



**VICTORIA  
POLICE**

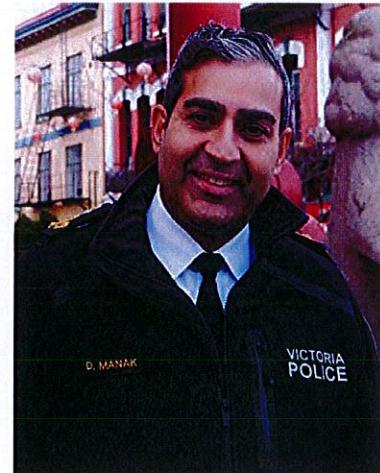
**FRAMEWORK AGREEMENT QUARTER ONE REPORT**

**ESQUIMALT**

**May 16, 2019**

## Chief Constable's Message

It is my pleasure to present the first quarterly report of 2019. The first three months of 2019 have presented a number of successes and highlighted ongoing and emerging challenges. Successes for quarter one include: coordination of Pink Shirt Anti-Bullying Day at Rockheights Middle School, participation of over 200 individuals at the Keep the Hope Alive Michael Dunahee Run/Walk, four recommended charges against an Esquimalt resident for three separate graffiti incidents, local coordination of the Department's Cybercrime Strategy including liaising with the provincial government and RCMP, successful international investigation by the Investigative Services Division resulting in three recommended charges, and raising over \$16,000 for BC Special Olympics via participation in the Polar Plunge. A number of operational and administrative challenges extending beyond front-line services and impacting critical support functions were also highlighted this quarter. Lastly, the Victoria and Esquimalt Police Board began a comprehensive strategic planning process this quarter which will inform the 2020-2024 Strategic Plan, and allow the VicPD to validate and drive day-to-day activities while identifying a path forward to ensure long-term sustainability.

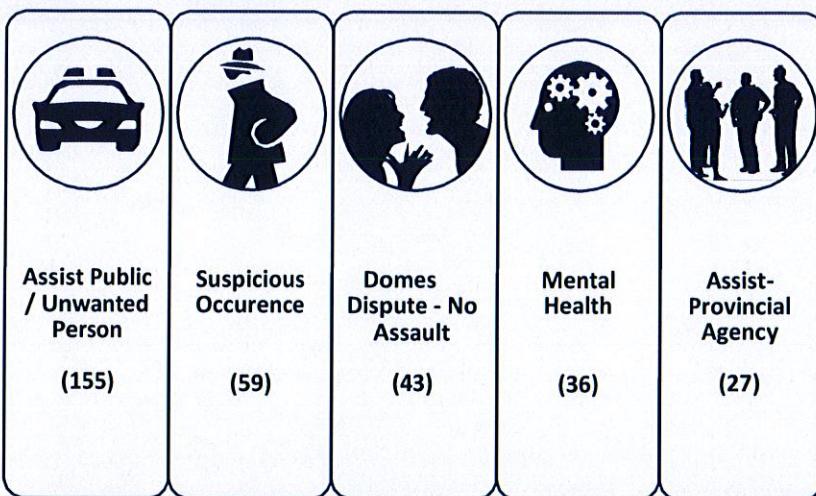


Del Manak  
Chief Constable

# Q1

# IN REVIEW

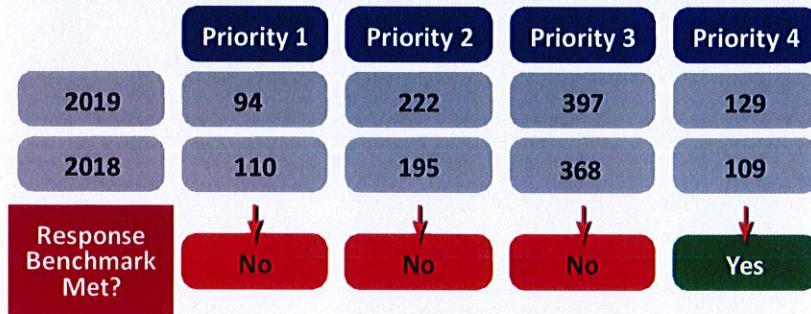
## TOP 5 REPORTED OCCURRENCES IN THE TOWNSHIP OF ESQUIMALT



## TOP 5 CALL TYPES - CALLS FOR SERVICE (TOWNSHIP OF ESQUIMALT)



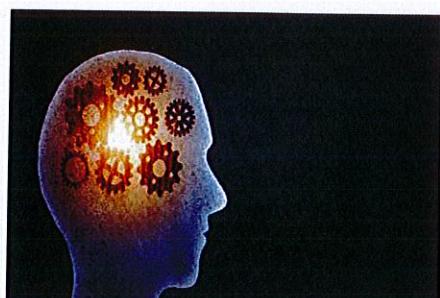
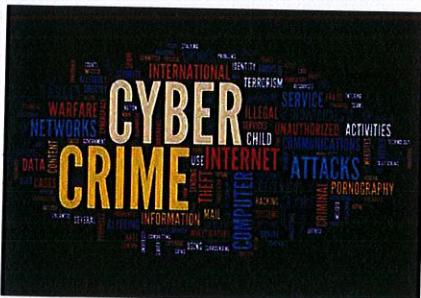
## DISPATCHED CALLS FOR SERVICE IN THE TOWNSHIP OF ESQUIMALT



## NUMBER OF CROSS-OVERS OUTSIDE JURISDICTION



## HIGHLIGHTS: INVESTIGATE SERVICES DIVISION (ISD)



## CYBERCRIME STRATEGY

ISD has begun to coordinate the local level of VicPD's Cybercrime Strategy which is to, "ensure local capacity to respond to cybercrime / cyber-threats; ensure appropriate police responses to public complaints; and focus on prevention and awareness, knowledge-sharing, partnership and collaboration opportunities." ISD is in the process of conducting an environmental scan of cybercimes in BC and in Canada. ISD is also liaising with the provincial government and the RCMP to make a case for expanded response to cybercrime; leverage, coordinate, and deliver focused cybercrime skills development and focused cybercrime skills development and training for employees and senior management staff; and maintain up-to-date knowledge of cybercrime related research and evidence-based practices.

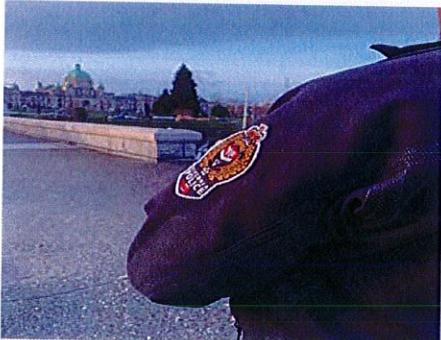
INTERNATIONAL INVESTIGATION

VicPD received a report of a break and enter and sexual assault with a firearm on an exchange student in the Township of Esquimalt, only three months into her studies. The initial call response involved numerous patrol units, and once members were on scene it was determined that a detective and forensics team would be required due to the seriousness of the allegation. Detectives interviewed many people, some requiring translators and the assistance of Liaison Officers from other countries, and forensics analyzed multiple devices. To date, eight search warrants have been sought/executed locally and on the mainland. A man who fled Canada for a short period of time was ultimately identified as the suspect, tracked, and arrested upon re-entry to Canada on the following charges: Sexual Assault with a Weapon, Break and Enter, and Forcible Confinement.

## KNOWLEDGE CHANGE

As an increasing number of employees approach retirement, losing tacit knowledge (undocumented, intuitive knowledge gained by experience) is a significant risk, especially as it relates to specialized policing positions. This quarter saw the retirement of Sergeant Kim Laidman of the Regional Domestic Violence Unit (RDVU) and Constable Mark MacPhail of the Special Victims Unit and sole Internet Child Exploitation (ICE) Officer since 2013. Because of the nature of these positions (high stress and high risk), they are difficult to fill and once filled, the member faces obstacles due to workload followed by the learning curve. There are a disproportionate amount of files, and only one person to triage and coordinate them. Investigations are labour intensive, and there is a lack of personnel to approach for guidance and mentorship because the content is so specialized.

## EMERGING TRENDS / CONCERNS

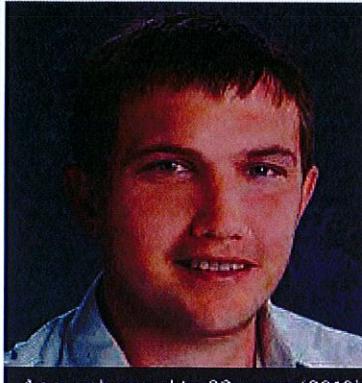


Significant staffing changes at the start of Q1 have resulted in the transfer (as a result of promotions) and loss (as a result of retirements, maternity, occupational stress injuries, etc.) of civilian and sworn staff. Approximately 50 percent of ISD is composed of new staff, including all supervisory positions, except two. This has created challenges due to a loss of knowledge and general experience. For example, new staff must learn ISD Business Rules, Major Case Management and disclosure standards, new reporting requirements, and other administrative components. Additionally, many of the staff require core training; however, are unable to attend due to staff shortage, or attend despite critically low staffing.

# SPOTLIGHT ON: HISTORICAL CASE REVIEW UNIT

## PRIMARY UNIT DUTIES

- Manage and review all historical missing persons cases where foul play is suspected and unsolved homicides;
- Ensure investigations with suspected foul play are meeting current provincial missing person and current electronic disclosure standards;
- Liaise with provincial and national partner agencies and organizations;
- Create and manage family communication plans and liaise with families to ensure they are kept informed; and
- Manage all media releases and inquiries.



Age-enhanced to 26 years (2012)

**Michael Wayne Dunahee**

On March 24, 1991 four year old Dunahee vanished from the area of the playground at the Blanshard Elementary school, just metres away from his parents. This triggered one of the largest missing child investigations in Canadian history. Well over 300 VicPD officers have been assigned as investigators to work on this case, and over 1500 police officers from multiple jurisdictions are documented in the file as contributors. Over 11,000 tips have been received from all over the world. We continue to follow up on new information and explore new methods and technology to move the case forward.



**Belinda Ann Cameron**

Cameron was last seen at the Shoppers Drug Mart in the 800-block of Esquimalt Road on May 11, 2005. She was reported missing nearly a month later on June 4, 2005. Cameron's daughters, who were 10 and 12 at the time of her disappearance, are now distinguished young adults actively seeking answers to bring closure for their family. In addition to adding Cameron's DNA to the new national DNA program, the current investigator is exploring new methods and technology to move the case forward. There have been few tips on this case, and VicPD is appealing for anyone with information to please come forward to police.



**Sheryl Lyn Donahue**

On August 31, 1985 Donahue, 22-year-old mother of two, was reported missing by her mother. There was indication she may have travelled to Alberta or Toronto; however, investigators were unable to confirm this. Despite efforts, and the assistance of multiple law enforcement agencies, very little is known about her movements since May 1985. Many VicPD investigators have worked on this file over the years. The current investigator is working to find new ways to move this case forward, such as utilizing a new DNA program and CanadaMissing.ca. Donahue's family still struggles to endure the unexplained loss of their daughter, sister and mother.

# 23

Files managed by  
one Historical Case  
Review officer.



# 10

Files managed by  
one Missing Persons  
Coordinator.



**HCR LINE**  
**250-995-7390**

## HIGHLIGHTS: ESQUIMALT DIVISION



### KEEP THE HOPE ALIVE MICHAEL DUNAHEE RUN

The Keep the Hope Alive five kilometer memorial walk/run is held annually to raise awareness and funds for Child Find BC, and took place on Sunday March 24, 2019. The event, organized by Crystal Dunahee, mother of Michael Dunahee, included the participation of over 200 individuals.

This event is significant to Greater Victoria community and VicPD because 28 years ago Michael, at age four, went missing on March 24, 1991 from the area of the playground at the Blanshard Elementary school, just meters away from his parents and baby sister. This terrible event shocked our communities, not only in Victoria, but across the country and the United States. This triggered one of the largest missing child investigations in Canadian history.

### PINK SHIRT ANTI-BULLYING DAY

Uniform Officers from Esquimalt Division attended an afternoon assembly at Rockheights Middle School for Pink Shirt Anti-Bullying Day. The event, put on by students, was also attended by members of the Esquimalt Fire Department, as the assembly also served as the "kick off" to another event that students at the school call "21 Days of Kindness" and is directed at all students and staff. During the assembly, police officers and fire fighters stood side by side and shared stories related to bullying and the importance of being thoughtful, caring, and standing up for one another. Students were reminded that unlike in the past, bullying extends beyond the classroom and includes the on-line world. Students were urged to consider their actions and the feelings of others while on their electronic devices and on social media platforms.

### COMMUNITY RESOURCE OFFICERS

On February 25, 2019 an individual, while walking in Memorial Park in Esquimalt, observed a significant amount of graffiti sprayed on the playground equipment in the children's park, on the walkway, and on the Memorial Park Cenotaph. Police received reports that two other locations had also been targeted by graffiti on the same date: the rear of the Country Grocer and in the inside of the McDonald's restaurant. All three incidents were believed to be related because surveillance from both McDonald's and Country Grocer had captured the same suspect on camera and the tags and spray paint colour were consistent in all incidents. Community Resource Officers submitted the spray paint for examination by the Forensic Identification Section, and the accused was identified. Four counts of mischief were recommended.

## EMERGING TRENDS / CONCERNS



Due to significant construction in Esquimalt, there is growing concern over the break and enter of construction trailers. On March 29th, a break and enter was reported by the owner of a construction trailer near the Legion. The trailer's padlock was cut off, and numerous tools were stolen.

This emerging trend has been brought to the attention of members to increase visibility via special patrols in identified areas.

## HIGHLIGHTS: STRATEGIC OPERATIONS COUNCIL



### INTELLIGENCE GROUP

While not an incident from Esquimalt specifically, the following highlights the work of our Analysis and Intelligence Section (AIS).

The newly renovated Mayfair Mall opened in 2018, and the Analysis and Intelligence Section (AIS) was tasked with looking into shoplifting incidents at the beginning of Q1. AIS reviewed photos of shoplifters, and identified several individuals who were well known for this crime. AIS also compared property crime (theft/shoplifting) statistics for Mayfair Mall which showed a 130% increase from 2017 to 2018 in shoplifting incidents. It is believed that the increase was actually much higher, as many thefts are not being reported to police (i.e. incidents where merchandise was recovered, fitting room concealments, thefts, etc.).

As a result of the data, a project was initiated and taken on by the Community Services Division (CSD). In addition to enforcement, CSD officers worked with retail store managers and security staff to discuss target hardening, streamlining procedures, and general education and training. Project activity was monitored by both AIS and CSD.

The surveillance and enforcement portion of this project concluded on March 1. The final phase of this project includes working with Mayfair Mall Administration and retailers to help prevent further retail loss through education, training, and crime prevention initiatives.



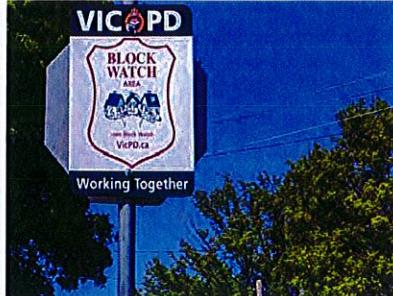
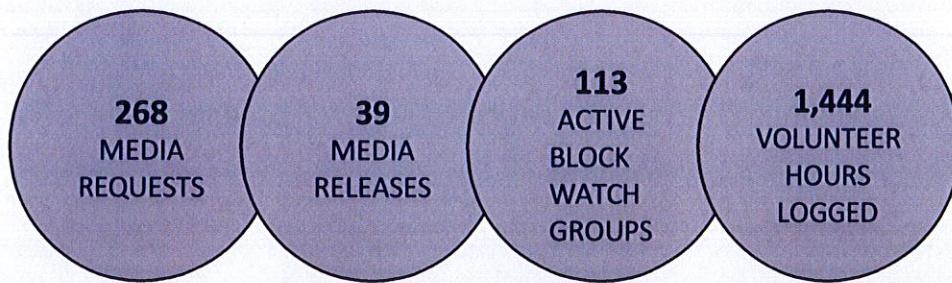
### MENTAL HEALTH / SOCIAL DISORDER GROUP

The Early Warning System (EWS) is a system developed by the Vancouver Police Department to better handle and manage the mental health crisis in Vancouver. VicPD adopted the same system in May 2017. The EWS generates names of individuals using a set of user defined criteria and police history as weighted factors. The EWS is not a tool for predicting when someone will experience a mental health crisis, but rather it is a prioritization tool for monitoring and forecasting signs of early mental health intervention needs.

A person will be brought to our attention using an algorithm that uses the following criteria: recent mental health apprehensions; mental health apprehensions within the past two years; recent incidents with a mental health component; history of violence within the past two years; and all recent police involvement. After data is gathered and the weighting has been applied, a score between 0 and 1 is assigned to each person. Individuals with scores between .5 and 1 are then researched as to their contacts with police and other social service agencies. Each person is presented at a weekly meeting and various strategies around interventions are discussed with stakeholders (ACT, IMCRT, and CROs).

During Q1, 67 individuals (with some repeats) were presented, and strategies were developed.

## HIGHLIGHTS: COMMUNITY ENGAGEMENT DIVISION (CED)



### PUBLIC AFFAIRS

On February 17, 2019 VicPD supported the Polar Plunge for BC Special Olympics at Willows Beach (pictured above). VicPD's team included 39 plungers, and raised over \$16,000 for BC Special Olympics. The overall total raised was \$33,000. This quarter, Patrol launched a new project which aims to return stolen bicycles to their owners. In the first 24 hours of the project, five stolen bicycles were returned to their rightful owners.

Public Affairs also assisted the Vancouver Island Integrated Major Crimes Unit (VIIMCU) with the Blair Young Homicide update, assisted ICBC with the launch of the Distracted Driving campaign, and educated members of the public on the dangers of carrying imitation and replica firearms.

### BLOCK WATCH

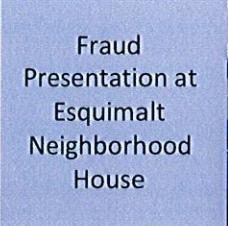
Block Watch continues to increase its presence in the communities of Victoria and Esquimalt. New Captains and participants are continually added to the program, and our Reserve Constables make regular presentations to Block Watch groups. In March, the VicPD Block Watch program launched a newly designed Block Watch neighbourhood sign. The new signs will be rolled out to replace the older, weathered and worn signs that are currently up on hundreds of blocks across Victoria and Esquimalt. The replacement process is supported by the City of Victoria and Township of Esquimalt and is expected to be completed by the end of 2019.

### VOLUNTEER SERVICES

This first quarter saw the training and welcoming of 18 new volunteers to the Crime Watch and Front Desk programs. We also saw the departure of six volunteers – two to RCMP, two moved to a new city and two for personal reasons. During this quarter we had 72 active volunteers. Our Crime Watch Team assisted in Operation Hang Up, a regional joint campaign with ICBC and local policing agencies. Their efforts alone saw them checking over 5100 drivers in the span of three hours. Our front desk volunteers assisted Professional Standards in getting the new community partnership car wash program off the ground, and we also saw the addition of several new project leadership opportunities for volunteer recognition and training.



## HIGHLIGHTS: KEY MEETINGS AND COMMUNITY EVENTS

	VicPD Communications Centre Staff Recognition Ceremony		Fraud Presentation at Esquimalt Neighborhood House		Polar Plunge for BC Special Olympics	
Pink Shirt Anti-Bullying Day at Rockheights School		South Island Police Dispatch Centre Grand Opening	Michael Dunahee Keep the Hope Alive Run/Walk		Wounded Warrior Run	
	Esquimalt Town		Rainbow Kitchen Youth Dinner		Celebrity Readers	

## UPDATE: FINANCIAL SERVICES DIVISION (FSD)



As at the end of the first quarter, the net financial position was 0.6% above the approved budget. Salaries and benefits were slightly over due to the timing of planned replacements for retirements. This position is expected to reverse in the 2nd quarter as retirements and normal employee turnover outpace recruitment, before stabilizing in the 3rd and 4th quarters. Other line items are within budget, with the exception of contractually obligated retirement payouts. Retirements are over budget by \$117,072 at this time. We expect, with the exception of retirements and barring unforeseen events, the net financial position to remain in line with the budget. Any unbudgeted retirement expenditures must be funded either through surplus or drawdowns to the Employee Benefit Obligation Reserve.

## APPENDIX

### Number of Dispatched Calls in Each Municipality\*

	Dispatched Calls for Service by Municipality											
	Priority 1		Priority 2		Priority 3		Priority 4		Other		Grand Total	
	Q1 2018	Q1 2019	Q1 2018	Q1 2019	Q1 2018	Q1 2019	Q1 2018	Q1 2019	Q1 2018	Q1 2019	Q1 2018	Q1 2019
Victoria	577	643	1951	1935	4405	4554	1272	1685	5	0	8210	8817
Esquimalt	110	94	195	222	368	397	109	129	0	0	782	842
Outside	3	3	6	16	23	15	2	2	0	0	34	36
<b>Grand Total</b>	<b>690</b>	<b>740</b>	<b>2152</b>	<b>2173</b>	<b>4796</b>	<b>4966</b>	<b>1383</b>	<b>1816</b>	<b>5</b>	<b>0</b>	<b>9026</b>	<b>9695</b>

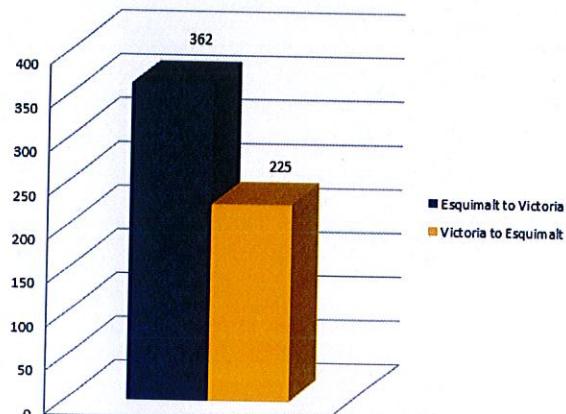
Note\* All calls dispatched to Esquimalt do not include calls to Vic West

\*Please note that statistics for previous periods may not match existing published reports because those figures can change over time. The data presented in this report is taken from the Police Records Information Management Environment (PRIME). This data is based on the day that it is extracted from PRIME, but due to ongoing investigations and internal quality control efforts, this information is subject to change including addition, deletion, and reclassification.

### Assigned Police Unit Cross-Overs outside Jurisdiction

The chart to the right details the number of police units required to cross between Dedicated Municipal Division (Change from number of incidents) in relation to a call for service. The PRIME system used by police departments in BC allows for a maximum of three vehicles to be entered and analyzed. Therefore, if four vehicles were dispatched to the call, the Crime Analyst can unload only three of the possible four. Also, these numbers reflect the number of dispatched cross-overs. It is often the case that units assigned to cross-overs are canceled or re-routed prior to arrival, so these numbers must be interpreted with caution. 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.

### Assigned Police Unit Cross-Overs



### Response Times to Calls against New Benchmarks

Priority	Definition	Response Benchmark*	Victoria	Esquimalt
Priority 1	Requires urgent attention, life-threatening	Officer(s) on scene in <b>7 minutes</b> or less, 95% of the time	No	No
Priority 2	Requires immediate attention, serious, may not be life-threatening	Officer(s) on scene in <b>12 minutes</b> or less, 90% of the time	No	No
Priority 3	Routine attention, no current threat to life or property	Officer(s) on scene in <b>40 minutes</b> or less, 90% of the time	No	No
Priority 4	Event must be documented, may or may not require police attendance	Officer(s) on scene in <b>90 minutes</b> or less, 90% of the time	Yes	Yes

\*Response times are calculated using "time received" to "time on scene" using standard police data analyst quality control methodology. Benchmarks were established using 4 metrics: response standards established by other police agencies where available, five-year call response data, 2017 Community Survey responses regarding community

response expectations, and overall assessment of reasonableness by the VicPD Senior Management Team. These benchmarks are subject to revision following a trial period of at least six months.

### Top 5 Call Types - Calls for Service

Victoria		Q1 2019		Q1 2018	
Top 5 Call Types		Q1 2019	Rank	Q1 2018	Rank
ABANDONED 911		1509	1	1681	1
UNWANTED PERSON		1281	2	1414	2
CHECK WELLBEING		866	3	912	3
THEFT		834	4	693	4
PROPERTY (LOST/FOUND)		661	5	597	5
Grand Total (All call type categories)		12,324		11,967	

Esquimalt		Q1 2019		Q1 2018	
Top 5 Call Types		Q1 2019	Rank	Q1 2018	Rank
ABANDONED 911		150	1	136	1
CHECK WELLBEING		95	2	73	2
ASSIST GENERAL PUBLIC		59	3	50	5
ASSIST POLICE / FIRE / AMBULANCE		57	4	71	3
SUSPICIOUS PERSON		48	5	34	10
Grand Total (All call type categories)		1,083		1,091	

### Top 5 Reported Occurrences for Each Municipality

Victoria		Q1 2019		Q1 2018	
		Q1 2019	Rank	Q1 2018	Rank
ASSIST PUBLIC / UNWANTED PERSON		1868	1	1851	1
SUSPICIOUS PERSON / VEHICLE / OCCURRENCE		500	2	461	2
THEFT FROM VEHICLE		457	3	329	3
PROPERTY - FOUND		315	4	301	4
THEFT - SHOPLIFTING UNDER 5,000		269	5	221	8
Grand Total (All occurrence categories)		8,175		8,150	

Esquimalt		Q1 2019		Q1 2018	
		Q1 2019	Rank	Q1 2018	Rank
ASSIST PUBLIC / UNWANTED PERSON		155	1	166	1
SUSPICIOUS PERSON / VEHICLE / OCCURRENCE		59	2	65	2
DOMESTIC DISPUTE - NO ASSAULT		43	3	35	3
DISTURBED PERSON		36	4	31	4
ASSIST - PROVINCIAL AGENCY		27	5	16	12
Grand Total (All occurrence categories)		782		833	