



Framework Agreement  
Quarterly Report to the City of Victoria  
*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.

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 Victoria and Esquimalt and we enthusiastically participated in holiday parades in both communities. We also participated in numerous other community events throughout Victoria and Esquimalt. 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.

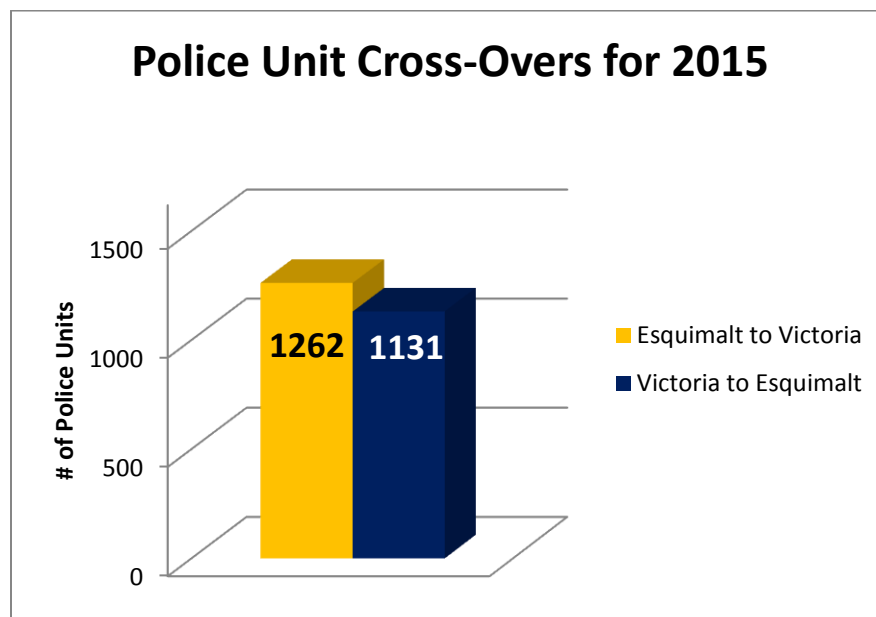
## Number of dispatched calls in each municipality (segmented by priority)

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

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.



Note: 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 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

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

\* 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: 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	

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	

## Operations Council priorities: Demonstrating responsiveness to community concerns

The VicPD Operations Council regularly identifies areas of priority within Victoria and Esquimalt. 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. In this quarter alone, hundreds of hours were spent by VicPD officers proactively patrolling the areas identified in Operations Council priorities.

This quarter saw a refinement of the Operations Council format to enhance public service and attention to hot spots, chronic problem persons, and addresses. The format has created a venue for better accountability and reporting out.

The following are highlights of Operations Council activities for October through December 2015 in Victoria:

### October

Patrol members responded to the 1000-block of Yates St. after a complainant observed a woman breaking a window of a second floor apartment. Members attended and, after a short chase, apprehended the woman who had broken into an apartment, causing extensive damage.

A prolific bike thief and break-in artist was suspected of running a bike “chop shop” at a local mechanic shop. Our Community Resource Officers reached out to the staff and agreed to not allow the thief onto the property.

Patrol members located a prolific business break in suspect who was arrested for two counts of breach and two counts of possession of a controlled substance.

VicPD became aware that business break-in target lived in Westshore but was committing crime in Victoria. VicPD’s Crime Reduction Unit (CRU) advised the RCMP of outstanding warrants for this person and arranged for the RCMP to execute the warrants. He was arrested and CRU worked with Crown to seek his detention. He pleaded guilty to the charges and received a sentence that included a condition to keep a curfew. CRU requested assistance from Patrol to curfew check the offender.

A “top 5 call generator” was reassigned to Strike Force as a target. While under surveillance, he was observed using crack cocaine and arrested. He was also found to be in possession of stolen property. He was charged with six new counts under the criminal code and held in custody.

A suspect was arrested for robbery and may be linked to another bank robbery as well as a business break-in.

Public Affairs conducted a public education campaign on how to prevent theft from autos as part of Crime Prevention Month.

A home owner was out of country when his remote-activated home alarm alerted him to something amiss inside: with real-time video monitoring, a male suspect was observed inside the home stealing from the wine cabinet. VicPD Patrol members attended the home and a suspect was arrested.

## November

The VicPD Crime Reduction Unit, the Greater Victoria Emergency Response Team and Patrol members were involved in a weapons search warrant and one loaded shotgun was located.

The VicPD Traffic Section conducted focused enforcement campaigns in the priority patrol areas.

During the month of November, Beacon Hill Park saw a large drop in calls for service, with a reduction in calls for public disorder, violent crime, property crime, and traffic-related calls. Calls were down approximately 40% from the previous month.

Patrol members had just set up in the Oak Bay Avenue patrol priority area when an alarm came in a short distance away. An insecure door was found and a VicPD K9 unit was deployed inside after multiple warnings. A man, who had broken into the business and was hiding under a desk, was arrested.



Patrol members attended an area of Dunedin Street for a suspicious vehicle, possibly involving drug dealing. VicPD officers were able to arrest occupants and search the vehicle, locating a bottle of GHB, heroin, methamphetamine, a pellet gun, as well as conducting a warrant arrest.

VicPD received a call from a woman indicating that another woman had entered her suite and threatened her with a "fish-beating bat". Investigation has led to a warrant request for Break and Enter, Assault with a Weapon and Uttering Threats.

VicPD intercepted suspects in a break and enter on Bridge Street where three generators were just stolen. One suspect was arrested and VicPD officers checked the area for further suspects and possible suspect vehicles. The generators were located and police conducted a search for further suspects and seized another vehicle that may have been involved.

## December

Patrol officers checked a prolific bike thief in one of the priority areas. He was riding a stolen bike and was arrested.



Excellent work by Strike Force led to arrests of two known suspects in the West Shore area. Their residence was subsequently searched and drugs and a gun seized.

VicPD members spent time in the area of Bay and Quadra streets where a known suspect had been cutting cable wires. Police were able to identify the man in and around several private residences which was in breach of his court conditions.

In addition to these operational deployments, it is worth noting that our front-line VicPD officers received a variety of briefings and training from partner agencies to enhance our response capabilities. These include information sessions with Metchosin Search and Rescue, the Province of British Columbia's Civil Forfeiture Office, the Take Home Naloxone (Narcan) program, and a briefing on personality disorders by Island Health experts.

## Number of community events attended

The number of community meetings and community celebrations were recorded for the time period spanning October 1 to December 31, 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 events" were defined as "pre-planned events put on by either VicPD, or by one of our community partners."

VicPD is proud of its involvement in the community and the efforts put forth to maintain open lines of communication with the City of Victoria and its partners, businesses, residents and visitors. During the fourth quarter of 2015, VicPD members attended a total of 109 community meetings in the City of Victoria. Additionally, members attended a total of 21 community events in the City of Victoria, including numerous events coordinated by the Greater Victoria Police Diversity Advisory Committee, a Global Café engagement event at the Jewish Community Centre on November 2<sup>nd</sup>, and the "Housing First" workshop on December 4<sup>th</sup>.

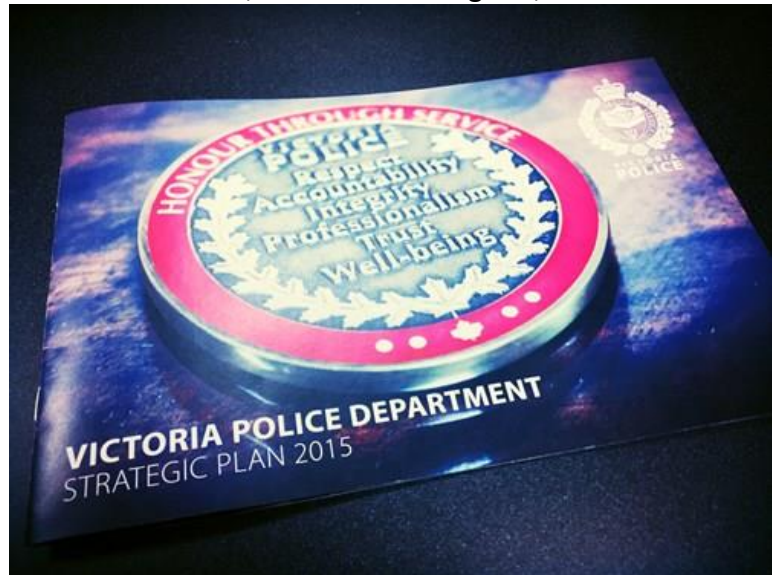




## Crime Prevention Services Update

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 Victoria through a variety of efforts.

The VicPD Public Affairs team continued to work hard to inform residents of Victoria 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.

VicPD's Community Programs Coordinator continues to increase the presence of Block Watch in Victoria. 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, six new Captains were appointed to Victoria and Reserve Constables met with three separate Block Watch groups educating residents on Block Watch, crime prevention strategies and answering all of their questions. In an effort to promote and foster positive relationships within the City of Victoria, our Community Programs Coordinator attended six 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>, 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 five 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 Island Farms Santa’s Light Parade.

Our VicPD volunteers are proud of their service to the City of Victoria 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. 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 67 deployments in the City of Victoria that included seven Cell (phone) Watch set-ups.





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.

A highlight for this term was the Safe Ride Home - Mocktails Event, held December 19<sup>th</sup> at Mayfair Mall. Collaborating with ICBC, volunteers and Reserves helped to inform patrons on the consequences of drinking and driving. Crantini and Mojito “mocktails” were served as a way of demonstrating alternatives to alcoholic drinks. Over 500 people visited the display.

VicPD Reserve officers were similarly engaged in a range of activities in the Victoria 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 Victoria and Esquimalt 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

Within the VicPD's Focused Enforcement Team Division are three full-time Community Resource Officer ("CRO") positions and one position integrated with the Assertive Community Treatment ("ACT") Teams. CROs are uniformed officers tasked with responding to ongoing community concerns. The CROs are an essential component of VicPD's community engagement strategy because they take ownership over ongoing issues, they develop understanding and expertise of these issues, and they build personal connections with community stakeholders. The CRO positions are divided as follows:

Burnside/Gorge	Csts. Johnson and K. Brown (job share)
Downtown	Cst. O'Connor
Midtown	Cst. Healy
ACT	Cst. S. Hamilton

The Community Resource Officers work under the supervision of Inspector Scott McGregor and Staff Sergeant Colin Brown. Both Inspector McGregor and S/Sgt. Brown engage at the managerial and director level with all service providers in the City of Victoria including but not limited to the Downtown Victoria Business Association, Shelter Managers, Island Health, Outreach Teams, Community Groups, City of Victoria Staff and City Councillors. In the course of those duties, Insp. McGregor and S/Sgt. Brown have attended 20 significant community meetings and events this quarter including the following:

1. Meetings with City of Victoria staff to develop a more effective approach to overnight sheltering in the City.
2. Participating in the hiring process for the new City of Victoria Bylaw Department Manager.
3. Meetings with the City of Victoria staff to assist in the development of a regulatory approach to marihuana related businesses.
4. Meetings with the City of Victoria staff to assist in development of terms of reference for the newly proposed Outreach Worker position intended on working directly with Police.
5. Meeting with the Chair of the DVBA Board to develop collaborative strategies to minimize the impact on businesses from street disorder, mental health and addiction.
6. Meeting with Island Health to discuss collaboration on outreach services.
7. Community Event at the Boys and Girls Club to hear community concerns regarding the opening of the new transitional housing site.
8. Pembroke Good Neighbourhood Agreement Meeting.
9. Meeting with Provincial and City of Victoria Government Staff and service providers to address concerns in relation to the encampment at the Victoria Provincial Courthouse.
10. Meeting with Island Health to coordinate and collaborate strategically to address service deliver as it related to homelessness, mental health and addiction.
11. Attending the Native Friendship Centre for the Winter Open House.
12. Participated in a Healing Circle at the Victoria Provincial Courthouse encampment to discuss the use of the courthouse site with the homeless population, and representatives from the City and Province.



## Important Initiatives:

Courthouse Encampment – In October 2015, a number of homeless people began to take shelter on the greenspace adjacent to the east side of the Provincial Courthouse. At the time there were approximately 9 tents and 15 people. The security at the courthouse was seeking



guidance and direction regarding the removal of the people with an eye to regulating the situation much the same way the City of Victoria regulates overnight sheltering in City Parks. The parties charged with managing the courthouse property were exercising a high level of tolerance with the homeless people camping there, however, the weather began to worsen and local shelters were full. The number of homeless people began to grow and entrenchment had become a real factor by mid-November. At this time VicPD spent much focus and energy working with Provincial and City Government staff and the many service providers to support the homeless people on the site including regular site visits, responding to incidents on the site, and participating in the “Healing Circle” on many occasions.

By December 31, the population on the site had grown to 80 to 90 tents with well over 110 people being present. The Provincial Ministry for Housing in partnership with the City of Victoria and the Our Place Society developed plans to open a new 24 hour emergency shelter at the old Boys and Girls Club on Yates Street. The shelter will house



approximately 40 people. VicPD CRO and FET Officers assisted in Community Consultations and worked closely with service providers to mitigate challenges with the new shelter. Although the shelter is predicted to be at full capacity by mid-January, it is expected that approximately 80-100 people will remain on the site at the Courthouse. The VicPD will maintain a neutral position mitigating challenges and working with the community and partners to effectively manage the situation.



Efforts continue daily to address the concerns of the community and Government and at the same time to build and maintain rapport and provide assistance when appropriate to the homeless people staying on the site.

Overdoses – By the end of November 2015 it had become apparent to law enforcement and Emergency Health Services that illicit narcotics on the streets were causing overdoses and in some cases fatalities across the Capital Regional Districts at a level beyond normal circumstances. There was some evidence to suggest that many of the overdoses were the result of Fentanyl being trafficked on the street and in other cases very potent Heroin. The VicPD took a pro-active approach to the situation moving into December by investigating some possible suppliers of the illicit narcotics, having significant community consultations, and communicating with the various health care outreach and harm reduction providers as well as the BC Coroners Service. It is estimated that close to 60 overdoses had been reported to the VicPD in the month of December, including 8 fatalities in the CRD, with a majority of the fatalities occurring in the City of Victoria (including one on the Courthouse site).

Additional examples of community engagement undertaken by the CROs this quarter are summarized below.

## **1. Burnside/Gorge**

### **Community Meetings and Events:**

Csts. Johnson and Brown attended 21 community events during the reporting period including:

1. Meeting with new Executive Director of PEERS and attendance at the PEERS anniversary celebration.
2. Meetings with the Burnside Gorge Community Centre.
3. Worked with Burnside Gorge Community Centre to identify a family in need and provided a Christmas hamper for the family



provided by VicPD.

4. Attended the Pacifica Housing Ground Breaking Ceremony at 105 Wilson Street.
5. Assisted Burnside Gorge Association with the Seniors Christmas Luncheon.

### **Important Initiatives:**

Cst. Brown has been working with IT to launch a new service on the VicPD Webpage whereby citizens can click on an interactive map in order to determine with Community Resource Officer is responsible for their area. This will further enhance the community's ability to engage directly with the police on issues of importance to them.

## **2. Downtown**

As the Downtown CRO officer, Cst. O'Connor plays an integral role in the VicPD's response to general street disorder, homelessness, mental health, and addiction issues.

### **Community Meetings / Events:**

Cst. O'Connor attended 47 community events including the following:

1. Meeting with Coalition to End Homelessness re: Governance Review.
2. Facilitated AVI meeting with the patrol Watches to discuss the Naxolone program.
3. Attended meeting with Overdose Management Group where several community organizations collaborated to develop a framework for education and communication relating to overdose concerns.
4. Attended a Community Event to celebrate the 5<sup>th</sup> anniversary of Rock Bay Landing.
5. Attended a Community Event to celebrate the 20<sup>th</sup> anniversary of Sandi Merriman House.
6. Multiple meetings and attendances at the Courthouse tent city to meet with the homeless people there, establish rapport, and keep lines of communication open.

### **Important Initiatives:**

Cst. O'Connor has played an integral role in managing VicPD's response to both the homeless encampment at the Courthouse and the rash of overdoses in November and December. Both of these issues were explained above by Insp. McGregor.

### **3. Midtown**

As the Midtown CRO officer, Cst. Healy's shares many of the same duties and responsibilities as Cst. O'Connor with respect to homelessness, camping issues, and proactively engaging with businesses, residents, and clients. Cst. Healy's other duties are noted below.

#### **Community Meetings / Events:**

Cst. Healy attended 35 community events including the following:

1. Meeting with the owners/operators of the various marihuana dispensaries re: legal issues, safety, security, etc.
2. Meeting with owners of Parsonage Café to discuss the chronic street disorder issues in and around their business in Fernwood.
3. Meeting with Mustard Seed regarding changes to their program and impacts on neighbourhood.
4. Meeting with staff at Bridges for Women Society regarding safety and security at their new location.

#### **Important Initiatives:**

Cst. Healy has spent a great deal of time working with Quadra Village Community members to assist them with the revitalization of the Quadra corridor and by reducing nuisance and disorder issues there. The Quadra Village Community members have voiced specific concerns with respect to the camping and nuisance calls taking place at the CDI College property. Cst. Healy has worked with representatives from the College and the community to address these issues.

### **4. ACT Integrated Team**

Cst. Sue Hamilton works with the ACT Teams to provide intensive, assertive support to individuals living with severe and persistent mental illness, who face multiple barriers to independent living, including substance abuse and chronic homelessness. These individuals are identified based upon the elevated emergency services usage including emergency health care, high hospital bed days and police involvement. The teams are comprised of nursing staff, outreach workers, social workers, a probation officer, a police officer, a psychiatrist and a Ministry of Social Development worker. The team works together to support clients to experience improved health outcomes, commit fewer crimes and reduce recidivism.

### **Community Meetings / Events:**

Cst. Hamilton's mandate requires that she spend the bulk of her time providing intensive support to individual clients. The bulk of her engagement with the community comes in the form of Community Case Conferences whereby she meets with a variety of service providers (Island Health, Probation, etc) to create collaborative solutions for some of the more challenging ACT clients.

### **Important Initiatives:**

Cst. Hamilton has been working with staff at VIRCC to develop a pre-release plan for ACT clients. The premise behind this initiative is to create support systems for ACT clients so that clients have support systems in place as soon as they are released from prison.

## **Departmental Financial Update**

The 2015 expenditure forecast is for a potential surplus of \$200,000 (0.4%). The main reason for the surplus is a savings in the leasing cost of new CREST mobile radios, which will not be acquired until 2016. The 2015 budget included the annual cost of leasing radios and delaying the acquisition until 2016 created a small surplus. Any surplus at year end is transferred to the Police Department contingency reserve. After the year-end accounts are finalized, a detailed fiscal year-end expenditure report will be presented to the Police Board at its public meeting in April.