



## ARCHIVED - Archiving Content

### Archived Content

Information identified as archived is provided for reference, research or recordkeeping purposes. It is not subject to the Government of Canada Web Standards and has not been altered or updated since it was archived. Please contact us to request a format other than those available.

## ARCHIVÉE - Contenu archivé

### Contenu archivé

L'information dont il est indiqué qu'elle est archivée est fournie à des fins de référence, de recherche ou de tenue de documents. Elle n'est pas assujettie aux normes Web du gouvernement du Canada et elle n'a pas été modifiée ou mise à jour depuis son archivage. Pour obtenir cette information dans un autre format, veuillez communiquer avec nous.

This document is archival in nature and is intended for those who wish to consult archival documents made available from the collection of Public Safety Canada.

Some of these documents are available in only one official language. Translation, to be provided by Public Safety Canada, is available upon request.

Le présent document a une valeur archivistique et fait partie des documents d'archives rendus disponibles par Sécurité publique Canada à ceux qui souhaitent consulter ces documents issus de sa collection.

Certains de ces documents ne sont disponibles que dans une langue officielle. Sécurité publique Canada fournira une traduction sur demande.



**Victoria Police Department**

**CRIME FREE MULTI-HOUSING PROGRAM**



*2009 ANNUAL REPORT*

*Prepared by: Cst. Derek Tolmie  
Program Manager, Crime Free Multi-Housing  
March 2010*



RENTAL  
OWNERS AND  
MANAGERS  
SOCIETY OF BC

March 31, 2010

I am honoured to have been asked to contribute to this important report. Honoured because it is an opportunity to comment on how valuable the Crime Free Multi-Housing Program is to dozens of property and resident managers and thousands of Victoria and Esquimalt renters who today enjoy their homes in security and safety.

In 2000, I met with Greater Victoria's Chiefs of Police and Detachment Commanders to describe the CFMH program and seek its introduction in this area. While all present enthusiastically endorsed the program, for most of the next six years, I could not overcome the barriers of lack of money and manpower to see the program introduced in any department.

In 2006, thanks to a generous grant from the Victoria Real Estate Board and my commitment to conduct the training of managers, VicPD agreed to a pilot project involving about 25 buildings. The rest is history – very positive history, as will be seen in Cst. Derek Tolmie's report.

Today, owners and managers of buildings certified, enrolled in the program, and even those removed from the program, are providing safer and more secure environments for their residents. Property managers and resident managers enjoy a mutually respectful relationship with VicPD members that cannot be overstated. They have the knowledge and confidence to deal with difficult situations, knowing that VicPD members are there to support their actions.

People looking for homes are attracted to buildings that display the Crime Free logo; conversely "undesirables" don't even apply to rent in these buildings – a major factor that contributes to the buildings remaining crime free. As is demonstrated statistically in this report, if the Crime Free Multi-Housing Program was not in place in Esquimalt and Victoria, the demands on VicPD members would be significantly higher. What the statistics can't show is the confidence thousands of individuals, couples and parents have in the safety, security and comfort they enjoy in their homes today that was absent five years ago.

The latest chapter in the evolution of this program is the commitment of Saanich Police Department to introduce it in that municipality. While this has resulted in part from my continual lobbying of SPD, Cst. Tolmie both overtly and behind the scenes helped make this a reality, in no small part by generously offering coveted "seats" in the Phase One training to managers of buildings selected by SPD.

While I have delivered on my commitment to conduct most of the Phase One training, it is Cst. Tolmie who on a day to day, hands on basis, has made the program the success it is. My involvement is occasional; his has been complete.

Al Kemp, CEO

830B Pembroke Street  
Victoria, BC V8T 1H9

Ph: (250) 382-6324 OR 1-888-330-6707  
Fax: (250) 382-6006 OR 1-877-382-6006

E-mail: [alkemp@romsbc.com](mailto:alkemp@romsbc.com)  
<http://www.romsbc.com>

# **CRIME FREE MULTI-HOUSING 2009 ANNUAL REPORT**

## **Executive Summary:**

### **Results to Date:**

1. As of December 31, 2009, there were 126 buildings registered in the CFMH Program (Victoria 100, Esquimalt 26). This is an increase of 99 buildings from the inaugural group of buildings in October 2006. Of the 126 buildings enrolled, 85 have successfully completed all three phases of the CFMH certification process and are CFMH Certified. (Victoria 70, Esquimalt 15).
2. At the end of 2009 six buildings were removed from the program voluntarily by their property management company due to a lack of commitment to the program by the buildings' owners. A seventh building was also removed as it was sold to new owners who did not have CFMH trained managers on staff. For the purpose of this report they are still included in the statistical information for all of the buildings in the program during 2009. None of the buildings that were removed in 2009 had achieved full CFMH Certification.
- 3 Although numerous attempts were made to work with these properties, their failure to adhere to the sound principles of the CFMH program left no alternative but to remove them. More important, the removal of these buildings served to protect the program's integrity and credibility with the other enrolled and certified buildings as well as the general public.
4. Between 2008 and 2009 Calls for Service to all 126 CFMH Buildings in the Program (enrolled and certified) have declined by 13% (a reduction of 330 calls).
5. From 2005, the year before the program began, until the end of 2009, Calls for Service to all 126 CFMH buildings in the Program (enrolled and certified) declined by 34% (1152 calls.)
6. Between 2008 and 2009, Calls for Service to all 85 fully certified CFMH buildings, declined by 21% (76 calls).
7. From 2005 until the end of 2009, Calls for Service to all 85 fully certified CFMH buildings declined by 45% (1006 Calls).
8. From its beginning in 2006 to December 31, 2009, the CFMH program has generated gross cost savings of \$230,400 to the Victoria Police Department. This calculation is based on the formula of \$200 cost per service hour (2 officers) as outlined in the City of Victoria Nuisance Business By-law. The annual program cost is calculated at \$69,750<sup>1</sup>.

---

<sup>1</sup> Program Director salary at 75% of \$83,000 plus \$10,000 operating costs = \$93,000 x 75% = \$69,750

## **Projections:**

9. In the 2008 CFMH Annual report additional analysis was done to illustrate the effectiveness of the program by extrapolating historical data for a subset of buildings to show what the call loads would have been if these building have never been enrolled or certified. This analysis was done with the assistance of Victoria Police Crime Analyst, Mr. Ray Lonsdale.

10. Historical call load for four randomly chosen buildings (2 from Esquimalt and 2 from Victoria) was projected over the time period the program has been in place to illustrate what the level of activity might have been if these buildings had not entered the program. All four buildings were from the inaugural group of 27 buildings that entered the program in October 2006.

11. To be consistent, Mr. Lonsdale was again asked to look at the data for the same buildings that he analyzed for last year's report and to report any changes to his projections based on the total number of Calls for Service that the buildings experienced in 2009.

### **2644 Prior Street: (Victoria)**

**2008 Analysis:** Prior to entering the program Victoria Police was responding to an average of 141 calls per year to 2644 Prior Street. Without the program the Victoria Police Department could have expected the 2009 call load to increase by about 11% to 156 Calls for Service.

**2009 Results:** Calls for Service dropped by 50% over the previous year (26 to 13 calls).

### **840 Humboldt: (Victoria)**

**2008 Analysis:** 840 Humboldt entered the program in April 2006 after experiencing an increase in Calls for Service. The projections called for an increase in Calls for Service of about 80%. That is, activity would have gone from 65 Calls for Service in 2006 to 111 in 2009.

**2009 Results:** Calls for Service dropped by 54% over the previous year (24 to 11 calls).

### **788 Dominion: (Esquimalt)**

**2008 Analysis:** 788 Dominion would have gone from 43 Calls for Service in 2004 to a projected call load of 87 in 2009. At the time of entering the program this address was already experiencing an increase in Calls for Service of 42%.

**2009 Results:** Calls for Service dropped by 36% over the previous year (11 to 7 calls).

### **790 Dominion: (Esquimalt)**

**2008 Analysis:** 790 Dominion was also a problem building before they entered the program. In fact, projections had this address going from 12 Calls for Service in 2004 to a projected call load of 110 in 2009. At the time of entering the program 790 Dominion was experiencing a 180% increase in Calls for Service.

**2009 Results:** Calls for Service dropped by 38% over the previous year (8 to 5 calls).

**2009 Analysis:** In 2009 Calls for Service to all 4 buildings continue to decline by a combination of 48% over 2008 (69 to 36). Between 2005 and 2009 Calls for Service to these 4 buildings alone have fallen by 87% (283 to 36.)

### **Analysis of Volume of Calls for Service:**

12. Employing the classifications set out in the City of Victoria Nuisance By-Law, only 17 of the 126 buildings fall within the definition of 'High Volume' Calls for Service (>30 calls per year). This includes both Victoria and Esquimalt Buildings.

13. At the end of 2008 there were 15 buildings in the category of "High Calls for Service" as they experienced more than 30 Calls for Service during the year. This list grew to 17 by the end of 2009. Of the 15 "High Calls for Service" buildings in 2008, 4 of them experienced a reduction in calls for service that resulted in them falling below 30, thus they are no longer considered "High Calls for Service" buildings.

14. In 2009 13 additional buildings were added to the CFMH Program for a total of 126 buildings as compared to a total of 113 in 2008. As a result of this change, the percentage of low, medium and high calls remained the same in 2009 as in 2008. It should be noted that 12 of the 17 "High Volume" buildings experienced a decline in Calls for Service between 2008 and 2009. It is anticipated that this positive trend will continue in 2010.

15. The 1182 Calls for Service in 2009 for the "High Volume" buildings represented a service call cost of \$236,400 (1182 X \$200 per call).

## **BACKGROUND:**

1. Crime Free Multi-Housing is a crime prevention program designed to target criminal activity involving multi-unit rental apartment buildings. Created by a front line police officer in Mesa Arizona in 1992, it was introduced to Canada in 1995. The program came to Victoria in 2006 and the current Program Manager Cst. Derek Tolmie, has been managing the program since July 2007.

2. Cst. Tolmie's tenure with CFMH will end in March 2010. At that time Cst. Dale Sleightholme will assume the role of Program Manager. In addition to reporting on the continuing success of the CFMH Program, this report includes recommendations and suggestions intended to assist Cst. Sleightholme to expand and strengthen the program.

3. The goal of the CFMH program is for all apartment buildings enrolled in the program to achieve full certification by successfully completing three phases:

- **Phase One:** Manager's Training Seminar
- **Phase Two:** Building security review using CPTED principles (Crime Prevention Through Environmental Design)
- **Phase Three:** Tenant Safety Social

4. As of December 31, 2009, there were 126 buildings registered in the CFMH Program (Victoria 100, Esquimalt 26). This is an increase of 99 buildings from the inaugural group of buildings in October 2006. Of the 126 buildings enrolled, 85 have successfully completed all three phases of the CFMH certification process and are CFMH Certified. (Victoria 70, Esquimalt 15).

5. The CFMH program is built on the principle of achieving measurable outcomes and requires those enrolled in the program to be continually moving toward certification. This results-oriented focus has required the removal of certain under-performing buildings. In 2007, 11 buildings were removed from the CFMH program due to a lack of commitment and/or co-operation by the building management. Although these buildings were all enrolled in the CFMH program none of them had achieved full CFMH Certification.

6. At the end of 2009 six buildings were removed from the program voluntarily by their property management company due to a lack of commitment to the program by the buildings' owners. A seventh building was also removed as it was sold to new owners who did not have CFMH trained managers on staff. For the purpose of this report they are still included in the statistical information for all of the buildings in the program during 2009. None of the buildings that were removed in 2009 had achieved full CFMH Certification.

7. Although numerous attempts were made to work with these properties, their failure to adhere to the sound principles of the CFMH program left no alternative but to remove them. More important, the removal of these buildings served to protect the program's integrity and credibility with the other enrolled and certified buildings as well as the general public.

## **A. Program Objectives:**

1. Below is an excerpt from the Victoria Police Department's Crime Prevention Section's 2008 Strategic Plan Interim Status Report. The CFMH program has used these objectives as the basis for measuring its success and community impact.

<b>Measurement</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Reported crime rate: Property Crime	Decrease by 1%	Decrease by further 2%	Decrease by further 2%
Number of Block Watch and Crime Free Multi-Housing participants	Increase by 5%	Increase by further 5%	Increase by further 5%
Reduction in calls for service to Crime Free Multi-Housing buildings	Decrease by 5%	Decrease by further 5%	Decrease by further 5%

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

1. *"Since the start-up of the Crime Free Multi-Housing Program (CFMH) in October of 2006, the program has continued to grow, providing Rental Property Owners, Managers and Tenants with safe and enjoyable residential communities, along with reduced attendance by police for nuisance calls for service. During the first six months of 2008, there was a 34% decrease in Police Calls for Service (156 vs. 237) to CFMH Buildings by VicPD, compared to the first six months of 2007."*

2. *"As of June 2008, there are a total of 82 CFMH buildings (61 in Victoria, 21 in Esquimalt) participating in the program. The three phase process for CFMH Certification consists of Manager's Training Workshop, Safety-Security Audit of the Building and a Tenant Safety Meeting. To date, 31 of the 82 participating CFMH buildings have received full certification. The VicPD CFMH Program will continue to hold two Manager/Owner recruiting-training workshops annually (Spring and Fall), for intake of new CFMH Buildings- Managers. Each CFMH workshop-intake session will increase the participation to the program by approximately 15-20 buildings, for an annual participant increase of up to 40 CFMH buildings."*

*Excerpt from VicPD 2008-2010 Strategic Plan – Reducing Property Crime authored by Insp. Gehl - Fall 2008.*

## **B. RESULTS TO DATE:**

1. The CFMH Program has exceeded and continues to exceed the objectives in the 2008-2010 VicPD Strategic Plan. Overall, the program has served to reduce the number of Calls for Service to almost all of enrolled buildings. The impact of the program can be seen almost immediately after the phase one training. The key to continued success is the effectiveness of the working relationship between the building management, their tenants and the CFMH Program Manager.

2. Between 2008 and 2009 Calls for Service to all 126 CFMH Buildings in the Program (enrolled and certified) have declined by 13% (a reduction of 330 calls).



3. From 2005, the year before the program began, until the end of 2009, Calls for Service to all 126 CFMH buildings in the Program (enrolled and certified) declined by 34% (1152 calls.)

**Figure 2: All combined (enrolled and certified) Buildings Total Calls for Service:**

	2005 Total Calls:	2006 Total Calls:	2007 Total Calls:	2008 Total Calls:	2009 Total Calls:
# Service Calls:	3346	3406	2927	2524	2194
# Reduced calls from year before		(60)	479	403	330
% Change vs. Previous Year:		(2%)	14%	14%	13%
% Change 08-09				13%	
% Change 07-09			25%		
% Change 06-09		36%			
% Change 05-09	34%				

4. Between 2008 and 2009, Calls for Service to all 85 fully certified CFMH buildings, declined by 21% (76 calls).

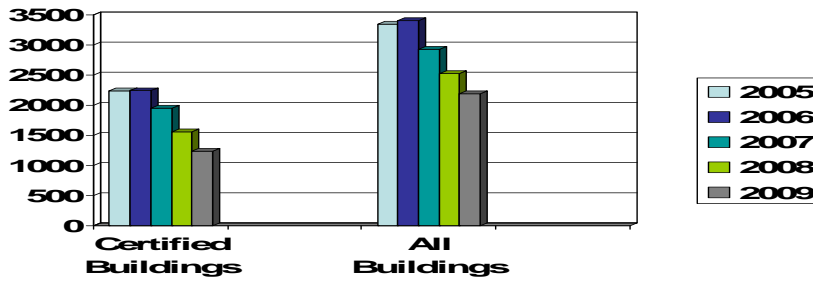
5. From 2005 until the end of 2009, Calls for Service to all 85 fully certified CFMH buildings declined by 45% (1006 Calls).

**Figure 3: Certified Buildings Total Calls for Service:**

	2005 Total Calls:	2006 Total Calls:	2007 <sup>2</sup> Total Calls:	2008 Total Calls:	2009 Total Calls:
# Service Calls:	2240	2244	1954	1556	1234
# Reduced calls from year before		(4)	290	398	322
% Change vs. Previous Year:		(.18%)	13%	20%	21%
% Change 08-09				21%	
% Change 07-09			37%		
% Change 06-09		45%			
% Change 05-09	45%				

<sup>2</sup> New Program Manager hired, July 2007 and dedicated to program at 75% effort.

## Calls for Service 2005 - 2008

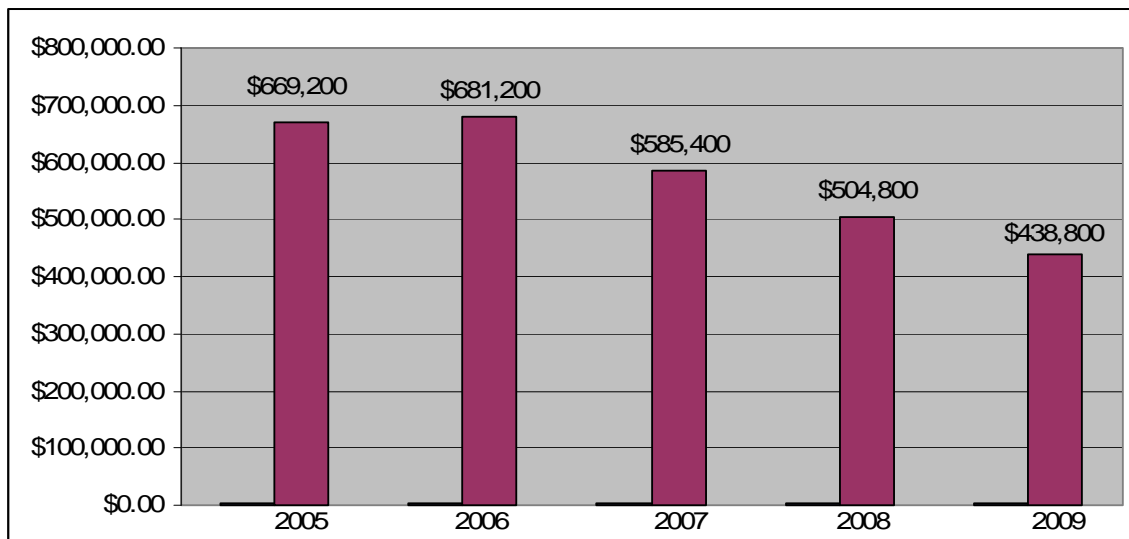


6. From its beginning in 2006 to December 31, 2009, the CFMH program has generated gross cost savings of \$230,400 to the Victoria Police Department. This calculation is based on the formula of \$200 cost per service hour (2 officers) as outlined in the City of Victoria Nuisance Business By-law. The annual program cost is calculated at \$69,750<sup>3</sup>.

**Figure 4: Policing Costs All Buildings:**

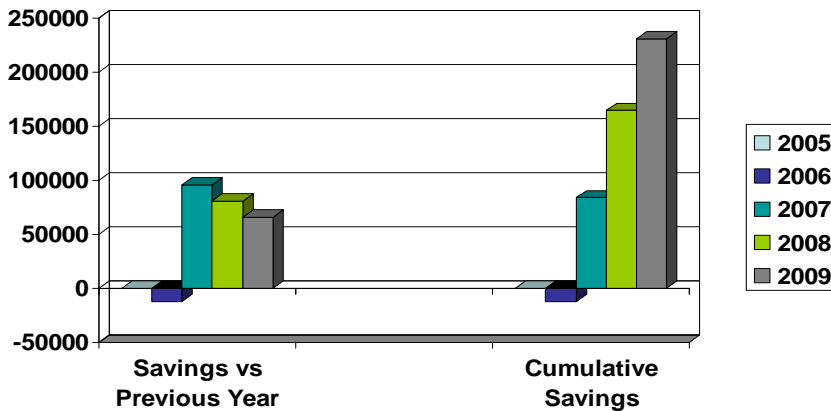
	2005 Total Calls:	2006 Total Calls:	2007 Total Calls:	2008 Total Calls:	2009 Total Calls:
# Service Calls:	3346	3406	2927	2524	2194
\$ Value (\$200 per call)	\$669,200	\$681,200	\$585,400	\$504,800	\$438,800
Savings vs Previous Year:		<b>(\$12,000)</b>	<b>\$95,800</b>	<b>\$80,600</b>	<b>\$66,000</b>
Cumulative Savings:			<b>\$83,800</b>	<b>\$164,400</b>	<b>\$230,400</b>

Based on an average policing cost of \$200/call.v



<sup>3</sup> Program Director salary at 75% of \$83,000 plus \$10,000 operating costs = \$93,000 x 75% = \$69,750

## Cumulative Savings For All Buildings



\* Based on a policing cost of \$200/call on average

### **C. PROJECTIONS:**

1. In the 2008 CFMH Annual report additional analysis was done to illustrate the effectiveness of the program by extrapolating historical data for a subset of buildings to show what the call loads would have been if these building have never been enrolled or certified. This analysis was done with the assistance of Victoria Police Crime Analyst, Mr. Ray Lonsdale.
2. Historical call load for four randomly chosen buildings (2 from Esquimalt and 2 from Victoria) was projected over the time period the program has been in place to illustrate what the level of activity might have been if these buildings had not entered the program. All four buildings were from the inaugural group of 27 buildings that entered the program in October 2006.
3. To be consistent, Mr. Lonsdale was again asked to look at the data for the same buildings that he analyzed for last year's report and to report any changes to his projections based on the total number of Calls for Service that the buildings experienced in 2009.

### **CITY OF VICTORIA:**

#### **2644 Prior Street:**

**2008 Analysis:** Prior to entering the program Victoria Police was responding to an average of 141 calls per year to 2644 Prior Street. Without the program the Victoria Police Department could have expected the 2009 call load to increase by about 11% to 156 Calls for Service.

**2009 Results:** Calls for Service dropped by 50% over the previous year (26 to 13 calls).

#### **840 Humboldt:**

**2008 Analysis:** 840 Humboldt entered the program in April 2006 after experiencing an increase in Calls for Service. The projections called for an increase in Calls for Service of about 80%. That is, activity would have gone from 65 Calls for Service in 2006 to 111 in 2009.

**2009 Results:** Calls for Service dropped by 54% over the previous year (24 to 11 calls).

### **TOWNSHIP OF ESQUIMALT:**

#### **788 Dominion:**

**2008 Analysis:** 788 Dominion would have gone from 43 Calls for Service in 2004 to a projected call load of 87 in 2009. At the time of entering the program this address was already experiencing an increase in Calls for Service of 42%.

**2009 Results:** Calls for Service dropped by 36% over the previous year (11 to 7 calls).

#### **790 Dominion:**

**2008 Analysis:** 790 Dominion was also a problem building before they entered the program. In fact, projections had this address going from 12 Calls for Service in 2004 to a projected call load of 110 in 2009. At the time of entering the program 790 Dominion was experiencing a 180% increasing in Calls for Service.

**2009 Results:** Calls for Service dropped by 38% over the previous year (8 to 5 calls).

**2009 Analysis:** In 2009 Calls for Service to all 4 buildings continue to decline by a combination of 48% over 2008 (69 to 36). Between 2005 and 2009 Calls for Service to these 4 buildings alone have fallen by 87% (283 to 36.)

According to Mr. Lonsdale's projections, using data from the last 5 years of Calls for Service, he can predict to about a 70% certainty that if everything remains the same with regards to these buildings in the CFMH Program, we can expect the following projected calls for service to each building:

**2644 Prior:** Will experience a projected number of Calls for Service between 1 and 25.

**840 Humboldt:** Will experience a projected number Calls for Service between 0 and 23.

**788 Dominion:** Will experience a projected number Calls for Service between 0 and 25.

**790 Dominion:** Will experience a projected number Calls for Service between 1 and 9.

Although there is always the possibility that Calls for Service to these buildings could go to "0", this is highly unlikely based on the fact that all 4 buildings are moderately large multi-unit buildings housing hundreds of residents.

These 4 addresses are flirting with reaching a “plateau;” that is to say they are getting to the point where the numbers can not go any lower. Examining the results over the past 5 years in all the buildings in the CFMH program, shows that those addresses that initially experienced higher Calls for Service have also experienced a greater percentage decrease, while those with smaller initial numbers have had smaller percentage decreases.

Over the past four years, these 4 buildings have transitioned from high Calls for Service buildings to low Calls for Service buildings. The challenge now is to maintain these low Calls for Service and prevent them from experiencing an increase in calls.

While the above is a very positive indicator of its effectiveness, the program should be judged on both its tangible benefits (ie. cost savings) as well as its intangible benefits. The intangible benefits that are difficult to measure, such as public perceptions of police presence and perceived safety, and the positive relationships between VicPD members and resident managers must also be taken into account. Furthermore, the reduction in Calls for Service to CFMH properties enables the Department to deploy officers to more urgent situations.

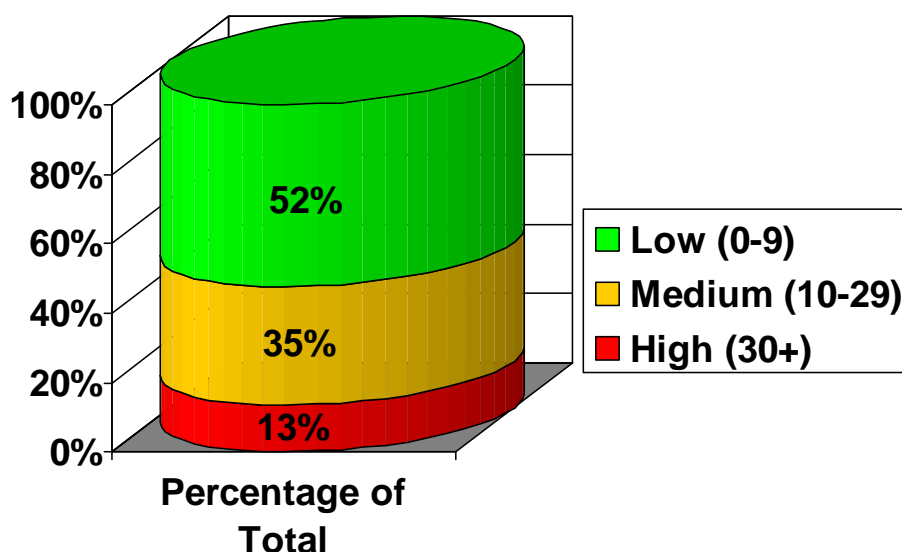
**D. ANALYSIS OF VOLUME OF CALLS FOR SERVICE:**

1. Employing the classifications set out in the City of Victoria Nuisance By-Law, only 17 of the 126 buildings fall within the definition of ‘High Volume’ Calls for Service (>30 calls per year). This includes both Victoria and Esquimalt Buildings.

**Figure 6: Buildings by Call Volume Category**

Volume Category Description	2008	2009
	# of Buildings	# of Buildings
High Volume (>30 calls)	15	17
Medium Volume (10-29 calls)	39	43
Low Volume (0-9 calls)	59	66
<b>Total Buildings</b>	113	126

## Percentage of Buildings by Call Volume Type - 2008



2. At the end of 2008 there were 15 buildings in the category of "High Calls for Service" as they experienced more than 30 Calls for Service during the year. This list grew to 17 by the end of 2009. Of the 15 "High Calls for Service" buildings in 2008, 4 of them experienced a reduction in calls for service that resulted in them falling below 30, thus they are no longer considered "High Calls for Service" buildings.

3. In 2009 13 additional buildings were added to the CFMH Program for a total of 126 buildings as compared to a total of 113 in 2008. As a result of this change, the percentage of low, medium and high calls remained the same in 2009 as in 2008. It should be noted that 12 of the 17 "High Volume" buildings experienced a decline in Calls for Service between 2008 and 2009. It is anticipated that this positive trend will continue in 2010.

4. One of the priorities for 2010 is to target this list of 17 buildings and work closely with the properties' representatives to identify the root causes for the increase in the Calls for Service to them. Through corroborative consultation all parties will then work together to formulate a plan to address these issues. This approach has been successfully implemented in other buildings by Cst. Tolmie and Mr. Al Kemp.

5. It must be stressed that all of the "High Volume" call buildings are represented by dedicated staff who are committed to the CFMH principles and to working closely with the Program Manager to achieve the goal of reducing calls for service to their buildings.

**Figure 7: Total Calls for Service for High Volume Buildings:**

	2008	2009
# Calls - 15 High Volume buildings	1334	1182
# Total CFMH Calls	2524	2194
%	53	54

6. The 1182 calls for service in 2009 for the "High Volume" buildings, represented a service call cost of \$236,400 (1182 X \$200 per call).

**Figure 8: Total Calls —High Volume Buildings**

	Address	Location	2008 # calls	2009 # calls	2009 % of Total Program Calls
1	55 Bay	Victoria	65	51	2.3
2	1021 Caledonia	Victoria	43	48	2.2
3	713 Cairn	Esquimalt	22	46	2.1
4	918 Collinson	Victoria	19	31	1.4
5	Evergreen Terrace	Victoria	319	215	9.8
6	155 Gorge	Victoria	67	61	2.8
7	157 Gorge	Victoria	52	81	3.7
8	243 Gorge	Victoria	77	38	1.7
9	252 Gorge	Victoria	62	52	2.4
10	254 Gorge	Victoria	34	30	1.4
11	258 Gorge	Victoria	48	43	2
12	132 Menzies	Victoria	42	36	1.6
13	921 Northpark	Victoria	86	69	3.1
14	1147 Quadra	Victoria	290	261	11.9
15	425 Simcoe	Victoria	36	32	1.5
16	519 Sturdee	Esquimalt	56	40	1.8
17	1039 View	Victoria	17	48	2.2
			<b>1335</b>	<b>1182</b>	<b>53.9%</b>

High lighted buildings were on the list last year as well.

## **E. PARTICIPANT / PARTNER FEED BACK:**

1. Qualitative feedback on the program has been overwhelmingly positive. Owners/managers like the partnership with the police and appreciate having a designated individual who knows the property and is available to discuss building related issues. With the exception of the seven buildings that were removed from the program in the end of 2009 (due to a lack of commitment to the program by their buildings owners) there is no resistance by the participating managers or their buildings' owners to spend the funds necessary to bring a building up to the minimum CFMH Standards.

2. Residents like the fact that owners/managers are taking (and sharing) responsibility for their safety and well being.

## **2010 Recommendations & Proposed Action Plan:**

### **1. Continue to Reduce Calls for Service to CFMH Registered Buildings**

- Complete certification process to all non certified buildings that are currently in the program.
- Continue to re-affirm the positive benefits of the program with particular attention devoted to the 17 High Call Volume Buildings. Meet directly with all staff of the property and tenants to discuss the issues in relation to their building. Identify the sources of the calls for police service (eg. property related, domestic related or issues in the neighborhood) then collectively come up with solutions on how to address the issues.
- Solidify a working relationship with the By-Law Enforcement Departments of the City of Victoria and Township of Esquimalt to address the lack of enforcement against High Volume Call for Service Multi-Suited apartment buildings.

### **2. Improve Administration Efficiency**

- The recent implementation of the proven CFMH tracking software has allowed for the transfer of multiple paper files, automatically track dates for inspections/tenant safety socials as well as instantaneously produce statistical data for each building that is in the program. Continue to expand upon the capabilities of this software for better administrative efficiency.
- Identify a core group of reserve officers and provide them with specific training that will allow them to assist with the delivery of the CFMH Program in areas such as hosting tenant safety social, recertification socials, and some CPTED security reviews. As there are over 100 buildings in the program, unless steps are taken by the program manager to delegate some of his duties onto other resources (such as competent reserve officers) it will be impossible for the program manager to properly address pressing or more urgent matters within the program that will require his/her attention.

### **3. Continue to Build Public Awareness of the CFMH 'Brand', Its Attributes and Identifying Logos**

- Build upon the established relationship with the departmental web designer to expand the CFMH website that is currently located within the VicPD website. The CFMH website was established to promote the features and benefits of the program. This website also lists all of the buildings that are currently enrolled in the CFMH Program and has been further broken down in the categories of "Fully Certified" and "Almost Certified".
- Continue to work closely with Al Kemp of ROMS BC (Rental Owners Managers Society of BC) to feature CFMH "success stories" in their newsletters.
- Continue to request the assistance of the department's media section to promote CFMH.



- Through the USD Supervisors, promote the benefits of the program to the front line police members. Educate them to the “success stories” of the program. Clearly show them how the program has benefitted them, through the reduction of calls for service to the CFMH Buildings.

#### **4. Provide for Controlled Expansion of Enrollment**

- Employ ‘peer pressure’ to encourage participation yet regulate growth to retain the ‘selectiveness’ and value of the CFMH ‘brand’.
- Maintain two Phase One Managers Training In-take sessions per year. One in the Fall (mid February) and one in the Spring (mid April.)

#### **5. Assist other police agencies in the Capital Regional District to implement the CFMH program in their jurisdictions**

- Continue to work closely with the Saanich Police Department’s Crime Prevention Officer (Cst. Petra Dornblut) on building their CFMH Program which was recently implemented. Currently their program consists of 9 buildings.
- To offer whatever assistance to the CFMH program manager can to assist in establishing a CFMH Program in neighboring policing jurisdictions that currently do not have this program in effect. This will ensure that there is a consistency in how the CFMH Program is administered and will preclude problem tenants simply moving to a neighboring community and carrying on with their criminal ways.

#### **F. CHALLENGES:**

1. The challenges noted at the end of the 2008 CFMH Annual Report remained the same in 2009.
2. Although the program has benefited from the collaborative approach among all the stakeholders, this only works when there is a voluntary willingness to participate. Presently there is no effective way to mandate participation in the CFMH Program. Therefore, for buildings that represent high calls for service outside of the program and choose not to participate, there is nothing to compel their participation.
3. To address this short coming, closer collaboration with municipal By-Law Enforcement is encouraged to make more effective the mechanisms already in place to deal with non-compliant "High Volume" buildings (ie. financial penalties). Addressing "High Volume" buildings in this manner has a significant cost savings potential for both municipalities, to compensate for the excessive policing costs that these buildings require through general nuisance type of calls.
4. The City of Victoria and the Township of Esquimalt need to examine their existing nuisance bylaws to ensure they permit proactive and effective enforcement. The respective Councils then need to ensure staff are directed to enforce these bylaws and to develop a plan of enforcement collaboratively with VicPD directed to the "High Calls for Service" buildings.

Cst. Derek TOLMIE #123  
 Program Manager  
 March 2009