



QUESTIONS AND ANSWERS

PUBLIC INFORMATION SESSION

ON THE MERGER OF
POLICE STATIONS 9 AND 11

Public information session on the merger of police stations 9 and 11

The SPVM communicated on several occasions in order to inform the citizens from Montreal West, Hampstead, Côte-Saint-Luc and from Notre-Dame-de-Grâce district about the project to merge stations 9 and 11. Whether it was through social media, press releases or interviews, the goal was for citizens to understand the changes and expectations of the merger.

With that perspective in mind, initially we wanted to meet with citizens to answer their questions so that they could better understand the ins and outs of this project. Meetings were to be held in March 2020. However, due to the present COVID-19 crisis, we had to comply with distancing rules and avoid gatherings. Therefore, the only option we had to reach out to the community was to hold an online presentation. Hence, an invitation was sent requesting citizens to e-mail their questions between April 27th and May 4th so that answers could be provided during the May 5th presentation.

Close to 60 questions were received. Some of which shared the same theme. Consequently, we opted to regroup those questions together to avoid repetition and to facilitate understanding. The following section presents the questions and answers categorized by themes.

Finally, for those who wish to view the information session of May 5th 2020, it is always possible to do so by going to the SPVM website at the following address <https://spvm.qc.ca/en/News/Details/14749>.

The PowerPoint presentation used during the information session is also available on this page.

Questions from citizens and answers

Theme 1: Information to elected officers, partners and citizens

Number of questions received: 15

Main questions

1. Why was the public not consulted about the merger of Côte-Saint-Luc and NDG police station?
2. Why was this information session being held during the confinement?

3. Can a second information session be scheduled at a time when accessibility for a majority of residents can be ensured and meanwhile keep Station 11 open to serve the community as usual?

Answers

The SPVM met with the mayors and municipal councilors concerned by this integration to inform them in more detail about this project and answer their questions so that they can better understand the ins and outs of it. They were also informed that an information session was being planned in order to meet with partners and citizens – the initial dates were planned during the month of March – however due to the pandemic, we had to cancel.

In recent months, we have heard the concerns of citizens and that is why we wanted to present this project to them and answer their questions.

We would have liked to have done it earlier, as planned, but the fight against the coronavirus pandemic (COVID-19) has put us all in exceptional circumstances.

We have therefore chosen to hold this public information session virtually in order to comply with the social distancing measures and the ban on gatherings. We are using the same method as City hall, which also receives questions from citizens by email before the webcast of its meetings.

Given the exceptional circumstances in progress, no other public information session is currently planned. However, the SPVM is committed to keeping citizens and partners informed at different stages of the project.

Theme 2: PDQ 9 and 11 merger

Number of questions received: 25

Subtheme: Description

Question

4. What will happen with the PDQ 11 building, located on Kensington Street after the closing of it and the merger with PDQ 9?

Answer

Starting in the fall of 2020, the new PDQ 9 will bring together the staff of the former PDQ 9 and 11, more than 100 police officers, 30 school crossing guards and 2 civilian employees in its premises located at 5501 av. Westminster, in Côte-Saint-Luc.

The PDQ 9 will thus be able to deploy an optimal workforce in order to meet the specific and emerging needs of citizens and partners and to continue police activities in the cities of Montreal West, Hampstead, Côte-Saint-Luc and from the Notre-Dame-de-Grâce district in Montreal.

The premises housing the current PDQ 11 will be vacated by the SPVM as soon as the two stations are integrated.

Question

5. What will you do with all the PDQ 11 cars? Will the number on their side be changed for a 9?

Answer

The PDQ 11 vehicles will join the fleet of the new PDQ 9 and will be identified accordingly.

Subtheme: Reasons for the merger of PDQ 9 and 11

Main question

6. What guarantees do we have that SPVM will be able to maintain the level of service residents in western NDG have grown accustomed to if the station will no longer be in NDG but in CSL a significant distance further west.

Answer

With the establishment of the new PDQ 9 in its sector, the city of Côte-Saint-Luc will benefit from an increased presence and police visibility. This is also true for the cities of Hampstead and Montreal West.

However, these sectors and that of the Notre-Dame-de-Grâce district will maintain the same police force which will be deployed in four distinct patrol sectors with appropriate supervision.

The merger aims at improving the services provided.
Having more police officers in one unit translates into:

- A gain in efficiency through a better capacity to fulfill the SPVM'S mission and meet its local and operational needs;
- More patrol, presence, visibility and accessibility;
- Faster response to emergency calls;
- More resources for the [Project Action Module](#) for problem solving;
- Maintaining close services (same geographic responsibilities for socio-community agents, school crossing guards and neighborhood security agents)
- A service offer capable of adapting to changes in the environment (population growth, modification of the urban fabric, projects in development such as Royalmount and Namur-Hippodrome).

Following the integration of PDQ 9 and 11, the CDN-NDG borough will be served by two neighborhood stations with a total of 258 police officers, namely PDQ 26 and the new PDQ 9. It will share police services with four linked cities and another borough.

Subtheme: Why now?

Main question

7. With that said, I am wondering why the SPVM is rushing to merge the two PDQs during the pandemic?

Answer

During the planning of this project, the present crisis we are going through was not foreseen. Nevertheless, it's important for the project to move forward.

The lease for the current PDQ 11 has expired and it did not have the capacity to accommodate the staff and all of the material resources of PDQ 9.

However, the building where PDQ 9 is located has the capacity to accommodate the staff and material resources of PDQ 11. The renovations must begin soon in order to be able to bring together under one roof all the employees for this fall.

Also, the COVID-19 crisis demonstrates the importance of putting in place means to have more capacity within PDQs that have fewer staff such as PDQ 9 in order to maintain service to the population.

Subtheme: Project planning

Question

8. What evidence do you have that community relations will indeed improve as a result of the merger of Station 11 and 9, and what objectively verifiable measures other than response times will be used to assess the effectiveness of police services to the public?

Answer

For several years, we have known that by bringing together more police officers in the same station, makes it possible to conduct more patrol activities, to have more police presence and visibility on the ground. As a result, police services are becoming more accessible to citizens. Response to calls is also faster.

The COVID-19 crisis demonstrates the importance of putting in place means to have more capacity within PDQs that have fewer staff such as PDQ 9 in order to maintain service to the population.

Complaints will be regularly monitored and, at the end of the first year of the merger, a survey will be conducted to improve or adapt services if needed.

Question

9. I assume that closing PDQ 11 and moving office space adjacent to PDQ 9 will save money. While it seems like a benefit to Côte Saint-Luc to be home to the merged station, for how long does the SPVM pledge to maintain the station Côte Saint-Luc.

In other words, how can residents be assured that the new larger station won't move out of Côte Saint-Luc as soon as less expensive commercial space becomes elsewhere?

Answer

It is important to recall that the main objective of the merger is to improve our service and make our neighborhoods safer.

It is difficult to predict the context in which the SPVM will evolve in the future. The terms of the lease between the City of Montreal and the landlord is for 10 years.

Question

10. Has both a traffic and pollution study been done to assess how it would impact the community after the move? If so, kindly submit to this consultation both the traffic and pollution studies

Answer

The police personnel of the new PDQ 9 will be divided into six teams which will work in rotation, according to predetermined schedules. So there won't be 100 patrollers on the road at the same time. The impact on traffic and pollution appears to be minimal and does not require any study at this stage.

Question

11. What operational procedures would be impacted after the move and was there a risk assessment done identifying how each risk would be mitigated? If so, kindly submit to this consultation both the operational procedures analysis and risk assessment

Answer

For reasons of public security, the SPVM does make public its operating methods and procedures.

Question

12. Station 11 is currently functioning. While the building has been sold and the lease has not been renewed, do the city and the police administration have the authority to

renew the lease for one year or to relocate to another central location in NDG to ensure that our neighbourhood has a fully functioning regional police station?

Answer

The Material Resources Department of the City of Montreal is responsible for signing leases for the premises and buildings of the SPVM. In this case, a lease has been signed for a period of ten years.

Subtheme: Savings in the medium and long term

Question

13. What are the economic cost and savings of this move? When will a return on investment be materialized?

Answer

Savings are expected in the medium and long term regarding this project. They mainly affect physical resources (end of the PDQ 11 lease). The premises housing the current PDQ 11 will be vacated by the SPVM as soon as the two stations are integrated. However, there will be short-term expenses for fitting out the premises of the new PDQ 9. As far as human resources are concerned, no job loss is expected.

Subtheme: Accountability

Question

14. Should a move be implemented, would a monthly performance report be submitted to both CDN-NDG Borough Mayor Sue Montgomery as well as Ville de Montréal Mayor Valérie LaPlante affording them the right to reverse the move should they not be satisfied at some future date?

Answer

The SPVM submits an annual report to the City of Montreal containing yearly statistics and a review of activities.

However, the PDQ commanders maintain constant communication with elected officials and local partners in order to discuss all local aspects of security. This communication channel will be maintained for monitoring the integration process, its impacts and the realization of the objectives.

Theme 3: Expected benefits

Number of questions received: 8

Main questions

15. How can the gains provided by community policing be conserved by merging station 11 into station 9?
16. How will the merged station provide better service to visible minorities in NDG?
17. Will a consultative table be created to ensure community groups can meet with the police on a regular basis and when can such a consultative table be created? Is this how community collaboration will be achieved?

Answers

Maintaining services, neighborhood police model and relations with partners

Within the new PDQ 9, services will be maintained according to current geographic responsibilities. The soci-community agents, school crossing guards and neighborhood road safety officers from the two PDQs will retain the same geographic responsibilities.

Citizens and community partners will continue to be in direct contact with staff who already offered them their services before integration and with whom they have established a relationship of trust.

Building ties and working closely with the different communities will continue. Their participation in neighborhood life will not change with the integration and will remain a priority.

The neighborhood police model is here to stay. This philosophy is not just about where a police station is located within a sector. The philosophy that defines community policing takes concrete form in the daily interventions of the police officers who dedicate themselves to serving citizens, who create and maintain a relationship of trust with them. This commitment is anchored in the organizational values of the SPVM and not associated with the geographic position of a building.

Security network

PDQs have a local security network that brings together partners in their sector. For example, the commander of a PDQ consults the members of this local network in order to take stock of the previous year and discuss security issues so as to put into place effective policing programs. Therefore, new PDQ 9 will integrate the local security network of partners from PDQ 11 into their plans in order to ensure continuity.

Furthermore, the integration of PDQ 9 and 11 will allow the police resources that have created over time, ties within their respective communities and with community

organizations, to be pooled together. This will facilitate our ability to obtain precious information regarding the needs of citizens and the community. Also, it will allow us to identify together, the means necessary to maintain and solidify our ties, as well as, to help make neighborhoods safer and to minimize crime.

In addition, as we mentioned during the meetings with elected officials, we will analyze the needs regarding the staffing for the position of an advisor in community consultation who would act as our liaison officer between the different community groups and partners. For more than 10 years, the experience in CDN, St-Michel and Montréal-Nord where community advisors are present, has shown their effectiveness in contributing to establish closer ties within the community and opening up channels of communication.

Capacity to adapt to changing environment

Question

18. In your presentation you claim that this move will allow you to better adapt to future developments such as the Royalmount project. However, this project is not in NDG or SCL, but in TMR. Moreover, TMR is already served by PDQ26 at Namur. Please explain why it is important to further concentrate scarce public resources in an area, which is already well served.

Answer

Although it is deployed in the City of Mont-Royal, the Royalmount project will have an impact on traffic of the neighboring sectors including the one covered by the new PDQ 9. By having additional resources, this PDQ will be able to contribute to the fluidity of the circulation.

Theme 4: Possible disadvantages

Number of questions received: 1

Question

19. I have read the arguments in favour of this merger, but as in all complex decisions there are pros and cons. Could you advise what you see as potential cons to this merger?

Answer

For partners and citizens, integrating PDQs 9 and 11 does not present any disadvantages at first glance.

For its part, the SPVM would have liked to have a more central location for the new PDQ 9, near a metro for instance, but unfortunately this was not possible. However, a bus line passes nearby.

The real challenge for the SPVM is related more to the change management aspect of this project and also, parts relating to logistics.

Commander Danny Diotte took office two months ago at PDQ 9 and 11 and has the aspect of change management well in hand.

Theme 5: Sub-station in NDG

Number of questions received: 5

Question

20. Will a sub-station be opened in NDG?

Answer

This proposition is duly noted. It is something that could be analyzed after the merger, based on needs that could come up afterwards.

Question

21. Could the merger of PDQ 11 prevent certain crimes from being reported to the police? NDG citizens may be reluctant to go to a station that is located further away from their home.

Answer

We are sensitive to this concern, but we do not believe that the integration project will have an impact on whether citizens will be reluctant from reporting crimes.

Citizens will always have the opportunity to file a complaint in person at PDQ 9, and 26, which are all located near the Notre-Dame-de-Grâce district.

Citizens who are unable to present themselves in person or who do not wish to leave their home can also complete an incident report by visiting our website at spvm.qc.ca or by calling 9-1-1.

Our police officers will of course be very visible and present - always ready to intervene and be there to help and protect citizens.

Theme 6: Possible future mergers

Number of questions received: 4

Main question

22. Are you planning other mergers?

Answer

The Service plans to integrate certain PDQs in the coming years in order to restore operational flexibility, improve its organizational performance and increase the capacity of its work force to ameliorate its service offer to citizens.