



VICTORIA & ESQUIMALT POLICE BOARD

Public Meeting Agenda

June 17, 2025 at 5:00pm

Boardroom & Zoom

1. ACKNOWLEDGEMENT

- a. Territorial Acknowledgement

2. SPECIAL PRESENTATION

- Pg. 1 a. Before the Badge – Cheryl Major

3. STANDING ITEMS

- a. Declarations of Conflict of Interest
- b. Adoption of the Public Agenda of June 17, 2025
- Pg. 8 c. Adoption of the Public Minutes of May 20, 2025
- d. Board Chair Update
- Pg. 12 e. Committees Update
- f. Board Member Engagement Update
- g. BC Association of Police Boards (BCAPB) and Canadian Association of Police Governance (CAPG) Update- Chair Hayes
- Pg. 13 h. Chief Constable Update
- i. Equity, Diversity, Inclusion & Engagement Update

4. NEW BUSINESS

- Pg. 15 a. Office of the Police Complain Commissioner (OPCC) – News Release – Insp. Brown

5. RISE & REPORT *(when applicable)*

- a. 2025 VicPD Community Survey Results

6. Correspondence and Commendation *(when applicable)*

- Pg. 17 a. 250529 Commendation
- Pg. 19 b. 250612 E-Comm June Update



Before the Badge

*Spring 2025
Review*

June 11, 2025

Executive Summary

Before the Badge (BTB) is a pre-recruit program that introduces new police recruits to different communities, cultures, and real-life experiences in Victoria and Esquimalt before they put on a uniform. This early exposure prepares them to enter the academy with a deeper understanding of the communities they will serve, improving long term trust building and reducing unintentional harm.

This report is prepared for the Victoria and Esquimalt Police Board, and provides a review of the May 2025 Before the Badge (BTB) program based on feedback from six recruits, as well as in-person conversations and supervisor observations. This May intake built upon the successful January 2025 pilot program.

Feedback about BTB has been overwhelmingly positive, from both participants and community partners. While the program continues to develop, and will by nature be different in each intake, this review provides an overview of the positive feedback received, as well as the work being done to continuously improve the program.

Using the feedback received, planning has already started for the next two BTB sessions, scheduled for September 2025 and January 2026. Critically, an enriched learning component will be added at the request of Human Resources Training, which is a positive addition, but will impact the current number of community partners that can be included.

What Worked Well

Overall, feedback is very positive. Many sessions were not only informative but also left a lasting impression. Recruits said they learned things they would carry with them throughout their policing careers.

“This week really opened my eyes to experiences I’ve never lived through. It’s hard to put into words, but I know I’ll carry this with me when I’m on the road.”

Many specific sessions were identified with positive reviews, and we thank our community partners for the work they’ve put into developing an impactful workshop:

- **EDIA 101:** This session was added in May 2025 to set a baseline of understanding and to help set the tone for the week. Recruits liked how it broke down big ideas like systemic discrimination, privilege, and intersectionality in ways that made sense and felt relevant to their future work.
- **Inter-Cultural Association:** Many appreciated the practical information, like the barriers newcomers face, language issues, and the impact of trauma. It helped recruits think more clearly about how they will interact with people from immigrant communities.
- **Filipino Community:** The mix of stories from different generations of Filipino Canadians gave a powerful, personal view of their experiences. The group included individuals who had spent most of their lives in the Philippines, those who moved to Canada at a very young age, and others who immigrated to provide a better future for their families.

Having multiple generations present added depth and helped recruits understand how diverse the Filipino Canadian experience can be. Recruits appreciated hearing directly from people who have interacted with police and who shared both their concerns and their hopes for better relationships moving forward.

- **Chinese Museum:** The session took place inside the Victoria Chinatown Museum, which added a meaningful layer to the experience. The history and personal stories were eye-opening. Learning about exclusion laws and how Chinatown overcame challenges helped recruits understand how past trauma still affects how some people view police today. Recruits also enjoyed a guided tour of Chinatown and appreciated learning about the area's unique history and legacy of resilience. It brought the historical lessons to life and helped them see the ongoing influence of this history in the community today.
- **Islam – Foundation for a Path Forward:** The presenters helped break down stereotypes and made it comfortable to ask questions. Several recruits said they now feel more confident when interacting with Muslim people and families.

"I didn't know how important understanding religious practices could be until the Islam and Sikhism sessions. These are things I would have never thought about before, but now I see how critical they are."

- **Sikhism Presentation:** This session gave useful insights into religious practices, cultural values, and how these can affect interactions with police. Recruits pointed out how important it was to learn about things like head coverings, prayer times, and the hesitation some Sikh community members may have toward police. The real-life stories and examples tied it all back to police work.
- **Pulling Together:** Recruits were introduced to the VicPD Canoe and the cultural First Nations connection during an early morning paddling session. For many, this was one of the most powerful parts of the week. Being on the water and reflecting outdoors created a deeper connection to land, culture, and each other. It was not just about learning, it was also emotional and personal.

"The Pulling Together session made me feel connected—not just to the land but to my classmates. It changed how I see reconciliation."

- **Victoria Native Friendship Centre:** Visiting the centre gave recruits a better understanding of the supports available for Indigenous people. They said they now see how strong community ties can help officers when dealing with issues like housing, addictions, and wellness checks.
- **Jewish Community Presentation:** This session was clear, professional, and meaningful. Recruits walked away with a better understanding of Jewish traditions, antisemitism, and hate crime indicators. One person said it was "the most professionally delivered session of the week."

Moving Forward

The week was strong overall, but there are a few areas where changes could make the experience even better. Using the feedback from recruits over the pilot and May intake, we are working with individual providers to further develop their sessions.

In addition, there are several general areas for improvement that can be applied across the program. These suggestions will be balanced with the Department's ability to adjust the program, and with the insight of what is already offered during training at the JIBC:

- **Session Pacing and Structure:** A few sessions felt rushed or too full. Recruits said they learned more when there was enough time to reflect and ask questions. While the one-

week (five-day) format worked overall, spreading out the sessions or allowing more time for heavier topics could help.

- **Include More Local Content:** Sessions were stronger when they focused on the local community. When possible, stories or data should be added that reflect what is happening in Victoria.
- **Diversify Speaker Voices:** Include different voices in each session, especially when covering complex topics. Recruits liked hearing a mix of experiences.
- **Build in More Site Visits:** Visiting places like community centres or places of worship helped recruits better understand the people they will serve. These kinds of experiences made a real impact. In May 2025, we visited:
 - Victoria Chinatown Museum
 - Sikh Temple
 - Jewish Synagogue
 - Filipino Community Centre
 - Elk Lake (canoe)
- **Add Historical Depth Where Needed:** A few sessions needed more background on important history. Adding more information about residential schools, immigration policies, or local race issues would help give context.
- **Expand the Program:** Additional time could be added with many community partners in order to offer a deeper experience. In addition, other groups have come forward with a desire to be included. Consideration should be given to expanding the length of the program by 1-2 days in order to add more partners and more time for reflection.

Conclusion

The BTB program continues to be a powerful tool in preparing officers to serve diverse communities with understanding, empathy, and awareness of history.

Equally important, we have seen how the program resonates deeply with community members who participate or observe. Many have expressed that BTB gives them a meaningful voice and that it is ‘exactly what the city needed to help immigrants and diverse communities feel seen, heard, and valued.’ This connection strengthens trust and fosters mutual respect between police and the communities they serve.

The program serves as a foundational message that policing is not just about enforcing laws, it is about relationships, empathy, and understanding the bigger picture; and the method of delivery ensures that this learning will stay with our officers long after the training ends.

Before the Badge Schedule – May 2025

Day One	Day Two
Issue Cellphones	Use of Force Training
Swipe Cards and ID	
BTB Intro with Leadership	Use of Force
Sign-on Passwords (IT Staff)	
DRIVE	Break
EDIA 101	DRIVE
	ICA Tour
	DRIVE
Lunch	Filipino Lunch
Local Black History / African Heritage Association VI	Filipino Community
DRIVE	DRIVE
Debriefing	Debriefing

Day Three	Day Four	Day Five
Use of Force	VicPD Canoe Orientation & Paddle	Use of Force with TBD
Use of Force		Use of Force
Break	Break	Break
DRIVE	DRIVE	DRIVE
Chinese Community at 10 Fan Tan Alley	Victoria Native Friendship Centre	Jewish Community with Lunch at Congregation Emanu-El
Lunch	Lunch	
Muslim - Foundation for a Path Forward	Sikh Culture Introduction	Local Queers History
DRIVE	DRIVE	DRIVE
DEBRIEF	DEBRIEF	DEBRIEF



VICTORIA & ESQUIMALT POLICE BOARD
Public Meeting Minutes
May 20, 2025 at 5:00pm
Boardroom & Zoom

PRESENT

M. Hayes, Chair	T. Kituri	S/Sgt. J. Ames
Mayor M. Alto	D. Yakimchuk	K. Kosich
Mayor B. Desjardins	CC Manak	C. Major
E. Cull	DC J. McRae	Da. Phillips
H. Courtright	Insp. C. Brown	Do. Phillips
P. Faoro	S/Sgt. M. Darling	

Recorder: Tanya Lamoureux

1. STANDING ITEMS

a. Territorial Land Acknowledgement

b. Declaration of Conflicts of Interest
No conflicts declared.

c. Approval: Public Agenda of May 20, 2025

25-52 **MOTION:** *To approve the Public Agenda of May 20, 2025 as presented.*
MOVED/SECONDED/CARRIED

d. Approval: Public Minutes of April 15, 2025

25-53 **MOTION:** *To approve the Public Minutes of April 15, 2025 as presented.*
MOVED/SECONDED/CARRIED

e. Board Chair Update

- Board Chair Hayes along with board members Cull and Courtright attended the BC Association of Police Boards Conference May 6 to May 9, 2025 in Delta.
- Board Chair Hayes along with board members Courtright and Yakimchuk attended a supper to honour retiring Chief Manak given by the Aboriginal Coalition to End Homelessness.

f. **BC Association of Police Boards (BCAPB) and Canadian Association of Police Governance (CAPG)**

- **BCAPB**
 - Conference – Delta, May 7-9, 2025. Well attended by many Boards and Police Departments. Information from speakers including the OPCC Commissioner and DC Commissioner. An open session with BC Public Safety Minister Garry Begg was well received. There was a tour of the Tsawwassen First Nations and the work between the First Nation and the Delta PD. Insp. C. King presented on the drug trade.
- **CAPG**
 - Conference – Victoria, Aug 14-16, 2025. The theme is “Navigating Challenging Times”.
 - Webinars – Monthly webinars are available on the website. Table was instructed to let the Executive Assistant know if you would like to attend any of the monthly series so they can get the registration completed.

25-54 **MOTION:** *That the Board approve that Chair Hayes attend the Canadian Association of Police Chiefs Conference being held in Victoria August 10 to 12, 2025 for a cost of \$895.00. **MOVED/SECONDED/CARRIED***

g. **Committees Update**

Refer to the report provided. Committee matters arising included:

Governance

25-55 **MOTION:** *That the Board approve the revised Remuneration & Expense Claims policy as presented with an effective date of January 1, 2025.*

- *Board Chair shall be provided an annual indemnity of \$17,952.*
- *Vice Chair and the Committee Chairs shall be provided an annual indemnity of \$11,220.*
- *Each of the Members at Large shall be provided an annual indemnity of \$8,976.*
- *Effective January 1, 2025, the indemnity for each of the Vice Chair, Committee Chairs and Members at Large shall be increased annually by an amount equal to the increase in the Consumer Price Index (CPI) for BC most recently published by Statistics Canada or its successor in function. In addition, the Board Chair indemnity will be increased to a rate two (2) times the CPI adjusted rate of the Member at Large position.*
- *The annual indemnities for the Board Chair, Vice Chair, Committee Chairs and Members at Large shall be paid in equal bi-weekly installments on every second Friday throughout each year, in accordance with the City of Victoria Finance Department payroll schedules.*

- *The annual indemnities for the Board Chair, Vice Chair, Committee Chairs and Members at Large shall be independently reviewed every third calendar year after that.*
- *The Board Chair rate may be reviewed if the Board implements an Executive Director position and/or increases other dedicated staffing to the Board or any other material motion.*
- *The Chair can recommend to the Board a temporary increase in the indemnity amount for a Board member for special circumstances or assigned responsibilities related to their role on the Board.*
- *Elected officials appointed by respective councils are not eligible for remuneration per motion 24-123 as listed above.*

MOVED/SECONDED/CARRIED

25-56 **MOTION:** *That the Board approve that the terms of the policy, in motion 25-55 be retroactively applied to the position of the Board Chair as of August 20, 2024.*

MOVED/SECONDED/CARRIED

25-57 **MOTION:** *That the Board approve the Police Act Rules - Section 28 document as amended to add a line under 4.1 that reads: **The Board will only review and approve VicPD Policy – not the related procedures or departmental processes. The procedures and processes are operational matters outside of the Board’s purview. The department is permitted to make amendments to the procedures and processes without Board involvement, except to the extent that such amendments contravene VicPD Policy. The entire policy documents will be shared with the Board for their information; and have it sent to PSSG per reporting requirements.***

MOVED/SECONDED/CARRIED

Human Resources

No discussion arising.

Finance

- 250417 VEPB Response to PSSG re: Esquimalt Councils Submission of 250408 See 250417 letter provided – for information only.
- Finance will be going to a quarterly report structure and the next report will be July 2025.
- Discussions have started around community and businesses consultations for the 2026 budget.

h. Board Member Engagement Update

- Board member Kituri attended the swearing-in of new VicPD recruit Class 177.
- Board member Yakimchuk attended the VicPD Reserve Class graduation on April 26, 2025.

- Board Chair Hayes and Board member Kituri attended the Victoria Day Parade and were impressed with the Police and volunteer participation.
- Board member Courtright and Mayor Desjardins attended a Business Fraud Seminar held in Esquimalt.
- Board member Faoro attended a webinar given by CAPG about Police Service Board/Commission Relationships with Police Associations: The Challenges and Opportunities during Budget Negotiations, Collective Bargaining and Public Engagement.
- The City of Nanaimo will be holding a fundraiser on Saturday, August 9, 2025 called Harbour City Badge Battle II with proceeds being donated to Wounded Warriors. This boxing event will be Police vs Fire vs EMS and tickets are \$50.00.

i. Chief Constable Update

Refer to the report provided – for information. Operational calls and files of note were highlighted.

OPS

- Strike Force Unit conducted search in a supportive housing facility with a kilogram of fentanyl (which is approximately 500,000 doses) along with a loaded firearm.
- Arson in Esquimalt which started in a vehicle and moved to a home that contained multiple people with everyone evacuated safely. Continued investigation with Major Crimes.

ADMIN

No update at this time.

j. Equity, Diversity, Inclusion, Accessibility & Engagement Update

Refer to the report provided – for information.

2. NEW BUSINESS

No new business discussed.

3. CORRESPONDENCE *(for information only)*

a. 250419 Thank you

The Board received a thank you letter for a sponsorship to the BC Association of Police Boards.

b. Board Resignations

The Board received notice of resignation from board member Dhillon effective May 6, 2025. The Board received notice of resignation from board member Yakimchuk effective May 31, 2025. A competition for the Victoria Representative for the Board will open May 30 and will close June 22.

c. 250516 E-comm Report

Refer to the report provided.

Meeting adjourned at 5:56pm.



VICTORIA & ESQUIMALT POLICE BOARD

COMMITTEES UPDATE Public

GOVERNANCE

No discussion arising.

HUMAN RESOURCES

No discussion arising.

FINANCE

No discussion arising.



VICTORIA & ESQUIMALT POLICE BOARD

DATE:	June 17, 2025
TO:	Victoria & Esquimalt Police Board
FROM:	Chief Cst. Manak
SUBJECT:	Chief Constable Monthly Engagement Highlights
ACTION:	For Information

Internal & External Engagements

May 20	Provided opening remarks at the Public Order Commanders course
May 20	Presented promotional plaque to Sergeant Bader
May 20	Presented three Chief Constable commendation awards to C Watch officers
May 21	Presented Civic Service Awards to community members and two long-time VicPD volunteers
May 22	Presented a Chief Constable commendation award to Sergeant Greffard
May 22	Presented the Q1 Community Safety Report Card to Victoria Council
May 23	Attended the OPCC Public Hearing
June 3	Presented four Chief Constable commendation awards to Investigative Services Division detectives
June 3	Presented promotional plaque to Sergeant Asmussen
June 4	Presented Exemplary Service Medals to five officers
June 4	Presented promotional plaque to Inspector Malinosky
June 4	Attended the Community Leaders Panel meeting
June 4	Met with Township of Esquimalt staff re: 2026 budget consultation
June 5	Presented six Chief Constable commendation awards to Community Services Division officers
June 6	Attended the OPCC Public Hearing
June 16	Met with Esquimalt Council re: 2026 budget consultation

Equity, Diversity & Inclusion Engagements

May 22	Met with members of the South Asian community re: Khalsa Day parade
June 7	Participated in the Special Olympics BC Law Enforcement Torch Run
June 14	Provided opening remarks at the Filipino Festival at Centennial Square



OFFICE OF THE
POLICE COMPLAINT COMMISSIONER

British Columbia, Canada

NEWS RELEASE

For Immediate Release
June 12, 2025

OPCC 2019-17245
PH 23-01

OPCC Public Hearing results in Suspension for Victoria Police Officer and Recommendations to Victoria Police Department and Board

VICTORIA – Adjudicator Wally Oppal, K.C., has issued a seven-day suspension without pay and made three recommendations following his finding that Constable (now Sergeant) Ron Kirkwood committed misconduct when he fired ARWEN rounds leading to the death of Lisa Rauch in 2019.

Specifically, Adjudicator Oppal recommended that:

- the Victoria Police Board, on a priority basis, take steps to ensure that VicPD acquires and implements the use of body-worn cameras for its front-line officers;
- the Chief Constable of the VicPD communicate with the Minister of Public Safety and Solicitor General and encourage the Province to provide legislative guidance regarding the designation of officers subject to investigation by the IIO, and the treatment of their notes and reports; and
- the Chief Constable of the VicPD and the Victoria Police Board develop a policy that provides for reliable, timely, accurate and sensitive communications with, and support for, the injured party (where applicable), the family members of an injured or deceased individual, and the officer(s) involved in traumatic events which trigger an IIO investigation.

The Adjudicator's final ruling and recommendations can be found [here](#).

In calling the Public Hearing, the OPCC identified concerns about the nature of the ARWEN deployment along with the need to gain clarity on the law respecting the duties of police to make notes or otherwise account for their actions, especially following incidents that result in death or serious injury, and the role of legal counsel and police unions in the accountability processes in British Columbia.

Prabhu Rajan
Police Complaint Commissioner

2nd Floor, 947 Fort Street
PO Box 9895 Stn Prov Govt
Victoria, British Columbia V8W 9T8
Tel: (250) 356-7458 Fax: (250) 356-6503

Toll Free 1 877-999-8707 Website: www.opcc.bc.ca

Statement from Prabhu Rajan, Police Complaint Commissioner:

“I welcome the recommendations made by Adjudicator Oppal and encourage their implementation. I agree with his recommendation encouraging the Province to legislate clear note making guidance, as it shines a light on the need for consistent policy and practice across BC’s municipal police departments. This issue has been an ongoing concern for my office. Detailed, accurate, and comprehensive notes of an officer’s interaction with a member of the public are foundational to police accountability and public confidence in policing.”

About the OPCC and Public Hearings:

- The OPCC initiates mandatory Police Act investigations whenever death or serious harm results from an incident involving municipal police officers or in instances where someone is in the care or custody of police. These investigations are separate and distinct from investigations by the Independent Investigations Office (IIO) and are not restricted to evidence gathered by the IIO.
- A Public Hearing is not limited to the evidence and issues canvassed at the discipline proceeding. The Police Complaint Commissioner can appoint Commission Counsel to act on their behalf during Public Hearings.
- A retired judge is appointed to sit as the Adjudicator and review the evidence, hear sworn testimony, and arrive at a decision as to whether there is misconduct and, if necessary, determine the corrective and/or disciplinary measures to be imposed.
- The Police Complaint Commissioner is a civilian, independent Officer of the Legislature overseeing complaints, investigations and discipline involving municipal police in British Columbia. For more on the OPCC, visit <https://opcc.bc.ca/about-us/>

Media Contact: Cameron Loveless, Executive Director – Oversight Operations
media@opcc.bc.ca

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May 29th, 2025

[REDACTED]

Re: remarkable work by two Victoria Police officers

Dear [REDACTED],

On [REDACTED], I was called to aid and comfort a very good friend of mine, [REDACTED] who had just been informed that her husband, [REDACTED] had suddenly passed away while hiking with a group on a trail on [REDACTED].

[REDACTED] were yearly winter visitors to Victoria and spent several weeks here enjoying every sport, cultural and art activities our beautiful Island has to offer.

Needless to say, [REDACTED] will remain indelibly engraved on our minds and in our hearts, not only because of the immensity of this tragic event, but also because two police officers from Victoria PD demonstrated the outstanding qualities that too often go unrecognized.

Officer Schiebel and Officer Vasilopoulos were tasked with informing [REDACTED] of the death of her husband. They remained with her, consoling her, and helping her navigate through the list of tasks that follow such a tragedy. One of the constables met me and a friend as we arrived at [REDACTED]. He briefed us on the events and the present situation, preparing us carefully for the grief that was overwhelming [REDACTED].

Officers Schiebel and Vasilopoulos demonstrated such remarkable professionalism in performing their duties. They were caring,

-2-

compassionate and solicitous while remaining discreet and attentive as we helped [REDACTED] grapple with the shock of the day's events.

Please extend our heartfelt thanks to these two officers. They are certainly great role models for every police department across the Island. Should you require further information, please feel free to contact me at your convenience

Sincerely,

[REDACTED]

E-COMM JUNE UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

We are writing to share 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.

Service levels to May 31, 2025

- ***Exceeding service level targets for emergency call-taking, 9-1-1*** – Police emergency call-taking service levels remained above target (88% calls answered in 10 seconds), reaching 92% year-to-date in the Lower Mainland and 91% on Vancouver Island. Fire emergency call-taking reached the highest service levels in recent years, at 96% (target: 90% within 15 seconds). For 9-1-1, 98% of calls were answered within 5 seconds or less.
- ***Non-emergency call volumes increase, service levels remain strong*** – Year-to-date service levels for police non-emergency calls continue to exceed targets at 85% in the Lower Mainland, and 84% on Vancouver Island (target 80% within 3 minutes). We continue to see an increase in non-emergency call volumes, with a slight 2% increase on the Island and a 9% increase for the LMD.
- ***Quicker answer times, less abandoned non-emergency calls*** - The rate for abandoned non-emergency calls in the Lower Mainland YTD was 10%, a 4% drop compared to the same period last year. The rate has continued to fall consistently thanks in part to a new contact centre platform introduced last May that offers additional options such as call-backs. The average speed to answer a non-emergency call YTD was one minute.
- ***Preparing for busy summer months*** – In spite of the positive year-over-year progress in our service levels and being in a stable position staffing-wise, service levels are impacted in the summer months. Increased call volumes are anticipated this summer due to predicted above average temperatures, wildfire activity and major events.

Training & Development

- ***New call-takers for ECVI, new dispatchers complete classroom training*** – Our Vancouver Island facility (ECVI) welcomed five new police call takers in May. Four members of our Operations team also completed their classroom training towards becoming dispatchers.
- ***Modernized training for dispatchers, 9-1-1 operators*** – We are continuing to design agency-specific training to improve the learning experience for new police dispatchers and have also created a new e-learning course for our 9-1-1 queue operator position.

Technology

- ***E-Comm helps develop new national standard for 9-1-1 address data*** – A member of E-Comm's Technology Services team has helped establish a new national standard format for sharing 9-1-1 civic address and location data. The standard is the first of its kind in Canada and will ensure consistent language is used by emergency service providers across Canada, leading to better collaboration, accuracy, and a faster response.

Communications & Public Affairs

- ***Connecting with Vancouver Island police partners*** – On May 22, our Communications team met with Vancouver Island-based Media Relations officers and staff at E-Comm's dispatch and call-taking facility in Saanich (ECVI). We discussed Next Generation 9-1-1 and other communications topics with our municipal and RCMP partners and offered a tour of our Island operations.



JUNE 2025 UPDATE

LOWER MAINLAND YEAR-TO-MAY 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	97%	99%	98%	98%
Police Emergency	88%/10s	89%	83%	89%	92%	92%
Police Non-Emergency	80%/180s	66%	44%	66%	83%	85%
Fire Emergency	90%/15s	93%	90%	94%	94%	96%

VANCOUVER ISLAND YEAR-TO-MAY 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	97%	99%	98%	98%
Police Emergency	88%/10s	92%	91%	88%	91%	91%
Police Non-Emergency	80%/180s	88%	84%	79%	81%	84%

TRAINING AND TECHNOLOGY UPDATES



Five new call-takers for Vancouver Island centre



Modernized training for new dispatcher workgroup



E-Comm shapes national 9-1-1 standards for address/ location data



CONNECTING WITH VANCOUVER ISLAND POLICING PARTNERS

We welcomed communicators from municipal and RCMP police agencies on Vancouver Island for a tour and discussion on Next Generation 9-1-1.