



# VICTORIA & ESQUIMALT POLICE BOARD

## Public Meeting Agenda

March 21, 2023 at 5:00pm

Boardroom & Zoom

### 1. PRESENTATION

- a. Greater Victoria Police Diversity Advisory Committee (S/Sgt. Ames)

### 2. STANDING ITEMS

- a. Territorial Land Acknowledgement
- b. Declaration of Conflicts of Interest
- c. Adoption of the Public Agenda of March 21, 2023
- Pg. 1-3 d. Adoption of the Public Minutes of February 21, 2023
- e. Board Co-Chairs Update
- Pg. 4-18 f. Committees Update
- g. Board Member Engagement Update
- Pg. 19 h. BC Association of Police Boards Director's Update
  - Appointment of Executive Board
- Pg. 20 i. Chief Constable Update
- Pg. 20 j. Equity, Diversity, Inclusion & Engagement Update

### 3. NEW BUSINESS

- Pg. 21 a. Approval: Attendees for Upcoming Conferences

### 4. RISE & REPORT *(From February 21, 2023 In-Camera Board meeting)*

- Pg. 22-25 a. E-Comm Presentation
- Pg. 26 b. 230216 Letter from VicPD & IH to Min. Farnworth re: Co-Response Team

### 5. CORRESPONDENCE *(For information only)*

- Pg. 27-28 a. 230309 Letter from E-Comm re: Next Generation 911 Levy



# VICTORIA & ESQUIMALT POLICE BOARD

## Public Meeting Minutes

February 21, 2023 at 5:00pm

Boardroom & Zoom

### PRESENT

Mayor Desjardins, Chair  
Mayor Alto  
D. Crowder  
S. Dhillon  
P. Faoro  
M. Hayes  
C. Huber

I. Lee  
Chief Cst. Manak  
DC Watson  
Insp. C. Brown  
Insp. M. Brown  
Insp. G. Hamilton

Insp. K. Jones  
Insp. J. McRae  
S/Sgt. B. Gubbins  
S/Sgt. K. Rice  
S. Hurcombe  
C. Major  
D. Philip

Recording Secretary: Collette Thomson

### 1. STANDING ITEMS

#### a. Territorial Land Acknowledgement

#### b. Declaration of Conflicts of Interest

No conflicts were declared.

#### c. Approval: Public Agenda of February 21, 2023

23-07                      **MOTION:** *To approve the Public agenda of February 21, 2023 as presented.*  
**MOVED/SECONDED/CARRIED**

#### d. Approval: Public Minutes of December 20, 2022

23-08                      **MOTION:** *To approve the Public Minutes of December 20, 2022 meeting as presented.* **MOVED/SECONDED/CARRIED**

#### e. Approval: Joint Board/Councils Minutes of January 17, 2023

23-09                      **MOTION:** *To approve the Joint Board/Councils Minutes of January 17, 2023 meeting as presented.* **MOVED/SECONDED/CARRIED**

#### f. Board Co-Chair Updates

- Lead Co-Chair Mayor Desjardins congratulated Board member Lee on her reappointment and introduced and welcomed Mr. Paul Faoro as the newly appointed Police Board member
- Board planning session is now taking place on April 4; a new date will be determined for the April Committees meeting

- The Co-Chairs will review the Committee Chair positions in April
- The Board skills and experience matrix will be updated and provided to Police Services
- Deputy Co-Chair Mayor Alto recently toured E-Comm

**g. Committees Update**

Refer to the report provided – for information. Committee matters arising included:

- 2023 potential conference attendees
- Board planning session
- Therapy dog concept for VicPD
- Donation to Greater Victoria Emergency Response Team
- Overtime report
- Monthly financial report

The issue of WorkSafeBC matters will be discussed at the next HR Committee meeting.

**h. Board Member Engagement Update**

No discussion arising.

**i. BC Association of Police Boards Director's Update**

On February 23, the BCAPB Executive will meet with some members from the Special Committee on Reforming the *Police Act*.

**j. Chief Constable Update**

Refer to the report provided – for information. Amendment to the document: Chief Manak will present the 2022 Q4 Community Safety Report Card to Esquimalt Council on April 17 instead of February 13. An update was provided on operational calls and files of note.

**k. Equity, Diversity, Inclusion & Engagement Update**

Refer to the report provided – for information.

**l. Framework Agreement**

This item will be removed from the Standing Agenda. Issues related to the FA are dealt with on a case-by-case basis and will be added to the agenda as necessary.

## 2. NEW BUSINESS

**a. Human Resources Report**

Refer to the document provided – for information. The document outlined the recent hires, retirements, resignations, and promotions. Approximately 65 retirements are projected over the next five years.

**b. BCAPB Request for Sponsorship**

The BCAPB AGM and conference is being held in Nelson, BC on May 25-26, 2023. Sponsorship opportunities include \$500 for a coffee break, \$600 for a breakfast, \$700 for a lunch, \$700 for the welcoming reception, and \$900 for the plenary dinner.

*Board member Huber declared a conflict of interest as she is the President of the BCAPB. She recused herself from participating in the following motion (23-10).*

**23-10** **MOTION:** *That the Board provide sponsorship for the 2023 BCAPB AGM and conference in the amount of \$600 for a breakfast. **MOVED/SECONDED/CARRIED***

**c. 230213 Letter from COV re: 2023 Budget**

Refer to the letter provided. A motion was passed at the February 6, 2023 COV Special Committee of the Whole meeting to cap the property tax increase to inflation (6.96%) and asked that the Board draft a new budget at the same rate. As a result, VicPD's target net budget increase for 2023 would be a maximum of \$4.345 million (of which the City's 86.33% share would be \$3.751 million and Esquimalt's share \$594,000.)

The table agreed that the Board budget as presented is still necessary to provide adequate and effective policing; therefore, the Board will not cut the budget as requested by the COV. EA Thomson will draft the letter to this effect for Board review prior to sending it to the COV.

**23-11** **MOTION:** *That the Board refute the COV request to cap the 2023 budget as outlined in the 230213 letter to Finance Chair Crowder; and that the Board write to the COV advising of their position, and request that the COV consult with the Board prior to considering the removal of budget line item in order to minimize operational impact. **MOVED/SECONDED/CARRIED***

### **3. CORRESPONDENCE** *(For information only)*

- a. Order in Council #25 – Reappointment of Board Member Lee
- b. Order in Council #89 – Appointment of Board Member Faoro
- c. VicPD Commendations

*Meeting adjourned at 5:53pm.*

\_\_\_\_\_  
**Mayor Barbara Desjardins**  
 Lead Co-Chair

\_\_\_\_\_  
**Collette Thomson**  
 Recording Secretary

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Date



## VICTORIA & ESQUIMALT POLICE BOARD

### COMMITTEES UPDATE Public

#### GOVERNANCE

**a. UBCM Policing Modernization Round Table**

The Union of BC Municipalities (UBCM) is seeking to fill two vacancies on the Local Government Policing Modernization Roundtable (LGPMR). The LGPMR is a forum for local government issues to be raised as part of broader work to research policing issues, explore options and advise the Province on courses of action. The Roundtable's work has also included developing a response to recommendations made by the Special Committee on Reforming the *Police Act*. Co-Chair Mayor Desjardins has submitted an application on behalf of the Board.

#### HUMAN RESOURCES

**a. BCAPB Notice of AGM & Call for Resolutions**

A call for resolutions was made for the May 25-26 BCAPB Annual General Meeting. Management and the Co-Chairs will consider putting forward resolutions for review by the Governance Committee.

**b. Robert's Rules of Order Training**

Board member Huber will explore Robert's Rules of Order training options for Board members and bring a proposal back to the HR Committee for review and consideration. It suggested that it would benefit the Committee Chairs to become familiar with Robert's Rules of Order in order to chair their meetings efficiently and effectively.

#### FINANCE

**a. Overtime Report**

Refer to page #5 - for information.

**b. Monthly Financial Report**

Refer to page #9 - for information.

**c. Council Budget Discussions**

Discussions regarding the 2023 budget are ongoing for Victoria and Esquimalt councils. A decision by Victoria Council is expected by mid-March with Esquimalt to follow.



## VICTORIA & ESQUIMALT POLICE BOARD

|                 |                               |
|-----------------|-------------------------------|
| <b>DATE:</b>    | March 7, 2023                 |
| <b>TO:</b>      | Finance Committee             |
| <b>FROM:</b>    | Steve Hurcombe - Controller   |
| <b>SUBJECT:</b> | February 2023 Overtime Report |
| <b>ACTION:</b>  | For Information               |

### BACKGROUND:

Overtime expenditures are a significant and semi-controllable expenditure for the organization. The report below details overtime expenditures for the first two months of 2023. The report is further broken down into non-recoverable overtime (paid out of the VicPD budget) and overtime recoverable from other agencies.

At the end of January, approximately 15% through the payroll year, total non-recoverable overtime expenditures represent slightly more than 9.6% of total budget, and is therefore below budget at this time. These numbers should be taken with some caution as the first quarter of the year is typically quiet. We are, however, currently experiencing significantly less overtime for front-line resources to an improved staffing position at the beginning of the year compared to 2022. A new deployment model was also recently implemented and it will take several months before we can begin to assess the impact this will have on front-line overtime.

### SUMMARY:

Below is a summary, broken down into Administration, Operations and Integrated Units. Further contextual information is also provided to provide additional information behind some of the variables.

Administrative overtime expenditures are over slightly over budget, primarily driven by specific overtime requirements in relation to year end, some technical issues requiring the assistance of our IT section and vacant positions on our civilian side.

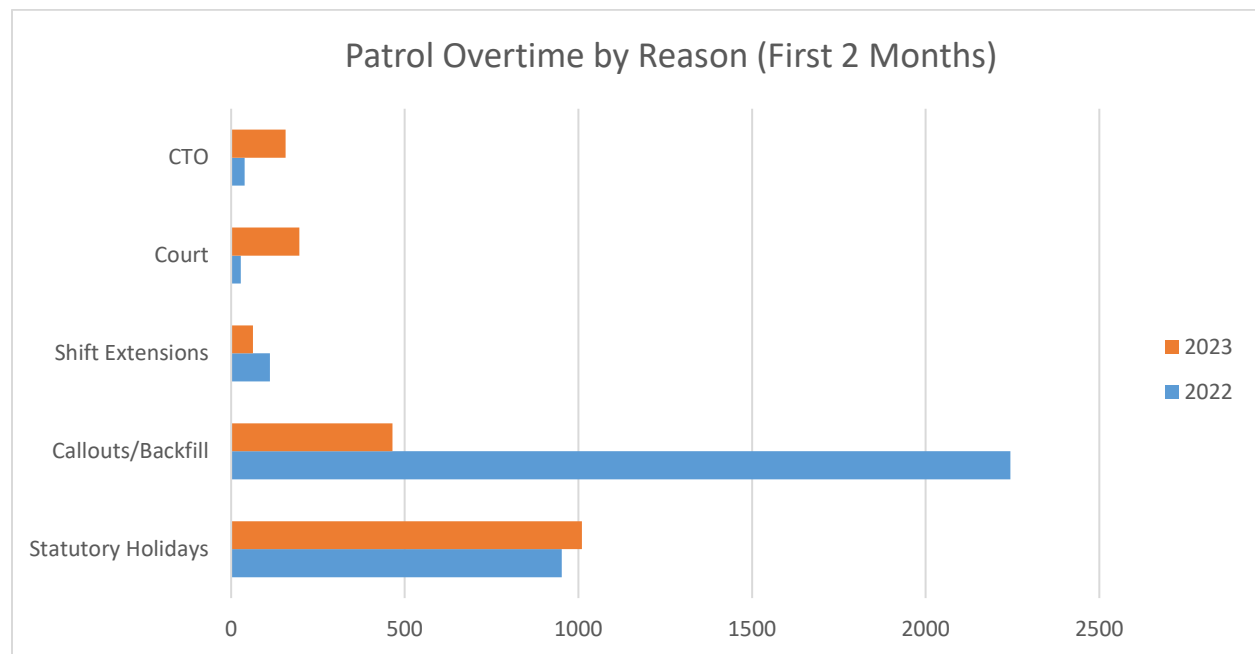
Operational overtime expenditures are below budget at this time. Overtime for integrated units is also below budget, although these costs do not include the costs for non-VicPD members' training. Those amounts are often recognized at the end of the year and recorded as professional services.

**Overtime Expenditures as of February 27th, 2023**  
**Police and Civilian Combined**

|   |   | 2022           | 2023      | 2023         |                     |
|---|---|----------------|-----------|--------------|---------------------|
| BU                                      | Description                                       | First 2 Months | Budget    | Year To Date | % Spent (Remaining) |
| Non-Recoverable Overtime                |   |                |           |              |                     |
| Administration                          |   |                |           |              |                     |
| 2500                                    | Financial Services Division                       | -              | 1,200     | 270          | 22.5% 930           |
| 2510                                    | Human Resources                                   | -              | 30,000    | 5,636        | 18.8% 24,364        |
| 2524                                    | Community Engagement                              | 1,276          | 23,000    | 3,063        | 13.3% 19,937        |
| 2527                                    | Critical Incident Stress Management               | -              | 20,000    | -            | 0.0% 20,000         |
| 2528                                    | Office of the Chief Constable                     | -              | -         | -            | 0.0%                |
| 2529                                    | Executive Services                                | 2,864          | 15,500    | 2,591        | 16.7% 12,909        |
| 2530                                    | Information, Privacy and Legal                    | 77             | 1,000     | -            | 0.0% 1,000          |
| 2546                                    | Volunteers  | -              | 1,000     | 711          | 0.0% 289            |
| 2547                                    | Community Programs                                | -              | -         | -            | 0.0%                |
| 2550                                    | Information Technology                            |                | 10,000    | 1,892        | 18.9% 8,108         |
| 2630                                    | Records   | 8,284          | 80,000    | 15,183       | 19.0% 64,817        |
| Total Administration                    |   | 12,501         | 181,700   | 29,346       | 16.2% 152,354       |
| Operations                              |   |                |           |              |                     |
| 2549                                    | Analysis & Intel                                  | 2,022          | 12,000    | 1,736        | 14.5% 10,264        |
| 2560                                    | Patrol  | 233,389        | 1,255,000 | 111,397      | 8.9% 1,143,603      |
| 2570                                    | Esquimalt Administration                          | -              | 1,500     | 84           | 5.6% 1,416          |
| 2572                                    | Operational Planning                              | 20             | 11,500    | -            | 0.0% 11,500         |
| 2580                                    | General Investigative Support                     | 18,297         | 85,000    | 6,979        | 8.2% 78,021         |
| 2581                                    | Outreach  | -              | 10,000    | -            | 0.0% 10,000         |
| 2582                                    | Community Resource Officers (CRO)                 | -              | 20,000    | 2,565        | 12.8% 17,435        |
| 2590                                    | Strike Force                                      | 7,768          | 122,500   | 11,141       | 9.1% 111,359        |
| 2600                                    | Detectives  | 11,395         | 40,000    | 6,486        | 16.2% 33,514        |
| 2604                                    | Financial Crimes                                  | 4,253          | 20,000    | -            | 0.0% 20,000         |
| 2605                                    | Computer Analysis                                 | -              | 4,000     | -            | 0.0% 4,000          |
| 2606                                    | Special Victims                                   | 3,499          | 35,000    | 2,200        | 6.3% 32,800         |
| 2608                                    | Major Crimes                                      | 17,085         | 120,000   | 5,799        | 4.8% 114,201        |
| 2609                                    | Historical Cases                                  | -              | -         | 96           | N/A (96)            |
| 2610                                    | Traffic   | -              | 40,000    | -            | 0.0% 40,000         |
| 2613                                    | Behavioural Assessment & Management               | -              | 5,000     | -            | 0.0% 5,000          |
| 2650                                    | Forensic Identification                           | 14,554         | 62,000    | 7,988        | 12.9% 54,012        |
| 2680                                    | Jail  | 3,056          | 110,000   | 16,348       | 14.9% 93,652        |
| 2692                                    | ERT Team  | -              | -         | 266          | 0.0% (266)          |
| Total Operations                        |   | 315,338        | 1,953,500 | 173,085      | 8.9% 1,780,415      |
| Integrated Units                        |   |                |           |              |                     |
| 2523                                    | Integrated Mobile Crisis Response (IMCRT)         | -              | 35,500    | 4,046        | 11.4% 31,454        |
| 2520                                    | Centralized (GVERT, Protests etc. )               | 70,427         | 400,000   | 63,672       | 15.9% 336,328       |
| 2548                                    | Regional Diversity & Inclusion                    | -              | -         | -            | 0.0% -              |
| 2565                                    | Integrated Canine Unit                            | -              | 11,440    | 1,713        | 15.0% 9,727         |
| 2601                                    | Vancouver Island Integrated Major Crimes (VIIMCU) | 2,610          | 156,000   | 11,828       | 7.6% 144,172        |
| 2603                                    | MYST  | -              | -         | -            | 0.0% -              |
| 2607                                    | Regional Domestic Violence                        | 1,245          | 10,230    | 221          | 2.2% 10,009         |
| 2620                                    | Public Safety Unit Training                       | 320            | 60,890    | 2,676        | 4.4% 58,214         |
| 2690                                    | GVERT Training                                    | 187            | 159,740   | 899          | 0.6% 158,841        |
| 2695                                    | Crisis Negotiation                                | 2,208          | 11,070    | -            | 0.0% 11,070         |
| Total Integrated Units                  |   | 76,997         | 844,870   | 85,055       | 10.1% 759,815       |
| Total Non-Recoverable Overtime          |   | 404,836        | 2,980,070 | 287,486      | 9.6% 2,692,584      |
| Overtime Recoverable from Third parties |   |                |           |              |                     |
| 2520                                    | Centralized (Emergency Response, Protests)        |                | -         |              | N/A -               |
| 2526                                    | Special Events                                    | 78,717         | 670,800   | 92,996       | 13.9% 577,804       |
| 2545                                    | Reserve Program                                   | 4,353          | 12,000    | -            | 0.0% 12,000         |
| 2670                                    | Secondments                                       | 9,072          | -         | -            | 0.0% -              |
| Total Recoverable Overtime              |   | 92,142         | 682,800   | 92,996       | 13.6% 589,804       |
| Total Overtime Combined                 |   | 496,978        | 3,662,870 | 380,482      | 10.4% 3,282,388     |

## Patrol Overtime Hours by Reason

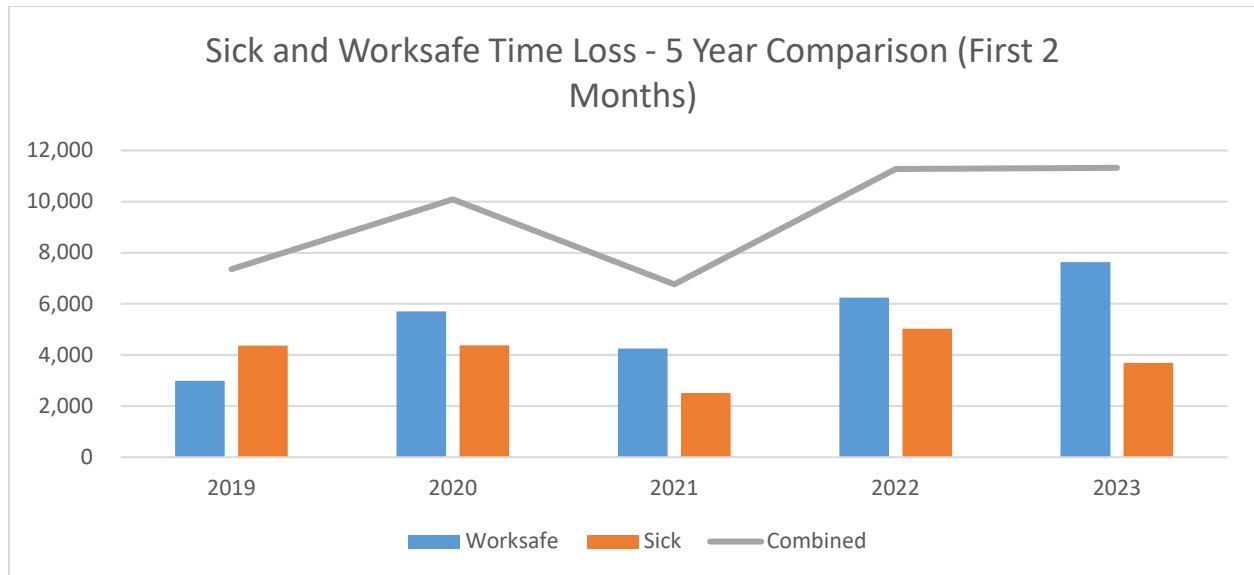
This report shows the overtime hours by reason for January 2023 as compared to the previous year. To date court and compensatory time off for training are higher than the same time last year, however callouts are significantly lower. Although the callouts numbers are encouraging it is still early in the year and it remains to be seen whether this is the continuation of a positive trend we saw at the end of 2022. Front line staffing levels started the year in a better position currently but whether this trend continues will depend largely on staff turnover.



## *Time Loss from Work-Related Injuries*

The graph illustrates time loss from sick and work-related injuries for the same month over the last 5 years. Sick leave is currently below 2022 levels and running around the five-year average. On the other hand, time loss from work-related injuries are trending higher than both 2022 and the five-year average. Combined, total time loss is similar to levels seen at the same time last year. However, it is still early in the year and difficult to determine whether this is indicative of another long-term increase in time loss from work-related injuries. Further monitoring is required.

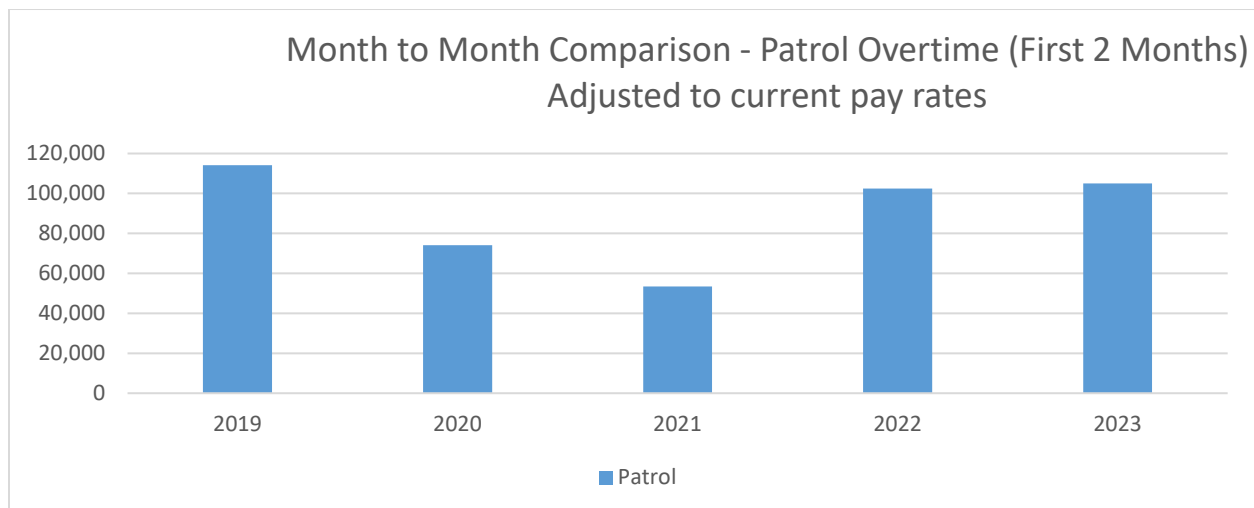




### Month to Month Trend for Patrol Overtime Expenditures

To date we have seen similar overtime expenditures as 2022, although caution should be applied to these numbers it is early in the year and overtime levels are normally lower for the first month of the year.

This chart displays the overtime expenditures and not hours. The timing of the payroll cycle can distort the numbers this early in the year and therefore a comparison of hours will show a more accurate picture for the first month of the year.





## VICTORIA & ESQUIMALT POLICE BOARD

|                 |  |
|-----------------|--|
| <b>DATE:</b>    | March 7, 2023                          |
| <b>TO:</b>      | Finance Committee                      |
| <b>FROM:</b>    | Steve Hurcombe, Controller             |
| <b>SUBJECT:</b> | February 2023 Monthly Financial Report |
| <b>ACTION:</b>  | For Information                        |

### SUMMARY:

This report contains the monthly financial report as of February 28<sup>th</sup>, 2023, representing approximately 15% of the fiscal year for payroll. The net financial position of 14% remains within budget. Capital expenditures and commitments represent 56% of total budget.

The budget used for this report is the 2023 Provisional Budget approved by the Police Board, with additional resources identified as a separate line item. As the budget process is incomplete, any future changes to the budget as a result of that process will be reflected in future reports.

Also, please note that the budget allocations were made based on the deployment of resources prior to the restructuring pilot project. As such there will be variances in salary line items from budget throughout the year. Future budgets will reflect the new organizational structure on conclusion of the pilot if approved as a permanent change in deployment.



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# MONTHLY FINANCIAL REPORT AS AT FEBRUARY 28<sup>TH</sup>, 2023

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## Statement 1

**Victoria Police Department**  
**Revenues and Expenditures By Section (Unaudited)**  
**For the Period Ending February 28th, 2023**

|  | <b>Annual Budget<br/>(Provisional)</b> | <b>15.3%</b>      | <b>Actual</b>    | <b>(Over)<br/>Under</b> | <b>% of<br/>Total<br/>Budget</b> |
|--|--|-------------------|------------------|-------------------------|----------------------------------|
| <b>Revenue</b>                                   |  |                   |                  |                         |                                  |
| Special Events                                   | 634,610                                | 97,095            | 59,130           | 575,480                 | 9.3%                             |
| Records  | 67,000                                 | 10,251            | 9,621            | 57,379                  | 14.4%                            |
| Grants   | 21,500                                 | 3,290             | 35,137           | (13,637)                | 163.4%                           |
| Other  | 601,860                                | 92,085            | -                | 601,860                 | 0.0%                             |
| Jail Operations                                  | 50,300                                 | 7,696             | -                | 50,300                  | 0.0%                             |
| <b>Total Revenue</b>                             | <b>1,375,270</b>                       | <b>210,416</b>    | <b>103,888</b>   | <b>1,271,382</b>        | <b>7.6%</b>                      |
| <b>Operating Expenditures By Section</b>         |  |                   |                  |                         |                                  |
| Executive  | 4,380,610                              | 670,233           | 623,722          | 3,756,888               | 14.2%                            |
| Integrated Units                                 | 4,461,130                              | 682,553           | 526,817          | 3,934,313               | 11.8%                            |
| Crime Prevention Services                        | 1,603,270                              | 245,300           | 213,785          | 1,389,485               | 13.3%                            |
| Crime Reduction Division                         | 3,303,920                              | 505,500           | 525,355          | 2,778,565               | 15.9%                            |
| Patrol - Primary Response Division               | 21,116,240                             | 3,230,785         | 3,257,284        | 17,858,956              | 15.4%                            |
| Emergency Response Team - Primary Support        | -                                      | -                 | 282,896          | (282,896)               | -                                |
| Community Services Division                      | 4,092,890                              | 626,212           | 801,709          | 3,291,181               | 19.6%                            |
| Investigative Services                           | 7,433,800                              | 1,137,371         | 978,670          | 6,455,130               | 13.2%                            |
| Traffic Enforcement and Crash Investigations     | 1,163,230                              | 177,974           | 159,913          | 1,003,317               | 13.7%                            |
| Communications Centre - 911                      | 4,171,000                              | 638,163           | 681,160          | 3,489,840               | 16.3%                            |
| Centralized Corporate Costs                      | 2,180,800                              | 333,662           | 192,708          | 1,988,092               | 8.8%                             |
| Support Services                                 | 14,099,090                             | 2,157,161         | 1,568,953        | 12,530,137              | 11.1%                            |
| Jail Operations                                  | 1,078,900                              | 165,072           | 174,783          | 904,118                 | 16.2%                            |
| <b>Total Operating Expenditures</b>              | <b>69,084,880</b>                      | <b>10,569,987</b> | <b>9,987,755</b> | <b>59,097,125</b>       | <b>14.5%</b>                     |
| <b>Transfers to Capital</b>                      | <b>1,500,000</b>                       | <b>229,500</b>    | <b>-</b>         | <b>1,500,000</b>        | <b>0.0%</b>                      |
| <b>Transfer from Financial Stability Reserve</b> | <b>500,000</b>                         | <b>76,500</b>     | <b>-</b>         | <b>500,000</b>          | <b>0.0%</b>                      |
| <b>Net Financial Position</b>                    | <b>68,709,610</b>                      | <b>10,512,570</b> | <b>9,883,867</b> | <b>58,825,743</b>       | <b>14.4%</b>                     |
| <b>Additional Resources (NEW)</b>                | <b>747,250</b>                         | <b>114,329</b>    | <b>-</b>         | <b>-</b>                |                                  |
| <b>Net Position After Adjustments</b>            | <b>69,456,860</b>                      | <b>10,626,900</b> | <b>9,883,867</b> | <b>58,825,743</b>       | <b>14.2%</b>                     |

## Statement 2

**Victoria Police Department**  
**Revenue and Expenditures by Object (Unaudited)**  
**For the Period Ending February 28th, 2023**

|   |                  |                    |              | (Over)/Under      |               |
|---|------------------|--------------------|--------------|-------------------|---------------|
|   | 2023             |                    |              |                   |               |
|   | Actual           | Provisional Budget | % Used       | \$                | %             |
| <b>Revenue</b>                            |                  |                    |              |                   |               |
| Special Events                            | 59,130           | 634,610            | 9.3%         | 575,480           | 90.7%         |
| Records                                   | 9,621            | 67,000             | 14.4%        | 57,379            | 85.6%         |
| Grants                                    | 35,137           | 21,500             | N/A          | (13,637)          | -63.4%        |
| Other                                     | -                | 601,860            | 0.0%         | 601,860           | 100.0%        |
| Jail Operations                           | -                | 50,300             | 0.0%         | 50,300            | 100.0%        |
| <b>Total Revenue</b>                      | <b>103,888</b>   | <b>1,375,270</b>   | <b>7.6%</b>  | <b>1,271,382</b>  | <b>92.4%</b>  |
| <b>Operating Expenditures</b>             |                  |                    |              |                   |               |
| Salaries and Benefits                     | 7,571,020        | 53,173,083         | 14.2%        | 45,602,063        | 85.8%         |
| Retirements                               | 141,004          | 100,000            | 141.0%       | (41,004)          | -41.0%        |
| Non-Recoverable Overtime                  | 287,487          | 3,028,260          | 9.5%         | 2,740,773         | 90.5%         |
| Recoverable Overtime                      | 159,759          | 634,610            | 25.2%        | 474,851           | 74.8%         |
| Professional Services                     | 849,844          | 4,105,327          | 20.7%        | 3,255,483         | 79.3%         |
| Equipment Maintenance - Fleet & Computers | 218,096          | 2,033,280          | 10.7%        | 1,815,184         | 89.3%         |
| Telephone Line Charges/CREST              | 134,787          | 877,560            | 15.4%        | 742,773           | 84.6%         |
| Travel and Training                       | 172,733          | 1,551,840          | 11.1%        | 1,379,107         | 88.9%         |
| Building Maintenance                      | 144,695          | 964,630            | 15.0%        | 819,935           | 85.0%         |
| General and Office Supplies               | 57,716           | 471,680            | 12.2%        | 413,964           | 87.8%         |
| Other Operating Expenditures              | 14,251           | 427,720            | 3.3%         | 413,469           | 96.7%         |
| Uniforms & Protective Clothing            | 90,118           | 400,740            | 22.5%        | 310,622           | 77.5%         |
| Lease/Rental/PRIME                        | 65,247           | 584,290            | 11.2%        | 519,043           | 88.8%         |
| Fuel and Motor Oil                        | 41,579           | 373,690            | 11.1%        | 332,111           | 88.9%         |
| Insurance                                 | 37,330           | 332,670            | 11.2%        | 295,340           | 88.8%         |
| Postage and Freight                       | 2,086            | 25,500             | 8.2%         | 23,414            | 91.8%         |
| <b>Total Operating Expenditures</b>       | <b>9,987,754</b> | <b>69,084,880</b>  | <b>14.5%</b> | <b>59,097,126</b> | <b>85.5%</b>  |
| <b>Transfers to Capital</b>               | <b>-</b>         | <b>1,500,000</b>   | <b>0.0%</b>  | <b>1,500,000</b>  | <b>100.0%</b> |
| <b>Transfer from Financial Stability</b>  | <b>-</b>         | <b>500,000</b>     | <b>0.0%</b>  | <b>500,000</b>    | <b>0.0%</b>   |
| <b>Net Financial Position</b>             | <b>9,883,867</b> | <b>68,709,610</b>  | <b>14.4%</b> | <b>58,825,743</b> | <b>85.6%</b>  |
| <b>Additional Resources (NEW)</b>         | <b>-</b>         | <b>747,250</b>     | <b>0.0%</b>  | <b>-</b>          | <b>0.0%</b>   |
| <b>Net Position After Adjustments</b>     | <b>9,883,867</b> | <b>69,456,860</b>  | <b>14.2%</b> | <b>58,825,743</b> | <b>84.7%</b>  |

## Statement 3

**Victoria Police Department**  
**Operating Expenditures by Section and Business Unit (Unaudited)**  
**For the Period Ending February 28th, 2023**

|   | <b>Annual<br/>Provisional<br/>Budget</b> | <b>Actual</b>  | <b>(Over)<br/>Under</b> | <b>% of<br/>Total<br/>Budget</b> |
|---|--|----------------|-------------------------|----------------------------------|
| <b>Executive Services</b>                             |  |                |                         |                                  |
| Office of The Chief Constable                         | 1,244,370                                | 172,966        | 1,071,404               | 13.9%                            |
| Executive Services, Policy and Professional Standards | 1,751,490                                | 209,191        | 1,542,299               | 11.9%                            |
| Esquimalt Administration                              | 623,090                                  | 118,929        | 504,161                 | 19.1%                            |
| Police Board  | 112,100                                  | 2,477          | 109,623                 | 2.2%                             |
| Public Affairs  | 649,560                                  | 120,160        | 529,400                 | 18.5%                            |
| <b>Total Executive Services</b>                       | <b>4,380,610</b>                         | <b>623,722</b> | <b>3,756,888</b>        | <b>14.2%</b>                     |
| <b>Integrated Units</b>                               |  |                |                         |                                  |
| Vancouver Island Integrated Major Crime Unit          | 1,169,120                                | 142,200        | 1,026,920               | 12.2%                            |
| Diversity Unit  | 2,570                                    | 386            | 2,184                   | 15.0%                            |
| Integrated Mobile Crisis Response Team                | 134,370                                  | 9,603          | 124,767                 | 7.1%                             |
| Regional Domestic Violence Unit                       | 213,770                                  | 23,539         | 190,231                 | 11.0%                            |
| Integrated Canine Service                             | 744,220                                  | 105,487        | 638,733                 | 14.2%                            |
| PSU   | 142,620                                  | 21,400         | 121,220                 | 15.0%                            |
| Assertive Community Treatment                         | 722,910                                  | 24,377         | 698,533                 | 3.4%                             |
| Explosive Disposal Unit                               | 16,120                                   | 2,420          | 13,700                  | 15.0%                            |
| Crime stoppers  | 64,370                                   | 9,660          | 54,710                  | 15.0%                            |
| Mobile Youth Service Team                             | 65,090                                   | 9,801          | 55,289                  | 15.1%                            |
| Emergency Response Team Training                      | 1,149,480                                | 172,445        | 977,035                 | 15.0%                            |
| Crisis Negotiator Team                                | 36,490                                   | 5,500          | 30,990                  | 15.1%                            |
| <b>Total Integrated Units</b>                         | <b>4,461,130</b>                         | <b>526,817</b> | <b>3,934,313</b>        | <b>11.8%</b>                     |
| <b>Crime Prevention Services</b>                      |  |                |                         |                                  |
| Community Resource Officers                           | 913,090                                  | 153,242        | 759,848                 | 16.8%                            |
| School Resource Officers                              | 393,480                                  | -              | 393,480                 | 0.0%                             |
| Community Programs                                    | 113,980                                  | 13,702         | 100,278                 | 12.0%                            |
| Volunteer Program                                     | 137,720                                  | 16,883         | 120,837                 | 12.3%                            |
| Reserve Program                                       | 45,000                                   | 29,958         | 15,042                  | 66.6%                            |
| <b>Total Crime Prevention Services</b>                | <b>1,603,270</b>                         | <b>213,785</b> | <b>1,389,485</b>        | <b>13.3%</b>                     |
| <b>Crime Reduction Division</b>                       |  |                |                         |                                  |
| Strike Force  | 1,562,110                                | 209,682        | 1,352,428               | 13.4%                            |
| Analysis and Intel                                    | 753,830                                  | 144,973        | 608,857                 | 19.2%                            |
| Operational Planning                                  | 317,180                                  | 42,573         | 274,607                 | 13.4%                            |
| Special Duties  | 670,800                                  | 128,126        | 542,674                 | 19.1%                            |
| <b>Total Crime Reduction Division</b>                 | <b>3,303,920</b>                         | <b>525,355</b> | <b>2,778,565</b>        | <b>15.9%</b>                     |

|   | Annual<br>Budget  | Year To<br>Date  | (Over)<br>Under   | % of<br>Total<br>Budget |
|---|-------------------|------------------|-------------------|-------------------------|
| <b>Patrol - Primary Response Division</b>                 | <b>21,116,240</b> | <b>3,257,284</b> | <b>17,858,956</b> | <b>15.4%</b>            |
| <b>Community Services Division</b>                        | <b>4,092,890</b>  | <b>801,709</b>   | <b>3,291,181</b>  | <b>19.6%</b>            |
| <b>Emergency Response Team - Primary Support</b>          | <b>-</b>          | <b>282,896</b>   | <b>(282,896)</b>  | <b>N/A</b>              |
| <b>Investigative Services Division</b>                    |                   |                  |                   |                         |
| Detective Division - Support                              | 1,355,580         | 214,333          | 1,141,248         | 15.8%                   |
| Special Operations  | 500,000           | -                | 500,000           | 0.0%                    |
| Historical Case Review                                    | 188,730           | 67,507           | 121,224           | 35.8%                   |
| Financial Crimes  | 506,330           | 26,503           | 479,827           | 5.2%                    |
| Computer Forensics Unit                                   | 547,730           | 42,347           | 505,383           | 7.7%                    |
| Special Victims Unit                                      | 998,110           | 193,271          | 804,839           | 19.4%                   |
| Major Crimes  | 1,557,180         | 277,842          | 1,279,338         | 17.8%                   |
| Behavioural Assessment & Management Unit                  | 658,260           | 7,349            | 650,911           | 1.1%                    |
| Forensic Identification                                   | 1,121,880         | 149,519          | 972,361           | 13.3%                   |
| <b>Total Investigative Services Division</b>              | <b>7,433,800</b>  | <b>978,670</b>   | <b>6,455,130</b>  | <b>13.2%</b>            |
| <b>Traffic Enforcement and Crash Investigations</b>       |                   |                  |                   |                         |
| Traffic Enforcement and Crash Investigation               | 1,145,640         | 159,913          | 985,727           | 14.0%                   |
| Motorcycle Escort Team                                    | 17,590            | -                | 17,590            | 0.0%                    |
| <b>Total Traffic Enforcement and Crash Investigations</b> | <b>1,163,230</b>  | <b>159,913</b>   | <b>1,003,317</b>  | <b>13.7%</b>            |
| <b>Communications Centre - 911</b>                        | <b>4,171,000</b>  | <b>681,160</b>   | <b>3,489,840</b>  | <b>16.3%</b>            |
| <b>Centralized Corporate Costs</b>                        | <b>2,180,800</b>  | <b>192,708</b>   | <b>1,988,092</b>  | <b>8.8%</b>             |
| <b>Support Services</b>                                   |                   |                  |                   |                         |
| Automotive  | 986,000           | 98,529           | 887,471           | 10.0%                   |
| Critical Incident Stress Management                       | 38,000            | -                | 38,000            | 0.0%                    |
| Legal Services and Freedom of Information                 | 404,260           | 64,990           | 339,270           | 16.1%                   |
| Finance, Exhibit Control and Purchasing                   | 4,504,650         | 362,314          | 4,142,336         | 8.0%                    |
| Human Resources, firearms and use of force training       | 3,539,930         | 432,812          | 3,107,118         | 12.2%                   |
| Records Management  | 2,411,080         | 358,716          | 2,052,364         | 14.9%                   |
| Information Systems                                       | 2,215,170         | 251,593          | 1,963,577         | 11.4%                   |
| <b>Total Support Services</b>                             | <b>14,099,090</b> | <b>1,568,953</b> | <b>12,530,137</b> | <b>11.1%</b>            |
| <b>Jail Operations</b>                                    | <b>1,078,900</b>  | <b>174,783</b>   | <b>904,118</b>    | <b>16.2%</b>            |
| <b>Total Operating Expenditures</b>                       | <b>69,084,880</b> | <b>9,987,755</b> | <b>59,097,125</b> | <b>14.5%</b>            |

**Statement 4**

**Victoria Police Department  
Capital Expenditures (Unaudited)  
For the Period Ending February 28th, 2023**

|                          | <b>Transfers to<br/>Capital<br/>Fund</b> | <b>Provisional<br/>Budgeted<br/>Expenditures</b> | <b>Expenditures<br/>&amp;<br/>Commitments</b> | <b>(Over)<br/>Under</b> | <b>%</b>     |
|--------------------------|--|--|---|-------------------------|--------------|
| Vehicles                 | -  | 600,000  | 575,099                                       | 24,901                  | 95.8%        |
| Computer Equipment       | -  | 500,000  | 216,102                                       | 283,898                 | 43.2%        |
| Furniture                | -  | 130,000  | -   | 130,000                 | 0.0%         |
| Police Building Upgrades | -  | 250,000  | 30,621  | 219,379                 | 12.2%        |
| <b>Total Capital</b>     | <b>229,500</b>                           | <b>1,480,000</b>                                 | <b>821,822</b>                                | <b>658,178</b>          | <b>55.5%</b> |



**1. REVENUE**

Revenues, excluding recoveries, are below budget, mostly due to timing of cost recovery for jail and special duties. Jail grants are received on a quarterly basis and a significant number of special duties occur in the spring, summer and fall.

**2. SALARIES AND BENEFITS:**

The Human Resources section recruits police officers based on a projection of retirements and authorized strength, as training spaces permit. As it takes at least 18 months for a recruit to be fully operational, VicPD tries to hire recruits ahead of anticipated retirements. As we continue to hire more officers we should start to approach budgeted salaries and benefits which, if achieved will continue to have a positive impact on non-recoverable overtime.

**3. RETIREMENTS:**

A number of retirements took place at the end of January, and we expect more retirements through the spring and summer.

**4. OVERTIME:**

Overtime expenditures are below budget at this point, although the first few months of the year are typically quieter months with lower leave usage. We shall closely monitor overtime usage and expenditures throughout the year.

**5. PROFESSIONAL SERVICES:**

Professional fees include the E-Comm contract for the provision of 9-1-1 and dispatch services as well as legal fees and cost sharing of integrated units with other police agencies. These amounts include pro-rated costs for 9-1-1 and dispatch services.

**6. EQUIPMENT MAINTENANCE – FLEET & COMPUTERS:**

Expenditures are below budget. This is in part due to the timing of software licence renewals.

**7. TELEPHONE LINE CHARGES/CREST:**

Telecommunication costs are in line with expectations at this time.

**8. TRAVEL AND TRAINING:**

Travel and training expenditures are below budget but are expected to be in line with the budget later in the year. Typically training expenditures increase in the spring and summer as courses become available.

**9. BUILDING MAINTENANCE:**

Building Maintenance costs have been estimated.

**10. GENERAL & OFFICE /OTHER OPERATING/UNIFORM & PROTECTIVE CLOTHING:**

General, Other and Uniform Expenditures are in line with the budget, when combined.

**11. FUEL AND MOTOR OIL**

This amount includes an estimate for February fuel charges from the City.

**12. INSURANCE**

This amount includes an estimate for liability and auto insurance for February

**13. CAPITAL**

Capital expenditures includes items that have been ordered but not yet received. Capital budgets are carefully monitored and expenditures are expected to remain within budget.

**FINANCIAL IMPACT:**

None

**RECOMMENDATION:**

None

To: BCAPB Member Boards

In preparation for the upcoming BCAPB conference and AGM, it would be very much appreciated if you could consult with your board as to who will be appointed, or continue on, as your Board's authorized representative and alternate representative of the BCAPB Executive Board, and if at all possible to provide me with your representative's name and contact info by **April 28, 2023**.

### **APPOINTMENT OF EXECUTIVE BOARD**

Part V – Directors and Officers of the BCAPB Constitution and Bylaws:

22 (2) Each Director is the appointed authorized representative of a Full Member ("Full Member" means a police board pursuant to the *Police Act*,)

Director (**authorized** representative):

Contact Information (email/phone):

Director (**alternate** representative):

Contact Information (email/phone):

*The Executive Board will elect the Officers of the Executive Committee at the first Executive Board meeting following the Annual General Meeting of the Association.*

Please submit the name of your Board's representative on the Executive Board to Veronica Bandet, Administrative Assistant, via email to [bcapbs@gmail.com](mailto:bcapbs@gmail.com).

Thank you for your assistance.

Charla Huber, MA, CIHCM  
President, BCAPB



## VICTORIA & ESQUIMALT POLICE BOARD

|                 |   |
|-----------------|---|
| <b>DATE:</b>    | March 21, 2023                                |
| <b>TO:</b>      | Victoria & Esquimalt Police Board             |
| <b>FROM:</b>    | Chief Cst. Manak                              |
| <b>SUBJECT:</b> | Chief Constable Monthly Engagement Highlights |
| <b>ACTION:</b>  | For Information                               |

### Internal & External Engagements

|             |  |
|-------------|--|
| February 23 | Attended Patrol "C" Watch briefing   |
| February 23 | Presented to the Canadian Association of Chiefs of Police Private Sector Liaison Committee re: stakeholder relations |
| February 24 | Attended Patrol "D" Watch briefing   |
| February 24 | Attended Esquimalt Division to meet with retiring VicPD Cst. G. Shaw   |
| February 25 | Participated in the Coldest Night of the Year walk   |
| February 27 | Attended Patrol "A" Watch briefing   |
| February 28 | Attended Investigative Services Division briefing  |
| March 1     | Attended Patrol "B" Watch briefing   |
| March 2     | Presented the VicPD 2022 Quarter 4 Community Safety Report Card to Victoria Council                                  |
| March 2     | Attended retirement function for retiring VicPD Cst. C. Ziegler  |
| March 5     | Participated in the Wounded Warrior Run finale   |
| March 6     | Attended VicPD Reserve officers meeting  |
| March 13    | Presented to the Board of Education re: School Police Liaison Officer program  |
| March 21    | Provided Chief's update for civilian staff   |
| March 21    | Met with VicPD Cst. E. Hamilton to congratulate her on graduating from the JIBC                                      |

### Equity, Diversity & Inclusion Engagements

|         |  |
|---------|--|
| March 6 | Participated in the Aboriginal Coalition to End Homelessness video shoot re: gender-based violence |
|---------|--|

## 2023 Board Travel/Conference budget: \$15,000

### BCAPB CONFERENCE

May 25-26, 2023

Nelson, BC

Approximate total per person if flying and renting a car: \$2,200

Approximate cost per person if driving: \$2,000

Board members who expressed interest in attending:

- Charla Huber (must attend as BCAPB President)
- Micayla Hayes

### CACOLE CONFERENCE

May 29-31, 2023

Halifax, NS

In-Person: approximately \$4,500/person

Virtual: \$736/person (early bird until April 29, then price rises to \$981)

Board members who expressed interest in attending:

- Micayla Hayes (virtually)
- Sean Dhillon (virtually or in-person)

### CAPG CONFERENCE

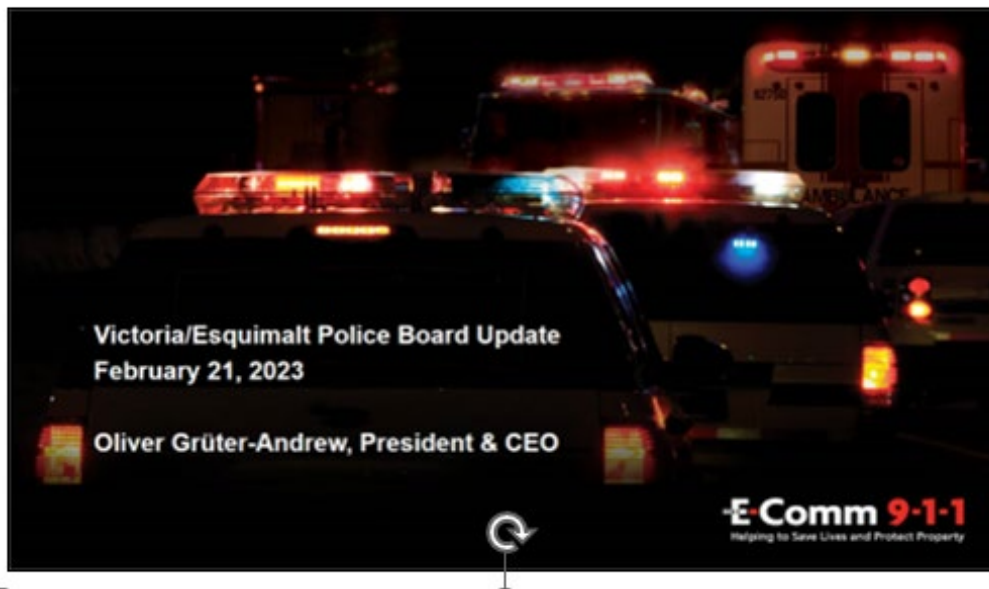
August 14-19, 2023

St. John's, NF

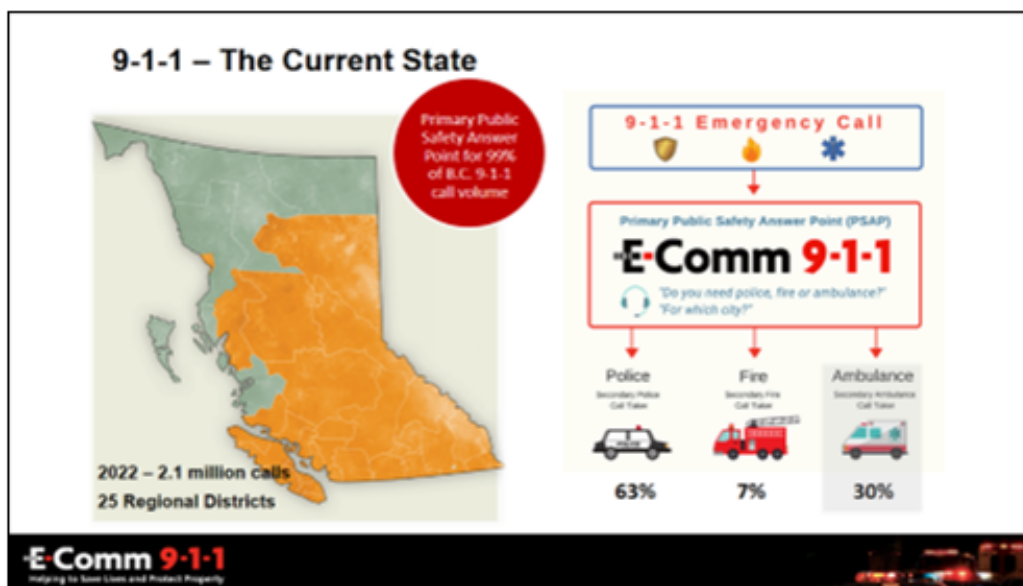
Costs cannot be estimated at this time as there are no details posted yet about this conference.

Board members who expressed interest in attending:

- Mayor Desjardins
- Mayor Alto
- Micayla Hayes
- Sean Dhillon



E-Comm has been providing call taking and dispatch services to the people and police department of Victoria and Esquimalt since February 2019. We consolidated the previous three police call taking/dispatch centres in Victoria, Saanich and the West Shore RCMP detachment to one south island centre. We are house in a new building funded by the CRD in Saanich.



E-Comm is the first point of contact for 9-1-1 callers throughout 25 regional districts and communities spanning from Vancouver Island to the Alberta and U.S. borders, and to north of Prince George.

- We currently answer 99% of B.C.’s 9-1-1 call volume, which was came to 2.1M calls made in 2022.
- Answering 9-1-1 means asking the caller “Do you need police, fire or ambulance, and for which city?”
- Based on the answer given by the caller we then pass on (“downstream”) the call to the appropriate fire or police agency, or to the BC Ambulance Service

- Last year was typical in that 63% of callers asked to be connected to police, 7% to a fire department and 30% to the ambulance service
- E-Comm is itself the downstream agent for all police and fire departments who have contracted with us, which include the four independent police departments on the south island and RCMP detachment up to the City of Duncan.
- Our down-stream police or fire call-taker will ask the caller to describe the emergency situation and enter the information into the Computer Aided Dispatch (CAD) system. The system presents this and all other call files for a specific community (e.g. Esquimalt) to the dispatcher dedicated to the police agency of jurisdiction (in this example Victoria PD).
- The police dispatcher uses the CAD system to associate an officer in the field with the file and initiates their deployment to the incident with all the information provided by the caller. The dispatcher can speak to the officer real-time over the emergency communication radio system, which in the case of VicPD is provided by CREST (“Capital Region Emergency Service Telecommunications Inc.”)
- In addition to incoming emergency calls through 9-1-1, E-Comm also answers non-emergency calls made to the 10-digit number for VicPD.

**2022 Service Results for 9-1-1 and Police Call Taking**

|                                |                      | 9-1-1  |           | Emergency Call-Taking |            | Non-Emergency Call-Taking |             |
|--------------------------------|----------------------|--------|-----------|-----------------------|------------|---------------------------|-------------|
|                                |                      | Actual | Target    | Actual                | Target     | Actual                    | Target      |
| South Island                   | Answer Percentage    | 97.9%  | 95% in 5s | 87.7%                 | 88% in 10s | 79%                       | 80% in 180s |
|                                | Average Answer Speed | 1.03s  | 4s        | 6.5s                  | 7s         | 106s                      | 120s        |
| Rest of B.C. Answer Percentage |                      | 97.7%  | 95% in 5s | 84.6%                 | 88% in 10s | 62.3%                     | 80% in 180s |

**E-Comm 9-1-1**  
Helping to Save Lives and Protect Property

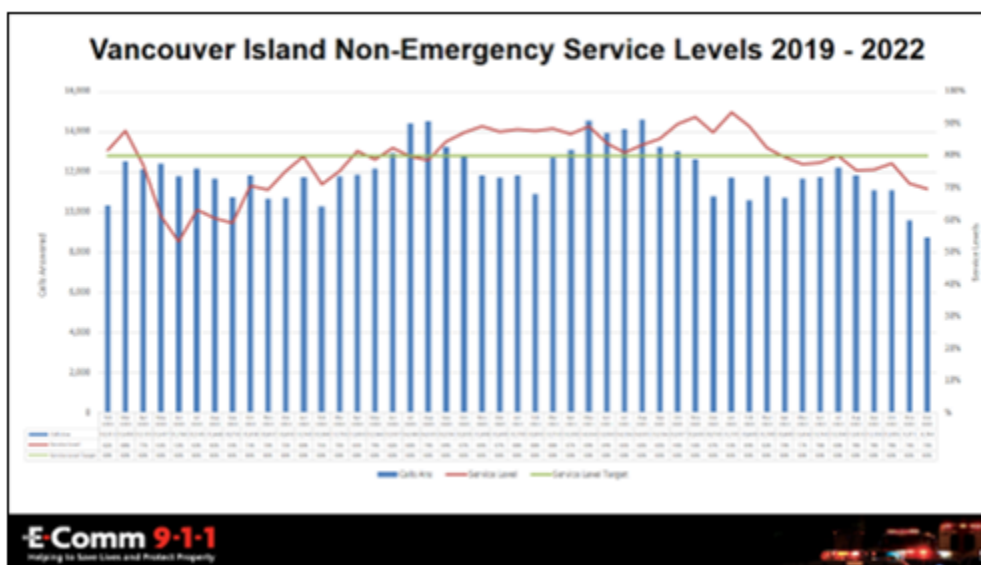
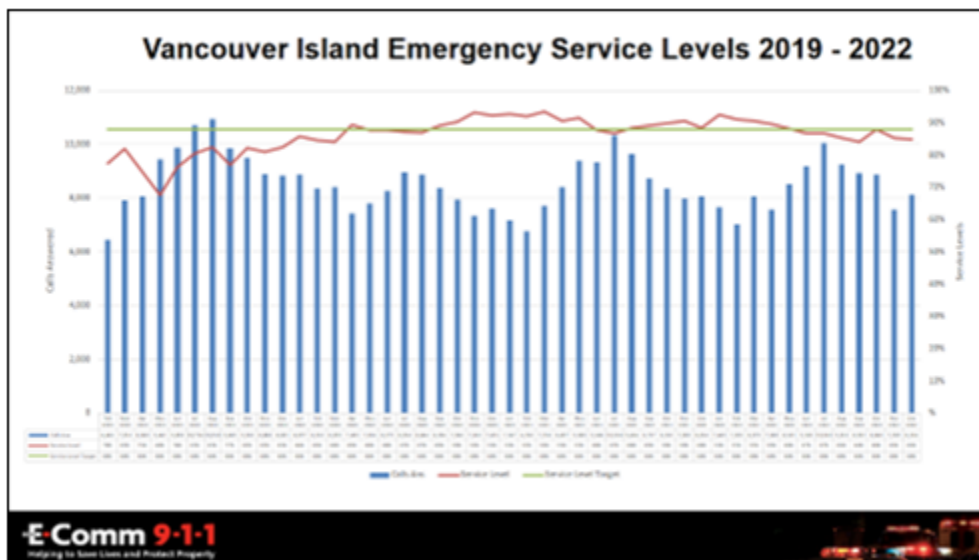
E-Comm’s call taking performance is measured as percentage of calls answered in a certain time frame. There are three numbers measured:

1. time to answer the first level call to 9-1-1, for which the target is 95% of calls answered in 5 seconds or less.
2. Time for the downstream police call taker to pick up that call, for which the target is 88% of calls in 10 seconds or less
3. Time from a call-taker to answer a non-emergency call to the 10-digit number, for which the target is 80% of calls answered in 3 minutes or less.

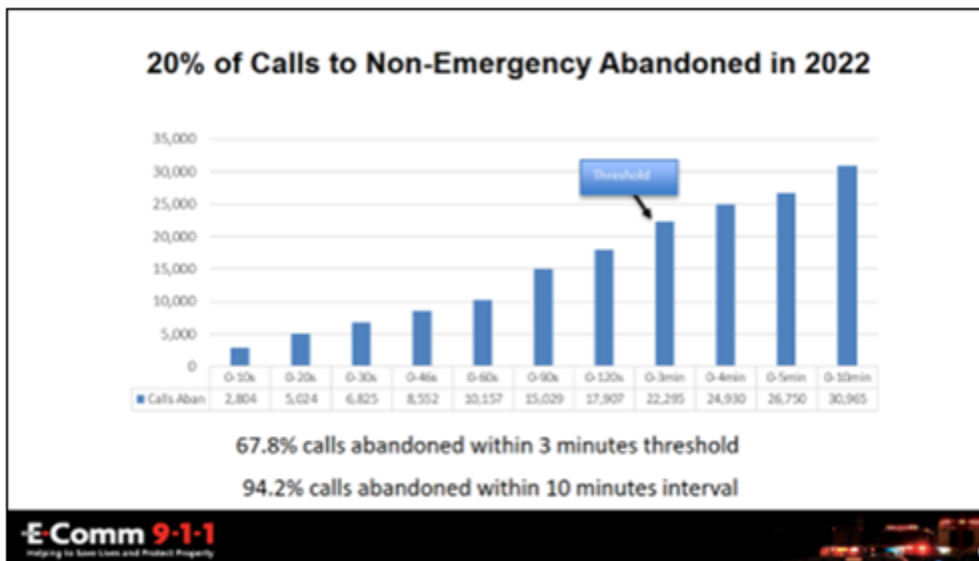
In 2022 for Vancouver island operations, E-Comm met the targets for 9-1-1 and police emergency downstream call taking, and came very close to the target for non-emergency call-taking (70% vs 80% answered within 3 minutes. Significantly, the average speed to answer a call, which is meaningful to the public experience although not measured and reported regularly, was 1 second for 9-1-1, six-and-a-half seconds for emergency calls and 106s for nonemergency calls.

The substantial short-fall answering non-emergency calls is a current reality in the Lower Mainland (as illustrated in the table) and that does not affect the south island communities.





Slides four and five illustrate that the start-up difficulties E-Comm experience in the first year of operations were overcome early in 2020, and that service performance has since been steady for both emergency and non-emergency calls to police departments on the south island.



When looking at all the non-emergency calls received, we see that 20% are abandoned by the callers before E-Comm is able to answer. However, two-thirds of these calls are abandoned before our target answer time of 3 minutes, reducing E-Comm's chances of answering all calls considerably. This may point to potential benefit from offering additional channels for crime reporting, such as online or mobile phone based reporting.

### Options to Enhance Service

- ☐ **Hire more people to increase call throughput**
  - Familiar model for the public
  - High cost and variable results in a small centre due to call volume fluctuations
- ☐ **Offer alternative channels to report crime**
  - Lower cost and more scalable at low cost
  - Some new ways of reporting in addition to voice calls

**E-Comm 9-1-1**  
Helping to Save Lives and Protect Property

What can be done to further improve the service to the public? Two options in principle, which in practice will blend together to deliver the best possible service at a cost affordable to the tax payer.

February 16, 2023

The Honourable Mike Farnworth  
Minister of Public Safety & Solicitor General

*Via Email*

Dear Min. Farnworth:

**RE: Request for Funding - Safer Communities Action Plan**

In November 2022, Premier Eby announced that \$230 million was being set aside, in part, to expand mental health crisis response teams as part of the Safer Communities Action Plan.

The Victoria Police Department (VicPD), in partnership with Island Health, are respectfully requesting funding in the amount of \$630,000 (two VicPD officers at \$330,000 and two Island Health Registered Psychiatric Nurses at \$300,000) to implement two additional Co-Response Teams (CRT) to allow the hours of the current CRT to be expanded from 12 hours per day to 24 hours per day.

The CRT pairs a plain-clothes police officer with a registered psychiatric nurse and the team responds to mental health calls. Although the CRT is a new concept in the Victoria area, it has already celebrated several successes and reduced the number of mental health apprehensions. In alignment with provincial direction to reduce hospital capacity and ensure appropriate acute care utilization, the CRT also offers enhanced community care that supports optimal care transitions and even hospital diversion in certain cases. The CRT is also proving to be extremely effective in de-escalating tense situations and effectively communicating with individuals experiencing a mental health episode or mental health crisis and providing a safe, trauma-informed, frontline mental health response and accompanying support.

This funding request supports the government's commitment to improving public safety and strengthening mental health outreach services to build safe, healthy communities for everyone.

Thank you in advance for considering this request.

Sincerely,



Del Manak  
Chief Constable  
Victoria Police Department



Tasha McKelvey, Clinical Director  
Acute Access & Crisis Response Services  
Island Health

c. The Honourable David Eby, Premier of BC  
Kathy MacNeil, President & CEO - Island Health

March 9, 2023

To: E-Comm Police and Fire Call-Taking and Dispatch Clients

*Sent by email*

**RE: Update on Next Generation 9-1-1 Planning and Estimated Annual NG9-1-1 Levy, 2024-28**

Dear police or fire agency client,

Further to my correspondence to you, dated July 18, 2022, regarding E-Comm's planning for Next Generation 9-1-1 (NG9-1-1) and the estimated annual NG9-1-1 levy amount for your organization, I am pleased to provide the following update.


On March 1, the Government of British Columbia announced \$90 million in funding for E-Comm to assist in meeting the implementation costs for the NG9-1-1 system on behalf of its business partners. As a result of this provincial funding we no longer need to levy the amounts communicated in the letters from July 18.

Those amounts, based on our best forecasts, were structured as a levy over five years (2024 to 2028) to fund NG9-1-1 Program costs that include one-time NG9-1-1 implementation and solution stabilisation costs that will be incurred by E-Comm in the years 2022 to 2026 (e.g. infrastructure and one-time program delivery/vendor implementation services).

This new provincial funding represents a significant lowering of otherwise unavoidable NG9-1-1 implementation costs to your agency, and E-Comm is proud to have led the way in helping enable it, by working collaboratively with the province, UBCM, local governments and partner agencies like yours. More information, including a link to the government's announcement, is available on [ecommm911.ca](https://ecommm911.ca).

Please see the section below for more detailed information in response to questions we anticipate you will have at this time. We will keep you informed as the NG9-1-1 Project develops, but certainly feel free to contact me should you have questions in the interim.

Thank you,



Stephen Thatcher  
Vice-President, Operations

604.215.5008

[Stephen.Thatcher@ecommm911.ca](mailto:Stephen.Thatcher@ecommm911.ca)

Cc: Oliver Grüter-Andrew, President & CEO  
Al Horsman, Vice President, Finance & CFO

## Questions and Answers

### **Q: Will the Government grant stretch to cover any cost overruns of the NG9-1-1 Program?**

**A:** The Program cost forecasts were – and remain – estimates, and we can not entirely foreclose the possibility that we will need to issue a levy to recover any costs over and above that forecast not covered by the provincial grant. We continue to work with the Provincial Government on an additional, ongoing provincial funding solution beyond the one-time grant, but at this time no such funding mechanism is in place.

### **Q: Does the Provincial grant pay for our current quarterly bills for 9-1-1 service?**

**A:** The provincial grant is intended to cover the incremental costs arising from the NG9-1-1 Program only, and therefore does not cover existing annual levy obligations, including:

- Current costs associated with operating E-Comm’s Emergency Call Centres; and
- Annual budget adjustments related to existing services, including costs associated with E-Comm’s Transformation Program and other one-time improvement initiatives, etc.

### **Q: Will the current ongoing cost of 9-1-1 service and therefore our regular levies change once NG9-1-1 is fully deployed and operational?**

**A:** Once NG9-1-1 becomes “normal business” we anticipate our operating costs will be higher than for the current service (known as “E9-1-1”). In the absence of new and recurring Provincial funding, those amounts will be reflected in future levies to your agency. We will provide estimates of those costs and target dates for recovering them once known.

### **Q: Does the Provincial grant remove any contractual liabilities from our communities?**

**A:** No, the Provincial grant is only a funding tool, not a contracting tool. Regional districts must sign the Local Governing Authority (LGA) agreement with Telus for access to the new Telus managed NG9-1-1 telephony network, also known as the Emergency Services IP Network (ESInet). This is a legal agreement between the regional district and Telus. This new agreement for NG9-1-1 network services will replace the current 911 agreement each regional district has with Telus. E-Comm is unable to plan or migrate NG9-1-1 testing with each regional district until this agreement is in place. Note further that this same requirement applies to any police or fire agency that wishes to have 9-1-1 calls down streamed to it (regardless of which primary PSAP an agency relies upon.)

Current legacy 9-1-1 agreements will terminate with the existing network’s decommissioning in March 2025. Given the criticality of the new LGA we encourage you to take every step you can to ensure your regional district and your agency have executed it as soon as possible. We will be very limited in our ability to work with you until these agreements are in place, and consequently may be forced to prioritize work for those that have. Furthermore, as onboarding each client agency will require extensive coordination and testing, we can not do many of these simultaneously. Therefore, we hope to begin that work in early 2024, so the earlier the LGAs are in place, the better for us all. For more information on the LGA, please contact: Assunta Marozzi at TELUS. She can be reached at [assunta.marozzi2@telus.com](mailto:assunta.marozzi2@telus.com) or (780) 508-1237.