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VICTORIA POLICE DEPARTMENT CRIME PREVENTION SERVICES 2011 ANNUAL REPORT

The following is an overview of the various Crime Prevention programs operated by the Victoria Police Department. The success of these various programs rests entirely with the efforts of Volunteers, Block Watch participants, Reserves and CFMH participants working under the leadership and supervision of Karen Wallis, Coordinator of Volunteers, Bev Stewart, Block Watch Coordinator and Cst. Dale Sleightholme, Coordinator of the Crime Free Multi-Housing Program and the Reserve Constable Program.

VOLUNTEER SERVICES

VicPD Volunteers continue to represent the department in a variety of roles, as indicated on the following chart. The volunteer roster chart shows that the number of volunteers has increased in comparison to the same time period last year.

Volunteer Roster January-December 2011 Comparison					
No. of Volunteers:	Crime Watch	Front Counter	Office	Museum	Total
December 2010	57	19	6	7	89
December 2011	59	20	6	7	92
% Change	4%	5%	0%	0%	3%

Collectively, volunteers have provided 8157 hours of services in 2011 as shown on the chart below. Hours in comparison to the same 2010 time period show an increase of 9% for 2011.

Volunteer Hours January-December 2011 Comparison					
Program Hours:	Crime Watch	Front Counter	Office	Museum	Total
December 2010	3599 hrs.	2652 hrs.	410 hrs.	813 hrs.	7474 hrs.
December 2011	4016 hrs.	2788 hrs.	412 hrs.	941 hrs.	8157 hrs.
% Change	12%%	5%%	0.5%%	16%	9%

2011 was a productive year, concluding with a slight increase in the number volunteers (3%); but more importantly a 9% increase in hours of service.

It should be noted that our volunteers are an invaluable resource, providing a quality program and service. The excellence of this service is reflected by positive feedback. For instance, a community member phoned, "Thank your Crime Watch volunteers so much for leaving a reminder notice that my car insurance had expired. I went out that very minute and renewed it. Your service is very much appreciated." One Crime Watch team included in their report that the "Public stopped to thank us for just being on duty and/or wondered what our duties involved."

Our Front Desk volunteers are often commended for their excellent service, and this included an email from S/Sgt. Darren Laur, "...my time at the front desk was made far easier by the help of our amazing volunteers. ..."

VOLUNTEER PROGRAMS 2011 OVERVIEW

- Program Coordination:
 - Volunteers take leadership roles, assisting with the development and coordination of programs.
 - In January and then again in August, Practicum students also assisted.
- Crime Watch:
 - Patrol high incident areas based on Ops Council intelligence
 - Reported numerous incidents to VicPD, including a known sexual predator observing community bike rodeo; and street racers.
 - Respond to community concerns
 - Distribution of Missing Persons Posters
 - Block Watch canvas for new blocks where B&E's occurring.
 - Speed Watch
 - Six volunteers attended ICBC training in Nanaimo
 - Development of operation Manual
 - Back to School deployment
 - High Crash Intersection deployment
 - Speed Enforcement Project(s) with Traffic members
- Front Desk:
 - First contact, volunteers greet and assist public.
 - Adapt quickly to changes in policy and procedures (CRC process changes have been challenging)
 - Two volunteers recognized by Watch Commander for a great job assisting officer
- Museum:
 - Seven dedicated volunteers, working under the VPHS, operate the museum and gift shop 5 days a week
 - Maintain an annual membership with Tourism Victoria to increase profile
 - Visitors from all over the world find their way to the Museum.
- Mature Driving:
 - Four trained volunteers provide educational workshops to senior drivers
 - Volunteer Peter Gray leads this group
 - Peter has been working with BCAA in the development of a new educational senior driver video to be released in early 2012.

- Tipster Program:
 - A small group of volunteers, partnering with the BC Securities Commission, are on the lookout for “fraud” and report tips directly to the commission.
 - A second training session took place in September.
- Community Events:
 - Partnering with reserve Constables and BW volunteers, volunteers represented the Police Department at a number of events/projects: Vic West Fest, Selkirk Days, Bike to Work Week, etc.
- Volunteer Recognition:
 - Volunteers are recognized in a number of ways.
 - A quick “Thank you”
 - National Volunteer Week – “Volunteer Appreciation Station”
 - Pizza Party
 - Annual Volunteer Recognition Dinner and Dance

Strategic Plan Bold Step: Building Capacity through Relationships Committee

Karen Wallis, Coordinator of Volunteers has responsibility for the following areas:

Building Confidence through Education

Town Hall Style Meetings with community associations.

Cst. Dale Sleightholme and Karen have committed to attending one community associations meeting per quarter in 2012.

Increase knowledge and use of internal resources – creating ability (system) to share information and create follow up mechanisms:

- CPS Ops Council (partnering with CPS member – developing a better team approach)
- CPS Activity Project Board
- Priority Maps – CW deployment based on Ops Council Intel
- BW Canvas/B&E Project
- Events
- CPS group calendar

Increase utilization of volunteers by partnering with VicPD members and programs.

Partnerships that work

- Traffic Enforcement Projects that use SW volunteers to support projects
- Community Resource Officers request volunteer assistance
- School Liaison Officers, bike rodeos that use volunteers for support

Exploring system for VicPD members/section to request assistance of Volunteers to develop the best reporting mechanism to report back, including a measurement tool

A Prime Study Flag (CPO) to be created for members to route requests information to Volunteer Services. To be implemented early 2012.

Cst. Dale Sleightholme and Karen to attend muster to review volunteer/reserve support available to members and projects and introduce study flag system. (March/April 2012)

Committees

- VicPD Safety Committee
- AVRBC (Administrators of Volunteer Resources BC) Executive Board/member
- VEMA (Victoria Emergency Management Association) - Working group in the developing and implementing a Volunteer Intake Centre model.
- BCAP 2012 Conference Committee
- ICBC Speed Watch development

BLOCK WATCH PROGRAM

The Block Watch Program is managed by a full time paid coordinator, Ms. Beverly Stewart, who works closely with her Block Watch Captains and Co-Captains. The Program also provides security checks, Operation Identification packages; provision of Block Watch signs and provides crime prevention education to its participants.

The VicPD Block Watch program continues to grow in both the communities of Victoria and Esquimalt. As an example on March 8th of 2012 125 citizens attended the annual Block Watch meeting held at the Esquimalt Municipal Hall Chief Jamie Graham gave a presentation on the VicPD Strategic Plan which was followed by a question and answer period.

Mr. Bruce Cuthbert, who is a Block Watch Captain also gave a presentation on Crime Reports which was well received by the group and is becoming a valuable tool for the Block Watch program members in determining what is going on in their neighborhood.

Bev Stewart is continually advertising and marketing the program with the assistance of the VicPD Media Section. An update to the Block Watch website in 2012 is awaiting the new updates and changes to the VicPD website.

As of the end of 2011 there are 221 blocks in Esquimalt and Victoria registered with the Block Watch program. This represents 4,618 homes and 321 Captains and Co-Captains. This also represents an increase in the program of just over 9% over 2010.

CRIME FREE MULTI-HOUSING PROGRAM

During 2011 the following has occurred in the CFMH Program;

- Cst Dale Sleightholme continues as the program coordinator
- New buildings continue to be added to the program
- All fully certified buildings in the program have been recertified
- Continued work with Capital Regional Housing Corp and BC Housing
- Cst Sleightholme is working to generate cooperation with owners of View Towers, 1147 Quadra Street, to participate in the program
- CFMH Reserve Constable Program continues to be a great addition to the program
- 7 Reserve Constables attended week long CPTED training
- 26 Reserve Constables received CFMH in house training
- 23 Managers/ Caretakers completed the Phase I Managers Training - October 2011
- Advanced Managers Training and Networking sessions continued

As of December 31, 2011 there are 141 buildings enrolled in the CFMH Program.

- 112 Victoria
- 29 Esquimalt

102 of the 141 buildings achieved full CFMH Certification.

- 83 Victoria
- 19 Esquimalt

CALLS FOR SERVICE - ALL 141 BUILDINGS (YEARLY TOTALS)

2005- Total calls: 3329

2010 – Total calls: 2237

2011 – Total calls: 2042 (8.7 % decrease in calls for service from 2010)

Calls for service have continued to decrease while the total buildings and units in the program have increased.

2005-2011: There was a 39% reduction in calls for service to all of the buildings in the CFMH Program.

The focus for 2012 will be to work with the management and ownership of a few problem buildings in Victoria and Esquimalt.

RESERVE CONSTABLE PROGRAM

2011 was another busy and rewarding year for the Victoria Police Reserve Program. Nine Reserve Constables were hired by various police agencies during the year – Matt Rutherford, Shannon Mayo, Ben King and Robert Woods (Vic PD), Shannon Ogilvie and Kris Yeo (Saanich PD), Nathan Rodgers and Christopher McKay (Calgary PD).

The large number of Reserve members hired by police departments over the past two years speaks volumes to the quality of the program and individuals involved. The most recent Reserve class graduated 18 new reserves on July 31, 2011 and we currently total 46 active reserve members.

The Reserve constables volunteered 8680 hours during 2011. This number has exceeded the total number of volunteer hours for 2010.

The Reserves assisted with many events throughout the year highlighted by Canada Day, Safe Kids Event and Tim Hortons Camp Day. The support the Reserves provide during special events is invaluable to the organization.

During the year the Reserves continued to update their training which included the following:

- Use of Force
- CFMH training
- 7 reserves completed a week long CPTED (Crime Prevention through Environmental Design) course
- Radio and MDT (Mobile Data Terminal) training
- Presentation training

2012 looks to be another exciting year. Already three more Reserves have been hired as regular members. Olivia Nielsen and Warren Sherman have joined VicPD while Anil Apa has been hired by the Central Saanich Police Department. Also in early March the Reserves assisted in the handing out of posters depicting outstanding suspects from last year's Stanley Cup Riot.

Planning has also started for another Reserve class likely to begin in the fall of 2012.

Respectfully

Inspector Clark Russell
OIC Crime Prevention Services
Victoria Police Department