



# VICTORIA & ESQUIMALT POLICE BOARD

## Public Meeting Agenda

December 10, 2024 at 5:00pm

Boardroom & Zoom

### 1. STANDING ITEMS

- a. Territorial Acknowledgement
- b. Declarations of Conflict of Interest
- c. Adoption of the Public Agenda of December 10, 2024
- Pg. 1 d. Adoption of the Public Minutes of November 12, 2024
- e. Board Chair Update
- Pg. 4 f. Committees Update
- g. Board Member Engagement Update
- Pg. 5 h. Chief Constable Update
- i. Equity, Diversity, Inclusion & Engagement Update

### 2. NEW BUSINESS

- Pg. 6 a. 241126 Correspondence from IIO
- Pg. 7 b. E-Comm Correspondence
- Pg. 9 c. Commendation

### 3. RISE & REPORT *(when applicable)*



# VICTORIA & ESQUIMALT POLICE BOARD

## Public Meeting Minutes

Nov 12, 2024 at 5:00pm

Boardroom & Zoom

### PRESENT

H. Courtright	Chief Cst. Manak	S/Sgt. M. Darling
E. Cull	DC J. Laidman	S/Sgt. J. Malinosky
P. Faoro	DC J. McRae	S/SGT. C. Watson
M. Hayes, Chair	Insp. C. Brown	Da. Phillips
T. Kituri	Insp. M. Brown	Do. Phillips
D. Yakimchuk	Insp. C. King	

Recorder: Tanya Lamoureux

### 1. STANDING ITEMS

a. Territorial Land Acknowledgement

b. Declaration of Conflicts of Interest

- No conflicts declared.

c. Approval: Public Agenda of November 12, 2024

24-116                    **MOTION:** *To approve the Public agenda of November 12, 2024 as presented.*  
**MOVED/SECONDED/CARRIED**

d. Approval: Public Minutes of October 15, 2024

24-117                    **MOTION:** *To approve the Public Minutes of October 15, 2024 as presented.*  
**MOVED/SECONDED/CARRIED**

e. Board Chair Updates

- Board Chair Hayes has been attending Patrol briefings to introduce herself to the members.

f. Committees Update

Refer to the report provided. Committee matters arising included:

- **Governance Committee**

**24-123**                    **MOTION:** *That the Board does not pay elected officials appointed by their local councils a stipend. This is to be reviewed in 2 years or upon the appointment of new representative(s) from Victoria or Esquimalt Councils.* **MOVED/SECONDED/CARRIED**

- **Finance Committee**
  - Monthly Financial Report – for information
- **Human Resources**
  - VicPD held a Women’s Discovery Night on November 5, 2024, to help women learn about a career in policing from the women who have done it.

**g. Board Member Engagement Update**

- **Community Safety and Wellbeing Conference**
  - Board members Hayes, Dhillon, Cull, and Yakimchuk attended the Victoria event on Oct 28-30.

**h. Chief Constable Update**

- Refer to the report provided – for information
- Chief provided update around the professional development for the DCC’s including conferences and on-going education.

**OPERATIONS**

- Calls and files of note were highlighted

**ADMINISTRATION**

- No update provided

**i. Equity, Diversity, Inclusion, Accessibility & Engagement Update**

- Refer to the report provided – for information

**2. NEW BUSINESS**

**a. PFM Invoice**

**24-124**                    **MOTION:** *To approve PFM invoice #24263 in the amount of \$18,900.00 per consulting arrangements dated June 25, 2024, for executive search of a Chief Constable.* **MOVED/SECONDED/CARRIED**

**b. Service and Policy Complaints updates**

- OPCC file #24594/24595/24715 have now been completed and closed.

**c. 241105 Board received a letter from Township of Esquimalt**

- Refer to the letter provided. The Township invited the board to participate in the development of specialized services. The matter will be referred to the Senior Leadership Team at VicPD for a response.

### 3. RISE & REPORT *(when applicable)*

#### a. 240529 SD61 Request for Data

- SD61 wrote a letter to the Police Board requesting data related to schools. VicPD responded 241112.

*Meeting adjourned at 5:45pm.*



## VICTORIA & ESQUIMALT POLICE BOARD

### COMMITTEES UPDATE Public

#### GOVERNANCE

No updates at this time

#### HUMAN RESOURCES

No updates at this time

#### FINANCE

- a. **Monthly Financial Report**  
Not available at this time.

- b. **Request by Chair Hayes**

**MOTION:** *The Finance Committee recommends that the Board approves the request made by Chair Micayla Hayes to use the remainder of the 2024 travel and training budget to register herself for the CACP Leadership Conference being held in Winnipeg, Manitoba, April 28-30, 2025.*

- c. **Provisional Budget amendment**

**MOTION:** *The Finance Committee recommends that the Board approves adding the funding for the Late Night Task Force to the 2025 provisional budget in the amount that is to be determined before the next board meeting on Dec 10, 2024.*



## VICTORIA & ESQUIMALT POLICE BOARD

<b>DATE:</b>	December 10, 2024
<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

- November 14: Presented to the Sidney Rotary Club
- November 18: Attended the 2024 Q3 CSRC presentation to Esquimalt Council
- November 20: Keynote speaker at the Greater Victoria Police Foundation Building Bridges breakfast
- November 20: Attended the Simon Keith Foundation Heart of Gold Gala & Concert announcement
- November 20: Participated on the Spectrum PAC Parent Education Panel
- November 21: Presented the 2025 provisional budget to Victoria Council
- November 21: Presented the 2024 Q3 report to Victoria Council
- November 22: Attended the Greater Victoria Police Foundation meeting
- November 22: Attended the Volunteer and Reserve Appreciation Dinner
- November 30: Participated in the Victoria Santa Parade
- December 1: Participated in the Esquimalt Celebration of Lights Parade
- December 3: Attended the Police Board Committees meeting
- December 3: Presented Alexa Team All-Star Award to Det/Cst Ralph Weber
- December 4: Attended the senior leadership team planning day
- December 5: Selected the winning entry for the 2024 VicPD Christmas Card contest
- December 5: Attended the Area Chiefs meeting
- December 6: Attended the 2024 Lights of Wonder VIP Reception
- December 9: Swore-in new VicPD officer, Constable Yance

### Equity, Diversity, and Inclusion Engagement

- November 23: Attended the Diwali Celebration
- December 5: Attended ACEH Relationship Building Event - Bowling at Langford Lanes

## CONCLUSION OF INVESTIGATION NOTIFICATION

**Involved Agency:** Victoria Police Department  
**IIO File No.:** 2024-047

**Agency File No.:** VI 2023-32122  
**Primary Investigator:** Neil GIBBS

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### **BRIEF BACKGROUND:**

A public complaint was received regarding an arrest of the Affected Person (AP) that occurred on 2023-08-30. Information received indicated that the AP sustained a fracture to his leg as he was taken out of a patrol car.

### **BRIEF SUMMARY OF IIO INVESTIGATION:**

An investigation has been conducted and evidence reviewed. The Chief Civilian Director (CCD) has determined that there are no reasonable grounds to believe that any involved officer may have committed an offence. As such, this investigation is now closed.

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Please advise all involved officers that the IIO has concluded the investigation on the above-noted matter.

- IIO will prepare public report
- IIO will not prepare public report
- The IIO will make a media release in lieu of a public report
- The IIO will not make a media release




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**Jas Ollek, Choose an item.**

November 22, 2024

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**Date**

## E-COMM NOVEMBER UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

We are writing to share with you our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of our police partners and the public we serve. Please feel free to share this update publicly, and to forward to E-Comm any requests to be added to our distribution.

### Service Levels to October 31

- **9-1-1 service levels continue to exceed target** – Year-to-date (YTD) 9-1-1 service levels to the end of October remain high at 98% (target: 95% of calls answered within 5 seconds), and 9-1-1 call volumes exceeded 1.7 million provincewide – down from 2023’s record-breaking volume driven by an Android operating system glitch, but on par with 2021 and 2022 call volumes.
- **Above-target service levels for police emergency call taking** – YTD police emergency call-taking service levels also exceeded targets (88% of calls answered within 10 seconds), both in the Lower Mainland (91%), and on Vancouver Island (90%), despite police emergency call volumes being higher than in previous years, other than 2023’s anomalous spike.
- **Improved answer times, decrease in abandoned rates for police non-emergency calls** – Police non-emergency (NER) call taking service levels remain strong YTD at 79% in the Lower Mainland and on-target (80% of calls answered within 3 minutes) on Vancouver Island. The average speed to answer for NER calls is down YTD, from approximately 4 minutes in 2023 to 2 minutes. And the YTD abandoned call rate has dropped from 31% to 16%. The abandoned call rate decreases further to 11% during peak volume hours, when our new Genesys call system provides estimated wait times and call-back options for callers. Of those callers who request a call-back, 84% are successfully reached and able to file a report.

### Other Transformation Updates

- **Dedicated team continues to strengthen non-emergency service** - In October we welcomed our seventh intake of new police NER call takers to fill vacancies, including those from NER call takers being promoted to answer emergency calls. The team, along with other improvements like the new Genesys call system, is helping to improve service for the public.
- **Dispatch trainees begin with peer coaches** - Our newest dispatch trainees have moved forward to on-the-job training with peer coaches, after successfully completing the revamped training program incorporating in-class instruction and e-learning. E-Comm presented our modernized training approach to emergency communications professionals across Canada at the Association of Public-Safety Communications Officials (APCO) conference in November.
- **Launch of new self-service dashboard for police agencies** – As part of an ongoing initiative to modernize our data and analytics capabilities, a new interactive dashboard has been finalized and rolled out to our policing partners. This allows our police agency partners direct access to key metrics such as service levels, call answer times, call volumes, and more, for both emergency and non-emergency calls.
- **Ongoing outreach to shareholders and partners on governance and financial model** – We continue to actively meet with shareholder organizations and agency partners on our proposed governance and financial model changes.



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

**NOVEMBER 2024 UPDATE**

**TRANSFORMATION AND OPERATIONS UPDATES**



Service levels exceeded for 9-1-1 and emergency call taking



+1.7 million 9-1-1 calls year to Oct 31



NER improvements: answer times cut in half and abandoned calls down significantly



Self-service data & analytics dashboard launched for police agencies



Ongoing outreach on proposed governance review & financial model changes



New dispatch trainees start on-the-job training

**NON-EMERGENCY PUBLIC EDUCATION**



KNOW HOW TO  
#MAKETHERIGHTCALL

Public education campaign launched on reporting non-emergency crimes in partnership with policing agencies and community groups.

**LOWER MAINLAND YEAR-TO-OCT 31**

	Target	2021	2022	2023	2024
9-1-1	95%/5s	93%	98%	98%	98%
Police Emergency	88%/10s	85%	84%	88%	91%
Police Non-Emergency	80%/180s	57%	43%	62%	79%
Fire Emergency	90%/15s	91%	89%	93%	94%

**VANCOUVER ISLAND YEAR-TO-OCT 31**

	Target	2021	2022	2023	2024
9-1-1	95%/5s	93%	98%	98%	98%
Police Emergency	88%/10s	90%	88%	87%	90%
Police Non-Emergency	80%/180s	86%	80%	80%	80%

Commendation re: Constable Ross Lauderdale

Dear Chief Constable Manak and the Victoria Police Department,

I am writing to formally recognize the exemplary work of one of your officers, Constable Ross Lauderdale. He was the lead investigator on a file I had to open on December 3, 2024 [REDACTED]

To provide context, my [REDACTED] daughter, [REDACTED] was assaulted by another boy in her class. The incident involved someone wrapping their hands around her neck and stating, "I'm going to choke you." While I received an email with the subject line "FYI" notifying me of this incident, I was taken aback by the lack of proactive communication and support.

When I attempted to contact a Police Liaison Officer (PLO), I was shocked to learn that this program had been defunded by the city or the Greater Victoria School District. As someone who works in the overburdened healthcare system, I immediately recognized the need to file a police report to:

1. Create a paper trail.
2. Highlight the necessity of PLOs for our schools.
3. Show my daughter that what happened to her is not acceptable and will be addressed appropriately.

While my daughter is physically unharmed, I can tell she is still processing the incident mentally.

I will admit, my past experiences with VicPD have left me with little faith in the system, as previous encounters have worsened already difficult situations. However, Constable Lauderdale has shifted my perspective.

From our first interaction, he treated me like a human being, not just another case number. He empathized with me, took my concerns seriously, and explained the broader challenges facing law enforcement, including systemic issues and legal constraints. His professionalism, understanding, and willingness to collaborate made an otherwise difficult situation feel manageable.

Officers like Constable Lauderdale are invaluable to the Victoria Police Department. He embodies the positive change and dedication that VicPD should strive to represent. He didn't dismiss my concerns or make me feel unreasonable—he genuinely listened and supported me.

As for the file itself, I understand that [REDACTED] School is not pleased that I involved the police. However, I am equally displeased that my daughter was assaulted. Furthermore, the counselling services I've been requesting since August were only offered after VicPD became involved. I have a meeting with the school on Monday and am unsure of what to expect, but I stand firm in my belief that this issue needed to be escalated to ensure my daughter's well-being.

I hope Constable Lauderdale receives the recognition he deserves for his outstanding work. Thank you for your time and attention to this matter.

Sincerely,

[REDACTED]