



Framework Agreement  
Quarterly Report to the  
Township of Esquimalt  
*October 1<sup>st</sup> to December 31<sup>st</sup>, 2015*

January 25<sup>th</sup>, 2016

## Acting Chief Constable's Message



It is my pleasure to offer this quarterly report on the initiatives that the Victoria Police Department has undertaken in the fourth quarter of 2015.

During this period, VicPD supported a number of community-focussed initiatives including Bullying Awareness Week, Restorative Justice Week, and the Celebrating Women in Policing event at Government House. With November being Crime Prevention month, we worked hard to distribute a variety of crime prevention tips and held a "Be Seen" pedestrian safety campaign, distributing hundreds of reflective VicPD-branded "slap straps" and LED lights to residents of Esquimalt and Victoria alike.

VicPD also made significant progress in our efforts to expand the breadth and depth of our engagement in the community. VicPD representatives marked Remembrance Day alongside the citizens in both Esquimalt and Victoria and we enthusiastically participated in holiday parades in both communities. We also participated in numerous other community events throughout Esquimalt and Victoria. At each event that we attended, our officers, professional support staff, Reserve officers and volunteers were warmly welcomed by community members.

Finally, it was a unique privilege to take part in the official launch of our new VicPD Strategic Plan in our Hall of Honour on November 17<sup>th</sup>. Attended by members of the community, the Victoria and Esquimalt Police Board, the media, and VicPD officers, professional support staff, Reserves, and volunteers, this event formally marked the launch of the new strategic plan that will chart the course of our department for years to come.

Sincerely,



Del Manak  
Acting Chief Constable

The following represents the performance of VicPD related to the identified performance metrics for the time period October 1 to December 31, 2015.

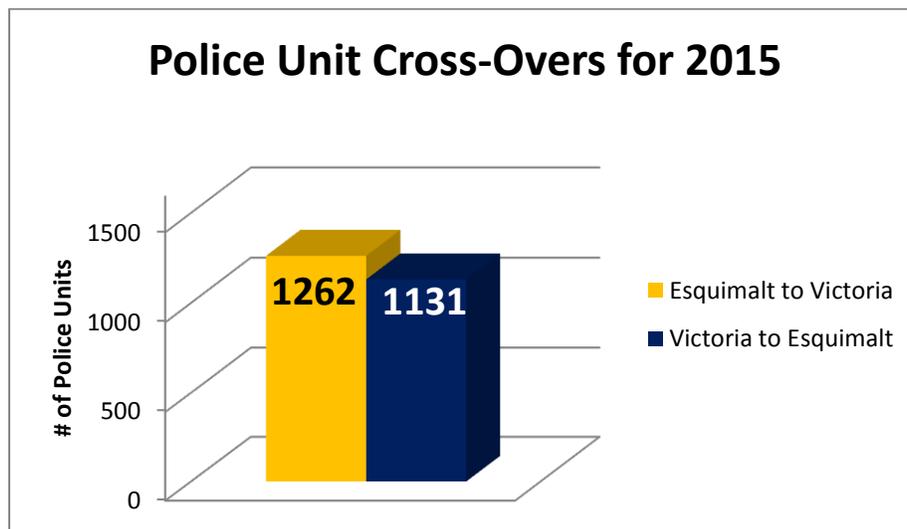
### Number of dispatched calls in each municipality (segmented by priority)

Dispatched Calls for Service by Municipality						
DIVISION	Priority 1	Priority 2	Priority 3	Priority 4	Other	Grand Total
ESQUIMALT*	126	508	562	270	0	1466
VICTORIA	649	3706	5354	2537	0	12246
Outside Jurisdiction	12	12	27	16	0	67
<b>Grand Total</b>	<b>787</b>	<b>4226</b>	<b>5943</b>	<b>2823</b>	<b>0</b>	<b>13779</b>

Note\* All calls dispatched to Esquimalt **do not** include calls to Vic West

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

The chart below details the number of police units that were required to cross out of or into VicPD’s Esquimalt Division jurisdiction to provide assistance in relation to a call for service. As called for in the framework agreement for policing in Victoria and Esquimalt, this chart displays the annual total of “cross-overs” for 2015.



Notes: These figures reflect Vic West as being part of VicPD’s Esquimalt Division’s jurisdiction. Therefore, these figures show the number of “bridge cross-overs” in both directions.

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

Response times for Priority 1 and 2 calls		
Response Time	Victoria	Esquimalt
0 - 5 min.	51%	52%
5.1 - 10 min.	21%	24%
10.1 - 15 min.	9%	10%
Other*	19%	14%

\* "Other" typically indicates response times for secondary units or support units arriving on scene. It also accounts for responses to calls that are initially categorized as Priority 1 or 2 but are found to actually be less urgent (i.e. an abandoned 911 call in which the caller clarifies that it was made in error). Finally, a delay in officers reporting themselves as "on scene" can result in an indication of a longer response time than is actually the case.

## Top 5 call types

Top 5 Call Types for Esquimalt				
Top 5 Call Types	ESQUIMALT Q4 2015	Rank	ESQUIMALT Q4 2014	Rank
ABANDONED 911*	260	1	307	1
CHECK WELLBEING	105	2	93	3
ASSIST POLICE / FIRE / AMBULANCE	96	3	80	4
THEFT	77	4	90	3
UNWANTED PERSON	75	5	47	9
Top 5 Call Types for Victoria				
Top 5 Call Types	VICTORIA Q4 2015	Victoria Rank	VICTORIA Q4 2014	Victoria Rank
ABANDONED 911*	1651	1	2516	1
UNWANTED PERSON	1469	2	1159	2
CHECK WELLBEING	954	3	828	3
ASSIST POLICE / FIRE / AMBULANCE	778	4	673	4
THEFT	643	5	616	5

\* Unintentional 911 calls continue to impact all 911 centres across Canada. In 2014 the Canadian Wireless Telecommunication Association reported a total of 28,412,638 wireless subscribers. A large number of unintentional calls are initiated using unregistered phones, which are phones that are purchased as "pay as you go" devices. Our experience shows that it is the unregistered phones that generate multiple 911 calls at one time, such as the situation on May 21<sup>st</sup> where one device called 911 sixty-three times in less than 1.5 hours.

### Top 5 reported occurrences for each municipality

Top 5 Occurrences by Offence Type: Esquimalt				
	ESQUIMALT Q4 2015	Rank	ESQUIMALT Q4 2014	Rank
ASSIST PUBLIC/UNWANTED PERSON	149	1	126	1
SUSPICIOUS CIRCUMSTANCES	74	2	78	2
THEFT FROM AUTO	50	3	59	3
DOMESTIC DISPUTE - NO ASSAULT	47	4	49	4
BYLAW-NOISE COMPLAINT	39	5	37	5
Grand Total	1006		977	

Top 5 Occurrences by Offence Type: Victoria				
	VICTORIA Q4 2015	Rank	VICTORIA Q4 2014	Rank
ASSIST PUBLIC/UNWANTED PERSON	1475	1	1183	1
SUSPICIOUS CIRCUMSTANCES	515	2	468	2
PROPERTY-LOST	308	3	290	4
PUBLIC INTOXICATION	286	4	317	3
THEFT FROM AUTO	283	5	247	6
Grand Total	8167		7588	

### Operations Council priorities: Demonstrating responsiveness to community concerns

Every 28 days, the VicPD Strategic Operations Council identifies at least one area of priority within the Esquimalt Division’s jurisdiction. These priority areas are selected based on the analysis of crime and disorder trends in addition to the consideration of “community intelligence” that is received from the community by our officers in many ways. Through the combined efforts of the dedicated Esquimalt Division patrol, the Community Resource Officers, and other supporting units such as the Traffic Section, Strike Force, and the Crime Reduction Unit, these areas receive special attention, problem solving, and enforcement action in order to reduce or eliminate the identified trend of concern.

The targeting of crime and disorder trends through the use of Operations Council has resulted in many successes in Esquimalt both in terms of crime and disorder reduction, and in our connection with the community. Of particular note in the fourth quarter of 2015 are the following:

**Community Updates via Social Media**

Beginning in November, Inspector Watson began publishing, via social media, an update to the community following the Strategic Operations Council meeting. The updates provide information to the community based on the crime and disorder trends identified during the 28 day cycle, and provide the community with information on how they can assist VicPD on issues of community safety. These updates have been well received by the community and often solicit messages or questions from the community either in the public forum, or via private messages or phone calls.

**L’Ecole Brodeur**

Over the past couple of months school officials and neighbours in the area of L’Ecole Brodeur have been noting an increase in youth and others spending a great deal of time congregating on the school property at night. There has been a corresponding increase in the amount of property damage and graffiti, as well as significant evidence of drug and alcohol use left behind to be cleaned up by school staff. In response, the Esquimalt Community Patrol officers have increased their presence around the school at night in an effort to discourage activity that leads to these concerns. Additionally, Constables Jenkins, Robirtis and Bruschetta have been working with the school to find solutions to the concerns. Part of the approach will be to assess the property from a Crime Prevention Through Environmental Design (CPTED) perspective and make recommendations that we hope will reduce the concerns that have been identified.

**Traffic Complaints**

Complaints surrounding speed and driver intention continue to come to our attention on a regular basis.



Many of the complaints correspond with the morning and afternoon commuting hours. We continue to do what we can to conduct speed enforcement in the areas of concern. Additionally, we have received assistance from the Integrated Road Safety Unit, and VicPD’s Traffic Section whenever possible. Issues of traffic safety require a multidimensional approach in order to be successful and require enforcement, public education, effective road design, and the cooperation of the public and impacted stakeholders. For this reason, we have reached out to our partners in the military and dockyard to request their assistance in asking their staff to be cautious during their daily commutes. We are also working with Township staff to better coordinate our collective efforts in keeping the streets of Esquimalt safe.

### Number of community events attended

The number of community meetings and community celebrations were recorded for the time period spanning July 1<sup>st</sup>, 2015 to September 30<sup>th</sup>, 2015. For statistical reporting purposes, “community meetings” were defined as “all meetings with any community stakeholders including community groups, schools, boards, councils, neighborhood associations, etc.” Community celebrations were defined as “pre-planned events put on by either VicPD, or by one of our community partners.”



The Esquimalt Division is proud of its involvement in the community and the efforts put forth to maintain open lines of communication with the Township of Esquimalt and its partners, businesses, residents and visitors. Our officers meet regularly both formally and informally with community members. Capturing the exact numbers of these meetings can be a challenging task. However, during the fourth quarter of 2015,

VicPD members attended a minimum of 38 community meetings in the Township of Esquimalt. Many other meetings regularly take place outside of the Township but are directly or indirectly associated with Township safety. Additionally, members attended a total of 36 community events in or on behalf of the Township, including the Christmas Tree Village at the Esquimalt Recreation Centre, the Remembrance Day ceremony in Memorial Park, the Esquimalt Chili Cook-Off in support of the United Way, and the Halloween Bonfire event. Many of these events and meetings involved more than one member of VicPD.

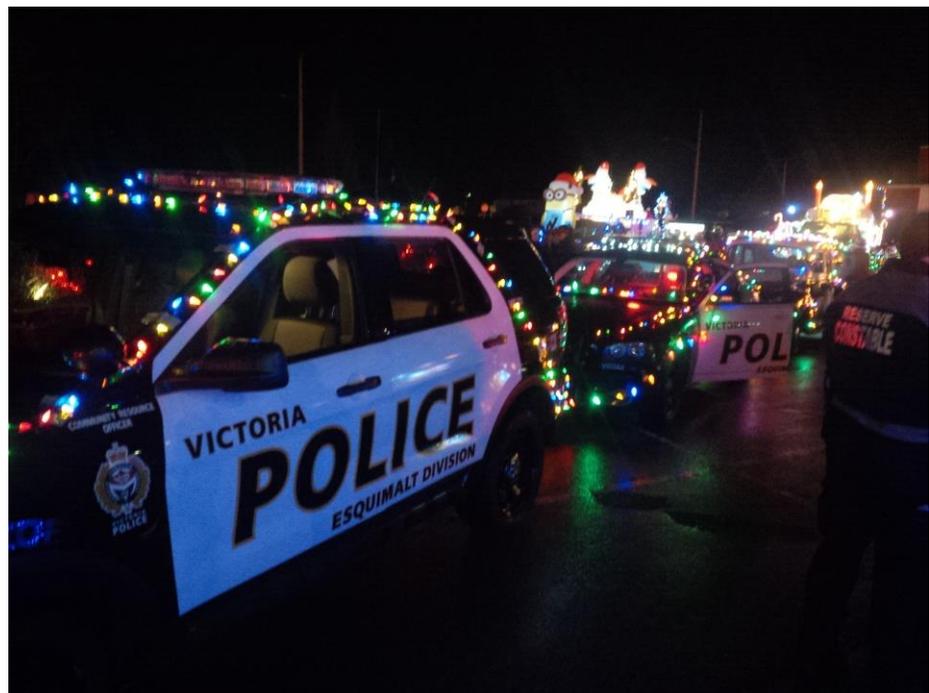
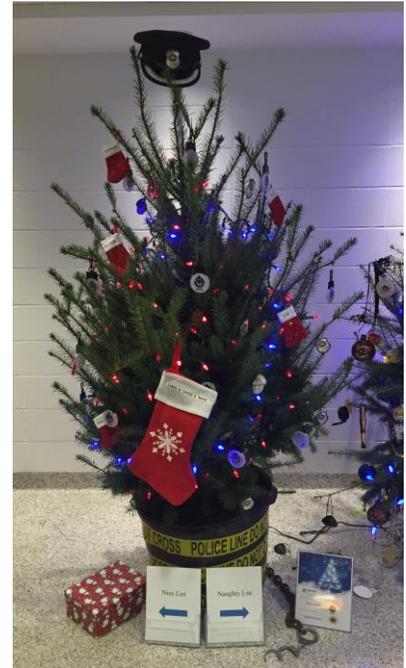
Of particular interest were the following events:

**Esquimalt Celebration of Lights Parade**

The annual Celebration of Lights Parade in Esquimalt is a highlight for members of the Esquimalt Division. The event is another opportunity for the Division to connect and celebrate with the community. Coordinated by Cst. Bruschetta and assisted by Ms. Kelley from the VicPD Public Affairs office, preparation began a few weeks prior to the event. Many of the Esquimalt Division officers attended with their families to march in the parade, despite the less desirable weather this year. We wish to extend our thanks to our large group of little “elves” who helped to hand our candy canes and Christmas wishes to residents and guests along the route.

**Safety Training for Esquimalt Recreation Staff**

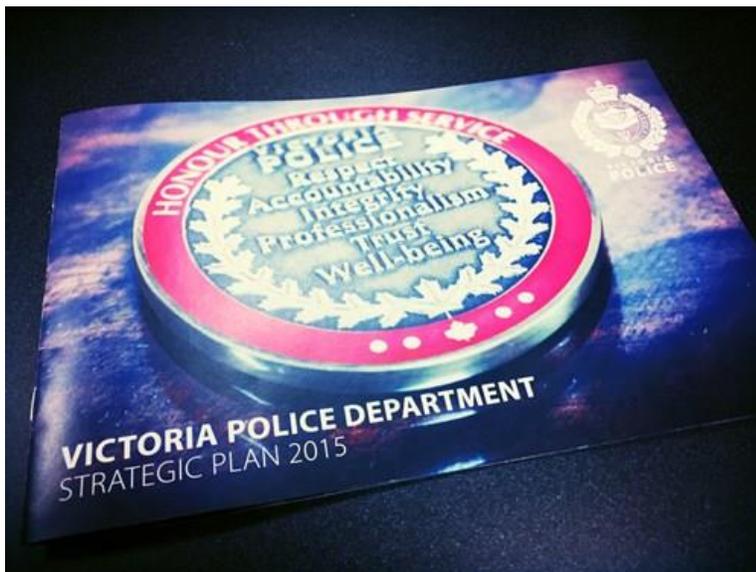
Our VicPD officers have amassed a great deal of expertise and experience in dealing effectively with conflict situations. These conflict management skills are useful when providing



policing services. Our desire is to be able to share this experience with others while we collectively seek to ensure the safety of everyone. During this quarter, Sgt. Plater and Cst. Robirtis delivered two brief training sessions to Esquimalt Recreation staff on how to deal with conflict situations in their work environment. These sessions were well received by the staff. We are in the process of creating a standardized program that we can deliver to staff from around the Township as required.

**Crime Prevention Services Update**

The VicPD Crime Prevention Services team, comprised of Public Affairs, the Community Programs Coordinator, Block Watch, Volunteer Services, the Reserve Program, and the Crime Free Multi-Housing Program, continued its efforts to engage the residents of Esquimalt through a variety of efforts.



The VicPD Public Affairs team continued to work hard to inform residents of Esquimalt about public safety campaigns, opportunities for consultation with VicPD, and any VicPD-related news during the fourth quarter of 2015. This team was also responsible for launch event for the new VicPD Strategic Plan on November 17<sup>th</sup>.

Public Affairs was also instrumental in organizing various VicPD Civic Service Award ceremonies, swearing-in ceremonies for new officers, and numerous other community events. Another highlight was an event in the VicPD Hall of Honour on December 15<sup>th</sup>, at which the West Coast German Shepherd Schutzhund Club graciously donated \$2,500 to the VicPD K9 unit for protective gear for our police service dogs.



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VicPD's Community Programs Coordinator continues to increase the presence of Block Watch in Esquimalt. New Captains and participants are continually added to the program and our Reserve Constables make regular presentations to Block Watch groups. During the fourth quarter of 2015, two new Captains were appointed to Esquimalt. In an effort to promote and foster positive relationships within the

Municipality of Esquimalt our Community Programs Coordinator attended four meetings or community events with various stakeholders and community partners.

The Community Programs Coordinator was also responsible for the coordination of three VicPD hosted events during the fourth quarter of 2015. On November 17<sup>th</sup>, 2015 the Victoria and Esquimalt Police Board along with VicPD introduced the 2015 Strategic Plan to VicPD staff and community members. On November 25<sup>th</sup> VicPD recognized nine officers for their exemplary police service at an Honours Recognition event at the Union Club. The Community Programs Coordinator also organized the participation of VicPD staff, Volunteers and Reserve Constables at four community events during the final quarter of 2015. A couple of the larger events include our Be Seen safety campaign which saw VicPD Officers, Volunteers and Reserves out in the community handing out safety light reflectors to pedestrians and cyclists. VicPD also had an entry in the annual Celebration of Lights Parade.

Our VicPD volunteers are proud of their service to the Township of Esquimalt and their involvement in the community through their interaction with the public.

Front Desk volunteers continue to provide excellent customer service, in a respectful, knowledgeable and supportive manner to the patrons of the Township of Esquimalt and the City of Victoria. They have adapted well to the installation of the new security window system, and report that this new mechanism has contributed to better communication and customer service. During this quarter, these volunteers provided 566 hours of service.

In response to Operations Council priorities, Crime Watch volunteers have continued their engagement with community members, raising awareness of crime prevention initiatives. During the fourth quarter of 2015, volunteers conducted 38 deployments in the Township of Esquimalt, including a project in November, spanning over several weeks in November volunteers were deployed to the Tillicum/Craigflower area to address on increase in property crime.

Our dedicated Program and Project volunteers continue to provide much needed support to our numerous volunteer initiatives, contributing to the success of program delivery. Together these volunteers delivered 58 hours of service this term.

During this period, Volunteers attended two Esquimalt events. On December 6<sup>th</sup>, volunteers and Reserves joined the Esquimalt Division for the Annual Celebration of Lights Parade. Then on December 18<sup>th</sup>, volunteers collaborated with ICBC for an event at Esquimalt Plaza. The Safe Ride Home/Mocktails event educated patrons on the consequences of drinking and driving. Crantini and Mojito “mocktails” were served as a way of demonstrating alternatives to alcoholic drinks. Several shoppers visited the display and were appreciative of the information and the “mocktails” provided.



VicPD Reserve officers were similarly engaged in a range of activities in the Esquimalt community, attending numerous community events. The Reserve Program Coordinator, Cst. Sean Millard, Millard conducted three residential audits to share tips regarding Crime Prevention Through Environmental Design. He also attended two businesses and spoke to employees on personal safety and robbery prevention.

In terms of the Crime Free Multi-Housing program, Landlord BC in September notified VicPD that they were ending their long-standing partnership and would no longer support the program in lieu of other programs.

However, Cst. Millard attended four meetings over the quarter with property management companies and assessed their continued support for the program. Over the following months, he was able to work with the CEO of Landlord BC and reestablish the partnership. As a result, two new seminars will be held in 2016 for property managers, featuring updated content in partnership with Landlord BC. Cst. Millard also conducted eight inspections of potential apartment buildings wanting to join the program. These buildings will be joining the program in 2016.

A new Reserve class will be held in February 2016 and Cst. Millard interviewed over 65 candidates, selecting 22 for the upcoming class. The program will see an increase of 6 Reserve members, bringing the total to 71. The increase in numbers is in preparation for the launch of Crime Prevention Through Environmental Design audits for all victims of residential break and enters in the Esquimalt and Victoria areas.

The VicPD Bike Registry continues to be a success in the community with over 580 bikes registered since its inception in July 7<sup>th</sup>. At the end of 2015, VicPD had recovered and returned 242 bikes to their owners. This number was up substantially from 2014 which showed 168 recovered/returned and 2013 which showed 70 bikes recovered/returned.

## **Community Resource Officer Update on Community Issues and Police Strategies**

Constable Robirtis and Constable Bruschetta continue to be valuable and effective at addressing community issues of concern both proactively and reactively. Inspector Watson continues to receive regular positive feedback from the community on impact that the officers continue to have on the Esquimalt and VicWest communities.

The Community Resource Officers have worked on many projects during the fourth quarter of 2015. The following are two highlights:

### **Crime Free Multi-Housing**

In our third quarter report, we highlighted that the future of the Crime-Free Multi-Housing (CFMH) program was uncertain due to the potential that one of the main partners may be changing focus to another program. Thanks to the work of Director MacIntyre and Cst. Millard, we have secured a commitment from Landlord BC, our partner agency in this program, to continue their support for the program moving forward. We see this as exciting news and are already in the process of planning upcoming CFMH training for building owners and managers in the near future. Working in partnership with Cst. Millard, the CFMH co-ordinator in Victoria, Cst. Robirtis will continue to be the CFMH coordinator in Esquimalt and will continue to strengthen the connections that the Esquimalt Division has with our multi-unit housing buildings in Esquimalt and VicWest.



### **Rainbow Kitchen – Hero Work Fundraising Dinner**

On November 27, Constables Bruschetta and Robirtis attended a community event/fundraiser hosted by Hero Work. Funds raised at this event will be going towards a “radical renovation” that will be done at the Rainbow Kitchen in the fall of 2016. We continue to work with the Rainbow Kitchen and residents on ensuring this community resource remains a viable resource in our community.



The Esquimalt Division continues to work with the community to identify efficiencies and to improve service. One of the most effective ways of doing so is to solve problems collectively utilizing the resources, expertise and experience of subject matter experts from a variety of

disciplines. Working with the Township Directors, we have identified ways to better manage community concerns that impact multiple Township departments. Our objective is to ensure that community safety concerns are addressed in a timely, efficient and effective manner while ensuring the appropriate processes are followed and that outcomes are documented as part of the Township’s “community memory.”