



**VICTORIA
POLICE**

Q4

FRAMEWORK AGREEMENT QUARTERLY REPORT

Submitted to the Township of Esquimalt

February 27, 2019

Chief Constable's Message

It is my pleasure to present the final quarterly report of 2018. As 2018 drew to a close, the fourth quarter presented a number of successes including: recommended charges against two people accused of committing numerous fraudulent purchases in Victoria and Esquimalt; three successful investigations by our Internet Child-Exploitation (ICE) Investigator resulting in recommended charges against three separate men; recovery of hundreds of stolen items; numerous drug seizures; the successful referral of two Assertive Community Treatment clients to the Therapeutic Recovery Community (TRC); and review of all graffiti images reported and received by VicPD. In this quarter, the volume of mental health related and resource intensive occurrences were also highlighted. Additional challenges highlighted this quarter include: the increase in prevalence of crimes with a cyber-component, congregation of youth in the downtown Esquimalt Township core; and hospital wait times for Section 28 apprehensions.



VicPD continues to remain responsive to the unique needs of individuals and communities via meaningful engagement and mutual dialogue through a variety of formats. This quarter, members of our Senior Management Team, VicPD officers, civilian staff, volunteers, and Reserves participated in a total of 49 community events, including: Halloween Bonfire, Remembrance Day Ceremony at the Esquimalt Cenotaph, Esquimalt Christmas Light Parade, Esquimalt Holiday Luncheon event for senior citizens, the Law Enforcement Torch Run benefiting BC Special Olympics, and the VicPD Volunteer Appreciation event.

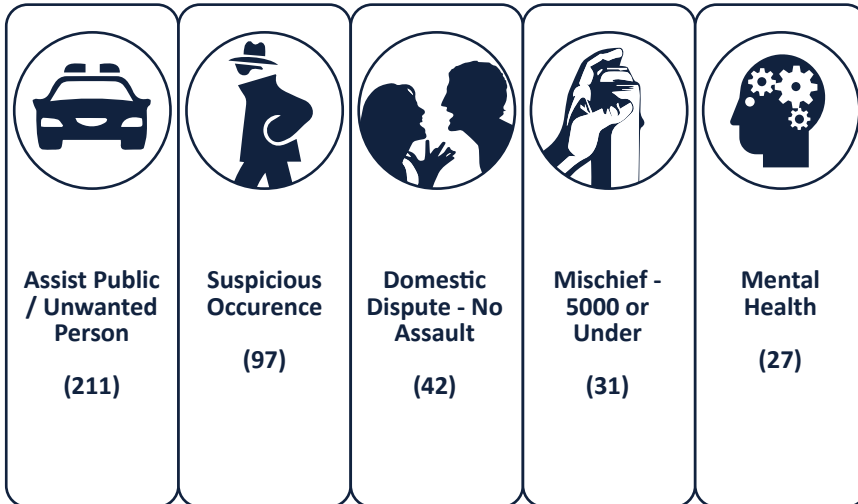
VicPD continues to follow an intelligence-led policing approach through our Strategic Operations Council, which sets out the department's priorities within the jurisdictions served by VicPD.

Del Manak
Chief Constable

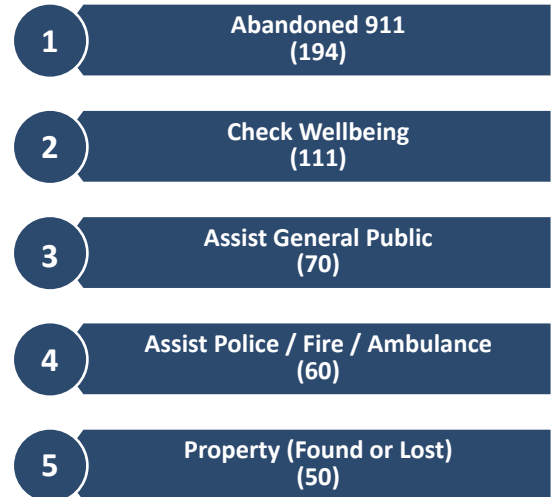
Q4

IN REVIEW

TOP 5 REPORTED OCCURRENCES IN THE TOWNSHIP OF ESQUIMALT



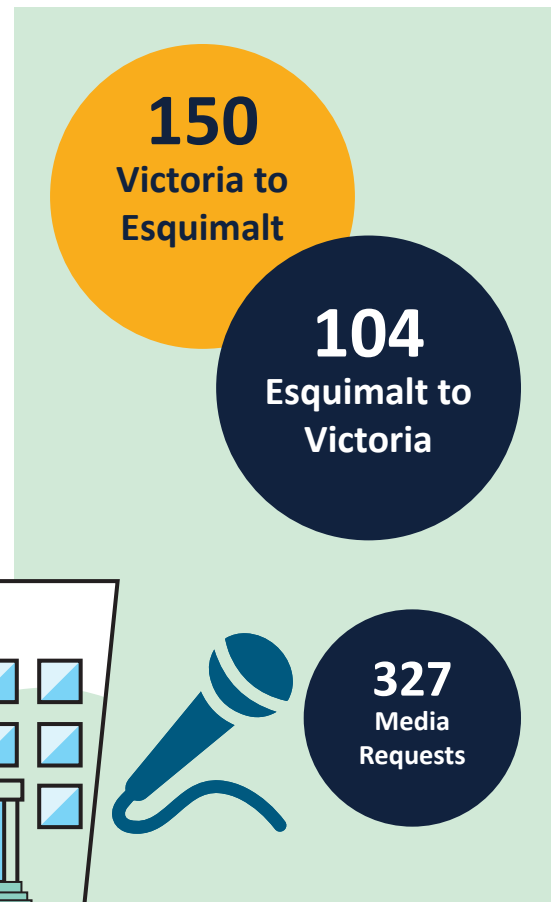
TOP 5 CALL TYPES - CALLS FOR SERVICE (TOWNSHIP OF ESQUIMALT)



DISPATCHED CALLS FOR SERVICE IN THE TOWNSHIP OF ESQUIMALT

	Priority 1	Priority 2	Priority 3	Priority 4
2018	118	250	441	124
2017	105	200	423	114
Response Benchmark Met?	No	No	Yes	Yes

NUMBER OF CROSS-OVERS OUTSIDE JURISDICTION



HIGHLIGHTS: INVESTIGATE SERVICES DIVISION



FRAUD

After an investigation into numerous fraudulent purchases committed over the course of two months throughout Victoria and Esquimalt, and the execution of a search warrant, the Crime Reduction Unit (CRU) recommended several charges against two people.

It is alleged that a suspect would enter a business and once they were handed the Point of Sale terminal to pay, the purchasers would manually enter an authorization code causing an override on the system, resulting in a 'forced sale'. While this allows a merchant to bypass authorization, the process is vulnerable to exploitation by criminals.



MISSING PERSONS

There were 49 Missing Person Investigations (42 occurring in Victoria; seven occurring in Esquimalt) in Q4. One significant file included a 22-year-old female who was reported missing on the morning of November 28th by a local shelter. The female was involved in a high-risk lifestyle and had not been seen since November 21st. An initial investigation uncovered that the female may have gone to the mainland. The female's information was added to the police computer system as a missing person and a message was sent to Vancouver Police. After several follow-ups, on December 5th, a shelter staff member confirmed the missing female was seen by a street nurse in Vancouver, and was found safe the night of December 4th and the file was closed. The VicPD file includes 26 text pages and five follow-ups.



ONLINE CHILD-EXPLOITATION

Three separate investigations by VicPD's dedicated Internet Child-Exploitation Investigator (ICE) resulted in recommended charges against three men: (1) Multiple charges were recommended against a 61-year-old Esquimalt man including: luring a child under 14/16 years old, making child pornography, possessing of child pornography, etc.; (2) A second Victoria investigation resulted in one charge of luring a child under 16 against a 28-year-old man from View Royal who has resided in Canada illegally since 2014; and (3) A third investigation resulted in two charges being recommended against a 42-year-old Esquimalt man for possessing child pornography and making available child pornography.

EMERGING TRENDS / CONCERNS



Cybercrimes and crimes with a cyber component remain on the rise. The VicPD has seen an increase in files related to cyber-fraud and the online victimization of children, and according to the 2018 *National Cyberthreat Assessment* (2018), cybercrime is the cyber threat most likely to affect Canadians and Canadian businesses in 2019. While cybercrimes continue to increase in prevalence, scope, and impact; resources will determine VicPD's ability to investigate these crimes. For example, due to resourcing, VicPD's ICE Investigator can currently only investigate 1% of offenders identified as actively engaging in the trade of images of child sexual abuse in Victoria / Esquimalt and the surrounding area.

HIGHLIGHTS: ESQUIMALT DIVISION



MENTAL HEALTH RELATED OCCURRENCES

Patrol responded to numerous occurrences with a mental health component this quarter including: (1) a domestic between two siblings resulting in minor injuries, as well as a domestic where a woman showed signs of self-harm. One sibling and the woman were sectioned under the MHA and transported to hospital; (2) a youth with deteriorating mental health who was reported as missing from West Shore; (3) a man suffering from psychosis who was reported missing; (4) a suicidal man claiming he cut his wrists - later located and deemed not suicidal; and (5) a man who walked into the water in an attempt to commit suicide. In Q4, VicPD and Esquimalt Patrol spent 345 hours in hospital wait rooms for MHA apprehensions. Of the 345, 54 hours are associated to calls in Esquimalt.

RESOURCE INTENSIVE OCCURRENCES

Q4 saw numerous resource intensive occurrences including responding to: (1) a man threatening another man with a large butcher knife then barricading himself in his residence and refusing to come out. The man eventually came out and was arrested; (2) a man who assaulted a cab driver and stole the cab driver's taxi, driving it through the Saxe Point area and eventually entering Sax Point park and crashing into a wall. The man was transported to hospital for treatment; (3) a highly intoxicated youth believed to be in danger to herself and initially refusing transport home by police. Eventually, she agreed to be transported by police; and (4) a search for a man threatening suicide by ingesting numerous pills. The man was eventually located and transported to Royal Jubilee Hospital for treatment.

COMMUNITY RESOURCE OFFICERS

In Q4, Community Resource Officers (CROs) attended and participated in a number of community events including: Halloween Bonfire, Celebration of Lights Parade, the Esquimalt Holiday Luncheon event for senior citizens, and the Law Enforcement Torch Run for BC Special Olympics. CROs also provided emergency preparedness training to volunteers, a Halloween safety talk to 20 preschoolers, and a cyber-fraud prevention presentation to citizens of Grafton Lodge.

Additionally, CROs reviewed all graffiti images reported and received by VicPD. All images were labelled, sorted, and stored in the graffiti folders to be used to assist in identifying and prosecuting graffiti suspects.

EMERGING TRENDS / CONCERNS



The congregation of youth in the downtown Esquimalt Township core on weekends is an ongoing concern. Youth from various communities socialize in this area, and while they are not engaging in criminal behaviour, several calls have been made to police and onto social media. Additionally, there is a need for select problem youth from outside communities to be monitored. Community Resource Officers continue to liaise with youth and parents of youth to monitor and mitigate any issues, and also met with Central Middle School staff after the school councillor requested a meeting with police.

HIGHLIGHTS: STRATEGIC OPERATIONS COUNCIL



INTELLIGENCE GROUP

MENTAL HEALTH / SOCIAL DISORDER GROUP

Members of the Analysis and Intelligence Section (AIS) identified a local man believed to be heavily involved in the trafficking of fentanyl and cocaine in Greater Victoria, including a significant presence in VicPD's service area. This information was provided to Strike Force and the Crime Reduction Unit (CRU), and an investigation was conducted. The identified man was previously charged with drug offences, and was already on bail awaiting a trial date. Investigators believed he was engaged in further criminal activity and was breaching his bail conditions.

In September, VicPD members executed a search warrant at the man's residence and located \$40,000 in Canadian currency believed to be proceeds of drug crime, as well as evidence of breach of bail conditions. Further evidence led members to believe that the man was going to flee from Victoria or Canada, to avoid trial. In October, members of Strike Force, CRU, and the Greater Victoria Emergency Response Team attempted to arrest the man in his vehicle, but he escaped arrest and fled. He was tracked to the Horseshoe Bay ferry terminal, arrested by members of Strike Force, CRU, and Vancouver Police, and then transported to custody where he remained until his court date. He was convicted of offences related to the loaded handgun and possession for the purpose of trafficking fentanyl, and remains in custody awaiting sentencing.

The Analysis and Intelligence Section (AIS) works in conjunction with the Strike Force surveillance team, the Crime Reduction Unit (CRU), and the Integrated Mobile Community Response Team (IMCRT). These teams meet on a weekly basis, and are joined by representatives from the Community Services Division (CSD), Esquimalt Division, Patrol, and the Investigative Services Division (ISD). Each week AIS analysts provide an overview of crime trends and individuals identified as high call generators by the Early Warning System (EWS). High call generators are persons who may be experiencing decompensating mental health in the community and/or commit minor offences (fights, disturbances, mischiefs, nuisance, and other public disorder calls) that result in increased calls to police.

Identification of trends and individuals requiring immediate support allows VicPD to use the expertise of Community Resource Officers, IMCRT, CRU, ISD, and Assertive Community Treatment members to mobilize individualized community resources and support services. For those individuals identified as experiencing decompensating mental health, this allows IMCRT to intervene quicker, while fostering more efficient information sharing with Island Health to intervene before the person reaches an acute crisis.

EMERGING TRENDS / CONCERNS



The Strategic Operations Council identified a number of changes and/or trends in the department's activities including: (1) increase in fraud; however, differing from traditional fraud in that new types of fraud increasingly include a cyber component and can be seen in the form of scams. Increasingly, frauds are also targeting seniors; (2) an increase in online sex exploitations, assaults, and harassments; (3) a shift in property crime to theft in general, specifically bike thefts and shoplifting. Theft from City parkades continues to be problematic; (4) an increase in public disorder, specifically unwanted person and By-law; and (5) an increase in assist fire, ambulance, and By-law occurrences.

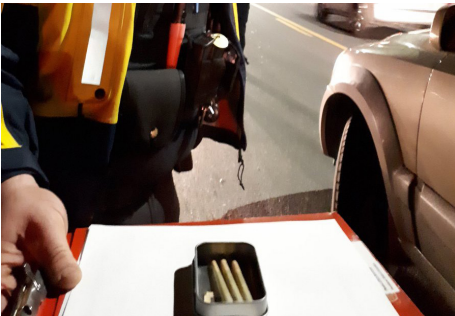
HIGHLIGHTS: COMMUNITY ENGAGEMENT DIVISION

327
MEDIA
REQUESTS

57
MEDIA
RELEASES

155
ACTIVE
BLOCK
WATCH
GROUPS

1347
VOLUNTEER
HOURS
LOGGED



PUBLIC AFFAIRS

On the night of Friday, October 16th, Constable Rutherford and Bowen Osoko conducted a tweet-along to share with the public the types of calls Patrol members respond to, and how busy a Patrol shift is. This proved to be a successful application of VicPD's "Community First" engagement strategy which aims to conduct direct engagement with our citizens. In addition to the notable social media outreach, numerous traditional media outlets including CFAX, News Talk 1130, Victoria Buzz, Times Colonist, CBC Victoria, and The Ocean 98.5 generated stories on this initiative. As a result of this event, the VicPD earned 66 new followers over that weekend and had a potential reach of 389,179 individuals.

BLOCK WATCH

There are currently 113 Block Watch groups in Victoria and 42 in Esquimalt. New Captains and participants are continually added and our Reserve Constables make regular presentations to Block Watch groups. In October, a survey was launched to gather information from all Block Watch Captains and participants. There were 386 responses to the survey, a 10% response rate. In December, we hosted the VicPD Block Watch and Watch Commander's Open House to report back on the survey results. The information learned through the survey and community engagement event will be used to set the course and launch new initiatives for the program in 2019.

VOLUNTEER SERVICES

Currently there are a total of 57 active volunteers. In Q4, Crime Watch volunteers participated in 74 team deployments including Speed Watch, Cell Watch, and Lock Out Auto Crime, checking 15, 537 vehicles. A Crime Watch team also joined Volunteer Services Coordinator Tara, in presenting information about volunteer opportunities at the VicPD, and in particular, Speed Watch to the James Bay Neighbourhood Association. Lastly, volunteers attended the Esquimalt Light Parade and handed out candy. To recognize the hard work and commitment of our volunteers and Reserves, an appreciation dinner was held at the end of November.



HIGHLIGHTS: KEY MEETINGS AND COMMUNITY EVENTS



Esquimalt
Christmas Light
Parade

Halloween
Bonfire



Esquimalt Holiday
Luncheon

VicPD Community
Coffee

Block Watch
& Watch
Commander's
Open House



Law Enforcement
Torch Run for BC
Special Olympics

Remembrance
Day Ceremony at
Esquimalt
Cenotaph



BC Police Honours
Ceremony



Halloween Safety
Talk

VicPD Volunteer
Appreciation Night



VicPD Halloween
Contest

Defense on the
Dock Open House

UPDATE: FINANCIAL SERVICES DIVISION



As at the end of the year the preliminary net financial position was 99.1% of the approved budget. The City of Victoria has completed most but not all of their yearend procedures and some adjustments may yet still be required that affect the final financial position.

At this time we expect a net surplus of approximately \$413,621. Under the terms of the Framework Agreement surplus funds will be used to fund the Financial Stability Reserve to its maximum limit, with remaining funds going towards the Employee Benefit Obligation Reserve, until the Employee Benefit Obligation is fully funded. At the end of 2017 there was a shortfall of \$715,273 in the reserve. The actuarial valuation of the obligation for 2018 will be available by April 2019.

APPENDIX

Number of Dispatched Calls in Each Municipality*

Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Total	
	Q4 2017	Q4 2018	Q4 2017	Q4 2018	Q4 2017	Q4 2018	Q4 2017	Q4 2018	Q4 2017	Q4 2018
Victoria	652	723	1966	2080	4446	4782	1350	1540	8414	9125
Esquimalt	105	118	200	250	423	441	114	124	842	933
Outside	4	2	6	3	28	11	4	6	42	22
Grand Total	761	843	2,172	2,333	4,897	5,234	1,468	1,670	9,298	10,080

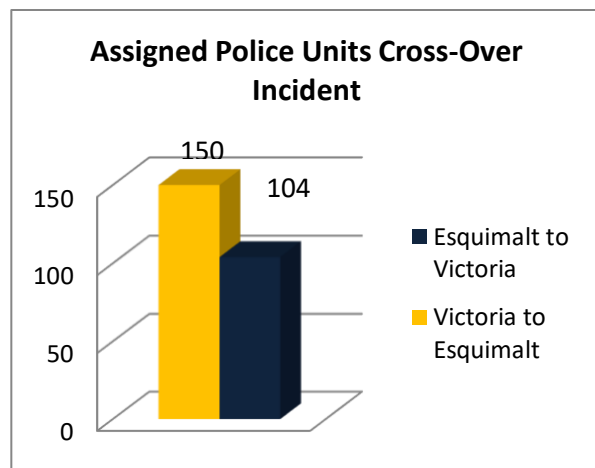
Note* All calls dispatched to Esquimalt do not include calls to Vic West

*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.

Number of Cross-Overs outside Jurisdiction

The chart to the right details the number of incidents where police units were required to cross between Dedicated Municipal Division jurisdictional boundaries to provide assistance in relation to a call for service.

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 to Calls against New Benchmarks

Priority	Definition	Response Benchmark*	Victoria	Esquimalt
Priority 1	Requires urgent attention, life-threatening	Officer(s) on scene in 7 minutes or less, 95% of the time	No	No
Priority 2	Requires immediate attention, serious, may not be life-threatening	Officer(s) on scene in 12 minutes or less, 90% of the time	No	No
Priority 3	Routine attention, no current threat to life or property	Officer(s) on scene in 40 minutes or less, 90% of the time	Yes	Yes
Priority 4	Event must be documented, may or may not require police attendance	Officer(s) on scene in 90 minutes 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				
Top 5 Call Types	Q4 2018	Rank	Q4 2017	Rank
ABANDONED 911	2,044	1	1,913	1
UNWANTED PERSON	1,664	2	1,512	2
CHECK WELLBEING	1,004	3	930	3
THEFT	859	4	761	4
PROPERTY (LOST/FOUND)	626	5	604	5
Grand Total (All call type categories)	13,482		12,515	
Esquimalt				
Top 5 Call Types	Q4 2018	Rank	Q4 2017	Rank
ABANDONED 911	194	1	160	1
CHECK WELLBEING	111	2	87	2
ASSIST GENERAL PUBLIC	70	3	82	3
ASSIST POLICE / FIRE / AMBULANCE	60	4	67	4
PROPERTY (LOST/FOUND)	50	5	42	7
Grand Total (All call type categories)	1,275		1,165	

Top 5 Reported Occurrences for Each Municipality

Victoria				
	Q4 2018	Rank	Q4 2017	Rank
ASSIST PUBLIC / UNWANTED PERSON	1,933	1	1,882	1
SUSPICIOUS PERSON / VEHICLE / OCCURRENCE	531	2	503	2
THEFT FROM VEHICLE	435	3	329	3
THEFT UNDER 5,000	294	4	205	8
PROPERTY - FOUND OR LOST	286	5	287	5
Grand Total (All occurrence categories)	8,579		8,237	
Esquimalt				
	Q4 2018	Rank	Q4 2017	Rank
ASSIST PUBLIC / UNWANTED PERSON	211	1	207	1
SUSPICIOUS PERSON / VEHICLE / OCCURRENCE	97	2	72	2
DOMESTIC DISPUTE - NO ASSAULT	42	3	41	3
MISCHIEF - 5,000 OR UNDER	31	4	26	5
DISTURBED PERSON	27	5	24	7
Grand Total (All occurrence categories)	915		873	

ANNUAL TABLES

Number of Dispatched Calls in Each Municipality*

Dispatched Calls for Service by Municipality																
	Priority 1				Priority 2				Priority 3				Priority 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Victoria	577	720	742	723	1951	2267	2453	2080	4405	4949	5287	4782	1275	1412	1549	1540
Esquimalt	110	112	108	118	195	218	268	250	368	447	530	441	109	136	128	124
Outside	3	0	1	2	6	10	5	3	23	16	19	11	2	5	5	6
Grand Total	690	832	851	843	2152	2495	2726	2333	4796	5412	5836	5234	1386	1553	1682	1670

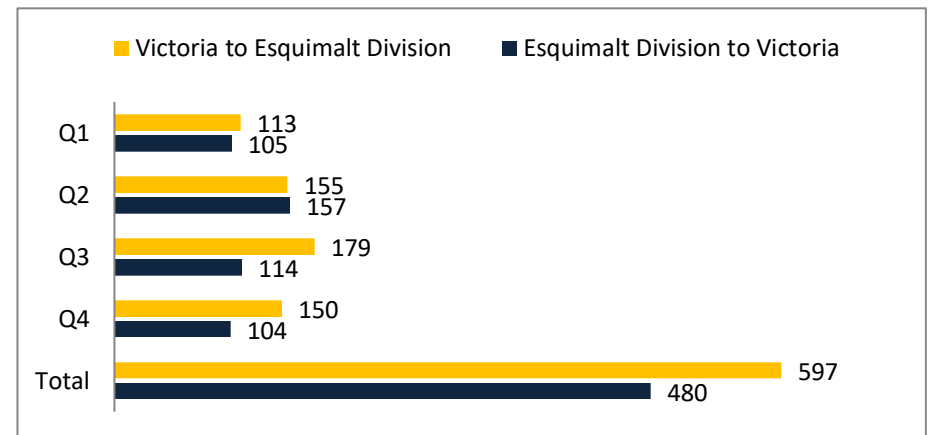
Note* All calls dispatched to Esquimalt do not include calls to Vic West

*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.

Number of Cross-Overs outside Jurisdiction

The chart to the right details the number of incidents where police units were required to cross between Dedicated Municipal Division jurisdictional boundaries to provide assistance in relation to a call for service.

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 to Calls against New Benchmarks

*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.

Priority	Definition	Response Benchmark*	Victoria				Esquimalt			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Priority 1	Requires urgent attention, life-threatening	Officer(s) on scene in 7 minutes or less, 95% of the time	No	No	No	No	No	No	No	No
Priority 2	Requires immediate attention, serious, may not be life-threatening	Officer(s) on scene in 12 minutes or less, 90% of the time	No	No	No	No	No	No	No	No
Priority 3	Routine attention, no current threat to life or property	Officer(s) on scene in 40 minutes or less, 90% of the time	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Priority 4	Event must be documented, may or may not require police attendance	Officer(s) on scene in 90 minutes or less, 90% of the time	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Top 5 Call Types - Calls for Service

Victoria				
Top 5 Call Types	2018	Rank	2017	Rank
ABANDONED 911	7,855	1	6,955	1
UNWANTED PERSON	6,215	2	5,653	2
CHECK WELLBEING	4,576	3	4,469	3
THEFT	3,712	4	3,320	4
PROPERTY (LOST/FOUND)	2,716	5	2,675	6
Grand Total (All call type categories)	53,962 ¹		51,188	
Esquimalt				
Top 5 Call Types	2018	Rank	2017	Rank
ABANDONED 911	691	1	612	1
CHECK WELLBEING	412	2	473	2
ASSIST POLICE / FIRE / AMBULANCE	293	3	296	3
DOMESTIC	241	4	212	6
THEFT	230	5	220	5
Grand Total (All call type categories)	4,984		4,979	

¹ Overall Calls for Service for Victoria was 59,095. 58, 946 were associated with VicPD's jurisdiction. The remaining 149 calls, VicPD handled for outside jurisdictions.