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VANCOUVER POLICE DEPARTMENT



Beyond the Call

ANNUAL REPORT 2004

IN VANCOUVER, no matter where we live, we all share one common concern, and from time to time we all ask the same question. Am I safe?

The safety of every Vancouver resident is my main concern, so I'll answer your question by reporting to you how we're doing in our fight against crime. In this report, I'll give you an overview of the city's crime problem, the battles we are winning and the battles we have yet to win. I'll provide you with examples of extraordinary courage and dedication on the part of the men and women of this department who risk all for your safety, and I'll share with you some of the innovative programs we have launched to reduce crime even further.

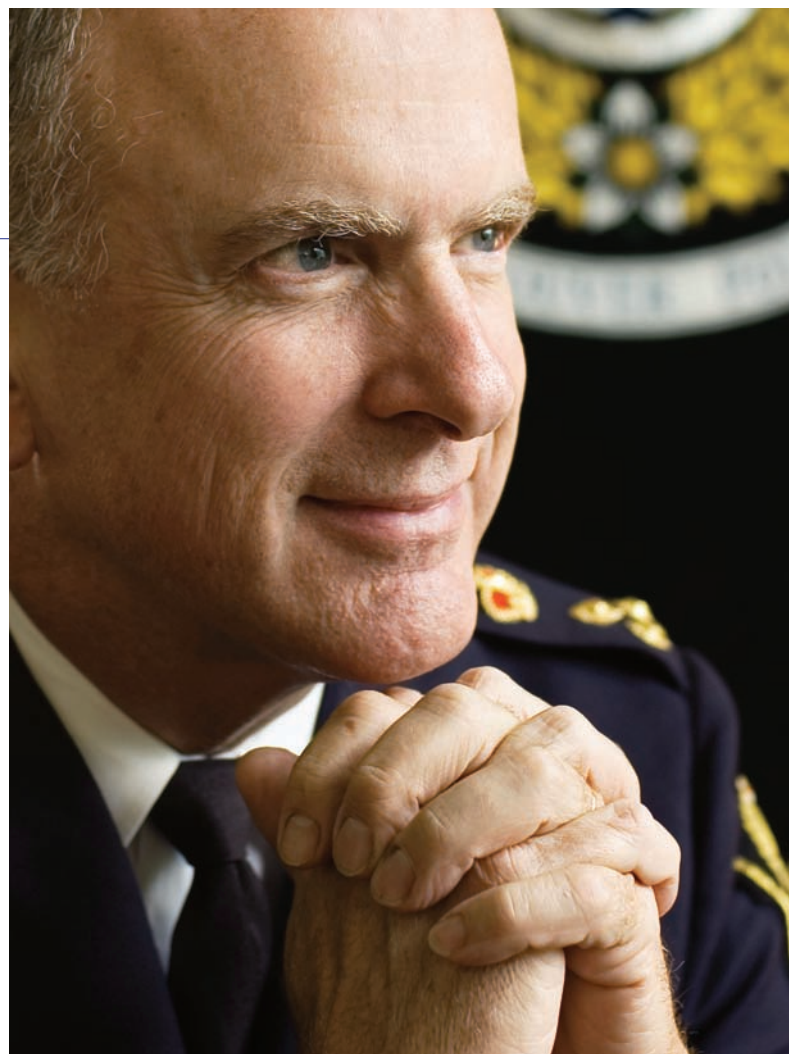
To give you a more accurate picture of crime in Vancouver, last year we changed the way we report Criminal Code incidents to Statistics Canada. In 2003 and before, if a number of offences were committed at the same time, we only reported the most serious one. For example, if a murder was committed during a robbery we would include the murder in the stats, but not the robbery. It meant that our crime total didn't accurately reflect the true total. Now, every criminal code violation is counted. It helps explain why the total of 74,805 violations jumped dramatically by 16.3 per cent in 2004 to 87,018 incidents. This "apples to apples" comparison will become more apparent next year, but for the moment it is clear that crime in Vancouver is on the increase.

Nowhere is this clearer than in drug offences. In 2003, there were 3,154 drug charges. That number jumped by more than 600 offences or 16 per cent last year to 3,756. The increase is largely due to our greater efforts to make more arrests in order to reduce the drug problem and the criminal activity surrounding it.

For the most part, the crimes they commit are property crimes, breaking into homes or cars, seeking cash or anything they can sell for a quick dollar. We know this is your number one crime concern. It's easy to understand why. The numbers are staggering.

In 2003, there were 51,648 reported property crimes, with scores more undoubtedly going unreported. The good news is that despite this increase in crime and the dramatic increase in drug offences last year, we were able to not only hold the line on property crime, but actually reduce the reported incidents by one per cent through some extraordinary efforts and innovative programs.

We were most successful in reducing residential break and enters. In 2003, there were 6,828 homes broken into by thieves. A year later that number had been reduced by five per cent to 6,486. Early indications are that we will see a further six per cent reduction by the middle of this year. That means we are on track to fulfil our commitment to Vancouver residents to reduce property crime by 20 per cent over the next four years, as outlined in our Strategic Plan, which can be viewed on



our web site www.vpd.ca.

Fighting residential break and enters is an increasing priority of the VPD. Even with our limited resources, we are now going to the scene of 65 per cent of home break and enters. Our goal, which we hope to reach by the end of the year, is 100 per cent. To combat the problem, we have initiated a number of innovative and successful programs, some of which are outlined later in this report.

This fall we also intend to launch a crime prevention program that we believe is unprecedented in scope and scale among Canadian police departments. The campaign, which asks the question "Are you helping thieves?", will use television, radio, outdoor ads, print ads and direct mail

to encourage residents to visit our web site where they will find ways to make their homes and cars more secure.

The campaign will split its focus between residential break and enters and thefts from cars, which are quickly becoming the crime of choice of many of our drug addicts. Last year, about 18,000 cars were broken into.

In 2003, we recorded 24 homicides. That number rose to 29 last year. While it's tempting to place some significance on these numbers, murders are usually neither predictable nor preventable.

A more reliable indicator of criminal activity is robberies and assaults. In 2003, there were about 1,600 reported robberies, a number that rose slightly last year. Given our more encompassing method of reporting crime stats, the increase is likely not significant. Assaults, however, increased 18 per cent.

So to answer your question of "Am I safe?", yes you are, but we are asking everyone to take steps to increase that level of safety and help our officers make it more difficult for the criminals.

VPD officers make almost a million contacts with citizens every year. In every contact with the public we look for ways to go Beyond the Call. It is a standard of quality and a level of service that we are proud to offer the citizens of Vancouver. City Council has agreed to give us more badly needed officers. I promise you that you will see more police on the street in the future. We are working with those increased resources to reduce our response time to the most serious calls, reduce the drug problem in the city, and attend every reported residential break and enter.

I hope that you will find that this report gives you the information you need to learn how your police department is working to keep you safe.

Sincerely,

Jamie Graham
Chief Constable
Vancouver Police Department

High Risk Sting Operation Saves Seniors from Attacks

Undercover constable survives a knife at his throat

CONSTABLE AL ARSENAULT has seen a lot in his 26 years of patrolling Vancouver's toughest streets, but he says that what he saw on his video monitor on an August night last year, "made my blood boil."

Al and his partner Toby Hinton had just received videotape shot by one of the residents of the Downtown Eastside, known across the country as Canada's poorest postal zone. It's a community plagued with drug dealers, addicts, thieves and pimps. It's a place where the strong routinely prey on the weak, but this time their cowardly actions were caught on tape.

Al and Toby watched the action caught from a second storey window over an alley, where a group of thugs had surrounded a senior citizen who appeared disoriented and vulnerable. They appeared to taunt him, and then one sprang out of the circle, delivering a devastating elbow blow to the old man's face that dropped him to his knees. The group swarmed him, kicking, punching and robbing him of what little he had. One of the thugs was a woman who seemed to take particular delight in her work.

There were other attacks on other victims also caught on tape and it was

apparent that it was going to take more than traditional police work to solve these crimes. Even though the faces on the tape were familiar to the police, the victims, for a variety of reasons, were not going to make formal complaints.

"We didn't want to stir up the area and let them know they had been filmed," said Constable Arsenault. "We had to catch them in the act, but we didn't want any other seniors at risk."

Instead, Al Arsenault decided to put himself at risk. He was going to disguise himself as a disabled senior and lie down in the alley waiting to be attacked. Toby and many other fellow officers would hide nearby to spring the trap.

"This sort of undercover operation is not normally done in Canada," said Constable Arsenault. "The danger to the decoy makes it rare."

Constable Arsenault is a far cry from a vulnerable senior. He is a veteran officer and a recognized martial arts expert, but in order to be convincing he would have to risk serious injury or death.

"If they hit me from behind or stabbed me when I was pretending to be asleep, I would never see the knife coming."

Despite the dangers he and his team pushed on. A make-up artist added twenty years to his appearance and cameras were concealed to record the action.

He entered the alley leaning on a cane. After pretending to smoke crack, he laid down in a doorway that would shelter his back from attack and closed his eyes pretending to sleep.

"I could hear them making their plans for me. I couldn't open my eyes, but I had my whole body braced, waiting to be kicked in the face. The woman came toward me. I could smell the crack on her breath and hear the knife in her hand. She had the knife near my throat, as she sawed through the strap on my bag."

As she tried to pull the bag away, Constable Arsenault began to struggle, which signaled the team to flood the alley. The drug dealers and thieves had no place to run. They were all charged with robbery and trafficking.

The video, which eventually played on every national newscast in Canada, showed the brutality of the attacks on the seniors and the knife an inch away from the neck of the police officer who risked his life to put an end to the attacks.



Vancouver Police veteran Constable Al Arsenault risked his life to save others.

Replica Gun Nearly Costs Shooter his Life

Police make the right split second decision

ONE OF THE MOST frightening situations an officer ever has to face is when he or she has a split second to decide whether they should take a life to possibly save another. All their years of training and experience will come to bear in that split second, as they make a decision they will live with forever. On September 18, 2004, Constables Steve Carroll and Biant Padam demonstrated outstanding courage and professionalism when it became their time to make that decision.

Constables Carroll and Padam were about to set up at the front door of a restaurant and look inside to see if they could spot a man who was reported to be armed with a gun. But just as they did, the man came out, saw the police, realized his escape route had been cut off and sat down at an outdoor table. Constable Carroll approached with his sidearm at the low ready. Constable Padam had his hands free to handcuff the man.

In microseconds, the situation turned.

The man pulled a .45 calibre pistol and pointed it across the street. It was unclear whether anyone was in his sights. In an instant, Constable Carroll had to decide whether to use deadly force.

"It was a tough spot to be put in. I thought this guy was going to take a shot at someone. What made it even more interesting was that there were people everywhere," said Constable Carroll.

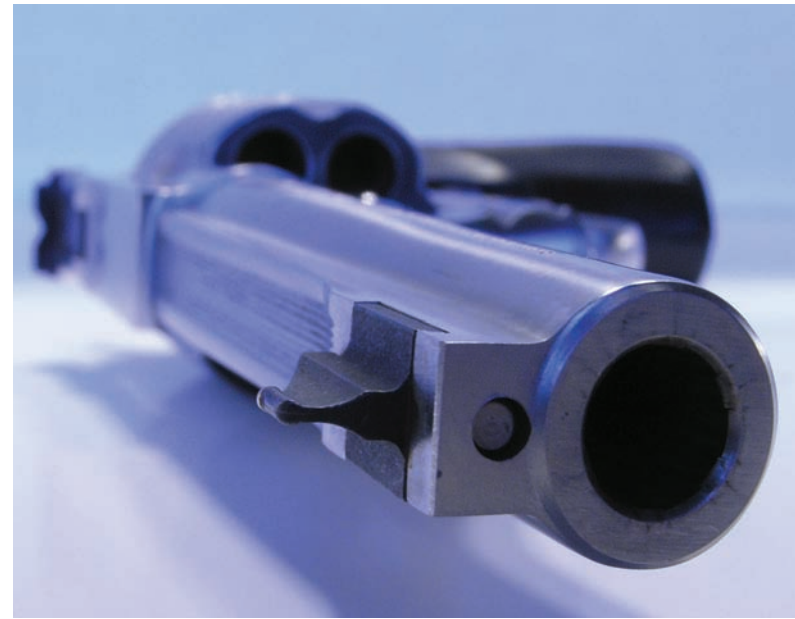
He decided it was not safe to shoot, since too many people were in the line of fire. "The only real option we had was to move in on him. Luckily, I was able to knock the gun out of his hand." But just as he made contact, the man pulled the trigger. It was only then that the constables realized it was a replica gun.

Both constables showed tremendous composure.

"I honestly thought I may have had to shoot him," said Constable Padam. Their measured and insightful action prevented what could have been the tragic death of a person demonstrating classic suicide-by-cop behaviour.

"To this day it amazes me how lucky this guy was that he wasn't shot and killed. He came so close to being shot over a stupid fake gun," said Carroll.

Because of their exemplary performance, determination and dedication to duty, these officers were awarded the Chief Constable's Commendation.



CRIMINAL CODE OFFENCES	2004**	2003*	% Change 2003-2004
VIOLENT CRIME	7,389	6,381	15.8%
Homicide	26	20	30.0%
Attempted Murder	19	16	18.8%
Sexual Offences	518	425	21.9%
Assaults	5,116	4,330	18.2%
Abduction	21	7	200%
Robbery	1,689	1,583	6.7%
PROPERTY CRIME	58,445	54,165	7.9%
Break & Enter	9,974	10,023	-0.5%
Theft of Vehicle	6,678	6,344	5.3%
Theft Over \$5,000	596	472	26.3%
Theft Under \$5,000	30,929	28,932	6.9%
Have Stolen Goods	2,210	1,122	97.0%
Fraud	1,945	1,706	14.0%
Mischief Over & Under \$5,000	5,832	5,277	10.5%
Arson	281	289	-2.8%
OTHER CRIME	11,165	7,664	45.7%
Prostitution	360	493	-27.0%
Gaming and Betting	2	4	-50.0%
Offensive Weapons	1,203	562	114.1%
Other Criminal Code	9,600	6,605	45.3%

DRUGS	4,643	3,141	47.8%
Heroin	339	72	370.8%
Cocaine	2,100	1,651	27.2%
Cannabis	1,765	1,214	45.4%
Crystal Meth and other drugs	439	204	115.2%

TRAFFIC ENFORCEMENT	2,549	1,094	133.0%
Dangerous Operation of MV	71	60	18.3%
Impaired Operation of MV	2,150	324	563.6%
Fail/Refuse Breath/Blood Sample	131	12	991.7%
Fail to Stop/Remain at Scene	73	463	-84.2%
Driving while Prohibited	124	235	-47.2%

TRAFFIC ACCIDENTS	2,827	2,360	19.8%
MV - Fatal	23	25	-8.0%
MV - Non Fatal	1,897	1,704	11.3%
Property Damage	907	631	43.7%
TOTAL CRIMINAL CODE	87,018	74,805	16.3%

Data Run on 2005/04/21
 * Only most serious offence counted per incident
 ** New reporting style that takes into account four separate offences per incident
 Note: Small offence numbers make large percentage changes

Going Beyond the Call

Projects that target those who take away from the community and pray on the vulnerable

THE VANCOUVER POLICE Department's Strategic Plan outlines the Department's organizational purpose. Its many goals include a promise to reduce property crime in Vancouver by 20% over the next four years. During 2004, a number of initiatives were undertaken to combat crime. The following examples illustrate how this goal is being achieved.

Project Lucille was developed to tackle the underground economy in the Downtown Eastside. This ground-breaking project was unique in that it brought together enforcement agencies from the three levels of government to work cooperatively to address the underground economy. This undercover project identified bars, hotels and pawn shops as problem premises. Members determined which hotels allowed hourly rentals for street workers to turn tricks and which hotels were defrauding welfare by cashing cheques. This operation concluded on June 23, 2004, with search warrants and the eventual closure of the Marr and American Hotels. Seven pawnshop licenses were revoked and six other pawnshops left the area. This three month operation involved Vancouver Police members from Patrol, CET, Drugs, VICE, and Property Crime Anti-Fencing, as well as City of Vancouver License and Permits and legal departments. Provincial government agencies included Welfare, Liquor Enforcement, and Employment Standards. Federal Government agencies included CCRA (Revenue Canada), as well as Immigration Canada.

Project Raven came next. It was an undercover operation to disrupt the drug cycle citywide and stop the spread of these pawnshops, corner stores and secondhand shops to other parts of the city. Problem premises which were buying and selling stolen property were the focus of this operation. A very short, aggressive timeline of thirty premises in thirty days was established at the onset. This goal was achieved in fifteen working days with the desired thirty bad businesses. Project Raven was a joint initiative similar to Project Lucille and was conducted by members of all four Patrol Districts and

with the assistance of the Anti-Fencing Unit. Many of these bad businesses have since closed as a result of this enforcement action and many more are still before Council.

Project Tabula Rasa was a joint District Two (northeast Vancouver) and Drug Squad project that ran from February 3rd to February 14, 2004. At the conclusion of this project, the Drug Squad issued arrest warrants for 27 individuals in the Commercial Drive area, with approximately 60 criminal charges for drug trafficking and possession for the purpose of trafficking.

Theft from Auto Project with IMPACT: In February 2004 a combined project was conducted by members of District 2, the Provincial Auto Theft Task Force (IMPACT), and volunteer members of the VPD Citizens Crime Watch. This project was developed to target high risk young offenders stealing vehicles in the Commercial Drive area. The results included numerous recovered stolen autos, as well as many charges relating to theft and possession of stolen property over \$5,000. After this project, theft of auto in the Grandview Woodlands area decreased by 60%.

Commercial Drive Beat Teams: As a result of the escalation of criminal activity on Commercial Drive, foot beats were deployed by all District Two Patrol Teams. These beat teams provided a visible police presence to this vibrant and culturally diverse neighborhood. A new Native Liaison Officer (Constable Mike Matheson) was identified and a new School Liaison Officer (Constable Paul Taylor) was assigned to Britannia High School to increase the police presence in this area. Since the addition of officers to Commercial Drive and the surrounding area, crime has been significantly reduced. Police/community relations are now at an all time high for this neighborhood.

Oppenheimer Park was a centre of drug activity in District Two. It was used 24 hours a day by drug addicts and dealers. The drug activity brought with it a high level of violence and disorder that had largely destroyed the quality of life in the community. The area was also a significant drain on police resources. Citizens were afraid to use the park. The goal of the Oppenheimer Park strategy was "to give the park back to the community, to rid the area of the criminal element, and to improve the quality of life in the area."

The goal was achieved by maximizing police presence in the area, deploying regular foot beats, applying zero tolerance, and developing stringent enforcement guidelines. This enhanced visible police presence was developed to encourage legitimate citizens to use the park again.

Did you know:

- In 1996 there were 47 pawnshops and secondhand shops in Vancouver
- In 2004 there were 23 pawnshops and secondhand shops in Vancouver
- Property crime in District 2 has gone down 7% in 2004
- Overall the city has experienced a 5% increase of violent crime, while District 2's violent crime has increased less than 1%

Risking their Lives for a Chance to Save Another

Diving in without hesitation



Award of Valour *Constables Sandra Glendinning and Jeffrey Dy received the VPD's highest award.*

THERE WAS A TIME when it was part of every police officer's training to jump fully-clothed in their uniform into the water, in training to save the life of a drowning person. While most officers retire without ever having that frightening experience, Constables Sandra Glendinning and Jeffrey Dy will not be among them.

On December 22, 2004, Constables Glendinning and Dy learned that a man had jumped off the Kerr St. pier and appeared to be drowning. When they saw that the man was floating face down in

the Fraser River, Constable Glendinning told the dispatcher that she and her partner were going in "to get him out."

With complete disregard for their safety, they plunged into the bone-chilling, murky water and swam towards the man, not knowing whether he was alive or dead. They had to struggle against the current and the muscle-numbing cold for about 50 yards to reach the man, who was now unconscious. Guided by the voices of those on the shore, they towed the man to a waiting ambulance and fire personnel, who immediately started life saving



Police Sergeants Adam Palmer and Steve Hyde never abandoned their crime victim.

Helping a Victim Find the Courage to Testify

Police work involves understanding and compassion

SOMETIMES SOLVING A CRIME is just not enough. Bringing criminals to justice can depend entirely on the victim's willingness to cooperate. Obtaining and preserving that cooperation requires very special levels of police skill.

On September 26, 2002, a Vancouver man was abducted at knife point by associates of the Hells Angels. He was beaten more than 40 times with a baseball bat, so badly that he was hospitalized for a month, almost having to have his leg amputated. Sergeants Steve Hyde and

Adam Palmer launched a lengthy investigation that resulted in four persons being charged with multiple offences, however, the gang connection posed serious witness protection and intimidation issues.

The evidence Sergeants Hyde and Palmer accumulated was impressive, but maintaining the victim's cooperation would be very difficult. It was the persistence and dedication of these two officers that finally won him over. They provided him with extraordinary personal levels of support and assistance including counselling, safe relocation,

legal aid, and even clothing and furniture. The victim eventually gave evidence in court against his attackers, but not without a sustained effort over the past two years by Sergeants Hyde and Palmer.

These skilled investigators left no stone unturned in their pursuit of these violent criminals and provided testimony from an extremely high-maintenance witness. Because of their exemplary dedication, Sergeants Steve Hyde and Adam Palmer were both awarded the Chief Constable's Commendation.

Did you know:

- As a result of the Bait Car Program in 2004, 16 persons were charged because of Bait Car activations and 38 charges were forwarded to Crown Counsel.
- Yearly theft of auto numbers were reduced from 5971 to 5695 (not including attempts or unfounded incidents).
- The Anti-Graffiti Unit continues to work with the City's Graffiti Management Team. The Unit's development and utilization of their "RESTART" graffiti offender school has strongly contributed to a 77% reduction in graffiti. This has reduced the cost of graffiti removal from \$5 million to \$1.5 million.
- The Victim Services Unit (VSU) provided assistance to 5,884 victims and the VSU volunteers have donated over 5,000 hours of their time assisting others.
- The VPD has created a Police Athletic League (PAL). This is a youth crime prevention initiative that utilizes athletic, recreational, and educational programs as a tool to foster positive rapport and mutual trust between police officers and youths. Since the fall of 2004, PAL has run several programs including a soccer school, a martial arts program, and a hockey school.



Vancouver Police Board Serves the Community

THE VANCOUVER POLICE BOARD is the governing body for the Vancouver Police Department. It provides civilian governance and oversight of policing. The Board consists of the Mayor as Chair, one person appointed by the municipal council, and up to five people appointed by the Lieutenant Governor in Council. Board members are chosen to reflect the demographics of the community. Each is appointed for a term of up to four years. They may be re-appointed, but

cannot serve for more than six consecutive years. The appointments are not paid positions; members of the Board volunteer their time. Current members are Mayor Larry Campbell, Chair and Media spokesperson; Dale Parker, corporate director; Janet Pau, chartered financial analyst; Lynne Kennedy, businesswoman; Mary McNeil, chief executive officer; Peter Webster, business executive; and Terry La Liberté QC, lawyer.

Community Policing Priorities

Using innovation and initiative to solve crimes

Xtract

The Anti-Fencing Unit (AFU) of the VPD is making a difference in solving property crimes. As a leader and innovator in this field, the AFU solves cases and recovers property for the City of Vancouver, as well as other parts of the Lower Mainland. Through the use of a system called Xtract, approximately 40% of the items found are returned to property representatives in neighbouring jurisdictions.

Xtract was developed and is currently administered by the AFU of the VPD. This system is an Internet based property reporting system, whereby all second hand stores and pawnshops must accurately report all of their transactions directly to the police.

This investigative tool has helped to solve crimes that have often victimized and changed the lives of people in many different ways. In 2004, a successful investigation was undertaken where a large seizure of stolen musical equipment worth \$19,125 ultimately led to two criminal charges of a prolific shoplifter. As a result of using Xtract to recover the stolen musical instruments, \$70,000 worth of jewellery was also returned to its owner, who was uninsured against their loss.

Intelligence-led Policing

The Vancouver Police Crime Analysis Unit has become a leader in British Columbia in the area of intelligence-led policing. On a daily basis, Patrol officers working in city neighbourhoods are provided with timely information on what type of crime is occurring, when it is occurring, and who are the most likely suspects. Managers and supervisors are then armed with the necessary information to deploy their resources in a more effective manner, with the goal of reducing crime and making Vancouver a safer city.

Organized Crime

The VPD Criminal Intelligence Section contributes to the CISBC Provincial Organized Crime Threat Assessment by providing comprehensive and current intelligence on specific organized crime group members and their activities impacting the city of Vancouver. This report is produced annually to provide an overview of organized crime groups and their activities. The report is then compiled into a National Threat Assessment in Ottawa.

Aboriginal Community Outreach

In 2004, the VPD responded to the long-standing over-representation of Aboriginal youth in Vancouver in criminal

and at-risk circumstances with a directed outreach initiative. The goal of the outreach is to find sustainable long-term community-police collaborative strategies to help reduce and prevent this over-representation.

Throughout the fall, a police-Aboriginal youth working group was established. Its work is based on four agreed-upon components. The first piece is making police members knowledgeable of true Aboriginal history, sensitive to Aboriginal culture, and aware of the current Aboriginal reality. The second step is reconciliation of past wrongs to the Aboriginal peoples. The third segment is collaborating on programs to directly assist youth and the community. The final component is helping build community capacity in assisting youth.

A second outreach initiative has been a major research contract, funded by the federal Department of Justice, Youth Justice Renewal Fund, to explore this over-representation by Aboriginal youth and to identify solutions. The project involves extensive community participation, including focus groups, interviews with two hundred youth and a literature review. The study results are due in the summer of 2005.

A third outreach has been the proposal for a Vancouver Police-Aboriginal community 'senior level' committee. At this time a draft terms of reference are being considered.

The VPD has also obtained ongoing funding from the city for an Aboriginal community policing centre. It has been proposed that the senior level committee be tasked to develop a community involved process to plan this centre.

Community Policing Centres

There are currently eight Community Policing Centres (CPC) in Vancouver. They are operated in partnership with the community and the police department. They are primarily staffed with volunteers. The goal of the CPCs is to promote community safety through crime prevention and community education. Each CPC has a Neighbourhood Patrol Officer (NPO) attached to the office. The role of the NPO is to identify problems and issues within the community and seek solutions.

The programs delivered at each CPC reflect the unique needs of each neighbourhood and are derived from the input of the communities that they serve. Some of the programs operated by the CPC volunteers are: foot & bike patrols, Speed Watch, seniors' safety, ESL student safety, language interpretation, and translation and community clean-ups.



Constable Michelle Davey and her fellow officers showed courage and initiative.

Conquering Fear to Save a Life

Team Executes High Risk Rescue

ONE OF THE FEARS THAT ALL HUMANS ARE BORN WITH is the fear of falling. It is deeply engrained in our psyches. On the night of September 25, 2004 Constables Michelle Davey, Phil Chambers and Warren Tutkaluke had to conquer that fear because a man's life literally hung in the balance.

The suicidal male had climbed to the top of construction crane screaming that he was going to jump. He threw two hammers at the officers, narrowly missing them, then tied a rope around his neck and prepared to kill himself. Constables Davey, Chambers and Tutkaluke, without safety gear, began their dark climb up the dirty, slippery crane to a small platform more than 150 feet in the air. From this precarious perch they carefully

negotiated with the man for more than two and half hours. His mood swung wildly from calm and rational to psychotic and delusional, always on the verge of plunging off the crane to his death.

Constable Davey, with skill and compassion managed to keep him calm and persuade him to come down safely to the ground where he was taken to hospital for evaluation. If these three officers had not risked their lives to climb the crane, it is likely that this man, in his psychosis, certainly would have perished.

Because of their exemplary courage, Constables Michelle Davey, Phil Chambers and Warren Tutkaluke were awarded the Chief Constable's Commendation.

Protecting the Public Requires Fast Thinking and Fast Feet

But chase has fatal ending

Every police officer knows that he or she may have to make a split second life or death decision, but sometimes the situation will keep changing so rapidly that you have to make one of those decisions every minute. Each time you do, your life or that of someone else hangs in the balance.

On the afternoon of July 11, 2004, Constable Darin McDougall had no way of knowing that he would soon be literally holding the life of another person in his hands. The incident began when he decided to pursue what turned out to be a stolen car loaded with stolen property that was fleeing from his road block near the Knight Street Bridge.

The chase went back and forth on the

bridge, as the driver first raced the wrong way into oncoming traffic then reversed directly into the path of the police car. Constable McDougall had to make a number of quick decisions to break off the chase, pursue with lights flashing, or resume the chase with his siren. Every decision would have an impact on the safety of the driver and the public.

At one point, Constable McDougall managed to safely pin the car, but the driver escaped on foot, racing through oncoming traffic with Constable McDougall close behind. Looking for an escape route, the driver climbed over the bridge railing, but had to hang on since the distance to the ground was too great. When Constable McDougall arrived a sec-



ond later, he reached through the rails and grabbed the man's forearm. He told him to hang on as he radioed for help, but the man was determined to jump, breaking free from Constable McDougall's hold and falling about 46 feet to his death.

For showing extraordinary courage and compassion by placing his own life in jeopardy in an attempt to prevent serious injury or death to the public and for valiantly trying to save the life of the person who placed him at risk, Constable Darin McDougall has been awarded the Chief Constable's Commendation.



The Public Helps Police Choose New Car Design

Thousands participate online and in person

THE PUBLIC HAS SPOKEN, the student suggestions have been counted, and the Chief Constable has decided. For the first time in 20 years, the Vancouver Police Department has a new design for its vehicles. It is a design that reflects the heritage of our community, our national identity, our innovation, and our commitment to provide the citizens of Vancouver with service that goes Beyond the Call. It is also a move that will save taxpayers thousands of dollars. The new design uses a new technology that will cut the cost of applying and removing the decals by 50 per cent. Costs will drop from \$600 on average per car to \$300.

While the responsibility for picking a vehicle design has always rested solely with the Chief Constable, for the first time in the department's history, the public, Vancouver school students, and VPD members were asked to participate in that decision. And participate they did. More than 10,000 people voted on four suggested designs and more than 200 students and members of

the public submitted their own designs, along with often helpful comments and suggestions.

The suggestion to incorporate a native symbol into the design as a salute to the heritage of our community came from members within the department, who believed that it would be very appropriate and respectful to recognize the beginnings of our community.

On the trunk swoop it was decided to place the words 'Beyond the Call.' The phrase embodies a culture within the department that recognizes the efforts of the members to provide outstanding service to the citizens of Vancouver. It commemorates brave and heroic actions of members who risk their lives to save others. It also salutes the efforts of members who take extraordinary efforts to comfort the victims of crime or go out of their way to help a citizen in distress. It is a promise of service and dedication that every member of the VPD respects and recognizes.

FREQUENTLY USED NUMBERS

BC NURSE LINE FOR THE DEAF	1(866)889-4700	PERMANENT RESIDENT CARD	1(800)255-4541
BULLYING	1(800)680-4264	PHONE SCAMS/PHONEBUSTERS	1(888)495-8501
CANADA FIREARMS CENTRE	1(800)731-4000	PROBLEM GAMBLING INFORMATION /REFERRAL LINE1	1(888)795-6111
CRIME STOPPERS/TIPS LINE	1(800)222-TIPS	WILDLIFE RESCUE / WILDLIFE REPORT LINE	1(800)663-9453
CRIMINAL VICTIM ASSISTANCE	(604)660-3888		
CRISIS LINE	1(800)784-2433		
ENQUIRY BC	1(800)661-8773		
EQUIFAX (REPORT BREACH OF PERSONAL INFORMATION)	1(877)323-2598	VANCOUVER POLICE DEPARTMENT	
FOREIGN AFFAIRS TRAVEL INFORMATION	1(800)387-3124	SWITCHBOARD	(604)717-3535
ICBC FRAUD/WITNESS/TIP LINE	1(800)661-6844	RECRUITING INFORMATION	(604)717-2700
PARENT HELPLINE	1(888)603-9100	VANCOUVER POLICE DEPARTMENT 312 MAIN STREET, VANCOUVER, BC, V6A 2T2	WWW.VPD.CA