Community Safety Report Card

2021-Q2 **Esquimalt**

These indicators, when used over time, provide some context to the degree that police services are effective at reducing criminal victimization and improving public safety and the feeling of safety in the community. These performance metrics partially reflect the outcomes and quality of police performance keeping in mind that there are various influences on crime and order beyond policing.

Printer Friendly Version

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Indicator

Chart Data (Esquimalt & Victoria)

Total VicPD calls for service are up 10.5% from Q1

Dispatched calls for Esquimalt are up 20.2% from Q1

1 Calls for Service (Esquimalt & Victoria)

A Call for Service (CFS) is a request for services from or report to the police department that generates any action on the part of the police department or partner agency performing work on behalf of the police department (such as 9-1-1 calls).

A CFS includes recording a crime/incident for reporting purposes. CFS is not generated for proactive activities unless the officer generates a specific CFS report.

The types of calls for service are broken into six main categories as follows:

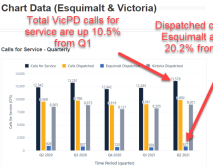
- Social order – call types include disturbance, man down, unwanted person, etc.
- Violence – call types include assault, sexual assault, robbery, etc.
- Property – call types include break and enters, theft and vehicle theft, mischief, fraud, etc.
- Traffic – call types include collision response, impaired driving and other traffic offences.
- Assist – call types include requests to assist EC Emergency Health Services paramedics, Fyrsta, Coroner, Sheriff, and other agencies.
- Other – calls are those which do not fit into the categories above.

Annual trends show a decrease in total calls for service in 2018 and 2019. Since January 2019, abandoned calls, which are calls where the caller hangs up before a call taker can generate a police response, are no longer captured by the 9-1-1 Comm 911/Police Dispatch Centre in the same way. This has significantly reduced the total number of calls - thus, policy changes with regard to abandoned 911 calls from cell phones, which are now sent to the Telus Call Centre in Halifax, Nova Scotia. Additional factors that have reduced the number of 911 calls include increased education and changes to cell phone design so that emergency calls could no longer be activated by a one button push.

These important changes are reflected in the following: abandoned 911 call figures, which are included in the displayed calls for service totals and are largely responsible for the recent decreases in total calls for service:

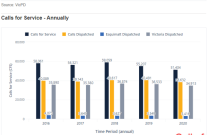
2018 = -8,409
2017 = 7,576
2016 = 5,534
2015 = -4,010
2020 = 1,246

Calls for Service - Quarterly



Source: VicPD

Calls for Service - Annually



Source: VicPD

Calls for most broad categories increased in Q2, especially "Assist Other Agency" calls

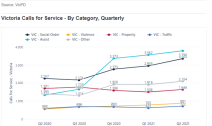
Esquimalt Calls for Service - By Category, Quarterly

Source: VicPD

Esquimalt Calls for Service - By Category, Annually

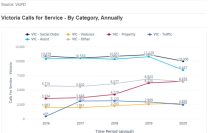
Source: VicPD

Victoria Calls for Service - By Category, Quarterly



Source: VicPD

Victoria Calls for Service - By Category, Annually



Source: VicPD

2 Crime Rate (Esquimalt & Victoria)

The crime rate, as published by Statistics Canada, is the number of Criminal Code violations (excluding traffic offences) per 100,000 population.

- Total Crime (excluding traffic)
- Violent Crime
- Property Crime
- Other Crime

Data Updated: For all data up to and including 2019 Statistics Canada reported VicPD's data for its combined jurisdiction of Victoria and Esquimalt. Beginning with 2020 data, StatsCan is separating that data out for both municipalities. Year-to-year comparisons are not possible (data for past years as direct comparisons are not possible with this change of methodology). As data is added over successive years, however, year-to-year trends will be displayed.

Crime Rate - Esquimalt

Crime Rate - Victoria

Source: Statistics Canada (data is the most recent available)

Major StatsCan change in methodology. Only 2020 data is now shown, trends will be shown as more annual data becomes available

3 Crime Severity Index (Esquimalt & Victoria)

The crime severity index (CSI), as published by Statistics Canada, measures both the volume and severity of police-reported crime in Canada. In the index, all crimes are assigned a weight by Statistics Canada based on their seriousness. The level of seriousness is based on actual sentences handed down by the courts in all provinces and territories.

This chart shows the crime severity index for all municipal police services in BC as well as the provincial average for all police services. For VicPD's jurisdiction, the CSI for the City of Victoria and the Township of Esquimalt are shown separately, which is a change that was first introduced with the release of 2019 data. Prior to 2019, VicPD reported combined CSI data for its jurisdiction of both Victoria and Esquimalt. Click here for VicPD 2018 Crime Severity Index (CSI).

Data for 2021 will be updated when released by Statistics Canada.

StatsCan now breaks out Esquimalt and Victoria data

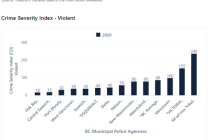
Crime Severity Index

Source: Statistics Canada (data is the most recent available)

Crime Severity Index - Non-Violent

Source: Statistics Canada (data is the most recent available)

Crime Severity Index - Violent



Source: Statistics Canada (data is the most recent available)

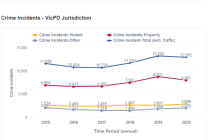
Crime Incidents - VicPD Jurisdiction

Number of Crime Incidents (VicPD Jurisdiction)

- Violent Crime Incidents
- Property Crime Incidents
- Other Crime Incidents

Data for 2020 will be updated when released by Statistics Canada

Crime Incidents - VicPD Jurisdiction



Source: Statistics Canada (data is the most recent available)

4 Weighted Clearance Rate (Esquimalt & Victoria)

Clearance rates indicate the extent to which investigation into criminal offences resulted in an identified suspect that may or may not have resulted in a charge. Weighted Clearance Rates are a calculation that places more emphasis on solving more serious crime. The Weighted Clearance Rate value permits monitoring of changes over time.

Data Updated: For all data up to and including 2019, Statistics Canada reported VicPD's data for its combined jurisdiction of Victoria and Esquimalt. Beginning with 2020 data, StatsCan is separating that data out for both communities. Therefore, the charts for 2020 do not display data for past years as direct comparisons are not possible with this change of methodology. As data is added over successive years, however, year-to-year trends will be displayed.

Weighted Clearance Rate (Esquimalt)

Due to StatsCan's changes, we can now display Esquimalt-specific data. Year-to-year data will be shown as it becomes available

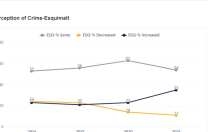
Weighted Clearance Rate (Victoria)

Source: Statistics Canada (data is the most recent available)

Perception of Crime (Esquimalt / Victoria)

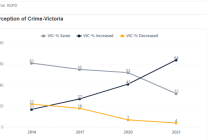
Community and business survey data from 2021 as well as past community surveys: "Do you think that crime in Victoria and/or Esquimalt has increased, decreased or remained the same during the last 5 years?"

Perception of Crime-Esquimalt



Source: VicPD

Perception of Crime-Victoria



Source: VicPD

Block Watch (Esquimalt / Victoria)

Block Watch Participation

- Number of active blocks

Block Watch (Esquimalt / Victoria)

Source: VicPD

Public Satisfaction (Esquimalt / Victoria)

Public satisfaction with VicPD (community and business survey data from 2021 as well as past community surveys): "Overall, how satisfied are you with the work of the Victoria Police?"

- Victoria City
- Esquimalt Township

Public Satisfaction-Esquimalt

Source: VicPD

Public Satisfaction-Victoria

Source: VicPD

Perception of Accountability (Esquimalt / Victoria)

Perception of accountability of VicPD officers from community and business survey data from 2021 as well as past community surveys: "Based on your own personal experience, or what you may have read or heard, please indicate whether you agree or disagree that the Victoria Police is accountable."

- Victoria City
- Esquimalt Township

Perception of Accountability-Esquimalt

Source: VicPD

Perception of Accountability-Victoria

Source: VicPD

Documents Released to the Public

These charts show the number of community updates (news releases) and reports published, as well the number of Freedom of Information (FOI) requests that are released.

Documents Released to the Public

Source: VicPD

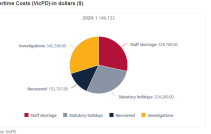
FOI Documents Released

Source: VicPD

Overtime Costs (VicPD)

- Investigation and Specialized Units: (This includes Major Crime, Forensic Identification, Intelligence etc.)
- Staff Shortage: (Cost associated with replacing absent staff, normally for lost minute injury or illness)
- Statutory Holiday: (Statutory overtime costs for staff working Statutory Holidays)
- Recovered: (This is related to special duties and overtime for uncovered specially units where all costs are recovered from outside funding resulting in no additional cost to VicPD)

Overtime Costs (VicPD)-in dollars ($)



Source: VicPD

Public Safety Campaigns (VicPD)

The number of public safety campaigns initiated by VicPD and those local, regional, or national campaigns supported by, but not necessarily initiated by VicPD.

Public Safety Campaigns (VicPD)

Source: VicPD

Police Act Complaints (VicPD)

Total files opened by the Professional Standards office. Open files do not necessarily result in an investigation of any type. (Source: Office of the Police Complaints Commissioner)

- Admissible registered complaints (complaints resulting in a formal Police Act investigation)
- Number of reported substantiated investigations (Police Act investigations that resulted in one or more counts of misconduct being established)

Police Act Complaints (VicPD)

Source: Office of the Police Complaint Commissioner of BC
NOTE: Dates below are provincial government fiscal year (April 1 to March 31) i.e. "2018" indicates April 1, 2018 to March 31, 2019.

Case Load per Officer (VicPD)

The average number of criminal files assigned to each officer. The average is calculated by dividing the total number of files by the number of officers (Source: Police Resources in BC, Province of British Columbia).

Data for 2020 will updated when released by Statistics Canada

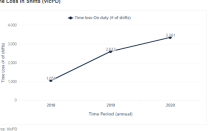
Case Load per Officer (VicPD)

Source: Police Resources in BC

Time Loss in Shifts (VicPD)

VicPD's operational effectiveness can be, and has been, affected by many employees unable to work. The loss of time recorded in this chart includes both physical and mental health related absences, including those due to illness, injury, maternity leave and for off-duty injury or illness, parental leave, or leaves of absence. This chart shows this time loss in terms of shifts lost by both officers and civilian employees by calendar year.

Time Loss in Shifts (VicPD)



Source: VicPD

Deployable Officers (% of total strength)

This is the percentage of officers who are fully deployable to patrolling duties with no restrictions.

Please note: This is a Point-in-Time calculation each year, as the actual number fluctuates widely throughout the year.

Deployable Officers (% of total strength)

Source: VicPD

Volunteer / Reserve Constable Hours (VicPD)

This is the number of volunteer hours annually performed by volunteers and Reserve Constables.

Volunteer / Reserve Constable Hours (VicPD)

Source: VicPD

Response Time (Esquimalt / Victoria)

Response time is defined as the time that elapses between the time a call is received to the time the first officer arrives on scene.

Charts reflect median response times for the following Priority One and Priority Two calls:

- Total (VicPD's total service area)
- Victoria Division
- Esquimalt Division

Response Time-Esquimalt

Source: VicPD
NOTE: Times are displayed in minutes and second. For example, '6.40' indicates 6 minutes and 40 seconds.

Response Time-Victoria

Source: VicPD
NOTE: Times are displayed in minutes and second. For example, '6.40' indicates 6 minutes and 40 seconds.

Training Hours per Officer (VicPD)

Average training hours is calculated by the total number of hours of training divided by the authorized strength. All training hours are included except those training hours for special positions such as the Emergency Response Team, and off-duty training required under the Collective Agreement.

Training Hours per Officer (VicPD)

Source: VicPD

5 VicPD Community Information

Esquimalt

Notable Crime / Community Safety Incidents

Hit-and-Run Crash Narrowly Misses Children

Officers were called to the intersection of Lampson Street and Old Esquimalt Road at approximately 1:45 p.m. on April 19th to a report of a collision. Officers learned that a white truck was travelling at high speed on Lampson Street when it lost control and swerved, narrowly missing a group of children. The driver of the vehicle then fled the area.

A video camera was conducted after reports of the same vehicle driving erratically were received. The vehicle was located, photographed, and towed away. Several attempts to locate the driver of the vehicle were unsuccessful. This investigation is ongoing.

Road Rage and Fake Motivated Incident

On Tuesday, May 25th at 4:30 p.m., Patrol officers received a report that a woman and her daughter were cycling in the area of Craigflower Road and Arcadia Street in Esquimalt when a driver attempted to force them off the road.

Officers spoke with the victims and learned that they had a brief verbal confrontation with a man driving a black sports car at the intersection. The man yelled hateful and racist slurs at the mother and daughter during the incident. Thankfully, the mother and her daughter were not physically injured.

A community update was issued, and several people responded with vehicles similar in nature to the one involved in the incident; however, none of the vehicles were seen at the time the incident occurred. This incident remains under investigation.

Assault with a Weapon

On June 2nd, Patrol officers were called to the 1300-block of Esquimalt Road by a resident reporting that a neighbour was knocking on her door covered in blood. Patrol attended and located a victim with a large cut on his head. The victim advised police that he was attacked by his roommate with a wooden sword. The suspect was located and arrested without incident.

Current / Emerging Crime and Community Safety Trends

Decreases occurred in Social Order calls, including Man Down, Unwanted Persons and Public Intoxication reports. As well, decreases were seen in calls related to Missing Persons and Mental Health events. Increases occurred in Assist Other Agency and Suspicious Circumstances calls in the vicinity of Westside Village Shopping Centre, Esquimalt Plaza and Dave Pratt Park.

Property Crimes calls associated with thefts dropped, while break and enter calls increased - largely associated with break-ins to outbuildings of residential homes, including garages and storage sheds, as well as storage lockers in apartment buildings.

Crimes Against Person calls decreased, with a drop in Harassment and Threats calls. However, an increase occurred in Common Assaults, including intimate partner violence reports.

Special Project Outcomes / Outputs

#VicPDSmartWhitewater Enforcement Project

On Wednesday, May 12th, VicPD Patrol and Community Services Division officers teamed up to focus on leading and arresting individuals wanted on warrants in Victoria and Esquimalt. The city-long project led to the arrests of 27 men and women who were wanted for a variety of offences, some of which included: mischief, driving while prohibited, breach of probation, break and enter, assault, assault causing bodily harm, sexual assault, and sexual interference involving a youth.

Late in the afternoon, officers arrested a man sought for firearms offences after a search warrant at his suite in a multi-unit temporary housing facility the previous night yielded a loaded firearm, ammunition, and a quantity of methamphetamine. Charges for possession of stolen property over $5,000, possession of firearm and other instruments, breach of a release order, possession of identity documents, and drug-related offences.

The day-long enforcement project was shared on Twitter as #VicPDSmartWhitewater. Visit all arrests were captured on Twitter.

Community Engagement Initiatives / Opportunities

Speed and Cell Watch

As part of Road Safety Week (May 10-24), VicPD officers and VicPD volunteers deployed various tools at high traffic areas in both Victoria and Esquimalt to help keep our roads safe.

National Volunteer Week

On April 14th, Inspector Bisson and Constables Ludowka, Magee, and Shaw showed their support for volunteers during National Volunteer Week.

Pancake Patrol

On June 7th, Sergeant Wallingsmith and Constable Ludowka, while on mountain bike patrol, attended the Esquimalt Adventure Water Park for "Pancake Patrol." The officers handed out pancakes provided by Esquimalt Country Grocer to help the children beat the heat.

Esquimalt High Graduation Motorcade Processions

On June 18th, Mayor Desjardins, the Base Commander, the Base Chief, and Chief Manak were out in Esquimalt congratulating all the 2021 Esquimalt High graduates during their motorcade processions through Esquimalt.

Fraud Awareness

A number of high-profile cybercrime-based frauds struck citizens and businesses in Victoria and Esquimalt during Q2. VicPD Public Affairs helped prevent additional victimization by engaging our community and proactively providing prevention information.

2021 VicPD Community Survey

The 2021 VicPD Community Survey provides an opportunity for VicPD to hear from residents and business owners, operators and staff to tell us how we are doing. In addition to completing the intake portion of the survey, Q2 saw the 2021 Community Survey results released and the launch of a "deep dive" exploration of key 2021 Community Survey topics. We are proud of our 86% overall satisfaction rate in Esquimalt and already working on our survey for next year.

Community Safety Campaigns

Enforcement in Parks and Trails

On June 17th, Constable Ludowka and Sergeant Wallingsmith on mountain bikes conducted enforcement in the parks and on the trails of Esquimalt and Victoria West. They took the time to speak with citizens and answer questions.

Shadow Overdose Prevention Information in Concert with Partners

As B.C.'s deadly opioid overdose epidemic continues, we have continued to amplify the work of partners, including Island Health, B.C. Emergency Health Services, and others to ensure the public is aware of the dangers of illicit drug use and the importance of calling 911. These efforts have included multi-lusting about VicPD responses to 911 calls for overdoses, reminding our community of Good Samaritan legislation that protects those who call for help during an overdose. Where possible, we share the stories of officer responding to overdose calls, providing life-saving CPR, naloxone and responses which do not result in arrests, charges, searches, or drug seizures.

Cybercrime Alerts

Cybercrimes including fraud, confidence scams and thefts continue to plague Victoria and Esquimalt, resulting in hundreds of thousands of dollars in losses to businesses and residents. VicPD Community Services Division officers have been working to educate the public on cybercrimes, we have shared crimes about these files, which emphasize how citizens and businesses can protect themselves from sophisticated, professional cybercriminals.

Victoria

Notable Crime / Community Safety Incidents

Current / Emerging Crime and Community Safety Trends

Special Project Outcomes / Outputs

Community Engagement Initiatives / Opportunities

Community Safety Campaigns

6 VicPD

Strategic Plan Highlights

VicPD continues to make progress towards our three main strategic goals outlined in *VicPD Strategic Plan 2020*. Specifically, in Q2, the following goal-specific work was accomplished:

Support Community Safety

- VicPD initiated work on an improved process for public requests for statistics, including looking at a technology-assisted tracking system to improve customer service.
- Community Services Division officers continued to encourage these with information about reports of sexualized violence associated with a downtown Victoria bar and got a crime forward in support of an ongoing investigation.
- Development continues on a new online Block Watch forum called *Block Watch Connect*, including a testing phase with existing Block Watch captains, to broaden community participation in this crime prevention program.

Enhance Public Trust

- VicPD successfully completed the 2021 VicPD Community Survey project, which is an annual engagement process by which VicPD hears directly from the community about our performance.
- Ongoing social distancing restrictions have reduced the number of in-person engagement opportunities with the community, but VicPD personnel continue to participate in virtual community events and discussions whenever possible.
- Planning is complete for the re-opening of the public service counters at the headquarters building and Esquimalt Division in early July, including new streamlined processes for improving customer service.

Achieve Organizational Excellence

- VicPD continues to work on a partnership with Island Health regarding the exploration of alternative responses to mental health calls.
- The recruitment and training of our Special Municipal Constables is now complete and the inaugural class of four has been assigned to our patrol watches to directly support operations.
- Work continues to acquire and implement a Human Resources Information System, including the issuing of a request for proposals, which will streamline a variety of key processes across VicPD.

Current / Emerging Issues Impacting Efficiency or Effectiveness

Officer Burnout and Reduced Capacity

VicPD continues to experience challenges in meeting the service expectations of the department and community. Our staff are reporting that deficits in the required number of deployable officers are resulting in officer burnout and reduced capacity to fully staff shifts, resource special events and prevention-focused duties. While we continue to search for ways to meet expectations within existing resources, we are concerned that the current situation will continue to have a detrimental effect absent a gradual increase in police officer positions.

Shelter Gaps and Supportive Houses Related Calls for Service

The City of Victoria and the provincial government have made housing those experiencing homeless a priority. The City of Victoria has the highest number of shelter space and supportive housing beds in the region by a significant margin and, as statistics related to calls for service demonstrate, there is an associated public safety cost.

Since the onset of COVID-19 in Victoria in March of 2020, eight supportive housing sites and shelters have been opened in the City of Victoria. While some of these sites are temporary, BC Housing announced four new permanent locations in the City of Victoria in March 2021 that will house another 152 clients. It is important to note this does not reflect the population at encampments at the various parks across the region that included Beacon Hill Park, Cecelia Ravine, Royal Athletic Park, Topaz Park, Vic West Park, Bamfield Park, Irving Park, etc.

According to data provided by the Analysis and Intelligence Section (AIS), violent crime and property crime incidents related to and in the immediate area of supportive housing sites and parks have increased in the last 3 years (January 1st-June 30, 2019-2021). For example, the Burnside Gorge area has surpassed the downtown core for the prevalence of high property and public disorder calls (e.g. disturbance, fights, public intoxication, by-law, etc.) and has realized an 81% rise in crimes against persons compared to a 17% increase in the downtown core over the same period. While the pandemic has impacted crime across the region during this period, it is likely that the introduction of the supportive housing sites has played a contributing factor. Significant increases in calls for service can also be seen at supportive housing sites such as Pacific Motor Inn (AKOA), the Comfort Inn (TBRH), and the Yellowjoke (Mike Jones) comparing the first 6 months of 2019 with the first six months of 2021.

Other key statistics (for April 1 – June 30 for 2019, 2020, 2021):

Property-related calls to parks and supportive housing areas in 2019 were 29% of all properly-related offences in VicPD's jurisdiction and in 2021 that increased to 35.6%.

Public disorder-related calls to parks and supportive housing areas in 2019 was 41.2% of the total public disorder calls and in 2021 these calls increased to 44.1%.

Crimes Against Persons-related calls to parks and supportive housing areas in 2019 was 32.7% of the total and in 2021 they accounted for 39.2% of the total.

Take/Emerging Pressures on Efficiency / Service Levels

Beacon Hill Park continues to be a source of a number of police calls for service:

Assault of 16-Year-Old

Shortly after 10 p.m. on Tuesday, April 20th, Patrol officers were called to Beacon Hill Park, near Douglas Street and Circle Drive, for a report that a 15-year-old had been assaulted and choked in a tent at that location. Officers attended and located the victim, being treated by paramedics for non-life-threatening but potentially life-altering injuries from the assault.

When officers attempted to speak with the victim, numerous people who are camping in the park began to intervene, urging the victim to not speak with officers, to not go to hospital for medical treatment, and to leave the area. They began confronting the officers and paramedics and continued to urge the 15-year-old victim to leave the area, physically grabbing the victim and pulling them away.

Having significant concern for the victim's safety, officers apprehended them under the *Child, Family and Community Service Act*. A struggle ensued between three camping in the park, the 15-year-old victim, and officers. Officers called for a "code 2" response, and additional units responded to assist.

One officer was injured, and another struck in the mouth with rigid white the victim was carried to the ambulance and secured for transport to the hospital. The victim was transported to a hospital for treatment without further incident.

As they continued their investigation, officers learned that the victim is developmentally delayed and had been reported missing from home. Other officers were working to locate the victim at the time they were discovered in Beacon Hill Park.

Patrol officers eventually located and arrested the suspect within Beacon Hill Park. Officers transported the man to VicPD cells, where he was held to await court. The man faces several recommended charges in relation to this incident, including assault, assault by choking, assault with a weapon, sexual interference, and sexual exploitation.

Man With Extensive Criminal History And Wanted On Warrants Arrested

Patrol officers arrested a man in Beacon Hill Park, in the 100-block of Douglas Street on April 29th, who was wanted on warrants for assault, failing to comply with court-ordered conditions and breaching a court order.

The man's warrants stem from two incidents: On May 25th, 2020, Patrol officers were called for a report of a theft and assault at a store in the 1600-block of Hillside Avenue. The man allegedly assaulted a store employee who confronted him after a theft. The employee suffered non-life-threatening injuries in the attack. When officers arrested the man, they discovered that he was in possession of a replica firearm, in breach of court-ordered conditions stemming from a previous conviction. The man was arrested, the replica firearm seized, and he was released on additional conditions pending a future court date.

In a second incident, on November 12th, 2020, Patrol officers were called to a restaurant in the 100-block of Douglas Street for a report of a disturbance and an assault. Officers arrived and discovered that the man, who was staying in Beacon Hill Park, had attended the restaurant and allegedly stolen food. Other, contributed by staff, the man allegedly threatened and assaulted staff members, and attempted to flee. Despite the dangers of COVID-19 transmission, The man was taken into custody after a brief struggle with officers. He was released with additional conditions and a future court date.

The man has an extensive history of previous criminal convictions, including convictions for assault, assault with a weapon, theft, mischief, being unlawfully at large, obstructing police, and breaching court-ordered conditions.

Warrants were issued for the man after he breached his court-ordered conditions.

He was arrested and transported to VicPD cells, where he was held for court.

Man Brandishes Knife

Shortly after 2 p.m. on Saturday, May 1st, Patrol officers were called to the washrooms area near the playground in Beacon Hill Park for a report of a man brandishing a knife toward another man. Officers attended and learned that the suspect allegedly brandished a knife toward the victim, who was with his family at the time, which included a child in a stroller. The family reportedly ran away from the man and called the police. No one was injured in the incident.

Several officers attended and located the suspect nearby. He was arrested without incident and transported to VicPD cells, where he was held in custody.

Officers searched the suspect and located evidence of drug trafficking. A separate investigation into possession for the purpose of trafficking is ongoing.

The man faces recommended charges of assault with a weapon, possession of a prohibited weapon, and breaching a release order.

Gun Call

Patrol officers were called to the area near the Beacon Hill Children's Farm on Beacon Hill Park just after 5:00 p.m. on May 6th for a report that one man was pointing a gun at another man. Officers rushed to the area and located a man who matched the suspect's description. The suspect had returned to a nearby residence and was called out by officers along with another occupant. The man was taken into custody at gunpoint. Two replica firearms and a crossbow were located and seized.

New / Revised / Reduced Programs or Services

Project 529 (Bike Registry) Transition

This quarter, VicPD transitioned our Bike Registry program to Project 529. The Project 529 system is being utilized by many police agencies in B.C. and beyond. The system provides enhanced functionality compared with our previous approach, including the ability to upload photos of bikes at the time of registration. We encouraged previous registrants to sign up for the newly available, privately owned and managed Project 529 registry tool, which our officers are able to use to search and report stolen and recovered bikes. We still continue to investigate bike thefts and, where possible, leverage our strong online relationships with the Greater Victoria community to help return stolen bikes. We returned a custom-made bicycle which was vital to a Victoria student with special needs in energy part of their school community. Thanks to our social media followers, Greater Victoria School District 61, Saanich Police Department and our own Public Affairs team, we were able to return the bike to the student's very happy family.