



Framework Agreement  
Quarterly Report to the  
Township of Esquimalt  
*July 1<sup>st</sup> to September 30th, 2015*

**October 21<sup>st</sup>, 2015**

## 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 third quarter of 2015.

This quarter saw significant progress in our efforts to expand the breadth and depth of our engagement in the Township of Esquimalt. VicPD representatives enthusiastically participated in numerous community events Esquimalt and at each event that we attended, our officers, professional support staff, Reserve officers and volunteers were warmly welcomed by community members.

We also made significant progress in exploring new and innovative ways to connect with the citizens of Esquimalt. Our new VicPD Esquimalt Division Facebook page has received a very warm welcome as another way for us to hear from the community. Using this initial

success as a foundation, we will work diligently to spread the word about this new two-way communication channel that is open to anyone who wishes to be part of ensuring that Esquimalt remains the healthy community that it is.

Sincerely,

Frank J. Elsner  
Chief Constable

The following represents the performance of VicPD related to the identified performance metrics for the time period July 1 to September 30, 2015.

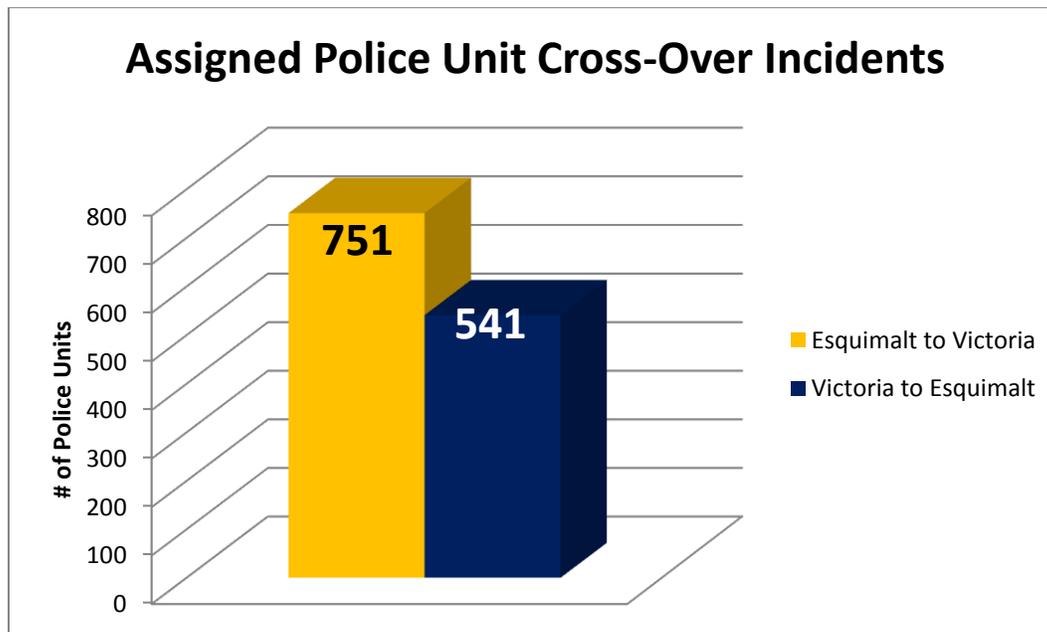
### Number of dispatched calls in each municipality (segmented by priority)

Dispatched Calls for Service by Municipality						
	Priority 1	Priority 2	Priority 3	Priority 4	Other	Grand Total
ESQUIMALT*	163	621	748	326		1858
VICTORIA	770	4232	6018	3101	9	14130
Outside Jurisdiction	6	23	38	17		84
Grand Total	939	4876	6804	3444	9	16072

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.



Note: These figures reflect Vic West as being part of VicPD's Esquimalt Division's jurisdiction. Therefore, these figures show the number of "bridge cross-overs" in both directions.

## Response times in each municipality (segmented by Priority 1 and 2 calls)

Response times for Priority 1 and 2 calls		
	Esquimalt	Victoria
0 - 5 min.	52%	49%
5.1 - 10 min.	25%	22%
10.1 - 15 min.	8%	11%
Other*	15%	17%

\* "Other" typically indicates response times for secondary units or support units arriving on scene. It also accounts for responses to calls that are initially categorized as Priority 1 or 2 but are found to actually be less urgent (i.e. an abandoned 911 call in which the caller clarifies that it was made in error). Finally, a delay in officers reporting themselves as "on scene" can result in an indication of a longer response time than is actually the case.

## Top 5 call types

Top 5 Call Types for Esquimalt compared to Victoria and Total Jurisdiction						
Top 5 Call Types	ESQUIMALT	Esquimalt Rank	VICTORIA	Victoria Rank	Total Jurisdiction Rank	Grand Total
ABANDONED 911	341	1	1993	1	1	2343
CHECK WELLBEING	153	2	1105	3	3	1260
ASSIST POLICE / FIRE / AMBULANCE	114	3	807	5	4	928
DISTURBANCE	101	4	486	7	7	589
UNWANTED PERSON	98	5	1563	2	2	1664

\* Unintentional 911 calls continue to impact all 911 centres across Canada. In 2014 the Canadian Wireless Telecommunication Association reported a total of 28,412,638 wireless subscribers. A large number of unintentional calls are initiated using unregistered phones, which are phones that are purchased as "pay as you go" devices. Our experience shows that it is the unregistered phones that generate multiple 911 calls at one time, such as the situation on May 21<sup>st</sup> where one device called 911 sixty-three times in less than 1.5 hours.

The local Emergency Services Working Group is waiting for an expected decision out of the United States later this year to determine if unregistered phones should no longer have the ability to call 911. This decision is expected to substantially decrease the number of unintentional 911 calls.

## Top 5 criminal offences for each municipality

Top 5 Criminal Offences by Offence Type						
	ESQUIMALT	Esquimalt Rank	VICTORIA	Victoria Rank	Total Jurisdiction Rank	Grand Total
Domestic Dispute (no assault)	68	1	174	8	8	242
Theft from Motor Vehicle	63	2	262	4	2	325
Assault (common)	37	3	269	3	4	306
Public Intoxication	34	4	307	1	1	342
Theft under \$5,000	28	5	285	2	3	313
Grand Total	1272		9372			10680

## Operations Council priorities: Demonstrating responsiveness to community concerns

A key component of our Esquimalt community responsiveness initiatives in the summer months is our Summer Action Plan. This plan involves the deployment of Esquimalt Division officers on bicycle several evenings per week, and during that day where possible. The intent of the program is to provide a highly visible police presence in the Esquimalt community with the ability to monitor crime and disorder issues in all areas of the Township including trails, beaches, parks and other areas that are less accessible to vehicles.

The Summer Action Plan was highly successful this year. The Esquimalt Division deployed on a new fleet of



Rocky Mountain bicycles that were purchased locally. The new bikes were popular not only with the officers riding them, but also with members of the public as well. The bikes often served as a means to prompt interaction between our officers and members of the public.

Esquimalt Division officers handled or assisted with over 78 calls for service while also maintaining a positive influence in the community. Included in these calls were several Criminal Code arrests and three Mental Health Act apprehensions. Officers were able intervene in several dozen alcohol related offences which we believe helped significantly reduce alcohol related incidents of disorder in the community. Many “positive tickets” as well as “slurpee” coupons were handed out to youth who either were wearing a bike helmet, or making a safe, healthy, or positive choice. Officers used this opportunity to further educate or reinforce why it is important to wear a helmet or act in a safe or positive manner. Many youth at the skate park and other areas would specifically remember to wear their helmets knowing that they may be rewarded.

One of our goals this summer was to increase our visual presence in the community during the day. Throughout the summer, our officers deployed on bikes into the community several times a week. While patrolling the community, the officers had a chance to interact often with the various children’s summer camp groups that were out in the parks enjoying the amenities. This was an unanticipated but welcome benefit to our summer program overall.

### Social Media Presence

The Esquimalt community uses social media as an important method of interacting on issues of concern in the community and as a way to share information on community events. The



Esquimalt Division has stepped up their social media presence both generally with the addition of a K9 Unit specific Twitter account, and by creating an Esquimalt Division specific Facebook page. Using this page, and by becoming part of the Esquimalt Community Connections and Esquimalt Coalition group pages, we are able to interact with our community and share information in a timely, efficient and effective way. The feedback on our Esquimalt specific social media presence has been overwhelmingly positive.

Every two weeks, the VicPD 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" received from the community by our officers in many ways. Through the combined efforts of the dedicated Esquimalt Division patrol, the Community Resource Officers, 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 attention in order to reduce or eliminate the identified trend of concern.

The targeting of crime and disorder trends through the use of Operations Council has resulted in many successes in Esquimalt. Of particular note in the third quarter of 2015 are the following:

### **Rainbow Kitchen**

In the Quarter #2 2015 report, we reported that Constables Robirtis and Bruschetta have been working with patrons and operators of the Rainbow Kitchen, as well as area residents, to address disorder issues of concern around the facility. These issues have included drug use, noise and disorder complaints, and open alcohol use. The officers continue to monitor the situation and work with stakeholders with the overall goal of limiting the facility's impact on the surrounding neighbourhood.

On September 15<sup>th</sup> the Community Resource Officers, along with Kitchen Director Gigi McKee, facilitated a community meeting where community members came together to share information on the services of the Rainbow Kitchen, discuss the effectiveness of changes introduced in May, and to openly address the concerns of community members.

Some of the specific improvements to operations at the Rainbow Kitchen include:

- A new discipline structure for clients who fail to abide by kitchen rules. This process involves the Kitchen Director taking initial action when rules are broken, followed up by police intervention as needed.
- Clients have been involved in taking ownership of those behaviours that have generated complaints. Regular announcements are made at meal times to remind clients of the

operating rules both inside and outside the kitchen and it has been noted that clients are assisting in enforcing the house rules.

- Increased visible presence by police during the time the kitchen is in operation.

Constables Robirtis and Bruschetta have been contacted on a couple of occasions by facility staff and the officers have followed up with clients who have failed to respond positively to the operating rules of the facility.

Overall, information shared at the meeting suggests that there has been a marked improvement in the overall situation in and around the facility. Another meeting will be held in the spring of 2016 unless one is required sooner. VicPD will assist in advertising the date and time of the meeting to ensure all interested stakeholders can participate if they choose to.

### Drug and Property Crime Investigations

One of the main community concerns that were identified during the 2014 VicPD Community Survey was the issue of illegal drugs, and crime associate with the illegal drug trade. During this reporting period various policing units have conducted investigations related to drug, property and weapons offences in the Township. These investigations involved the execution of search warrants at different locations resulting in both drug and weapons seizures.

### Number of community events attended

The number of community meetings and community celebrations were recorded for the time period spanning July 1<sup>st</sup>, 2015 to September 30<sup>th</sup>, 2015. For statistical reporting purposes,

“community meetings” were defined as “all meetings with any community stakeholders including community groups, schools, boards, councils, neighborhood associations, etc.”

“Community events” were defined as “pre-planned events put on by either VicPD, or by one of our community



partners.”

The Esquimalt Division is proud of its involvement in the community and the efforts put forth to maintain open lines of communication with the Township of Esquimalt and its partners, businesses, residents and visitors. Our officers meet regularly both formally and informally with community members. Capturing the exact numbers of these meetings can be a challenging task. However, during the third quarter of 2015, VicPD members attended a minimum of 34 community meetings in the Township of Esquimalt. Many other meetings regularly take place outside of the Township but are directly or indirectly associated with Township safety. Additionally, members attended a total of 28 community events in or on behalf of the Township, including the local Canada Day celebrations, RibFest, Diversity Advisory Committee events, and a VicPD Bike Registry booth at the Esquimalt Farmer’s Market.

Of particular interest was the following event:

### **RibFest / Car Show**

RibFest was held throughout the weekend of September 11<sup>th</sup> to 13<sup>th</sup> in Esquimalt’s Bullen Park. This year’s event grew in both size and popularity. Our Esquimalt Division staff were present throughout much of the weekend. Special duty officers were assigned to provide additional assistance throughout each of the evenings.

We were pleased to see that this event continues to be a well-run, family event. Insp. Watson was honoured to be asked form part of the rib judging panel which was comprised of community leaders from throughout Esquimalt.

Insp. Watson will continue to work with the organizers on the public safety aspects of this event as it continues to grow.

### **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 2015. This team was also responsible for the design and launch of the new VicPD Hall of Honour, which commemorates fallen officers while celebrating the achievements of serving and retired officers and professional support staff. Public Affairs was also instrumental in organizing various VicPD Civic Service Award ceremonies, swearing-in ceremonies for new officers, and numerous other community events.



VicPD's Community Programs Coordinator continued to increase the presence of Block Watch in Esquimalt. During the second quarter of 2015, VicPD Reserve Constables met with seven separate Block Watch groups, educating residents on Block Watch, crime prevention strategies and answering a variety of questions. In an effort to promote and foster positive relationships within the Township of Esquimalt, our Community Programs Coordinator attended seven meetings and community events with various stakeholders and community partners.

Our VicPD volunteers, under the guidance of the Coordinator of Volunteer Services, continue to serve the community of Esquimalt in a variety of areas.

Crime Watch volunteers continue to target specific areas in response to Operations Council priorities, by engaging with community members and raising awareness of crime prevention methods. During the third quarter of 2015, volunteers conducted 45 deployments to the Township of Esquimalt. This included active van, foot and summer bike patrols, lock out auto crime projects aimed at reducing auto crime, and 6 distracted driving (cell watch) and 3 speed watch set-ups.

A highlight for this term was the annual Back to School Speed Watch campaign. During the week of September 14 – 17, volunteers partnered with VicPD traffic officers and attended Esquimalt school-zone locations reminding vehicle drivers to slow down and watch for school children on the road. Response from the community was very positive.

In addition, a small group of dedicated volunteers provides program and project support, supplying much needed assistance to our volunteer programming. Together these volunteers provided 80 hours of volunteer service this term.

VicPD Reserve officers were similarly engaged in a range of activities in the Esquimalt community. In this quarter, Reserves conducted six Block Watch presentations, five safety presentations, six home security audits, five business security audits, six Crime Free Multi-Housing assessments, five presentations to seniors on personal safety and fraud, two Restorative Justice resolution assessments, and six 6 Child Find events. The Reserve Coordinator, Cst. Sean Millard, also hosted a Crime Free Multi-Housing seminar with Saanich Police and Landlords B.C. for 25 participants from across the capital region.

## **Community Resource Officer Update on Community Issues and Police Strategies**

Constable Robirtis and Constable Bruschetta continue to be valuable and effective at addressing community issues of concern both proactively and reactively.

The Community Resource Officers have worked on many projects during the third quarter of 2015. The following are two highlights:

### **Graffiti**

Cst Bruschetta continues to manage the graffiti portfolio for both Esquimalt and Victoria. During this reporting period, Cst Bruschetta has identified two prolific graffiti offenders and has requested multiple criminal charges against each offender.

### **Crime Free Multi-Housing**

Constable Robirtis has been working with several rental property managers and owners throughout this quarter on various issues related to challenging tenants. Cst. Robirtis had planned a Crime Free Multi-Housing (CFMH) training event in August for new CFMH properties and for owners and managers that required the training. However, this training has been postponed. A recent change in policy for our local landlords association has required that we re-evaluate how we deliver the program locally. The VicPD is committed to maintaining the program and will make the necessary adjustments and offer the new training as soon as possible. In the meantime, our Community Resource Officers will remain proactive on assisting landlords in ensuring that their properties remain crime and disorder free.