints, and unwanted persons. However, there has been a 300% increase in disturbances, a 21% increase in non-violent civil and domestic disputes, and a 21% increase in breaches of bail, probation, and Peace.

Notable Community Harm Prevention Initiatives

In January, VicPD's CSD launched "Project Connect", a four-month initiative aimed at increasing police visibility and engagement in Victoria's downtown core. The project began as a pilot in December 2019 and received overwhelmingly positive feedback from the business community and members of the public. As part of Project Connect, officers engage with business owners and staff on recommended security improvements and applicable bylaws and provide the business community with a better understanding of how and when to report incidents to the public. Project Connect was put on hold mid-March as a result of the COVID-19 Provincial Health Orders which saw the temporary closure of many businesses.

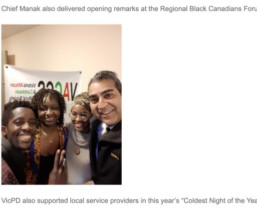


Special Project Outcomes / Outputs

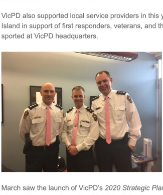
Strike Force (SF) is a focused investigative unit in the Victoria Police Department that uses cutting-edge investigative techniques including clandestine surveillance, undercover operations and confidential information to identify, target and arrest some of the most dangerous offenders in Victoria and Esquimalt. These techniques led to a number of charges, weapons and drugs seizures, and recovery of stolen property.

In early January, a SF operation which included three files was concluded with the assistance of CSD and GVERT. This five-month long operation targeted drug dealers and guns, and led to the arrest of two Victoria men and seizure of six firearms and $59,000 worth of drugs, including fentanyl. The firearms seized through these efforts included handguns and an assault-style rifle modified to include a silencer.

A second Victoria man was arrested after SF and GVERT officers executed search warrants in a drug trafficking and firearms investigation on January 9th. Officers arrested the male suspect in the 700-block of Topaz Avenue on January 9th. Officers searched the man and recovered several ounces of fentanyl, cash, and a loaded handgun. A second warrant executed at another location related to the man led to the discovery of more weapons, ammunition, and additional firearms, including a modified assault-style rifle equipped with a home-made silencer. Several more ounces of fentanyl and other drugs were also discovered. A third search warrant in the 700-block of Topaz Avenue revealed more ammunition and another loaded handgun. In total, four firearms, including an air-powered pistol, two loaded handguns and the modified, assault-style rifle with home-made silencer were seized in this file. The Victoria man faces charges for drug possession for the purpose of trafficking as well as several weapons offences.



The following day, on January 10th working on information from previous investigations and from the public, SF investigators continued an additional investigation into one of the men from the previous file. Officers again utilized surveillance and other investigative techniques to determine that a firearm was believed to be in the suspect's residence. SF, CSD and GVERT officers executed a search warrant for a unit in a multi-unit residential building in the 1000-block of Tillicum Road. The road was closed to traffic out of an abundance of caution. Officers located a loaded .40 caliber handgun and body armour in the residence. The Victoria man is facing recommended charges including possession of a restricted weapon, firearms possession, possession of a restricted firearm with ammunition, possession of body armour and possession in contrary to a court order.

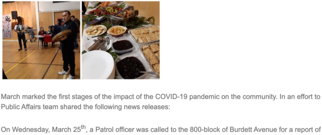


In a fourth operation, SF officers seized a firearm with ammunition, cash, and drugs, including fentanyl and cocaine, after an investigation on January 23rd which involved locations in Victoria and Sidney. A search of the Sidney business associated to the suspects led to the seizure of two vehicles and evidence of a sophisticated drug production site. Three men were arrested, including a federal parolee who had past convictions for violent offences.

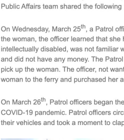
Community Engagement Initiatives / Opportunities

The VicPD Public Affairs team began the New Year with a #VicPDLive tweet-a-long. A busy night in calls for service was broadcast over social media, which provided the community with an opportunity to see the scope of work officers experience on a night shift. VicPD also supported a number of sporting events in January, including the VicPD Athletic Association's basketball tournament and a Victoria Royals hockey game with Aboriginal youth.

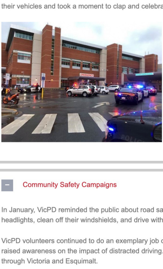
In February, Chief Del Manak and the Polar Plunge team were #FreezinForAReason when they took to the waters off Willows Beach in support of Special Olympics BC.



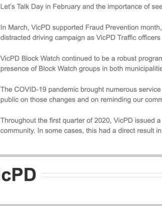
Chief Manak also delivered opening remarks at the Regional Black Canadians Forum in celebration of Black History Month.



VicPD also supported local service providers in this year's "Coldest Night of the Year" walk and participated in the Wounded Warrior run across Vancouver Island in support of first responders, veterans, and their families. VicPD employees participated in Pink Shirt Day and there were even some pink ties being sported at VicPD headquarters.



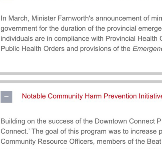
March saw the launch of VicPD's *2020 Strategic Plan: A Safer Community Together*. This new plan includes an online interactive VicPD Community Dashboard, where citizens can learn how VicPD is delivering public safety to the communities of Victoria and Esquimalt through our new strategic plan. VicPD also participated in a variety of community engagement initiatives, including International Women's Day and the year-end celebration of the Aboriginal Coalition to End Homelessness.



March marked the first stages of the impact of the COVID-19 pandemic on the community. In an effort to share positive stories amid the pandemic, the VicPD Public Affairs team shared the following news releases:

On Wednesday, March 25th, a Patrol officer was called to the 800-block of Burdett Avenue for a report of an emotionally distressed woman. After speaking with the woman, the officer learned that she had travelled from Northern B.C. to Victoria with a man, who then left her alone in Victoria. The woman, who is intellectually disabled, was not familiar with the area and had difficulty navigating Victoria alone. In addition, she was unable to find a shelter for accommodation, and did not have any money. The Patrol officer was able to get in touch with a member of the woman's family, who then travelled from the Southern Interior to pick up the woman. The officer, not wanting the family member to have to take the ferry back and forth to Vancouver amid the COVID-19 pandemic, drove the woman to the ferry and purchased her a ticket. The woman's family member met the woman in Vancouver and transported her home.

On March 26th, Patrol officers began their night shift by attending the Royal Jubilee hospital to acknowledge the ongoing work of hospital staff during the COVID-19 pandemic. Patrol officers circled the hospital in their police cars with their lights activated. Outside of the Emergency Room bay, the officers got out of their vehicles and took a moment to clap and celebrate the work of hospital staff and healthcare workers during these challenging times.



Community Safety Campaigns

In January, VicPD reminded the public about road safety as schools returned to session and snow fell on Victoria. Drivers were reminded to turn on their headlights, clean off their windshields, and drive with consideration in winter weather.

VicPD volunteers continued to do an exemplary job of donating time to their community as they took part in the #DropItAndDrive road safety campaign, which raised awareness on the impact of distracted driving. In addition, volunteers played a critical role in engaging the public and delivering the community survey through Victoria and Esquimalt.

In February, VicPD supported Human Trafficking Awareness Day and brought attention to the issue of human trafficking in Victoria. VicPD also supported Bell Let's Talk Day in February and the importance of seeking mental health resources in times of need.

In March, VicPD supported Fraud Prevention month, a campaign driven by the Canadian Anti-Fraud Centre. VicPD also supported ICBC's province-wide distracted driving campaign as VicPD Traffic officers took to the roads and enforced distracted driving laws while reminding drivers to keep their #EyesFWDBC.

VicPD Block Watch continued to be a robust program in the first quarter of 2020, with over 162 active Block Watch groups in Victoria and Esquimalt. The strong presence of Block Watch groups in both municipalities continues to be a hallmark of community safety.

The COVID-19 pandemic brought numerous service delivery changes to VicPD. The VicPD Public Affairs team spent considerable time and effort updating the public on those changes and on reminding our community to follow public health advice.

Throughout the first quarter of 2020, VicPD issued a number of community updates about missing persons, which resulted in the sharing of their images in our community. In some cases, this had a direct result in safely locating missing persons.

VicPD

Current / Emerging Issues Impacting Efficiency or Effectiveness

In quarter one, the impact of the COVID -19 pandemic on frontline resources was significant, as several members and staff were in isolation at various times. Additionally, the Department had to move quickly to ensure officers and staff were supported, had access to necessary protective equipment, and could work in clean working conditions. The psychological impact that is having on the members and their families has been noticeable. For example, an exposed member is required to isolate from their own family within the same household. Furthermore, many members have partners who are also essential service workers and they are struggling to juggle working with the lack of daycare for children. The overall impact of the COVID-19 response will take time to fully assess.

New / Emerging pressures on Efficiency / Service Levels

In March, Minister Farnworth's announcement of ministerial orders to ensure a co-ordinated response to the COVID-19 pandemic across all levels of government for the duration of the provincial emergency included provisions for bylaw officers to take on an expanded role in ensuring businesses and individuals are in compliance with Provincial Health Officer Dr. Bonnie Henry's orders. It is expected that municipal police departments will be asked to enforce Public Health Orders and provisions of the *Emergency Program* and the *Quarantine Act* in the coming months.

Notable Community Harm Prevention Initiatives (VicPD, Victoria/Esquimalt)

Building on the success of the Downtown Connect Program, members of the Community Services Division launched a similar initiative called 'Neighborhood Connect.' The goal of this program was to increase police visibility in the areas outside of or adjacent to the City of Victoria's downtown core. Led by our Community Resource Officers, members of the Beat and Bike Sections conducted increased patrols, interacted with local residents, and liaised with business owners and their staff in these suburban areas. CSD members listened to the concerns of the residents and businesses and provided advice on ways to improve personal, residential, and commercial safety. This program, which has been well-received by the community, will continue despite the onset of the COVID-19 pandemic.

New / Revised / Reduced Programs or Services

In March, Chief Manak outlined measures to help protect our frontline officers from the COVID-19 virus by reducing police officer interaction with the public. These measures included the closure of the building, cancellation of document service, expansion of our Investigation and Support Unit, enhancing online reporting, and changes in service delivery regarding police attendance at calls.

Mid-march saw front counter closures at VicPD headquarters and Esquimalt Division in an effort to ensure the ability to maintain operational readiness during the COVID-19 pandemic. Members of the public were asked to use the non-emergency line or, where possible, report incidents online. Due to social distancing restrictions, fingerprinting services were also closed. An online application for Vulnerable Sector Record Check applicants was launched on the VicPD website.

Extraordinary Expenditures (VicPD, Victoria/Esquimalt)

Overtime expenditures were higher than budgeted as it included approximately $183,000 in unexpected costs to police the various protests. Unexpected expenditures were required to purchase Personal Protective Equipment and sanitation supplies to maintain essential services and ensure the safety of both the public and employees in response to the COVID-19 pandemic. A small portion of these expenditures are recoverable through grants.

Financial Services Division Update

At the end of Q1 the net financial position is in line with the budget. Revenues are approximately $98,000 below budget due to the impact of the COVID-19 pandemic on special duties revenue. We expect this to continue as ferry services to the USA are interrupted and special events are cancelled. The net impact is negligible as reduced revenue is offset by reduced overtime expenditures. Other expenditures are either in line with or below budget with the exception of other operating expenditures. Capital expenditures are in line with the budget although some or all vehicle purchases may be delayed due to COVID-19 and building upgrades have been deferred until the summer.