



# VICTORIA & ESQUIMALT POLICE BOARD

## Public Meeting Agenda

January 21, 2025 at 5:00pm

Boardroom & Zoom

### 1. ACKNOWLEDGEMENT

- a. Territorial Acknowledgement

### 2. SPECIAL PRESENTATION

- a. Volunteer & Reserve Program Presentation – Tara Gilroy-Scott & Cst. Jill Shields

### 3. STANDING ITEMS

- a. Declarations of Conflict of Interest
- b. Adoption of the Public Agenda of January 21, 2025
- Pg. 1 c. Adoption of the Public Minutes of December 10, 2024
- d. Board Chair Update
- Pg. 4 e. Committees Update
- f. Board Member Engagement Update
- g. BCPAB and CAPG Update- Chair Hayes
- Pg. 12 h. Chief Constable Update
- i. Equity, Diversity, Inclusion & Engagement Update

### 4. NEW BUSINESS

- Pg. 13 a. 250110 VicPD Budget Letter from CoV. Attached 241025 Letter for reference for continuity.
- b. Important article, sharing re: human trafficking and MYST – Chief Manak
- c. Office of the Police Complaints Commissioner Annual Report – Chief Manak  
[https://opcc.bc.ca/wp-content/uploads/2025/01/OPCC\\_2023-24\\_Annual-Report.pdf](https://opcc.bc.ca/wp-content/uploads/2025/01/OPCC_2023-24_Annual-Report.pdf)

### 5. CORRESPONDENCE

- Pg. 16 a. 241220 E-Comm December Update
- Pg. 18 b. 250109 Area Chiefs Letter to Minister Beare

### 6. COMMENDATION

- Pg. 19 a. 241226 Commendation re Cst. Galano and RN Nicole

### 7. RISE & REPORT *(when applicable)*



## VICTORIA & ESQUIMALT POLICE BOARD

### Public Meeting Minutes

Dec 10, 2024 at 5:00pm

Boardroom & Zoom

#### PRESENT

M. Hayes, Chair	Chief Cst. Manak	S/Sgt. J. Malinosky
H. Courtright	DC J. Laidman	S/Sgt. J. Musicco
E. Cull	DC J. McRae	K. Kosich
S. Dhillon	Insp. C. Brown	C. Major
P. Faoro	Insp. C. King	Da. Phillips
T. Kituri	Insp. J. Lawson	Do. Phillips
D. Yakimchuk	S/Sgt. J. Ames	

Recorder: Tanya Lamoureux

#### 1. STANDING ITEMS

a. Territorial Land Acknowledgement

b. Declaration of Conflicts of Interest

No conflicts declared.

c. Approval: Public Agenda of Dec 10, 2024

24-127                    **MOTION:** *To approve the Public agenda of Dec 10, 2024 as amended to include a meeting request be sent to Minister Begg (Item c in New Business).*  
**MOVED/SECONDED/CARRIED**

d. Approval: Public Minutes of Nov 12, 2024

24-128                    **MOTION:** *To approve the Public Minutes of Nov 12, 2024 as presented.*  
**MOVED/SECONDED/CARRIED**

e. Board Chair Update

- Greater Victoria Police Foundation Building Bridges Breakfast
- Reserve Appreciation Dinner
- Swearing-In Ceremony

## f. Committees Update

Refer to the report provided. Committee matters arising included:

### Governance

- Service or Policy Complaints Policy has been updated and confirmation has been sent to the Office of the Police Complaints Commissioner (OPCC) and Public Safety and Solicitor General (PSSG).

### Human Resources

- The Board has comprised a subcommittee to commence work with the Pinton Forrest & Madden (PFM) Group that has been contracted to hire a replacement for the Chief Constable. The posting is now live.

### Finance

**24-129**                    **MOTION:** *That the Board approves the request made by Chair Micayla Hayes to use the remainder of the 2024 travel and training budget of \$1368.00 to register herself for the Canadian Association of Chiefs of Police (CACP) Leadership Conference being held in Winnipeg, Manitoba, April 28-30, 2025. **MOVED/SECONDED/CARRIED***

**24-130**                    **MOTION:** *That the Board approves adding the funding for the Late-Night Task Force to the 2025 provisional budget in the amount that is to be \$230,000.00, which will increase our budget to 10.03%. **MOVED/SECONDED/CARRIED***

**24-131**                    **MOTION:** *That the Board approves the provisional budget with the addition of the Late-Night Task Force as presented in a public meeting in October 2024, therefore making the provisional budget public knowledge. **MOVED/SECONDED/CARRIED***

## g. Board Member Engagement Update

- Member Yakimchuk attended a joint collaboration event between Victoria Police and Esquimalt Fire Department
- Multiple members attended the swearing-in of a new experienced officer to VicPD
- Member Kituri attended the Diversity Advisory Committee
- Multiple members attended the forum at Spectrum School re: School Police Liaison Officers

## h. Chief Constable Update

Refer to the report provided – for information. Operational calls and files of note were highlighted.

### OPS

- Parades
- Protests
- Pro-active work in the Downtown core, Project Connect
- Pilot project, Bike Patrol is expanding

**CHIEF**

- Multiple Community activities including schools and parades
- 3<sup>rd</sup> Quarter updates to City of Victori and Township of Esquimalt
- Letter from Township of Esquimalt re: 241105 Invitation to Participate in the Development of Specialized Services. Chief provide an update that the request is still being analyzed for possible responses.
- School Police Liaison Update including letter received from 241206 Minister Beare

**i. Equity, Diversity, Inclusion, Accessibility & Engagement Update**

Refer to the report provided – for information.

**2. NEW BUSINESS**

- 241126 Correspondence from Independent Investigations Office of BC (IIO)
- 241205 Commendation Cst. Ross Lauderdale
- Letter written to Minister Begg

**24-132**

**MOTION:** *Move that the Board request a meeting with the Minister of Public Safety and Solicitor General to discuss several important and timely matters including the regionalization of police services for the South Island, issues relating to the City of Victoria / Township of Esquimalt Framework Agreement and operational concerns from the use of Section 27 of the Police Act.* **MOVED/SECONDED/CARRIED**

**3. RISE & REPORT** *(when applicable)*

- 241112 Letter to SD61 in response to request for data
- 241119 Letter from City of Victoria re: Late-night Task Force Funding
- 241025 Letter from the City of Victoria re: Request for Budget Reduction

**4. CORRESPONDENCE** *(for information only)*

- E-Comm Monthly Correspondence

*Meeting adjourned at 5:51pm.*



## VICTORIA & ESQUIMALT POLICE BOARD

### COMMITTEES UPDATE Public

#### GOVERNANCE

- a. **MOTION:** *That the Governance Committee recommends to the Board that the Board produce an Attendance Summary of Participation for all Board and Committee meetings which are to be posted on the public website annually.*

#### HUMAN RESOURCES

No discussion arising

#### FINANCE

- a. **Monthly Financial Report**  
See page # 5



## VICTORIA & ESQUIMALT POLICE BOARD

<b>DATE:</b>	December 18, 2024
<b>TO:</b>	Victoria & Esquimalt Police Board
<b>FROM:</b>	Donna Phillips, Director of Financial Services
<b>SUBJECT:</b>	December 2024 Financial Report – Preliminary Results
<b>ACTION:</b>	For Information

### SUMMARY:

The annual budget is 99.5% spent as at December 17, 2024. This is a preliminary annual report only, as final costs and adjustments, including transfers to and from reserves, will not be finalized until after January 10, 2025.

This report includes net expenditures by Division and Section and capital expenditures. The regular report of revenue and expenditures by type as well as the overtime report are not included, as financial data from the City of Victoria financial system was not accessible at the time of reporting due to City IT changes.

As in previous reports, annual budget amounts for salary contingencies, bylaw support and new positions approved in 2024, have been reclassified to align with the location of actual costs and recoveries.

Also as in previous reports, manual adjustments have been made to reflect any material costs or recoveries not yet posted, such as for protest recoveries, the capital reserve transfer and building maintenance costs.

The budget overages in Statement 1-Summary by Division are explained as follows:

**Community Services Division** – Over budget by \$660,405 – This overage is offset by underspending in the Patrol and Esquimalt Divisions, as salary budgets did not fully reflect the staffing reorganization that started in 2023.

**Corporate** – The budget overage of \$354,886 is explained as follows:

	Variance (rounded)	Explanation
Retirements	\$1,066,600	No budget; to be funded from EBO if no yearend surplus
Professional services	284,000	2023 budget cuts under appeal for department-wide professional services were centralized under Corporate; this is partially offset by underspending in other divisions
Building maintenance	97,000	Budget overage due to 2023 budget cut under appeal
Miscellaneous cost overages	35,000	BCMUP, laundry, photocopy
WCB Recoveries	(596,600)	Higher recoveries than budgeted
Activations (Protests and ERT)	(410,000)	Net recoveries in Corporate; offset by overtime costs in other divisions
Funding not budgeted	(121,000)	RCMP site funding, Distracted Driving
<b>TOTAL</b>	<b>\$355,000</b>	

**Integrated Units** – Over budget by \$1,284,185 - This overage is in part due to yearend adjustments pending for cost-sharing from other police agencies. A full report of variances will be available after the yearend is completed.



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**MONTHLY FINANCIAL  
REPORT AS AT  
DECEMBER 17<sup>TH</sup>, 2024**

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## Statement 1



Victoria Police Department  
Summary by Division  
For the Period Ending December 17, 2024

	Annual Budget	Actual	Variance	% Spent
Victoria and Esquimalt Police Board	\$ 150,500	\$ 149,340	\$ 1,160	99.2%
Office of the Senior Executive	1,291,050	1,169,916	121,134	90.6%
Patrol Division	22,184,042	21,380,446	803,596	96.4%
Community Services Division	7,598,528	8,258,933	(660,405)	108.7%
Esquimalt Division	4,706,466	4,395,842	310,624	93.4%
Investigative Services Division	9,107,174	9,052,679	54,495	99.4%
Community Engagement Division	1,158,842	1,129,774	29,068	97.5%
Executive Services Division	2,596,283	2,401,665	194,618	92.5%
Information Risk Management Division	9,850,357	9,406,116	444,241	95.5%
Human Resources Division	4,704,447	4,397,185	307,262	93.5%
Financial Services Division	3,537,476	3,137,091	400,385	88.7%
Corporate	1,017,665	1,372,551	(354,886)	134.9%
Integrated Units	3,034,381	4,318,566	(1,284,185)	142.3%
<b>Net Operating Before Additions</b>	<b>70,937,211</b>	<b>70,570,104</b>	<b>367,107</b>	<b>99.5%</b>
Capital Fund Contribution	1,200,000	1,200,000	-	100.0%
<b>Total</b>	<b>\$ 72,137,211</b>	<b>\$ 71,770,104</b>	<b>\$ 367,107</b>	<b>99.5%</b>

## Statement 2



Victoria Police Department  
Summary by Section  
For the Period Ending December 17, 2024

	Annual Budget	Actual	Variance	% Spent
<b>Victoria and Esquimalt Police Board</b>	<b>150,500</b>	<b>149,340</b>	<b>1,160</b>	<b>99.2%</b>
<b>Office of the Senior Executive</b>	<b>1,291,050</b>	<b>1,169,916</b>	<b>121,134</b>	<b>90.6%</b>
<b>Patrol Division</b>	<b>22,184,042</b>	<b>21,380,446</b>	<b>803,596</b>	<b>96.4%</b>
<b>Community Services Division</b>				
General Investigation Section (GIS)	4,482,421	5,206,558	(724,137)	116.2%
Community Outreach	1,059,332	1,490,197	(430,865)	140.7%
Court and SMCs	1,894,607	1,517,890	376,717	80.1%
Reserve Constable Program	162,168	44,288	117,880	27.3%
<b>Total</b>	<b>7,598,528</b>	<b>8,258,933</b>	<b>(660,405)</b>	<b>108.7%</b>
<b>Esquimalt Division</b>				
Headquarters	683,005	688,468	(5,463)	100.8%
Special Events and Duties	37,956	107,751	(69,795)	283.9%
Operational Planning	345,500	384,188	(38,688)	111.2%
Traffic Enforcement/Crash Investigation	1,285,145	1,412,479	(127,334)	109.9%
Motorcycle Escort Team	17,590	19,477	(1,887)	110.7%
GVERT - Esquimalt Based Team	2,337,270	1,783,479	553,791	76.3%
<b>Total</b>	<b>4,706,466</b>	<b>4,395,842</b>	<b>310,624</b>	<b>93.4%</b>
<b>Investigative Services Division</b>				
Detectives and Administration	1,723,409	1,570,566	152,843	91.1%
Analysis and Intel Section (AIS)	1,003,742	943,698	60,044	94.0%
Strike Force	1,428,276	1,441,539	(13,263)	100.9%
Special Operations	-	-	-	0.0%
Special Victims Unit (SVU)	1,216,397	950,459	265,938	78.1%
Major Crime Unit	1,472,957	1,809,220	(336,263)	122.8%
Historical Case Review Unit (HCU)	356,900	390,785	(33,885)	109.5%
Cybercrime Unit	-	438,983	(438,983)	N/A
Computer Analysis Section	611,615	4,613	607,002	0.8%
Forensic Identification	1,293,878	1,502,816	(208,938)	116.1%
<b>Total</b>	<b>9,107,174</b>	<b>9,052,679</b>	<b>54,495</b>	<b>99.4%</b>
<b>Community Engagement Division</b>				
Public Affairs	718,325	684,569	33,756	95.3%
Community Programs	278,529	308,134	(29,605)	110.6%
Volunteer Programs	161,988	137,071	24,917	84.6%
<b>Total</b>	<b>1,158,842</b>	<b>1,129,774</b>	<b>29,068</b>	<b>97.5%</b>
<b>Executive Services Division</b>				
Policy and Professional Services	2,034,535	1,810,849	223,686	89.0%
Privacy and Legal Services	561,748	590,816	(29,068)	105.2%
<b>Total</b>	<b>2,596,283</b>	<b>2,401,665</b>	<b>194,618</b>	<b>92.5%</b>



Victoria Police Department  
Summary by Section  
For the Period Ending December 17, 2024

## Statement 2

	Annual Budget	Actual	Variance	% Spent
<b>Information Risk Management Division</b>				
Information Technology Solutions	2,100,642	2,196,276	(95,634)	104.6%
Information Support Services	2,679,285	2,305,788	373,497	86.1%
Information Management	5,070,430	4,904,052	166,378	96.7%
<b>Total</b>	<b>9,850,357</b>	<b>9,406,116</b>	<b>444,241</b>	<b>95.5%</b>
<b>Human Resources Division</b>				
Administration	4,454,197	4,174,601	279,596	93.7%
Wellness	250,250	222,584	27,666	88.9%
<b>Total</b>	<b>4,704,447</b>	<b>4,397,185</b>	<b>307,262</b>	<b>93.5%</b>
<b>Financial Services Division</b>				
Finance	2,585,976	2,478,940	107,036	95.9%
Automotive	951,500	658,151	293,349	69.2%
<b>Total</b>	<b>3,537,476</b>	<b>3,137,091</b>	<b>400,385</b>	<b>88.7%</b>
<b>Corporate</b>	<b>1,017,665</b>	<b>1,372,551</b>	<b>(354,886)</b>	<b>134.9%</b>
<b>Integrated Units</b>				
Mobile Crisis Response Team (IMCRT)	128,677	218,936	(90,259)	170.1%
Integrated Canine Service (ICS)	810,952	852,283	(41,331)	105.1%
Diversity Advisory Committee (GVPDAC)	37,104	3,748	33,356	10.1%
VI. Integrated Major Crime Unit (VIIMCU)	961,004	1,087,497	(126,493)	113.2%
Mobile Youth Services Team (MYST)	64,694	183,058	(118,364)	283.0%
Regional Domestic Violence Unit (RDVU)	209,509	359,439	(149,930)	171.6%
Crime Stoppers	63,135	63,135	-	100.0%
Public Safety Unit (PSU)	144,555	122,518	22,037	84.8%
Emergency Response Team (GVERT)	577,350	1,401,561	(824,211)	242.8%
Explosives Disposal Unit (EDU)	16,897	6,500	10,397	38.5%
Crisis Negotiating Team (CNT)	20,504	19,891	613	97.0%
<b>Total</b>	<b>3,034,381</b>	<b>4,318,566</b>	<b>(1,284,185)</b>	<b>142.3%</b>
<b>Net Operating Before Capital</b>	<b>70,937,211</b> <span style="color: green;">▲</span>	<b>70,570,104</b>	<b>367,107</b>	<b>99.5%</b>
Capital Fund Contribution	1,200,000	1,200,000	-	100.0%
<b>Total</b>	<b>\$ 72,137,211</b> <span style="color: green;">▲</span>	<b>\$ 71,770,104</b>	<b>\$ 367,107</b>	<b>99.5%</b>

## Statement 3



**Victoria Police Department  
Capital Expenditures (Unaudited)  
For the Period Ending December 17, 2024**

	<u>Transfers to Capital Fund</u>	<u>Budgeted Expenditures</u>	<u>Actual Expenditures</u>	<u>(Over) Under</u>	<u>%</u>
Vehicles	-	600,000	433,221	166,779	72.2%
Computer Equipment	-	500,000	507,032	(7,032)	101.4%
Furniture	-	400,000	143,814	256,186	36.0%
<b>Total Capital</b>	<b>1,200,000</b>	<b>1,500,000</b>	<b>1,084,067</b>	<b>415,933</b>	<b>72.3%</b>



## VICTORIA & ESQUIMALT POLICE BOARD

<b>DATE:</b>	January 21, 2025
<b>TO:</b>	Victoria & Esquimalt Police Board
<b>FROM:</b>	Chief Cst. Manak
<b>SUBJECT:</b>	Chief Constable Monthly Engagement Highlights
<b>ACTION:</b>	For Information

### Internal & External Engagements

- December 12: Presented prizes to the 2024 Christmas Card Contest Winners
- December 13: Attended the Greater Victoria Police Foundation Board Meeting
- December 14: Attended the Premier Horgan Tribute at the Gurdwara
- December 16: Presented the 2025 Provisional Budget to Esquimalt Council
- December 17: Attended the Framework Table Meeting facilitated by Dr. Godden and SD61 Superintendent Whitten
- December 18: Attended the Summit Adult Day Program Christmas Party
- December 24: Christmas Eve Walk-Around with VCPU President Van Eerd
- January 14, 2025: Attended BCAMCP Meeting
- January 14: Met with Sgts. to discuss professional development opportunities
- January 15: Guest reader at George Jay Elementary School re: Literacy Week
- January 16: Attended the Area Chiefs Meeting
- January 17: Attended the Greater Victoria Police Foundation Board Meeting
- January 18: Presented the VCPAA Senior Boys and Senior Girls Basketball Trophies to tournament winners
- January 21: Attended the Mental Health and Wellbeing Working Group Meeting

### Equity, Diversity, and Inclusion Engagement

- December 18: Attended the Connections Place Clubhouse and met with Clubhouse staff and members
- January 15, 2025: Attended the Empowering Communities in Law Enforcement Relations meeting

THE CITY OF VICTORIA



OFFICE OF THE MAYOR

January 10, 2025

Micayla Hayes, Chair  
 Victoria & Esquimalt Police Board  
*Sent via email*

Re: VicPD 2025 Provisional Budget

Dear Chair Hayes,

Thank you for January 3, 2025, letter, in which you restate the Police Board's provisional budget request.

You may recall that on October 25, 2024, at Victoria City Council's direction, I wrote to you noting Council's request that the Police Board revise their provisional budget to reduce the requested amount by \$2.085 million, of which \$1.8 million would be the Victoria portion.

In your November 19, 2024, response, you note that *The Finance Committee and Police Board have reviewed the provisional budget that has been submitted to the Victoria Council and the requested reductions would cause significant service cuts. Our Finance Chair, Elizabeth Cull, will address this matter in more detail when she presents the budget to your Council on November 21st.*

While Finance Chair Cull and other VicPD representatives attended the November 21, 2024, meeting of Victoria City Council, no details of possible service cuts or other budget changes were presented to Council. Rather, VicPD representatives made general comments to the media about the dramatic impact of any changes to the Police Board provisional budget.

Yesterday, Victoria City Council adopted a motion directing the Mayor to respond to the January 3, 2025, letter from the Chair of the Victoria and Esquimalt Police Board inviting the Board to attend the January 30 Committee of the Whole meeting of Council with detailed information (line by line analysis, including the forthcoming decision on the pending section 27 appeal) reflecting the impact of the City's recent request to reduce the police budget.

As you note in your January 3, 2025, letter, Section 27(3) of the *Police Act* provides subsections outlining how a Council may choose to *not approve an amount* in the provisional budget. As per sections 27(3) and 27(3.1), Victoria City Council, in the spirit of cooperation, has essentially already made this notification by asking the Police Board to re-examine their proposed budget in search of reductions that could total the amount of \$2.085 million, of which \$1.8 million would be the Victoria portion.

THE CITY OF VICTORIA



OFFICE OF THE MAYOR

As Council has not received a detailed response to the notification provided in its October 25, 2024 letter, and to offer another opportunity for VicPD to provide information which they believe Council should consider in their budget deliberations, I ask, on behalf of my Council, that you and/or the VicPD Board Finance Chair attend City Council's Committee of the Whole on January 30, 2025, with further detailed information on the service changes needed (and impacts thereof) to accommodate a reduction in the 2025 VicPD provisional budget.

I look forward to your prompt confirmation of your attendance, and the detailed information you will share.

Sincerely,

Marianne Alto.  
Victoria Mayor

THE CITY OF VICTORIA



OFFICE OF THE MAYOR

October 25, 2024

Elizabeth Cull, Chair  
Finance Committee  
Victoria & Esquimalt Police Board

Dear Chair Cull,

At its October 24, 2024, Closed Council meeting, Victoria City Council adopted the following Motion:

*(That Council) Request the Mayor to write to the Police Board Finance Committee advising that Victoria City Council requests the Board revise their budget request to reduce the requested amount by \$2.085 million, of which \$1.8 million would be the Victoria portion.*

I would be pleased to discuss this further with you at your convenience. Given that this direction arises from a Closed meeting, I would ask that you do not share this letter or its content beyond those essential to your discussions and revisions.

Regards,

Marianne Alto  
Victoria Mayor

*“The City of Victoria recognizes the Songhees and Esquimalt Nations in whose traditional territories we live and work “Hay swx qa”*

## E-COMM DECEMBER UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

We are writing to share with you our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of our police partners and the public we serve. Please feel free to share this update publicly, and to forward to E-Comm any requests to be added to our distribution.

### All service levels met or exceeded year-to-November 30

- **Strong service levels for 9-1-1, police emergency call taking** – From January to November 30<sup>th</sup>, E-Comm exceeded service levels for police emergency call-taking in the Lower Mainland at 91% and 90% on Vancouver Island (service level target of 88% of calls answered in 10 seconds), 9-1-1 call-taking service levels were at 98% for January to November (target: 95% calls in 5 seconds).
- **Significant decrease in abandoned call rate for non-emergency** – In the Lower Mainland, the YTD abandoned call rate for non-emergency was 15%, which represents a decrease of over half from 2023 levels, and is the lowest level recorded for this period in 4 years. Our average speed to answer non-emergency calls in the Lower Mainland is now 2 minutes YTD, a drop of 50% from 2023. Service levels for non-emergency call-taking remain on target.

### Provincial announcement

- **Minister announces independent review** – On December 5, B.C.'s Minister of Public Safety and Solicitor General announced the Province is initiating an independent review of E-Comm's governance, financial and operational models. E-Comm has long supported calls by UBCM, local governments, police chiefs and others for the Province to take a larger role in the governance and funding of 9-1-1 services in B.C. We welcome this step as an opportunity for the Province to gain a deeper understanding of E-Comm and identify options to further strengthen emergency communications in B.C. E-Comm will continue all services and strategic priorities underway during the review period, and will keep our agency partners updated as the review progresses.

### Operations Transformation

- **Strengthening our workforce** – Last month we welcomed new non-emergency and emergency call takers to fill vacancies largely as a result of internal promotions. Most new hires in Q3 have been Operations positions (84%), and Technology (11%) in support of our service level commitments and building technology resiliency.
- **Planning for digital advancement** – Work is continuing to develop a digital strategy roadmap for our Operations department, which will determine how to best leverage technology and data advancements to support staff in serving callers and first responders.
- **Non-emergency call-taking for WVPD** – E-Comm will resume non-emergency call-taking for West Vancouver Police on January 14, 2025. This change follows a request from West Vancouver to return to E-Comm for non-emergency after transitioning service to Transit Police in 2022. The transition is expected to be a smooth integration, as WVPD's call volumes are relatively low and E-Comm already provides their emergency call-taking and dispatch services.
- **FIFA 2026 planning underway** – We officially launched our FIFA 2026 project focused on internal planning and preparations as a member of the Vancouver Host City Integrated Safety & Security Unit (ISSU). We are working on assessing operational and staffing needs alongside our public safety partners, with the shared goal of ensuring a safe and successful event.

**E-Comm 9-1-1**  
Helping to Save Lives and Protect Property

**DECEMBER 2024 UPDATE**

**TRANSFORMATION AND OPERATIONS UPDATES**



Service levels exceeded for 9-1-1 and emergency call taking



+1.8 million 9-1-1 calls year to Nov 30



NER abandoned call rate decreased by over half from 2023 levels



Developing a digital strategy roadmap for our Operations department



Resuming non-emergency call-taking for West Vancouver Police Department



Welcomed new non-emergency and emergency call takers



**FIFA 2026 PLANNING UNDERWAY**

Launched our FIFA 2026 project focused on internal planning & preparation. Assessing operational and staffing needs alongside our public safety partners, with the shared goal of ensuring a safe and successful event.

**LOWER MAINLAND YEAR-TO-NOV 30**

	Target	2021	2022	2023	2024
<b>9-1-1</b>	95%/5s	92%	98%	98%	98%
<b>Police Emergency</b>	88%/10s	83%	84%	89%	91%
<b>Police Non-Emergency</b>	80%/180s	56%	44%	62%	80%
<b>Fire Emergency</b>	90%/15s	90%	88%	93%	94%

**VANCOUVER ISLAND YEAR-TO-NOV 30**

	Target	2021	2022	2023	2024
<b>9-1-1</b>	95%/5s	92%	98%	98%	98%
<b>Police Emergency</b>	88%/10s	90%	88%	87%	90%
<b>Police Non-Emergency</b>	80%/180s	87%	80%	80%	81%



## AREA CHIEFS

2881 Nanaimo Street

VICTORIA, BRITISH COLUMBIA

CANADA

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T: 250.380.6265

January 9, 2025

Honourable Lisa Beare

Minister of Education and Child Care

Via e-mail: [Hayley.Hyndman@gov.bc.ca](mailto:Hayley.Hyndman@gov.bc.ca) and [Cristina.Ilnitchi@gov.bc.ca](mailto:Cristina.Ilnitchi@gov.bc.ca)

Dear Minister Beare:

Thank you for taking the time to meet with us on January 7, 2025. Our commitment to student safety is paramount and we will continue to work collaboratively to find a solution which best serves the needs of students in our communities.

As you heard during the meeting, the police leaders felt positive about the work undertaken during the December 17, 2024 and December 31, 2024 meetings. The guidance and leadership from Dr. Godden and Superintendent Whitten were very helpful in bringing all participants together to find common ground in building a Safety Plan which fulfills the requirements of the Ministerial Order and puts student safety first. Unfortunately, on January 02, 2025, we were advised that the School District 61 Board voted against the Safety Plan created as a result of the collaborative meetings, which raised our concerns. These concerns were compounded on January 6, 2025, when the School District 61 Board posted on their website the three Safety Plans they submitted to you, in conjunction with a memo which appears to assign blame and further entrench the Board's position.

There is nothing collaborative about the response from the School District 61 Board. As we have been patiently and respectfully trying to come to a mutually agreed upon resolution for an extended period, including the initial committee which was struck several years ago, we have reached a point where we no longer see a productive and meaningful path forward collaborating with the current School District 61 Board. Regrettably, we as police leaders have lost confidence in the School District 61 Board. We remain steadfast in our commitment to student safety and will always be at the table to advocate for student safety and healthy relationships.

Thank you for your continued commitment to student safety, we are here to assist you in anyway we can and look forward to participating in next steps.

Superintendent Todd  
Preston,  
West Shore RCMP

Chief Dean Duthie,  
Saanich Police

Chief Julie Chanin,  
Oak Bay Police

Chief Del Manak,  
Victoria Police

Dear Chief Constable Del Manak,

I just wanted to let you know Cst. Dan Galano accompanied by RN Nicole helped us on Christmas Day.

My daughter has a mental illness and decided to decrease her anti psychotic medication and now has paranoia and hearing threatening voices.

███████ thank goodness called the police saying people were threatening her.

She called again to say it was ok they didn't need to come.

Thank goodness for your wonderful team of Cst. Dan and Nicole.

Her dad was about to pick her up to have dinner with us but refused to leave as her next door neighbour's were going to hurt her cats if she left.

So we quickly went over to her apt.

We were there when Cst. Dan Galano called her back that they wanted to make sure she was ok and on their way.

I heard his voice on her phone it was so kind and friendly and upbeat!!!

They did arrive and honestly what an amazing kind professional he is. He was just so wonderful and positive.

I can't begin to tell you how much that meant to us when your life feels like it's falling apart again.

Nicole, wow just so caring and kind as well. Knew ████████ mental Heath history.

She asked permission to speak with her and was absolutely amazing with her.

I know our city council is always trying to nickel and dime your department.

I honestly can't imagine how frustrating that must be for you and your amazing team.

I just want to thank you for providing this valuable service!!!

It truly upsets me when our wonderful Victoria Police Department gets negative comments.

I hope you know the mass majority of Victorians know you all are truly the bravest and caring professionals who put their lives on the line every single day for us.

Thank goodness we have such dedicated hardworking heroes in our midst.

You must be so proud of your team.

I'm so thankful you are still our wonderful Chief Constable.

I know your family can't wait to have you retire.

You sure deserve your retirement!


You will be so so missed when that date arrives. I can tell you that!!!

Selfishly I'm very grateful we have you for a little while yet.

Thank you so so much for all you do for the. City of Victoria. You are a true gem.

Gee I hope you got to enjoy Christmas with your family!!!

Kindest regards,

 one of your biggest fans! 😊