



Framework Agreement
Quarterly Report to the
Township of Esquimalt
January 1st to March 31st, 2016

April 21st, 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 Township of Esquimalt in the first quarter of 2016.

During this time, we saw a transfer of Officers in Charge of the VicPD Esquimalt Division as Acting Inspector Jason Laidman took over from Acting Deputy Chief Colin Watson. Acting Inspector Laidman has hit the ground running with the help of his outstanding Esquimalt Division members and staff. Having been warmly welcomed by Township citizens, elected officials, and staff, he continues to get to know a wide range of community members while developing a great working relationship with Mayor Desjardins, Council, and Township staff.

Some of the community events that VicPD participated in were Pink Shirt Day, a welcome celebration for Syrian refugees sponsored by L'école Victor Brodeur, a diversity seminar on Syrian refugees facilitated by the Intercultural Association, and the very popular Lions Easter Egg Hunt at Kinsmen Park.

VicPD remains committed to delivering the best possible policing service to the citizens of Esquimalt and, under the new leadership of Acting Inspector Laidman and his exceptional team, I am confident that we can meet and exceed expectations for the first-rate community policing that the Township expects and deserves.

Sincerely,



Del Manak
Acting Chief Constable

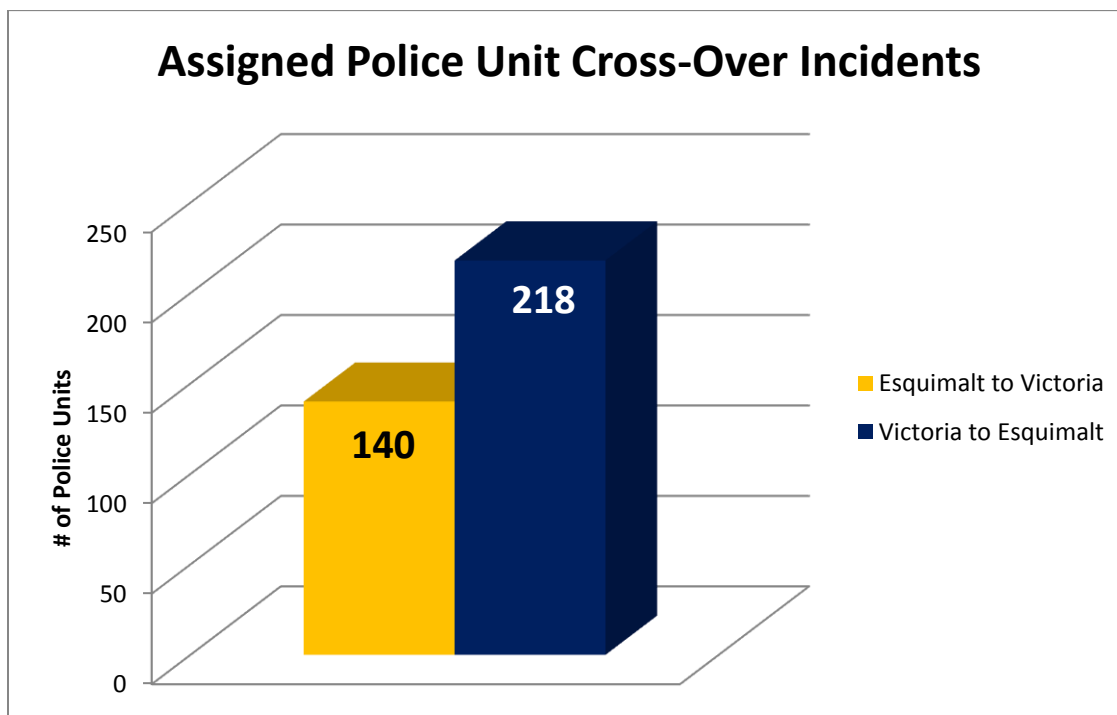
The following represents the performance of VicPD related to the identified performance metrics for the time period January 1 to March 31, 2016.

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

Dispatched Calls for Service by Municipality					
	Priority 1	Priority 2	Priority 3	Priority 4	Grand Total
ESQUIMALT*	120	276	486	108	990
VICTORIA	613	2235	4416	1269	8533
Outside Jurisdiction	6	11	16	2	35
Grand Total	739	2522	4918	1379	9558
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.



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	Esquimalt	Victoria
0 - 5 min.	56%	53%
5.1 - 10 min.	27%	24%
10.1 - 15 min.	5%	8%
Other*	13%	15%

* "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

Esquimalt				
Top 5 Call Types	Q1 2016	Rank	Q1 2015	Rank
ABANDONED 911	224	1	295	1
CHECK WELLBEING	117	2	89	4
ASSIST POLICE/FIRE/AMBULANCE	98	3	119	2
UNWANTED PERSON	56	4	62	7
DOMESTIC (NON-VIOLENT)	55	5	60	8
Victoria				
Top 5 Call Types	Q1 2016	Rank	Q1 2015	Rank
ABANDONED 911	1890	1	2057	1
UNWANTED PERSON	1416	2	1464	2
CHECK WELLBEING	1009	3	861	3
ASSIST POLICE/FIRE/AMBULANCE	758	4	735	4
THEFT	721	5	660	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 21st where one device called 911 sixty-three times in less than 1.5 hours.

Top 5 reported occurrences for each municipality*

* This category of data was previously entitled "Criminal Code Offences by Municipality." It has been renamed "Reported Occurrences" to provide a more accurate outline of the most frequent incidents that occur, reflecting the events that place the highest demands on officers' time.

Esquimalt				
	Q1 2016	Rank	Q1 2015	Rank
ASSIST PUBLIC/UNWANTED PERSON	192	1	165	1
SUSPICIOUS CIRCUMSTANCES	84	2	74	2
ASSIST PROVINCIAL AGENCY (i.e. BYLAW)	42	3	30	10
LIQUOR/INTOXICATED IN PUBLIC	41	4	36	6
DISTURBED PERSON/ATTEMPTED SUICIDE	40	5	43	4
Grand Total	399		348	

Victoria				
	Q1 2016	Rank	Q1 2015	Rank
ASSIST PUBLIC/UNWANTED PERSON	1674	1	1432	1
SUSPICIOUS CIRCUMSTANCES	492	2	524	2
THEFT UNDER \$5,000	327	3	269	4
LIQUOR/ INTOXICATED IN PUBLIC	313	4	258	7
PROPERTY-LOST	298	5	306	3
Grand Total	3104		2789	

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 (CRO), 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. Of particular note in the first quarter of 2016 are the following:

- Victor Brodeur School saw an increase in youths gathering and disorder during the night. Our School Liaison Officer (SLO) alerted the dedicated patrol for increased attention. A Crime Prevention through Environmental Design review was conducted at the school in order to provide ideas on how to prevent youths from loitering on the school grounds during non-school hours.
- Three suspicious car fires occurred around the 800-block of Craigflower Road which became a Strategic Operations priority. The files were forwarded to Investigative Services Division for investigation. Since February 11, there have not been any more fires but the files remain open and still under investigation.
- Dominion and Pine streets were identified as a Strategic Operations priority in February as the area had experienced an increase in break-ins, thefts, and disorder. After the focused attention in the area, we saw a call reduction of almost 12%.
- We are happy to report that the last cycle in this quarter of 2016 had no priority areas in Esquimalt or Vic West. This means that this period had no particular concentration of concerns to address.

Community Updates via Social Media

A/Insp. Laidman posts updates to the community on VicPD Esquimalt Division Facebook page following the Strategic Operations Council meetings. 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. The use of social media touches on two of our Strategic Plan pillars; Communication and Community Mobilization.

Being connected to social media allows the on-line community to access the Esquimalt Division to seek clarification, express concerns, and provide feedback to the police in yet another arena. As well, social media helps the Esquimalt Division reach out further to a larger community in conjunction with the community events that we attend.

Traffic Complaints

Complaints surrounding speed and driver intention continue to come to our attention on a regular basis. The Township recently established the Esquimalt Community Staff Safety Working Group (ESCCWG). Chaired by the Director of Community Safety Services, the group consists of Township staff, Esquimalt Fire, and police. The purpose is to examine traffic and

other safety complaints at a holistic level that may or may not include enforcement. A complaint that is received by this group may be solved by environmental design or structural changes.

There was a section on Fraser Street that was presented as an area of concern. Research on speeding, accident data, and neighbourhood interviews were gathered. The Public Works Department also conducted speed measurements on multiple roadways in the area during multiple days. Traffic patterns and roadway construction was evaluated for possible alternatives. This resulted in the Public Works Department making some accessibility and safety improvements to the sidewalk network in the area. The speed reader board was also utilized in the area as a deterrent. This does not preclude the fact that if a specific complaint is reported, we will investigate; our Traffic Section and Community Resource Officers continue to enforce in areas that are identified by the public as potential problem areas.

The working group is new and we hope to be able to report further collaborative successes next quarter.

Number of community events attended

The number of community meetings and community celebrations were recorded for the time period spanning January 1st, 2016 to March 31st, 2016. 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.”

Some of the community events that the new OIC took part in included Pink Shirt Day, a welcome celebration for Syrian refugees sponsored by L'école Victor Brodeur, a diversity seminar on Syrian refugees facilitated by the Intercultural Association, and the very popular Lions Easter Egg



Hunt at Kinsmen Park. It should be noted that A/Insp Laidman and A/Chief Manak helped to locate a lost child at the park with the assistance of staff at The Q radio station.

Acting Inspector Laidman regularly attends Directors meetings at the Township and meets with Directors and the Fire Chief often. As well he attends to some Council meetings; these meetings are not reflected in the number of Community meetings or events attended. He attended approximately 14 community meetings and 6 community events from February to the end of March. Some of the meetings included; Police Liaison meetings on Mental Health where we are working with Island Health on issues that affect patrol such as wait times, Ribfest planning, tours of the Esquimalt and Vic West schools, Crime-Free Multi-Housing training to local building managers by Constables Robirtis and Millard and attended by the Mayor, and being interviewed by *Victoria News* on the transition to the Esquimalt Division.

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 first quarter of 2016.

Public Affairs was also instrumental in organizing various VicPD Civic Service Award ceremonies, swearing-in ceremonies for new officers, and numerous other community events.



This team also prepared the 2015 Annual Report for the Board and Department, to be released in April 2016.

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 first quarter of 2016, six new Captains were appointed to Esquimalt. In an effort to promote and foster positive relationships within the Township of Esquimalt, our Community Programs Coordinator attended three 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 first quarter of 2016. On January 19, VicPD awarded eight community members with Civic Service Awards in our new Hall of Honour. On January 28, VicPD thanked four officers and three civilian staff for their years of dedication and service at our annual Retirement Ceremony. Throughout the month of March, VicPD launched an awareness campaign on Fraud Prevention; part of that campaign included inviting members of the Block Watch program and the members of the community to a fraud prevention seminar hosted by Kimberly Kelley with a presentation by Cst. Matt Rutherford and Reserve S/Sgt. Devin Warwick. VicPD Volunteers also attended the Esquimalt Recreation Centre for a Shamrocks lacrosse community event in which they partnered with ICBC to educate the public on distracted driving.

Under the direction of the Coordinator of Volunteer Services, our VicPD volunteers continue to provide dedicated service to the Township of Esquimalt.

Front Desk volunteers provided 605 hours in service to the public. As the first contact to many clients, the importance of confidentiality and security is regularly emphasized to our volunteers. At a Front Desk meeting held February 24, Deb Taylor, VicPD's Manager of Information, Privacy and Legal Services spoke to this important topic.

Crime Watch volunteers continue to conduct van and foot patrols throughout the community, raising awareness of crime prevention initiatives, and responding to operations council priorities. During the first quarter of 2016, volunteers conducted 57 deployments in the Township of Esquimalt that included five cell (phone) Watch and two Speed Watch deployments.

Our small group of dedicated Program and Project volunteers continue to support all programs and projects, delivering 112 hours of service this term.

On March 5, at a ceremony in Vancouver, Front Desk Volunteer Katie Dunn and Reserve Constable Duncan McAndrew received awards from His Excellency the Right Honourable David Johnson, Governor General of Canada. The award recognizes those people who have demonstrated excellence, courage or exceptional dedication to volunteer service.



Operation Hang Up: On March 11, Volunteers deployed to two locations as part of a multi-jurisdictional Distracted Driving campaign. Four volunteers conducted two Cell Watch exercises. 2,014 vehicles were checked, with 16 infractions recorded, resulting in four warning letters sent to registered vehicle owners reminding drivers to “leave the phone alone.”

Fraud Prevention Month: Volunteers assisted Public Affairs with the launch of the campaign, and throughout the month distributed fraud prevention information cards to community and senior centres, businesses and the general public.

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

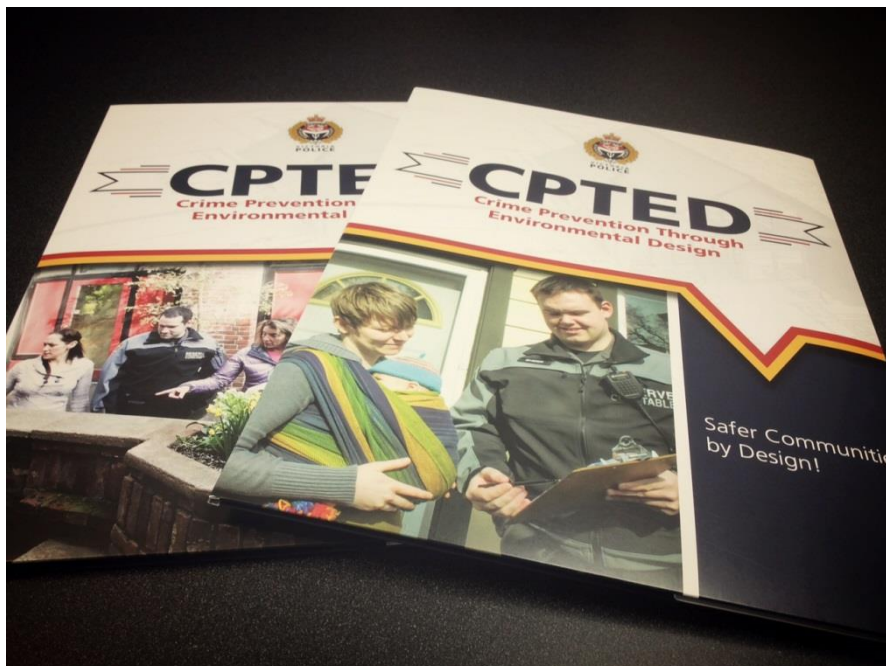


Esquimalt community, investing their time in the following activities:

Block Watch presentations - 20 hours
Safety presentations - 8 hours
Lock out auto crime -90 hours
Bike pick-up - 65 hours
Home Security Audits -12 hours
Restorative Justice - 5 hours
Community Events - 9 events
Special duties - 17
Assisted Enforcement – 163 hours

February 1 marked the launch of security audits for victims of break and enters. The program provides follow-up visits conducted by Reserves for community members that have fallen victim to residential break and enters. During the visits, Reserves examine the property and provide home owners with suggestions on how to improve their home security through altering their environmental design.

Once the security audit is complete, a detailed report is emailed to the property owner. A “leave-behind” booklet is also given to the home owner, containing facts about break and enters. In total, 13 audits were offered to community members. The response from people who have had the audit has been overwhelmingly positive.



In addition to the residential audits, 5 business audits were conducted: 2 for businesses that were victims of break and enters and 3 for businesses that have been experiencing unwanted persons.

The VicPD bike registry, which was launched in July 2015, continues to be one of VicPD’s most successful programs.

From January to March, 120 bikes were registered. The registry has contributed to the reduction in bicycle thefts during this time: in the first quarter of 2015, 166 bikes were stolen while 136 bikes were stolen over the same time this year.

In February, Cst. Millard attended a Restorative Justice (RJ) symposium in Central Saanich. The symposium was held to share information in regards to how each agency utilized their RJ programs. During the seminar, it was apparent that VicPD is a leader in utilizing RJ, with other agencies now adopting VicPD's referral process.

In March, a Crime-Free Multi-Housing Level 1 seminar was held for 20 managers from both new and existing buildings. The seminar was focused primarily on the Esquimalt area. The program was hosted by VicPD Constables Robirtis and Millard in partnership with Landlord BC.

Community Resource Officer Update on Community Issues and Police Strategies

Constables Robirtis and Bruschetta continue to be valuable and effective at addressing community issues of concern both proactively and reactively. They are constantly out in the community addressing concerns and ensuring a visible presence.

Between Sgt. Plater, Cst. Bruschetta, and Cst. Robirtis, they have completed at least 27 files and assisted on many others. They attended 11 community events including Pink Shirt Day at Rockheights Middle School and other schools, and also spent time at the student craft fair, youth basketball games, the Rainbow Kitchen, and ICA Internet Safety event. Community meetings included the Greater Victoria Police Diversity Advisory Committee, Graffiti Integrated Services Team (GIST), RESPOND, Design Review Committee in Esquimalt (CPTED), and the Free the Fuzz Event planning for Special Olympics. A/Chief Manak attended Esquimalt and Vic West on Feb. 25th and toured the schools and Rainbow Kitchen.



Diversity Advisory Committee (DAC):

Cst. Robirtis continues to maintain a seat on the DAC. This working group continues to build strong relationships between police and identified community groups in the CRD. Cst. Robirtis attended a seminar sponsored by the Inter-Cultural Association on how the community can be prepared to welcome the Syrian refugees to the area. The DAC is making plans to be available to the new Syrian Refugees that have recently been located in the CRD.

Graffiti Portfolio

Cst. Bruschetta spends a considerable amount of his time managing the Victoria Police Anti - Graffiti Portfolio. He liaises with Patrol Members on mischief/graffiti files and provides assistance with the investigations. Cst. Bruschetta reviews all graffiti files that are reported to VicPD and maintains a graffiti database, including the collection and sorting of photos. Cst. Bruschetta has a large presence with community based anti-graffiti groups such as ETAG (Esquimalt Together Against Graffiti). This quarter, three graffiti taggers were identified and dealt with accordingly.

Crime Free Multi-Housing (CFMH)

On February 27th, Cst. Robirtis completed his first Esquimalt-based Crime-Free Multi-Housing (CFMH) Seminar with 17 participants attending. The CFMH Program is a partnership program that includes building owners, building managers, tenants and police with a direct approach to help reduce calls for service to building by having owners/managers of building take the educated steps to house suitable tenants. The goal of the program is to create a safer multi-tenant building with the notion that tenants will take ownership and work cooperatively with managers to live in a safe and quiet building.

Cst. Robirtis has currently been maintaining the CFMH Program in the Vic West/Esquimalt areas. Cst. Robirtis has established a good working relationship with over 45 building owners and managers. These relationships have helped with several problem tenants being evicted from building. Cst. Robirtis has been able to testify as a witness in 7 landlord/tenant dispute resolution hearings. All 7 have been successful with the problem tenant being removed from the building.

School Liaison Section

It was another successful quarter for the School Liaison Officers. Of note, A/Insp. Laidman and A/Chief Manak were escorted by Cst. Jenkins and Sgt. Plater to a number of Esquimalt and Vic West schools as part of A/Insp. Laidman's transfer into the Division. A/Insp. Laidman was very impressed with the relationship the Cst. Jenkins and Sgt. Plater have built with the school administrators and teachers. More importantly, it was amazing to see the engagement that the

kids had with Cst. Jenkins. It was very clear that he was respected and very much appreciated. A/ Insp. Laidman intends to join Cst. Gilbert and Cst. Barker to tour their schools in the second quarter of 2016.

Pink Shirt Day (anti-bullying) was very successful this year. VicPD members attended various schools showing their pink shirts, talking at school assemblies and individual classes. Media also highlighted Rockheights Middle School and spoke to School Liaison Officers about the importance of the day. School Liaison Officers logged more than 150 hours at community events and community meetings.

Summary

It has been a busy quarter with many community events and meetings. We continue to focus our patrols on the priority areas all the while encouraging patrol officers to attend community events if they are available. As we get ready for the spring and summer months, we expect to be out in the community with a visible presence and hope that members of the public will take the time to say hello.