



A CITIZEN-FOCUSED Approach

2013 ANNUAL REPORT



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Vision



“At the SPVM, each member is proud to be involved into HHS community and this can be witnessed by everyone.”

An agile, high-performing and transparent police service, with close ties to its community, in order to serve it better; this is what the Service de police de la Ville de Montréal (SPVM) aspires to in its desire to lead the neighbourhood police to its ultimate form: a police service where all actions are based on a shared vision reflecting into everyday life.

Values

The SPVM embraces three fundamental values: **respect**, **integrity** and **commitment**. They are the pillars that must always drive the behaviours and actions of management, police officers and civilian staff.

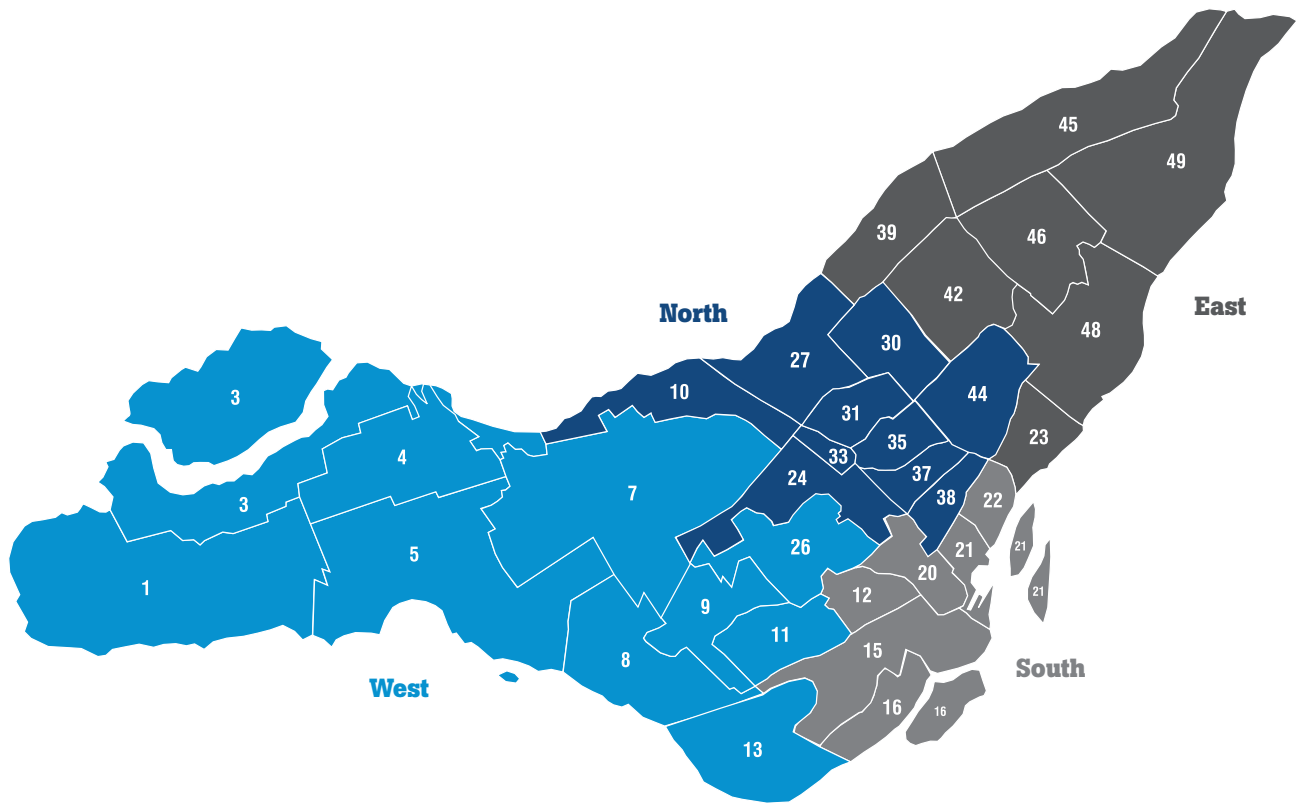
Mission

The mission of the Service de police de la Ville de Montréal (SPVM) is to protect the lives and property of citizens, maintain peace and public safety, prevent and fight crime, as well as uphold laws and regulations¹ in effect.

In partnership with institutions, socio-economic organizations, community groups and citizens of the Montréal area, the SPVM is committed to enhancing the quality of life of the Montréal community by working to reduce crime, improving road safety, fostering a sense of security, and developing a peaceful and safe living environment, while respecting the rights and freedoms guaranteed under the Canadian and Québec charters.

¹ Articles 48 and 69 of the Police Act, R.S.Q. c. P-31.1

Map of Neighbourhood Police Stations



Neighbourhood Police Stations

North

10 Bordeaux, Cartierville | **24** Ville Mont-Royal, Outremont | **27** Ahuntsic | **30** Saint-Michel | **31** Villeray | **33** Parc-Extension | **35** La Petite-Italie, La Petite-Patrie | **37** Le Plateau-Mont-Royal Nord | **38** Le Plateau-Mont-Royal Sud | **44** Rosemont—La Petite-Patrie

South

12 Ville-Marie Ouest, Westmount | **15** Saint-Paul, Petite-Bourgogne, Pointe-Saint-Charles, Saint-Henri, Ville-Émard | **16** Verdun (terre ferme et l'Île-des-Sœurs) | **20** Centre-ville (Ville-Marie Ouest), parc du Mont-Royal | **21** Centre-ville (Ville-Marie Est), île Notre-Dame, île Sainte-Hélène, Vieux-Montréal | **22** Centre-sud

East

23 Hochelaga-Maisonneuve | **39** Montréal-Nord | **42** Saint-Léonard | **45** Rivière-des-Prairies | **46** Anjou | **48** Mercier—Hochelaga-Maisonneuve | **49** Montréal-Est, Pointe-aux-Trembles

West

1 Baie-D'Urfé, Beaconsfield, Kirkland, Sainte-Anne-de-Bellevue, Senneville | **3** Pierrefonds-Roxboro, L'Île-Bizard et Sainte-Geneviève | **4** Dollard-Des Ormeaux | **5** City of Dorval, Pointe-Claire | **7** Saint-Laurent | **8** Lachine, Saint-Pierre | **9** Côte-Saint-Luc, Hampstead, Montréal-Ouest | **11** Notre-Dame-de-Grâce | **13** Lasalle | **26** Côte-des-Neiges

“The 2013 annual report clearly shows the citizen-focused approach displayed by Montréal’s police officers and supported by the civilian staff. The Commission de la sécurité publique members and I, wish to recognize the overall work accomplished and encourage the SPVM to continue with its mission.”

Anie Samson,
Chair of the Commission de la sécurité publique



Message from the chair of the Commission de la sécurité publique

Fellow citizens,

“Safety” in the City of Montréal is, without a doubt, one of the key priorities of the metropolis in ensuring a peaceful environment and the well-being of its population.

Clearly, the people of Montréal place a great deal of importance on this aspect and, in this respect, the Commission de la sécurité publique needs to be sensitive and aware of its citizens’ concerns and needs.

As new Chair of the Commission de la sécurité publique, I would like to commend the efforts of the Service de police de la Ville de Montréal in carrying out its activities to control and prevent crime, and particularly for its desire to ensure they have the trust and respect of the community. The implementation of regulation mechanisms, new information security measures and local governance principles, demonstrate the SPVM’s desire to improve its practices to respond even better to the needs of the population and ensure its safety.

The 2013 annual report clearly shows the citizen-focused approach displayed by Montréal’s police officers and supported by the civilian staff. The Commission de la sécurité publique members and I, wish to recognize the overall work accomplished and encourage the SPVM to continue with its mission.



Anie Samson

Chair of the Commission de la sécurité publique

Vice-Chair of the Executive Committee

Member of the Agglomeration Council

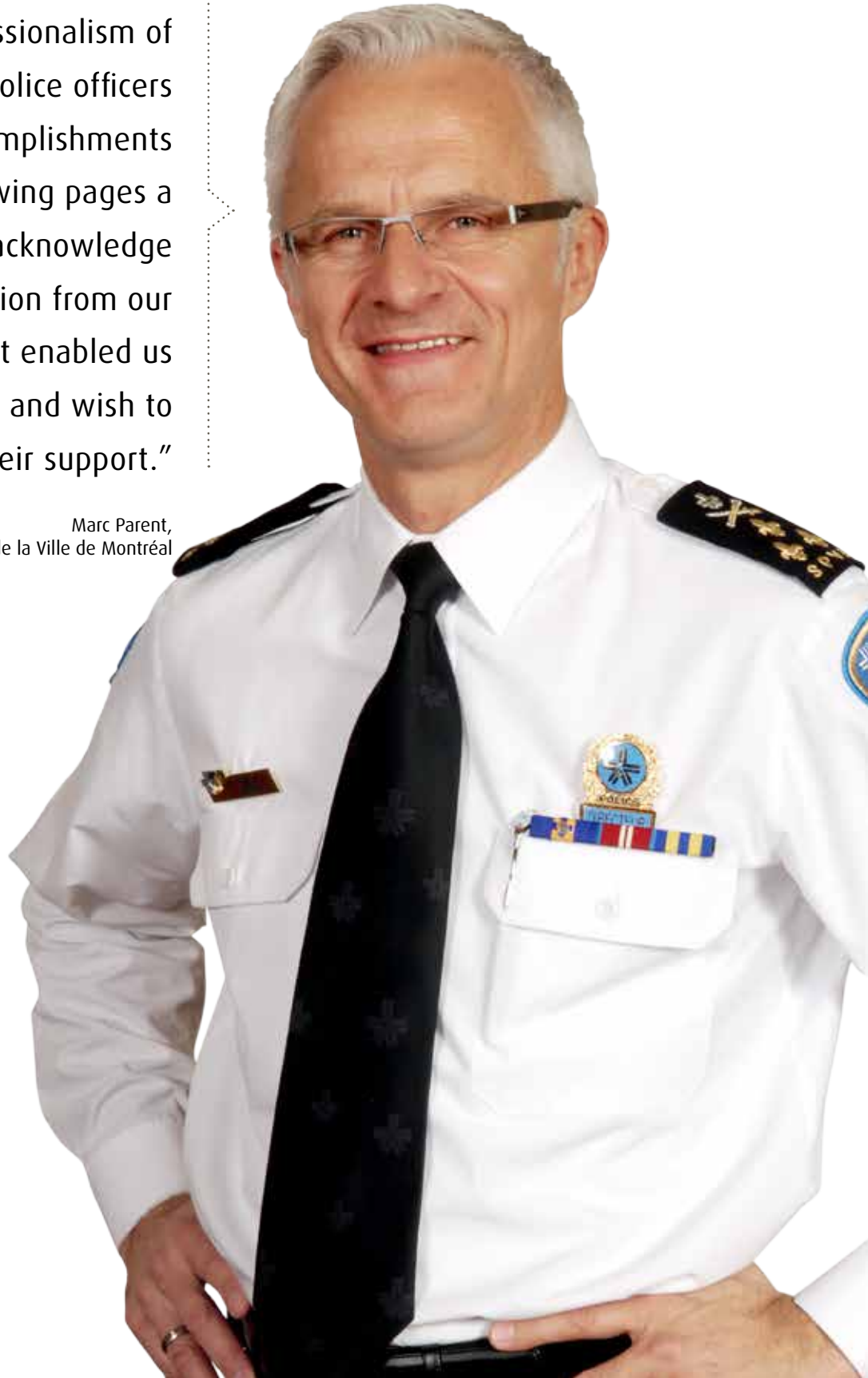
Mayor of the borough of Villeray—Saint-Michel—Parc-Extension

Responsible for public safety and resident services

► *Members of the Commission de la sécurité publique are shown on page 29.*

"I would like to commend the commitment and professionalism of civilian employees and police officers who made the accomplishments mentioned in the following pages a reality. I would also like to acknowledge the remarkable contribution from our partners and citizens that enabled us to carry out our mandate, and wish to thank them for their support."

Marc Parent,
Director of the Service de police de la Ville de Montréal



Message from the Director of the Service de police de la Ville de Montréal

Openness, dialogue, transparency, and continuously improving our ways of doing things are at the heart of the relationship of trust that unites the citizens and police officers of Montréal. It is in this perspective that we carried out our work in 2013, and it is also what you will see in the annual review that we are presenting you.

Our desire to constantly demonstrate innovation and challenge ourselves while targeting an optimal performance for our organization led to an organizational transformation process that began in 2012. It is based on staff members embracing the organizational vision: *"At the SPVM, each member is proud to be involved in his community and this can be witnessed by everyone."*

The premise of this process is that the work of all units will now be centered on a *citizen-focused approach*, which means putting the citizen at the heart of its services, while maintaining its partnerships with local players and the population.

Our commitment to the community is also based on the document, *Lecture de l'environnement*, which was produced in 2013 and presents an overview of the various issues in our society. In fact, at the SPVM, we firmly believe that the information we have on our environment enables us to better ensure our role in public safety.

I am therefore very proud to present you with to 2013 annual report. It reflects who we are, a dynamic and agile organization that listens to the needs and concerns of citizens.

Above all, it demonstrates the reason behind all our work: to better serve you.

Finally, I would like to commend the commitment and professionalism of civilian employees and police officers who made the accomplishments mentioned in the following pages a reality. I would also like to acknowledge the remarkable contribution from our partners and citizens that enabled us to carry out our mandate, and wish to thank them for their support.



Marc Parent

Director
Service de police de la Ville de Montréal

► *Members of the SPVM Executive committee are shown on page 29.*

Anchor the police service in ITS community



The SPVM police officers multiplied the number of opportunities to share and interact with citizens, in a manner that strengthened the relationship of trust with the local community, and resulted in a better understanding of their respective realities.

Strategic Orientation 1

The first strategic orientation of the SPVM, anchoring the Service in ITS community, is based on the organization's willingness to foster greater proximity between its police officers and citizens. The Service aims to promote a better understanding of the concerns and dynamics of each neighbourhood, and to adapt interventions and activities based on the various safety needs. The SPVM will thus, be a police service that is integrated in its community in order to serve it better.

Participation of SPVM police officers in the life of each local community and police presence in the city streets are two main components of its commitment to properly serve the population. At any hour of the day or night, in the parks and on city streets, at public activities and festivals, SPVM police officers ensure the safety of citizens and work in partnership to resolve problems specific to large urban centres.

Organizational transformation

For three years now, the SPVM has been committed to a process aiming to improve its services to citizens in order to respond to Montréal's current and future changes.

This process is based on the commitment of each member of the SPVM staff to demonstrate openness toward new ways of working and serving the community.

In 2013, police-citizen relations were therefore at the centre of the organizational transformation process, which led to implementing a structure for exchange and strengthening relationships with citizens, called a citizen-focused approach.

Citizen-focused approach

The objective of the citizen-focused approach is to make the SPVM a more agile and high-performing organization where the expertise and people skills of its employees are at the forefront of its strategies.

In 2013, from the citizen-focused approach, came the idea to standardize the way action plans for the various neighbourhood police stations were designed. Four components were identified:

1. knowledge ;
2. needs identification and environment monitoring ;
3. commitment strategy ;
4. corporate environment.

Therefore, over the past year, those in charge of neighbourhood police stations, along with their local management team, met with partners, stakeholders and citizens to find out their expectations and concerns, and to work with them to identify their needs.

It is out of these meetings, that the first SPVM local action plans in ITS community were established. From now on, action plans will be presented to each community when they are developed, as well as at the local annual review.



2013 was therefore marked by the start of a citizen-focused approach within the SPVM. An approach that, not only symbolizes the SPVM's desire to strengthen community relationships, but also its desire to better understand local dynamics by creating a space where citizens and police officers can discuss the issues that affect neighbourhood life.

Strengthening community relationship

Police officers' commitment in the community is the cornerstone for strengthening the police-citizen relationship and, in 2013 this took on a variety of forms. Below are some examples:

- "Héros ou pas, AGIS!" a project from La Lancée school with the objective to prevent and fight bullying and violence at school. A concept that could be expanded to other schools on our territory.
- "Espace unique" project which aims to build a better understanding of the various facets of police work and to promote a strengthened relationship between police and youth.
- *Collaboration protocol to prevent and detect violence in school setting.* A protocol has been set up in cooperation with the Vanguard School and its partners: Centre jeunesse de Montréal, and Batshaw Youth and Family Centres.

As well, in the spirit of respect for others, self-esteem and confidence, police officers organized various sport activities with young people throughout the City of Montréal.

Also, to strengthen the relationship of trust with newcomers, SPVM police officers took on the initiative of regularly visiting these groups to discuss a number of topics regarding the mandate of Québec police officers and public safety.

Through their commitment to cultural, social and sporting activities, the SPVM police officers multiplied the number of opportunities to share and interact with young people, in a manner that strengthened the relationship of trust with the local community, and resulted in a better understanding of their respective realities.

Intervening among individuals with mental health issues, in crisis, or homeless

SPVM patrol officers are asked to intervene 140 times everyday, with individuals struggling with mental health problems or who are homeless.

To better respond to the many aspects of mental health and homelessness problems, a number of initiatives were undertaken by the SPVM over the past year:

In 2013, we implemented the following:

- Training of police officers for simulated calls with vulnerable individuals
- Creation of a patrol officers team called RIC (Réponse en intervention de crise)

These are police officers trained to respond to emergency calls and defuse situations during interventions involving individuals in serious or acute crisis. Creating these patrol officers teams was inspired by the *Crisis Intervention Team (CIT)*, a police intervention model developed in 1988 in Memphis (Tennessee). This model is commonly referred to as the *Memphis Model*. Several hundred police departments in the United States and Canada have subsequently adopted this model or one of its variants, to improve their interventions with individuals in crisis who have mental health issues.

RIC patrol officer's deployment was planned in three phases. The first phase, which began in 2013, involved training one police officer from each neighbourhood police station, as well as metro and airport units.

The second phase will start in early 2014 with the objective of training one patrol officer for each work team from the six units that were identified as priorities.

The third phase will begin in the spring of 2014 and will continue until fall. It will allow training to be completed for one police officer per work team, for all patrol units.

- Équipe de soutien aux urgences psychosociales (ÉSUP)

ÉSUP, made up of SPVM police officers and social workers from the Centre de santé et de services sociaux (CSSS) Jeanne-Mance, patrols and intervenes directly with individuals in crisis situations or suffering from mental health issues.

This team's mission is to foster multidisciplinary cooperation and support police work in order to help these people access the appropriate services in terms of justice, healthcare or community support.

In fact, ÉSUP allows for a better assessment of situations encountered during police interventions, once the area is secured, and to adapt the response, so that these individuals receive the appropriate support required for their situation.

In 2013, ÉSUP carried out 1,288 interventions. 12%, involved people with no fixed address or who were at risk of becoming homeless. Men accounted for 56% of these individuals, women 44%, and the average combined age was 46.

An interesting fact to point out is that in 2013, 65% of cases where ÉSUP intervened, it was able to take over from the police officers who had initially responded to the call, allowing them to go back on patrol.

The significance of this team's work is measured by its 2,086 formal and individualized referrals since its creation in 2012, allowing individuals to obtain a service adapted to their own situation.

There are multiple places where people are referred: CSSS (health and social services centres), crisis centres, community organizations etc. Often, people are referred to specific programs that can help them in their process, such as the Programme accompagnement justice-santé mentale (PAJ-SM) offered at the municipal court. Quite often, friends and family are the ones who take care of these individuals after receiving explanations from ÉSUP regarding steps that can be taken, particularly in obtaining a request for psychiatric evaluation.

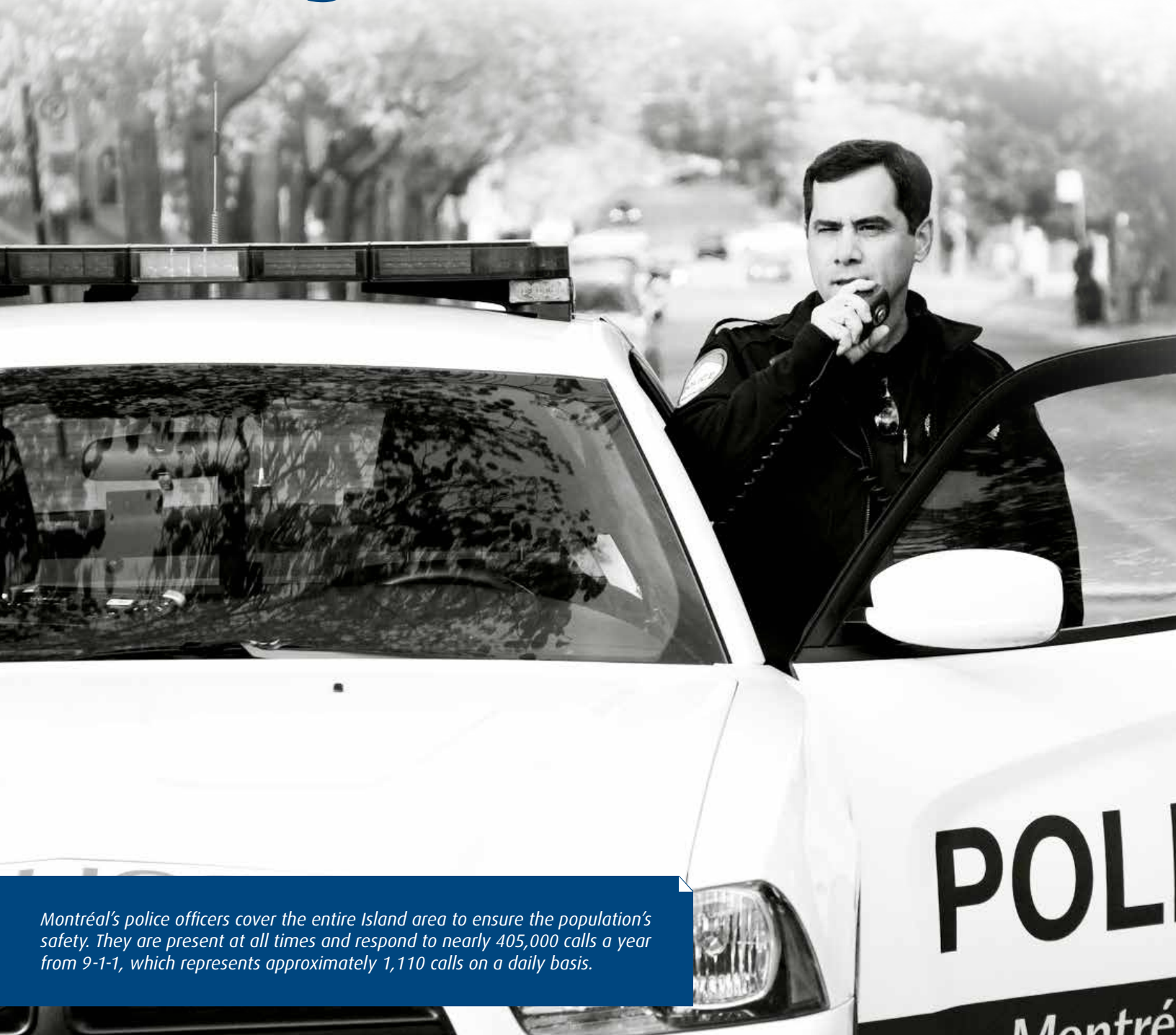
- Équipe mobile de référence et d'intervention en itinérance (EMRII)

In 2013, this team continued its work promoting the complementary nature of SPVM interventions with other partners who take action with people in homeless situations, in health and social services, and community and legal networks.

EMRII continued to make its mark and received recognition from stakeholders in the field.

- Development and communication of a checklist on the continuum of interventions with individuals displaying inappropriate behaviours. The ways that police officers intervene when dealing with disruptive behaviours are increasingly standardized. Direct support to police officers by members of dedicated teams (including those from EMRII and ÉSUP) as well as by management, is also available.
- Deployment of preventive patrols during extreme cold periods.

Ensure public safety



Montréal's police officers cover the entire Island area to ensure the population's safety. They are present at all times and respond to nearly 405,000 calls a year from 9-1-1, which represents approximately 1,110 calls on a daily basis.

Strategic Orientation 2

The SPVM's second strategic orientation is to ensure public safety. To this end, it is focusing its activities on four key operational priorities: preventing and fighting crime; maintaining a sense of security; road safety; and harmoniously sharing urban spaces.

Road safety

Improve neighbourhood quality of life, save lives and promote better sharing of Montréal road network among drivers, pedestrians and cyclists; this effectively sums up what motivated the SPVM police officers throughout the year. Moreover, in 2013, there was a noteworthy improvement in road safety.

In fact, there was an 18.2% reduction in fatal collisions, as well as a 20% reduction in the number of victims who died.

Since pedestrians and cyclists are far more vulnerable during collisions, the SPVM continued to make their safety a priority. For this reason, police officers intensified their efforts from April to November to improve the safety of these active transportation users.

2013 "100% safety" campaigns were intended for pedestrians, cyclists and drivers alike. They focused on behaviours that they need to change for their safety and to respect other users of the road.

These prevention activities seem to have resonated with the population, since data shows that 12 pedestrians died in 2013, which is six less than the previous year.

It should also be noted that there was a drop close to 12% in the number of pedestrians seriously injured, which was 98, compared to 111 in 2012.

Regarding prevention, we paid special attention to the safety of people aged 65 and over, since there were 12 fatal collisions in 2013, eight of which involved citizens in this age group. Therefore, between September 30th and November 24th, 2013, we implemented a series of interventions to reduce the number of pedestrian victims in this age group.

One more cyclist death was recorded in 2013. Unfortunately, a higher number of cyclists were seriously injured, for a total of 45 in 2013 against 27 in 2012.

In 2014, the SPVM will therefore renew its efforts toward cyclists in order to lower those figures.

Police visibility is one of the main functions of the SPVM in carrying out its mission. In neighbourhoods, in Montréal's underground, in the subway or at the airport, the SPVM police are ever-present and ready to comply with citizen's needs and concerns.



Police visibility and management of public events

Police visibility is one of the main functions of the SPVM in carrying out its mission. Day, night and evening patrols, in neighbourhoods, at bar exits, in Montréal's underground, in the subway and at the airport; Montréal's police officers cover the entire Island area to ensure the population's safety. They are present at all times and respond to nearly 405,000 calls a year from 9-1-1, which represents approximately 1,110 calls on a daily basis.

« Montréal's police officers cover the entire Island area to ensure the population's safety. They are present at all times and respond to nearly 405,000 calls a year from 9-1-1, which represents approximately 1,110 calls on a daily basis. »

The metropolis is also a preferred location for festivals, the Festival International de Jazz de Montréal, international calibre events, Francolies, fireworks, Montréal en lumière or Fête des neiges. Each of these events requires police officers' presence to ensure smooth running of the event and the safety of some 8.3 million tourists who visit Montréal every year. In 2013, there were no less than 1054 crowd control teams organized by the SPVM.

To carry out crowd control and demonstrate agility in managing this service, the SPVM uses patrol officers from neighbourhood stations, but also various specialized units, such as the Cavalry unit, the canine unit and response teams. This enables citizens to celebrate or demonstrate in complete safety, within the respect of their rights and freedoms. With diversified expertise present on the terrain, the SPVM thereby ensures it has a better capacity of intervention to reduce criminal acts and violent crimes from being committed.

Fighting crime

Prevention and enforcement go hand in hand in the fight against various forms of criminal activities. The SPVM pays particular attention to crimes of violence, narcotics trafficking, frauds and various types of cybercrime, as well as prostitution and human trafficking for sexual exploitation purposes. Consequently, it is multiplying its efforts and partnerships in this respect to build awareness, protect and assist victims, as well as to bring, individuals, who commit criminal acts and jeopardize Montréal's citizens' feeling of safety, to justice.

Organized crime

Montréal's organized crime situation is ever changing. A number of elements come into play in respect to the stability of the criminal world. For this reason, as a rule, the SPVM monitors the situation very closely and uses various units in the fight against organized crime.

The SPVM obviously relies on its Organized Crime Division, Regional Multidisciplinary Investigation and Youth Coordination Sections, and also on its Information Division to better evaluate the threats and build a better picture of the criminal elements at work.

ECLIPSE (Équipe corporative de lutte d'intervention et de prévention face aux situations émergentes) is also a key player in the fight against all forms of organized criminal activities. The specific knowledge that police officers from this squad have acquired make them a vital resource for relevant information in investigations and in operations.

In addition, comes the governance that the SPVM provides for the Escouade régionale mixte-Montréal (ERM-Montréal), the coordination and implementation with other police organizations, the cooperative efforts of the various provincial and national committees and participation of the Escouade régionale mixte (ERM) for investigations involving high levels of organized crime.

A squad for municipal integrity

In January 2013, the Escouade de protection de l'intégrité municipale (EPIM or municipal integrity protection squad) was created. Comprised of twenty police officers and civilian employees, this specialized investigation team's mandate was to ensure the protection of municipal integrity when official activities for the City of Montréal are carried out, as well as for the fifteen reconstituted municipalities. To this end, EPIM worked jointly with the Unité permanente anticorruption (UPAC, or standing anticorruption unit).

In December, EPIM joined the ranks of UPAC in order to strengthen investigation methods, improve complementarities of the players, and lastly, ensure better information sharing.

Narcotics

A number of narcotics investigations are conducted every year by the various regional investigation units and by the Organized Crime Division; 2013 was no exception. Here are some examples of narcotics related investigations:

In May 2013, an unprecedented seizure of drugs and products used for making designer drugs occurred. During this operation, seven searches took place, one of them led to the dismantling of a drug packaging laboratory. Chemical products 40 times more potent than heroine used to make designer drugs were found on the premises. The dangerous nature of the products was such that four police officers assigned to the operation experienced discomfort when handling these substances. Presence of designer drugs on the market is at the heart of the mission of the Comité provincial de lutte aux drogues de synthèse (provincial committee against designer drugs) which the SPVM is part of, along with other key police organizations.

In another operation, a major organized crime distribution network was dismantled. The four searches carried out, allowed for the seizure of, among others, one hundred kilos of cocaine and 15 kilos of crystallized methamphetamine (commonly called *crystal meth*), a record amount in the Montréal area.

Other operations targeting well-organized distribution and narcotics sales networks, as well as manufacturing and selling of designer drugs, also took place during 2013. Firearms, various narcotics, cash, equipment for counting money or even for manufacturing tablets, are part of the material seized during these operations.

Crimes against property

Fraud

The SPVM continued its efforts in the fight against fraud. To counter this type of criminal activity, the SPVM conducted a number of investigations, particularly on credit and debit card skimming. In April 2013, the SPVM, jointly with its partners from the Sûreté du Québec and the Laval Police Department, uncovered an international level fraud scheme.

The scam consisted of stealing the credit card from a customer of a financial institution, falsifying it and using it. Nearly 40-million dollars was fraudulently obtained this way. Twenty-two locations were involved in searches for this investigation and twenty-two individuals were arrested.

Overall, throughout the year, the SPVM took part in the dismantling of no less than ten major laboratories, which, among other activities, involved the production of false credit and identity cards, counterfeit money and cloning devices. Over thirty searches and twenty arrests were carried out as part of these major projects against all types of fraud.

Apart from the investigations to counter fraud, prevention also remained an important activity to build population awareness of fraud risks and measures to be taken in order to avoid experiencing its unfortunate consequences. Senior citizens are easy targets for fraudsters, which is why the SPVM continued to hold many conferences with seniors over its entire territory.

Crimes against persons

Given that crimes of violence are central to the SPVM's priorities, a multidisciplinary investigation team was put in place in early 2013, to proceed with the arrest of four individuals who were directly involved in organized crime related murders in the Montréal area.

Cybercrime

In a time when Internet, social networks and accessibility to increasingly performing electronic and smart devices are available to everyone, cybercrime is also on the rise with an increase in cyber-pedophilia, cyberbullying, harassment, suicide inducement, threats, etc. The feeling of anonymity, vulnerability of potential victims and the large sphere of activity, promote criminal deeds on the Internet by unsavoury individuals.

The SPVM therefore multiplied its prevention methods to build young people awareness, particularly through socio-community police officers youth prevention school conferences and workshops.

Prostitution and human trafficking for sexual exploitation

The SPVM is convinced that through mutual sharing of information, knowledge and expertise, it can, together with its partners, tackle major issues such as prostitution and human trafficking for sexual exploitation in Montréal. This phenomenon is a global reality and all countries are trying to find solutions to the challenges it presents. For this reason, in 2013, the SPVM worked jointly with a number of partners to develop its first 2014-2016 three-year comprehensive action plan to counter this phenomenon. To do this, there was intensified dialogue with all partners involved, consultations took place to properly identify the problem, its issues and challenges, and research was done to put forward the best practices in this matter.

“The SPVM is convinced that through mutual sharing of information, knowledge and expertise, it can, together with its partners, tackle major issues such as prostitution and human trafficking for sexual exploitation in Montréal.”

It should be noted that, for the past ten years, the SPVM has set up a team dedicated to the fight against sexual exploitation of children for profit, which is also supported by four regional multidisciplinary investigation and youth coordination sections. As well, in February 2013, the SPVM took part in an Internet safety day in collaboration with the Canadian Centre for Child Protection. The objective of this event was to inform parents and teaching staff about existing educational and intervention resources to protect children and teenagers from sexual exploitation on Internet.

Domestic and intra-family violence

The problem of domestic and intra-family violence in Montréal is a concern for the area since it generated over 15,000 calls in 2013, which represents 33% of the crimes committed against persons. The extent of this reality is such, that for the past fifteen years, the SPVM has continued making it an organizational priority. 2013 also marked the first part of its 2013-2017 five-year plan, “Unis contre la violence conjugale et intrafamiliale” (united against domestic and intra-family violence).

In this respect, the SPVM has undertaken efforts in prevention, police officer training and handling of complaints, relationships with organizations that provide assistance to victims and aggressors, as well as relationships with partners from various sectors.

Over the past years, a number of actions have been taken to reinforce rigour related to complaints procedure, and tools were developed to better assess the risk of spousal homicide. The SPVM is continuing with its efforts in this respect.

The SPVM is sensitive to the different realities that victims may experience. To that end, it organized various conferences for its police officers to allow them to gain a better understanding of different domestic contexts.

The SPVM also continued to intensify prevention projects in school environments and in francization by directly bringing together young people to inform them of these various forms of violence. The theatre play, “La larme du silence”, which has been running for a few years now, continues to arouse interest and to be in demand by secondary schools, CÉGEPs, and women centres.

In closing, keep in mind the success of the “Première ligne” project, implemented jointly with the Pro-gam inc. organization, a partner organization that works with men who used violence within their spousal or family relationships. The service provides individuals, who have been arrested and detained for domestic violence infractions, with the possibility of obtaining a psychosocial support service during their temporary detention to defuse the crisis, prevent recurrence and make the individual aware of the consequences of his actions.

Technological advances and equipment

Advanced voice radiocommunication system in the Montréal agglomeration area

The implementation of an advanced voice radio-communication system in the Montréal agglomeration area (système évolué de radiocommunication vocale sur le territoire de l'agglomération de Montréal (SÉRAM)) came about after multiple recommendations to better meet the needs of the SPVM, particularly in respect to identifying the global positioning of police officers in emergency situations to ensure their safety.

In June of 2013, as part of the implementation project for this new system, the Executive Committee of the City of Montréal approved the recommendation to award a contract to a supplier for the replacement, among other items, of radiocommunication devices (*walkie-talkies*, mobile radios for vehicles, landlines for local stations, etc.).

The work required to setting up the infrastructure for the new voice communications network that had begun in 2012 also continued in 2013.

The purpose of implementing a new voice communications network was to improve radio coverage, facilitate the coordination of interventions with the various stakeholders from the City of Montréal and emergency units, as well as allow for confidentiality of communications. This communications network will also be integrated into the underground network of the Montréal subway system.

SÉRAM should be entirely functional in 2014.

Online report

Since September 23, 2013, the SPVM has set up a new online report system, available to citizens. This effective method enables citizens to complete an event report in the case of non-emergency situations where no police officers are required and no evidence need to be gathered.

... " the SPVM has set up a new online report system, available to citizens. This effective method enables citizens to complete an event report in the case of non-emergency situations where no police officers are required and no evidence need to be gathered. "

Many citizens have used this new service since then. In less than four months, over 1,600 reports have been filed online by citizens, including 326 for mischief regarding vehicles, 294 involved thefts of less than \$5,000 and 117 reports involving bicycle thefts.

This system does not, in any way, prevent the possibility for citizens to have their report taken by phone or to come to a neighbourhood station to meet with a police officer.

Ballistic transport vehicle

As with a number of large Canadian cities, the SPVM purchased a ballistic transport vehicle in order to intervene in various types of events that could take place on its territory. This kind of vehicle reduces response time and ensures the safety of citizens and police officers during high-risk interventions where the effectiveness and quickness of the intervention are two key factors in a critical situation.

Develop an agile, high-performing and efficient organization, infused with a culture of commitment



Our cycling patrol is one of the SPVM strength. It provides a variety of advantages among which access to places that would be inaccessible by car and an increased manoeuvrability in heavy traffic. Police officers riding bicycles are efficient during crowd control events. Riding a bike offers great exchange opportunities with the population.

Strategic Orientation 3

The SPVM's third strategic orientation creates an agile, high-performing and efficient organization. It also seeks to develop a culture of commitment among its personnel, and to ensure that everyone is performing their functions based on the organization's vision, values and guiding principles.

Monitoring the environment and strategic orientations

In relation to the citizen-focused approach, in 2013, the SPVM carried out a monitoring of its environment, which highlighted major issues that the SPVM will face over the next few years. Developed by a team of authors, under the responsibility of Michelle Côté, Director of research at the SPVM, and Benoît Dupont, Director, at École de criminologie comparée de l'Université de Montréal, the document, *Lecture de l'environnement*, is intended for all individuals concerned about public safety issues who want public safety to be a collective good.

" In relation to the citizen-focused approach, in 2013, the SPVM carried out a monitoring of its environment, which highlighted major issues that the SPVM will face over the next few years. "

Upon completion of this monitoring of the environment, the research team proposed three main strategic orientations to management. These orientations were approved by the executive committee and will guide the actions of the SPVM for the 2014 to 2016 period:

1. Ensure trust and respect of the community
2. Ensure safety of the community
3. Ensure that the SPVM is an agile, high-performing and efficient organization.

An overview of these strategic orientations is presented herein.

SPVM police officers multiplied the number of opportunities to share and interact with young people, in a manner that strengthened their relationship and trust. It is in the spirit of respect for others, self-esteem and confidence that police officers organized various activities with young people throughout the City of Montréal.



Orientation 1: Ensure trust and respect of the community

The police cannot and must not be the only solution to public safety problems, since this is a responsibility that must be shared among all community players. The police represent the institution that, as an authority and expert in public safety, is able to rally the community. This kind of mission can only be taken on with the trust of all of the people of Montréal, which is critical to ensuring the legitimacy of the SPVM's actions. For this reason, the SPVM must continue to have and maintain, on a continuous basis, the trust and respect of all citizens and partners.

To this end, all actions of the SPVM, as of 2014, will be guided by a citizen-focused approach that intends to demonstrate a high level of quality in the relationships between its staff and citizens.

- The SPVM will therefore rely on the know-how and people skills of its staff, the knowledge of key players in the area and on delivering services that take into account the needs and realities of the local communities, to remain an organization that is agile, high-performing, and integrated within the community.
- The SPVM will expect that its staff be visible, accessible and able to adapt to various situations, based on the features of the environment and issues, also that it demonstrates respect in its communication.

The criteria and mechanisms for recruiting, training, appreciation, evaluation and promotion, *coaching* and development will consequently be the basis for objectives to meet in respect to this strategic orientation.

“ The SPVM will therefore rely on the know-how and people skills of its staff, the knowledge of key players in the area and on delivering services that take into account the needs and realities of the local communities, to remain an organization that is agile, high-performing, and integrated within the community. ”

Orientation 2 : Ensure the safety of the community

In respect to safety local governance, every neighbourhood station is responsible for determining the priorities, strategies and actions that will ensure safety in its neighbourhood and to ensure that the population feels safe. To do this, every neighbourhood station must be supported by a local diagnosis, which includes the concerns of the community. However, some problems go beyond the local level and require the attention of the overall organization.

Criminal activity, in its traditional forms, has been declining for several years over the entire area. However, over the next years, the SPVM will continue to treat certain forms of criminal activities or issues as a priority, such as:

- Violent crimes
- Organized crime and street gangs
- Cybercrime activities
- Individuals with special needs, and
- Road safety.

Orientation 3 : Ensure that the SPVM is an agile, high-performing and efficient organization

To bring its vision to life, the SPVM must demonstrate agility and openness and promote a culture of engagement and performance, where learning is at the forefront.

By adopting and integrating the concept of organizational agility, the SPVM not only aims to increase reaction time, but also to promote anticipation and innovation, on a continuous basis. In particular, this is through a key collaboration between all stakeholders and a high level of commitment from engaged and mobilized employees.

It is also critical to share the knowledge, integrate and entrench the learning that comes out of this, on a continuous basis. This will allow the SPVM to highlight the organizational capacity, create and evaluate opportunities for change, as well as try out different approaches, in order to better react when facing complex situations.

The SPVM's actions to develop an agile, high-performing and efficient organization are based on four components:

- Organizational transformation
- Surveillance capacity
- Organizational learning
- Rigorous and transparent management.

The actions that will be implemented will allow for the commitment of all SPVM players to be developed or highlighted.

For further details on the publication, *Lecture de l'environnement* and on the strategic orientations, go to the SPVM's Internet site.

Humanitarian commitment

5 citations for bravery for the SPVM

In January 2013, five SPVM police officers were awarded the Commissioner's Commendation for Bravery. This award was given to recognize the courage demonstrated during the 2010 earthquake in Haiti. Retired Lieutenant Detective Serge Boulianne, Sergeant Claude Cuillier, Constable Yves Leclerc, retired Sergeant Denis Roy, and Sergeant Detective Benoît Vigeant, were recipients of this special commendation for the lives they saved during these tragic events. Keep in mind that hundreds of thousands of people died, including 102 UN employees and two members of the RCMP. Since 1995, Montréal police officers have been taking part in international peace missions, where they are guides and mentors for their colleagues in countries such as Haiti and Côte d'Ivoire.

Honourary Presidency in the 2014 campaign, *Policiers contre le cancer* (Cops for Cancer)

In a December 9, 2013 press conference, Marc Parent, Director of the SPVM, proudly accepted the honorary presidency for the 2014 campaign, *Policiers contre le cancer* (Cops for Cancer). To show his solidarity and support to the cause, he decided to take part in the Shave-O-Thon and ask for the support of the entire police community. The *Cops for cancer* activity began in 1994 when a few police officers from Edmonton agreed to shave their heads to encourage a young cancer patient who had lost his hair, to go back to school. The Canadian Cancer Society's Shave-O-Thons for *Cops for Cancer* have raised more than 50 million dollars to date, all over the country to promote research and support programs.

Recog

Honourary mention for the members of ÉMRII

The CSSS Jeanne-Mance-SPVM "Duo de choc" project presented in the partnership category in the Prix d'excellence du ministère de la Santé et des Services sociaux received an honourable mention in the awards ceremony, which took place in November 2013. The Équipe mobile de référence et d'intervention en itinérance (ÉMRII) [Mobile Reference and Intervention Team for the Homeless] made up of police officers and social and health care workers, accompany people who are homeless or at risk of becoming homeless, who are involved in frequent police interventions and who present major vulnerability factors. It should be noted that ÉMRII also calls upon a number of partners in areas involving health and social services, justice as well as community organizations.

4 Awards of excellence for the SPVM at the Réseau Intersection conference

In May 2013, at the 20th gala for the Réseau Intersection conference, the SPVM stood out by receiving four awards for prevention projects. This annual gala recognizes best practices in applying the community police approach in Quebec police organizations. ▶



nitition

► The following projects were award recipients:

- 1 • **ÉSUP:** this psychosocial emergency support team comprised of SPVM police officers and CSSS Jeanne-Mance social workers intervenes directly on the front line with individuals in crisis situations or with mental health issues.
- 2 • **Les Survivantes (the survivors):** The prevention unit of the Multidisciplinary Investigation and Youth Coordination Section, of the West area, established “Les Survivantes”, a project responding to a critical need in prevention, both on a secondary and tertiary level, of sexual exploitation and human trafficking. Through mentoring with agents associated with the project, the initiative also offers victims reintegration and awareness of their capacity for resilience.
- 3 • **Awareness video for Inuit people from the Far North:** Police officers from station 12, in collaboration with various partners, including Module Nord du Québec, produced a video providing prevention advice to Inuit people who need to come to Montréal to receive medical care.
- 4 • The **“Première ligne” service**, a collaborative project with the SPVM and the Pro-Gam inc. organization for violent spouses. This service essentially aims to defuse the crisis associated with arrest, and to build awareness of individuals arrested to the consequences of violence on their loved ones and on themselves.

To find out more...

What does level 5 police mean?

Police levels range from 1 to 6 and are established according to the population covered by the police force. For the **SPVM**, it serves a population of over one million inhabitants, making it a **level 5**. Police force activities are divided into four categories: public order, investigations, emergency measures and support services. The complexity of these activities increases according to the established level of service of the police force. For example, a level 1 police force will be able to control a peaceful crowd, whereas level 5 and 6 would control crowds where there is a high risk of unrest, spill-over or riot.

More details can be found on the website of the ministère de la Sécurité publique.

(www.securitepublique.gouv.qc.ca/police)

Do you know the IMEI number for your smart device?

It is in your interest to know that there is a number called IMEI (*International Mobile Equipment Identity*) that identifies, in a unique way, each of the mobile telephone terminals. You may be asked for this IMEI number in the

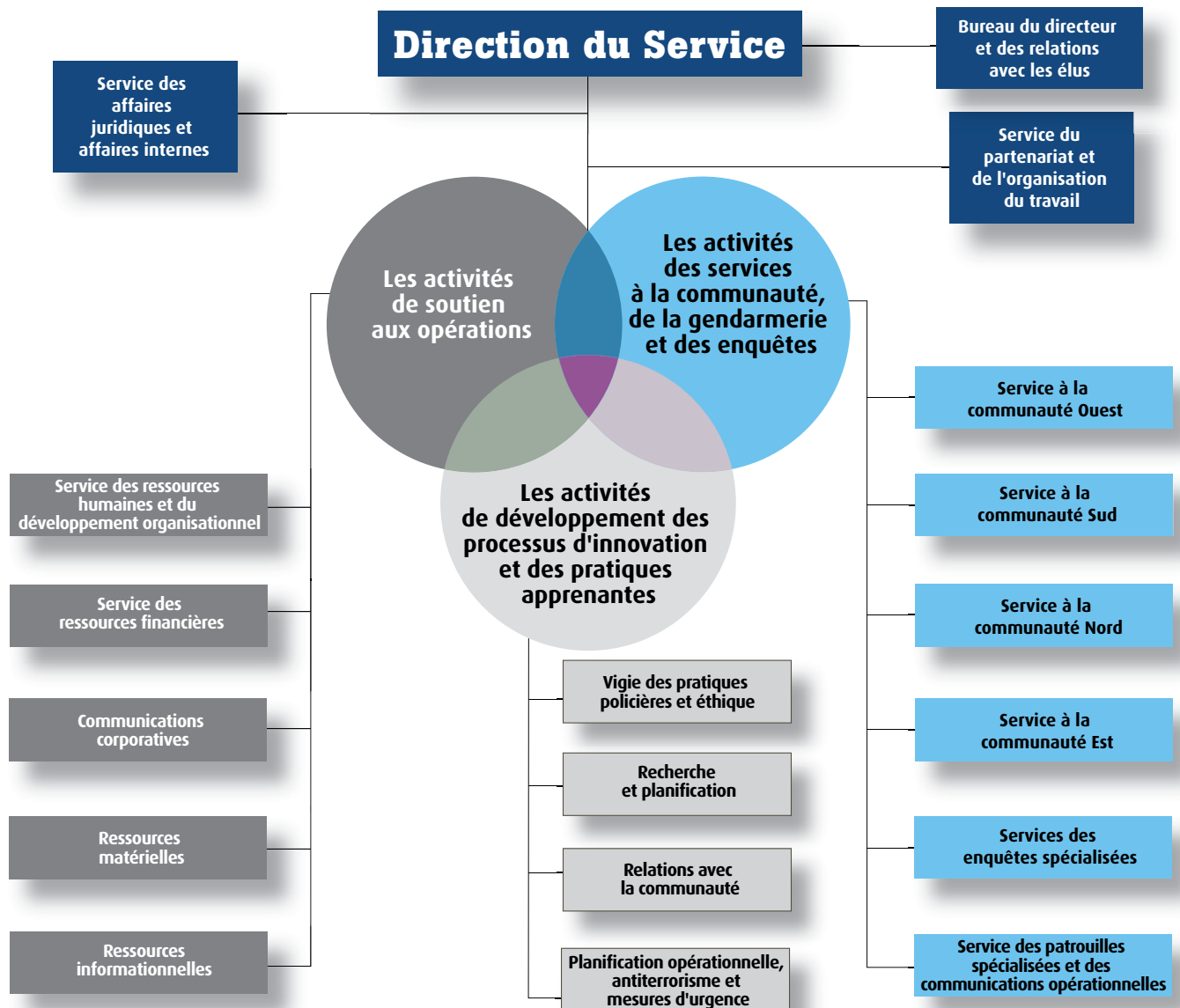
event of loss or theft, as it can be used to disable the device even when used with another SIM card. In fact, in cases when the theft of a device has been reported, the participating service providers can block the phone's access to cellular signals.

The IMEI number is located on the battery white label. If it is not indicated there, you can enter ***#06#** on the keyboard and the 15-digit IMEI will be displayed.

Investigators for the truth

Due to its expertise, the SPVM loans out a number of its investigators and analysts for special projects. Examples include the Charbonneau Commission, the Escouade régionale mixte de Montréal or the Unité permanente anticorruption. In total, there are 35 investigators assigned for periods of two to three years to advance investigations and bring to justice those who break the law.

SPVM Organizational Chart (On December 31, 2013)



Commission de la sécurité publique



From left to right: Mrs. Marie-Eve Brunet, Counsellor for the borough of Verdun, Mr. Samir Rizkalla, Québec Government Representative, Mr. Gilles Déziel, Counsellor for the borough of Rivière-des-Prairies—Pointe-aux-Trembles, Mr. William Steinberg, Mayor for the town of Hampstead and PSC Vice President, Mrs. Anie Samson, Mayor for the borough of Villeray—Saint-Michel—Parc-Extension, Vice President of the City of Montréal Executive Committee and PSC President, Mr. François Limoges, Counsellor for the borough of Rosemont—La Petite-Patrie and PSC Vice President, Mr. Edgar Rouleau, Mayor for the City of Dorval, Mrs. Monica Ricourt, Counsellor for the borough of Montréal-Nord, Mrs. Catherine Clément-Talbot, Counsellor for the borough of Pierrefonds-Roxboro.

Executive Committee of the Service de police de la Ville de Montréal (On January 1 to December 31, 2013)



From left to right: Mr. Stéphane Lemieux, Assistant Director, Services to the Eastern Region Community, Mr. Patrick Lalonde, Assistant Director, Services to the Western Region Community, Mrs. Manon Landry, Department of Financial Resources, Mr. François Landry, Partnering and Work Organization, Mrs. Geneviève Beauregard, Human Resources Department and Organizational Development, Mrs. Hélène Charron, Assistant Director, Services to the Northern Community Region, Mr. Bruno Pasquini, Deputy Director, Services to the Community Gendarmerie/Investigations, Mr. Marc Parent, SPVM Director, Mr. Didier Deramond, Deputy Director, Support Activities, Mr. Sylvain Lemay, Assistant Director, Director's Office and Relations with Elected Officials, Mr. Fady Dagher, Assistant Director, Innovation Processes Development and Operational Practices, Mr. Alain Cardinal, Legal Department, Mr. Claude Bussièrès, Assistant Director, Specialized Patrols and Operational Communication Department, Mr. Bernard Lamothe, Assistant Director, Specialized Investigation Department and Mr. Mario Guérin, Assistant Director, Services to the Southern Community Region.



Demographic statistics about SPVM personnel

TOTAL WORKFORCE AUTHORIZED ON DECEMBER 31, 2013

Direction	Authorized	Filled	Vacant
Service Directorate			
Police officers	40	40	0
Civilians	30	28	2
Operations management—Community services gendarmerie/investigations			
Police officers	4,688	4,444	244
Civilians	1,342.5	1,272.5	70
Operations management—Support activities			
Police officers	144	79	65
Civilians	254	188	12
Operations management—Development of innovation processes and operational practices			
Police officers	51	50	1
Civilians	22	22	0
Global			
Police officers	4,923	4,613	310
Civilians	1,648.5	1,510.5	84
Total (police officers and civilians)	6,571.5	6,123.5	394

Note : In the civilian employees, 3.5 person-years are included to represent the many snow removal operators who work about ten days a year.

POLICE PERSONNEL

Authorized police personnel	4,923	a)
Actual police personnel	4,613	b)
Men	3,184	
Women	1,429	

a) This number includes the 300 authorized permanent auxiliary constable positions.

b) This number includes the 221 permanent auxiliary constables serving as of December 31, 2013.

BREAKDOWN OF CIVILIAN WORKFORCE (authorized)

White collars	880.5
Blue collars	56
Crossing guards	521
Professionals	72
Lawyers	4
Managers	115
Total	1,648.5

BREAKDOWN OF POLICE OFFICERS BY YEARS OF SERVICE

Years of service	Number
0 - 4	377
5 - 9	845
10 - 14	981
15 - 19	866
20 - 24	668
25 - 29	827
30 - 34	49
35 and up	0
Total	4,613

BREAKDOWN OF POLICE OFFICERS BY RANK

Rank	Number
Officers	3,349
Sergeants	445
Sergeants detectives	595
Lieutenants	33
Lieutenant detectives	63
Commanders	68
Inspectors	28
Chief inspectors	18
Assistant directors	11
Deputy directors	2
Director	1
Total	4,613

BREAKDOWN OF POLICE OFFICERS BY AGE

Age bracket	Number
0-24	97
25-29	456
30-34	728
35-39	881
40-44	904
45-49	816
50-54	658
55-59	71
60 and over	2
Total	4,613

REPRESENTATION BASED ON GENDER AND ETHNIC ORIGIN

Permanent auxiliary constables				
Group	Women	Men	Total	%
First Nations	0	0	0	0.00%
Ethnic minorities	1	4	5	4.52%
Visible minorities	1	9	10	2.26%
Other groups	68	138	206	93.21%
Total	70	151	221	100%

Police officers				
Group	Women	Men	Total	%
First Nations	7	5	12	0.38%
Ethnic minorities	34	99	133	4.25%
Visible minorities	48	210	258	8.25%
Other groups	984	1,741	2,725	87.12%
Total	1,073	2,055	3,128	100%

Higher rank officers				
Group	Women	Men	Total	%
First Nations	0	0	0	0.00 %
Ethnic minorities	2	6	8	6.25%
Visible minorities	0	4	4	3.13%
Other groups	16	100	116	90.63%
Total	18	110	128	100%

All ranks officers				
Group	Women	Men	Total	%
First Nations	9	9	18	0.39%
Ethnic minorities	49	140	189	4.10%
Visible minorities	53	257	310	6.72%
Other groups	1,318	2,778	4,096	88.79%
Total	1,429	3,184	4,613	100%

DEPARTURES

Permanent police officers (retirements, resignations, striking of and deaths)	108
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PERMANENT AUXILIARY CONSTABLE HIRING

Permanent auxiliary constables	Majority groups		Visible minorities		Ethnic minorities		Native peoples		Total
Year 2013	Women	Men	Women	Men	Women	Men	Women	Men	5
Number			1	4					
Total	0		5		0		0		

Note : There were no permanent police officer appointments in 2013.

BREAKDOWN OF POLICE OFFICERS ACCORDING TO LEVEL OF EDUCATION

ABBE program*	Certificate or minor	2 certificates or minor	3 Certificates or minor	Major	BACC.	Master's or SSHGD	PH.D	Total
Total	83	571	110	15	14	424	81	1,298

Road safety and traffic regulations

	2009	2010	2011	2012	2013	Variation 2012-2013
Reckless driving						
Reckless driving of an automobile, resulting in death	1	3	0	0	0	0.0
Reckless driving of an automobile, resulting in body injury	12	6	12	10	10	0.0
Reckless driving of an automobile	115	95	108	75	79	↑ 5.3
Total	128	104	120	85	89	↑ 4.7
Fleeing the scene						
Criminal Code	191	140	264	518	556	↑ 7.3
Highway Safety Code	19,441	18,575	19,643	18,154	17,987	↓ 0.9
Total	19,632	18,715	19,907	18,672	18,543	↓ 0.7
Driving under the influence						
Driving under the influence, resulting in death	0	1	0	2	0	↓ 100.0
Driving under the influence, resulting in body injury	35	24	38	36	23	↓ 36.1
Driving under the influence	1,962	1,752	1,759	1,862	1,885	↑ 1.2
Total	1,997	1,777	1,797	1,900	1,908	↑ 0.4
Driving a motor vehicle while suspended						
Criminal Code	166	139	152	104	124	↑ 19.2
Total	166	139	152	104	124	↑ 19.2

Source: M-IRIS

CITATIONS ISSUED TO AUTOMOBILISTS IN 2013

Operations center	West*	South*	North*	East*	DSRC	Total
Moving violations	89,835	69,511	84,168	67,779	56,132	367,425
Speeding	33,169	10,166	11,158	27,746	31,474	113,713
Parking infractions (issued by police officers)	31,405	56,711	57,609	37,904	2,640	186,269
Parking infractions (issued by parking officers)						1,128,103
Total	154,409	136,388	152,935	133,429	90,246	1,795,510

* The numbers from the four areas indicated above include traffic units from January 1 - December 31, 2013.

• DSRC: road safety and traffic division

• Previous year comparisons - 2009: 1,641,609 / 2010: 1,701,304 / 2011: 1,568,019 / 2012: 1,640,036

Source: Système d'émission de constats informatisés (Electronic Ticketing System)

NUMBER OF TICKETS ISSUED TO CYCLISTS

2013	11,536
2012	6,809
2011	6,809
2010	4,898

NUMBER OF TICKETS ISSUED TO PEDESTRIANS

2013	24,012
2012	18,962
2011	16,024
2010	15,545

COMPARISON OF COLLISIONS ACCORDING TO THEIR GRAVENESS 2012–2013

Collisions	2010	2011	2012	2013	Variation
					2012-2013
Number of collisions (deaths)	38 (38)	37 (39)	33 (35)	27 (28)	↓ 18.2%
Number of collisions with major injuries	269	256	224	223	↓ 0.4%
Number of collisions with minor injuries	5,716	5,419	5,097	4,985	↓ 2.2%
Number of collisions with material damages	27,813	28,536	26,244	26,351	↑ 0.4%
Total	33,836	34,248	31,598	31,587	↓ 0.03%

CYCLISTS ROAD SAFETY 2013

Collisions (number of victims)	2010	2011	2012	2013	Variation
					2012-2013
Number of deaths	4	4	5	6	↑ 20%
Number of serious injuries	26	32	27	45	↑ 66.7%
Number of minor injuries	711	605	712	691	↓ 2.8%
Total	741	641	744	742	↓ 0.1%

PEDESTRIAN ROAD SAFETY 2013

Collisions (number of victims)	2010	2011	2012	2013	Variation
					2012-2013
Number of deaths	19	18	18	12	↓ 33.3%
Number of serious injuries	125	114	110	98	↓ 11.7%
Number of minor injuries	1,265	1,303	1,116	1,079	↓ 3.2%
Total	1,410	1,435	1,244	1,189	↓ 4.4%

Source: Société de l'assurance automobile du Québec (SAAQ)
2013 Data confirmed March 21, 2014.

Misdemeanors and violations of the Criminal Code in 2013

In total, there were 95,345 Criminal Code misdemeanors and violations reported in Montréal, in 2013, which is a reduction of 11.0% compared to 2012 and of 24.9% since 2009.

The number of misdemeanors in 2013 was 17.9% lower than the average of the previous four years. This represents a 30.9% decline in the past ten years and has been reduced by half (51.0%) compared to 20 years ago.

In 2013, the SPVM solved 31,536 crimes, for a 33.1% rate for solved crimes. This rate is higher than the average over the last 10 years (30.7%).

Charges were laid in relation to 26,525 events in 2013, with a clearance rate per charge of 27.8%, compared to an average of 24.3 % since 2003.

Crimes against the person

In 2013, there were 19,587 crimes against the person reported in the area, which is 9.3% less than in 2012 and 20.6% less than in 2009. These crimes have decreased for the fifth consecutive year for an overall decline of 25.5% since 2008.

Homicides

There were 28 homicides in Montréal in 2013. This is the lowest number since 1967. The number of homicides committed in 2013 is 18.8% lower than the average for the past four years (34.5 homicides) and than the averages recorded in Montréal in 10 years (37 homicides) and 20 years (45.8 homicides).

Attempted murders

The number of attempted murders decreased by 29.8%, from 121 in 2012 to 85 in 2013. The number of attempted murders was 19.2% lower in 2013 than the average of the past four years (105 per year).

Assault

The number of assaults decreased by 8.5%, from 11,091 in 2012 to 10,152 in 2013. The number of assaults in 2013 was 19.0% lower than the average of the past four years (12,534 crimes). It has declined by 27.5% since 2009.

Sexual assaults

In 2013, the number of sexual assaults (1,181) was basically unchanged since 2012 (1,175). The number of sexual assaults reported in 2013 was 7.5% lower than the average of the past four years (1,277 crimes).

Aggravated thefts and extortion

The number of cases of aggravated theft and extortion decreased by 13.9%, down from 3,859 in 2012 to 3,321 in 2013. These crimes have decreased for a second consecutive year for an overall decline of 27.3 % since 2011. *(Due to the introduction of a new method of calculation in 2011, the number of aggravated thefts cannot be compared to those of previous years. We now count one crime per victim of aggravated theft, while prior to 2011, only one crime per event was counted, regardless of the number of victims.)*

Other offences against the person

Other offences against the person (criminal harassment, threats and kidnapping or confinement) declined by 9.4% in 2013. The number of these crimes reported in 2013 was lower than the average of the past four years (5,638) and has decreased by 15.1% since 2009.

Crimes against property

The number of crimes against property reported in 2013 (63,960) decreased by 12.5% compared to 2012 (73,064 crimes).

Crimes against property fell by 27.3% since 2009 and by 36.3% over the past 10 years.

Arson

Arson offences decreased by 22.2%, from 582 in 2012 to 453 in 2013. The number of arson offences in 2013 was 35.9% lower than the average of the past four years (706 crimes).

Breaking and entering

In 2013, the number of breaking and entering crimes reported (10,499) declined by 19.1% compared to 2012. The number of burglaries has fallen by 35.2% since 2009 and by 47.1% over the last 10 years.

Nearly three in four burglaries (74%) occurred in residences. The number of burglaries decreased by 18.8%, from 9,514 in 2012 to 7,729 in 2013. This type of crime is down by 41.6 % over the last 10 years.

Auto theft

Auto theft decreased by 12.4%, from 7,405 in 2012 to 6,484 in 2013. The number of vehicle thefts has declined by 24.8% since 2009 and by almost half (53.4%) over the past 10 years.

Petty larceny

Petty larceny accounted for one-third (33%) of all Criminal Code violations reported in Montréal in 2013. These offences were down by 11.3%, from 35,104 in 2012, to 31,134 in 2013. The number of petty larcenies has fallen by 26.6% since 2009 and by 32.1% over the last 10 years.

Possession of stolen goods

Possession of stolen goods increased by 3.7%, from 456 in 2012 to 473 in 2013. The number of these offences however is 19.8% lower than the average of the past four years (590 per year).

Fraud

In 2013, there were 5,209 frauds reported, which is 4.8% less than in 2012 (5,469 frauds). The number of fraud cases reported in 2013 was however 4.3% higher than the average of the past four years (4,995 fraud cases).

Mischief

In 2013, there were 9,708 mischief offences reported, which is 12.3% lower than in 2012. The number reported in 2013 is 24.8% lower than the average of the past four years (12,911 mischief cases).

Other violations of the Criminal Code

The number of crimes included in the category "Other violations of the Criminal Code" declined by 5.2% in 2013.

Among these offences, there was a decline in prostitution-related offences (29.6%), firearms violations (12.3%) and law and justice administration violations (5.3%).

Criminal Code infractions in 2013

ADULT CRIME AND JUVENILE DELINQUENCY CRIME 2012-2013

	2009	2010	2011	2012	2013	Variation 2012-2013
Adult crime and juvenile delinquency crime						
Homicides	31	37	35	35	28	↓ 20.0%
Other offences resulting in death	1	3	4	0	0	0.0%
Attempted murders	106	112	82	121	85	↓ 29.8%
Assault	14,004	13,028	12,014	11,091	10,152	↓ 8.5%
Sexual assaults	1,080	1,597	1,256	1,175	1,181	↑ 0.5%
Robberies	3,784	3,869	4,567	3,859	3,321	↓ 13.9%
Other offences against the person	5,676	5,981	5,575	5,321	4,820	↓ 9.4%
Total	24,682	24,627	23,533	21,602	19,587	↓ 9.3%
Crimes against property						
Arson	889	796	558	582	453	↓ 22.2%
Breaking and entering	16,190	13,976	13,601	12,973	10,499	↓ 19.1%
Auto theft	8,620	7,692	7,837	7,405	6,484	↓ 12.4%
Petty larceny	42,401	37,987	35,833	35,104	31,134	↓ 11.3%
Possession of stolen goods	531	882	489	456	473	↑ 3.7%
Fraud	5,049	4,458	5,004	5,469	5,209	↓ 4.8%
Mischief	14,306	13,927	12,337	11,075	9,708	↓ 12.3%
Total	87,986	79,718	75,659	73,064	63,960	↓ 12.5%
Other violations of the <i>Criminal Code</i>						
Prostitution	447	290	249	213	150	↓ 29.6%
Firearms offences	513	466	388	400	351	↓ 12.3%
Offences against the administration of law and justice	12,046	10,902	10,650	10,944	10,366	↓ 5.3%
Other	1,317	1,663	2,268	890	931	↑ 4.6%
Total	14,323	13,321	13,555	12,447	11,798	↓ 5.2%
Total Criminal Code crimes and offences	126,991	117,666	112,747	107,113	95,345	↓ 11.0%
Other laws and regulations						
Food and Drugs Act	2,882	3,048	2,792	2,520	2,860	↑ 13.5%
Federal law infractions	19	29	57	49	33	↓ 32.7%
Provincial law infractions	818	1,273	572	490	806	↑ 64.5%
Municipal by-laws	21,627	17,861	16,209	16,547	14,072	↓ 15.0%
Total	25,346	22,211	19,630	19,606	17,771	↓ 9.4%
Grand total	152,337	139,877	132,377	126,719	113,116	↓ 10.7%

Source: M-IRIS

CHARGES FOR ADULT AND JUVENILE CRIMINAL ACTIVITY

	2012			2013		
	Adults accused	Minors accused	Out-of-court settlements	Adults accused	Minors accused	Out-of-court settlements
Adult crime and juvenile delinquency crime						
Homicides	18	0	0	18	1	0
Other offences resulting in death	1	0	0	0	0	0
Attempted murders	63	4	0	38	2	0
Assault	5,897	316	261	5,358	301	179
Sexual assaults	263	43	31	244	31	24
Robberies	1,085	278	74	918	181	33
Other offences against the person	2,469	115	148	2,240	94	130
Total	9,796	756	514	8,816	610	366
Crimes against property						
Arson	21	7	16	42	6	10
Breaking and entering	1,013	121	40	877	65	30
Auto theft	233	70	23	190	41	5
Petty larceny	4,500	178	164	4,094	125	130
Possession of stolen goods	291	55	7	348	25	7
Fraud	1,263	11	8	912	7	9
Mischief	675	65	126	539	81	48
Total	7,996	507	384	7,002	350	239
Other violations of the <i>Criminal Code</i>						
Prostitution	188	0	0	90	0	0
Firearms offences	301	19	4	253	25	7
Offences against the administration of law and justice	9,546	840	16	8,999	578	55
Other	387	40	29	357	38	10
Total	10,422	899	49	9,699	641	72
Total Criminal Code crimes and offences	28,214	2,162	947	25,517	1,601	677
Other laws and regulations						
Food and Drugs Act	2,449	166	62	2,678	151	76
Federal law infractions	53	6	0	35	2	0
Provincial law infractions	560	1	0	704	0	0
Municipal by-laws	14,991	788	0	12,457	473	0
Total	18,053	961	62	15,874	626	76
Grand total	46,267	3,123	1,009	41,391	2,227	753

Source: M-IRIS

EVOLUTION IN THE CRIME RATE BY MONTH

JANUARY 1 - DECEMBRE 31, 2013

	J	F	M	A	M	J	J	A	S	O	N	D	TOTAL
Crimes against the person													
Homicides	6	1	0	1	2	3	3	2	1	5	4	0	28
Other offences resulting in death	0	0	0	0	0	0	0	0	0	0	0	0	0
Attempted murders	6	2	14	7	11	8	4	9	5	3	10	6	85
Assault	818	795	859	864	968	911	913	888	797	807	795	737	10,152
Sexual assaults	98	78	86	105	121	109	110	105	88	94	109	78	1,181
Robberies	320	343	335	293	242	281	228	229	270	273	262	245	3,321
Other offences against the person	409	409	417	416	455	417	411	397	343	426	386	334	4,820
Total	1,657	1,628	1,711	1,686	1,799	1,729	1,669	1,630	1,504	1,608	1,566	1,400	19,587
Crimes against property													
Arson	24	14	33	50	77	45	37	32	29	47	35	30	453
Breaking and entering	967	758	773	828	806	784	967	929	924	914	1,021	828	10,499
Auto theft	570	593	663	644	521	467	558	602	531	524	456	355	6,484
Petty larceny	2,422	2,147	2,581	2,726	2,842	2,983	3,033	2,750	2,631	2,670	2,260	2,089	31,134
Possession of stolen goods	45	37	31	43	39	35	49	48	47	51	32	16	473
Fraud	480	513	442	409	423	424	455	410	373	459	427	394	5,209
Mischief	691	627	906	919	896	855	860	810	878	922	755	589	9,708
Total	5,199	4,689	5,429	5,619	5,604	5,593	5,959	5,581	5,413	5,587	4,986	4,301	63,960
Other violations of the <i>Criminal Code</i>													
Prostitution	5	14	15	8	7	35	10	16	14	10	13	3	150
Firearms offences	27	31	39	36	27	23	36	22	32	30	23	25	351
Offences against the administration of law and justice	803	834	911	970	980	904	918	823	817	990	816	600	10,366
Other	62	68	94	87	82	76	86	71	62	112	83	48	931
Total	897	947	1,059	1,101	1,096	1,038	1,050	932	925	1,142	935	676	11,798
Total Criminal Code crimes and offences	7,753	7,264	8,199	8,406	8,499	8,360	8,678	8,143	7,842	8,337	7,487	6,377	95,345
Other laws and regulations													
Food and Drugs Act	212	209	218	249	311	282	220	291	205	273	227	163	2,860
Federal law infractions	2	4	5	1	2	2	3	4	3	3	2	2	33
Provincial law infractions	71	66	72	59	80	72	41	68	67	97	77	36	806
Municipal by-laws	676	711	1,102	1,084	1,575	1,674	1,655	1,623	1,284	1,286	893	509	14,072
Total	961	990	1,397	1,393	1,968	2,030	1,919	1,986	1,559	1,659	1,199	710	17,771
Grand total	8,714	8,254	9,596	9,799	10,467	10,390	10,597	10,129	9,401	9,996	8,686	7,087	113,116

Source: M-IRIS

EVOLUTION OF THE CRIME RATE BY OPERATIONS CENTER

Operations center	North	South	East	West	Total
Crimes against the person					
Homicides	4	3	9	12	28
Other offences resulting in death	0	0	0	0	0
Attempted murders	17	17	19	32	85
Assault	2,655	2,483	2,685	2,329	10,152
Sexual assaults	277	256	365	283	1,181
Robberies	926	939	769	687	3,321
Other offences against the person	1,320	901	1,385	1,214	4,820
Total	5,199	4,599	5,232	4,557	19,587
Crimes against property					
Arson	101	69	202	81	453
Breaking and entering	3,661	1,777	2,682	2,379	10,499
Auto theft	1,812	683	2,283	1,706	6,484
Petty larceny	7,939	10,907	5,529	6,759	31,134
Possession of stolen goods	108	119	157	89	473
Fraud	1,486	1,047	1,058	1,618	5,209
Mischief	3,068	2,159	2,064	2,417	9,708
Total	18,175	16,761	13,975	15,049	63,960
Other violations of the <i>Criminal Code</i>					
Prostitution	29	39	64	18	150
Firearms offences	76	74	99	102	351
Offences against the administration of law and justice	2,639	3,966	2,095	1,666	10,366
Other	227	282	180	242	931
Total	2,971	4,361	2,438	2,028	11,798
Total Criminal Code crimes and offences	26,345	25,721	21,645	21,634	95,345
Other laws and regulations					
Food and Drugs Act	625	993	586	656	2,860
Federal law infractions	4	3	7	19	33
Provincial law infractions	329	170	175	132	806
Municipal by-laws	4,054	7,215	1,101	1,702	14,072
Total	5,012	8,381	1,869	2,509	17,771
Grand total	31,357	34,102	23,514	24,143	113,116

Source: M-IRIS

EVOLUTION OF THE CRIME RATE BY NEIGHBOURHOOD STATION | OPERATIONS CENTER WEST

Neighbourhood station	1	3	4	5	7	8	9	11	13	26	55*	Total
Crimes against the person												
Homicides	0	0	0	2	3	0	0	1	4	2	0	12
Other offences resulting in death	0	0	0	0	0	0	0	0	0	0	0	0
Attempted murders	0	2	1	3	11	4	2	3	4	2	0	32
Assault	84	215	87	175	292	366	76	294	330	387	23	2,329
Sexual assaults	11	33	17	14	31	30	4	41	49	53	0	283
Robberies	24	59	39	50	123	47	21	109	97	117	1	687
Other offences against the person	62	101	61	90	170	148	69	122	228	152	11	1,214
Total	181	410	205	334	630	595	172	570	712	713	35	4,557
Crimes against property												
Arson	1	4	4	6	20	8	4	7	17	10	0	81
Breaking and entering	136	225	87	273	397	298	122	251	221	369	0	2,379
Auto theft	89	104	92	267	477	161	41	142	169	164	0	1,706
Petty larceny	292	320	330	815	1,092	485	274	745	836	1,389	181	6,759
Possession of stolen goods	3	5	5	7	16	9	1	12	9	21	1	89
Fraud	65	116	97	148	303	87	85	158	204	340	15	1,618
Mischief	114	210	138	245	338	217	81	365	317	375	17	2,417
Total	700	984	753	1,761	2,643	1,265	608	1,680	1,773	2,668	214	15,049
Other violations of the Criminal Code												
Prostitution	1	2	1	2	1	1	0	6	2	2	0	18
Firearms offences	1	9	6	4	7	6	4	13	17	10	25	102
Offences against the administration of law and justice	28	133	75	120	179	171	50	311	229	358	12	1,666
Other	16	11	9	25	35	19	6	22	46	45	8	242
Total	46	155	91	151	222	197	60	352	294	415	45	2,028
Total Criminal Code crimes and offences	927	1,549	1,049	2,246	3,495	2,057	840	2,602	2,779	3,796	294	21,634
Other laws and regulations												
Food and Drugs Act	34	54	31	75	65	59	24	165	54	80	15	656
Federal law infractions	2	0	1	0	2	0	0	1	0	3	10	19
Provincial law infractions	2	14	8	16	13	10	4	33	17	15	0	132
Municipal by-laws	48	161	40	179	107	282	23	282	228	352	0	1,702
Total	86	229	80	270	187	351	51	481	299	450	25	2,509
Grand total of West operational centre	1,013	1,778	1,129	2,516	3,682	2,408	891	3,083	3,078	4,246	319	24,143

* Airport Unit

Source: M-IRIS

EVOLUTION OF THE CRIME RATE BY NEIGHBOURHOOD STATION | OPERATIONS CENTER SOUTH

Neighbourhood station	12	15	16	20	21	22	50*	Total
Crimes against the person								
Homicides	0	0	0	0	2	0	1	3
Other offences resulting in death	0	0	0	0	0	0	0	0
Attempted murders	3	6	1	1	6	0	0	17
Assault	210	500	313	383	593	331	153	2,483
Sexual assaults	26	56	33	62	40	29	10	256
Robberies	93	142	92	125	259	127	101	939
Other offences against the person	75	192	164	125	171	136	38	901
Total	407	896	603	696	1,071	623	303	4,599
Crimes against property								
Arson	5	19	12	6	9	18	0	69
Breaking and entering	146	476	405	185	212	348	5	1,777
Auto theft	59	177	103	111	132	100	1	683
Petty larceny	837	821	632	3,353	4,217	896	151	10,907
Possession of stolen goods	12	18	11	28	27	22	1	119
Fraud	151	141	150	279	215	93	18	1,047
Mischief	314	397	274	344	503	224	103	2,159
Total	1,524	2,049	1,587	4,306	5,315	1,701	279	16,761
Other violations of the Criminal Code								
Prostitution	0	5	2	0	3	29	0	39
Firearms offences	8	10	10	6	26	8	6	74
Offences against the administration of law and justice	335	425	262	373	2,063	392	116	3,966
Other	12	54	29	42	77	18	50	282
Total	355	494	303	421	2,169	447	172	4,361
Total Criminal Code crimes and offences	2,286	3,439	2,493	5,423	8,555	2,771	754	25,721
Other laws and regulations								
Food and Drugs Act	89	112	70	138	487	75	22	993
Federal law infractions	0	0	0	1	0	2	0	3
Provincial law infractions	9	22	12	33	53	41	0	170
Municipal by-laws	565	685	211	891	3,108	1,305	450	7,215
Total	663	819	293	1,063	3,648	1,423	472	8,381
Grand total of South operational centre	2,949	4,258	2,786	6,486	12,203	4,194	1,226	34,102

* Metro Unit

Source: M-IRIS

EVOLUTION OF THE CRIME RATE BY NEIGHBOURHOOD STATION | OPERATIONS CENTER NORTH

Neighbourhood station	10	24	27	30	31	33	35	37	38	44	Total
Crimes against the person											
Homicides	1	0	0	1	1	0	0	0	1	0	4
Other offences resulting in death	0	0	0	0	0	0	0	0	0	0	0
Attempted murders	0	1	2	6	2	0	1	0	2	3	17
Assault	208	110	271	362	249	197	230	191	459	378	2,655
Sexual assaults	18	9	36	42	23	25	25	17	47	35	277
Robberies	64	51	126	95	71	31	105	86	145	152	926
Other offences against the person	94	50	170	201	149	76	131	102	129	218	1,320
Total	385	221	605	707	495	329	492	396	783	786	5,199
Crimes against property											
Arson	9	6	16	10	5	3	14	7	17	14	101
Breaking and entering	159	213	387	359	383	101	534	390	455	680	3,661
Auto theft	177	84	343	254	174	75	145	105	132	323	1,812
Petty larceny	498	548	832	729	530	270	827	803	1,607	1,295	7,939
Possession of stolen goods	4	8	8	15	7	8	17	5	17	19	108
Fraud	135	218	198	126	131	69	142	109	197	161	1,486
Mischief	175	448	395	252	195	112	326	261	466	438	3,068
Total	1,157	1,525	2,179	1,745	1,425	638	2,005	1,680	2,891	2,930	18,175
Other violations of the Criminal Code											
Prostitution	4	2	12	3	4	0	3	0	0	1	29
Firearms offences	8	2	7	10	7	7	11	1	17	6	76
Offences against the administration of law and justice	205	61	268	261	184	161	557	176	442	324	2,639
Other	9	16	33	20	20	20	15	25	28	41	227
Total	226	81	320	294	215	188	586	202	487	372	2,971
Total Criminal Code crimes and offences	1,768	1,827	3,104	2,746	2,135	1,155	3,083	2,278	4,161	4,088	26,345
Other laws and regulations											
Food and Drugs Act	51	23	85	74	44	18	62	51	140	77	625
Federal law infractions	0	1	0	0	0	2	0	0	0	1	4
Provincial law infractions	29	9	17	27	17	13	38	55	82	42	329
Municipal by-laws	144	65	137	205	165	214	242	485	2,110	287	4,054
Total	224	98	239	306	226	247	342	591	2,332	407	5,012
Grand total of North operational centre	1,992	1,925	3,343	3,052	2,361	1,402	3,425	2,869	6,493	4,495	31,357

Source: M-IRIS

EVOLUTION OF THE CRIME RATE BY NEIGHBOURHOOD STATION | OPERATIONS CENTER EAST

Neighbourhood station	23	39	42	45	46	48	49	Total
Crimes against the person								
Homicides	0	3	1	3	0	2	0	9
Other offences resulting in death	0	0	0	0	0	0	0	0
Attempted murders	3	4	3	1	2	5	1	19
Assault	357	719	307	269	198	507	328	2,685
Sexual assaults	38	70	32	34	23	127	41	365
Robberies	112	153	108	59	59	188	90	769
Other offences against the person	159	345	160	138	95	298	190	1,385
Total	669	1,294	611	504	377	1,127	650	5,232
Crimes against property								
Arson	83	32	14	20	6	17	30	202
Breaking and entering	490	486	383	169	174	634	346	2,682
Auto theft	226	445	408	268	247	435	254	2,283
Petty larceny	1,021	1,004	849	399	684	980	592	5,529
Possession of stolen goods	50	26	18	3	11	31	18	157
Fraud	107	210	221	95	141	187	97	1,058
Mischief	374	345	307	168	158	451	261	2,064
Total	2,351	2,548	2,200	1,122	1,421	2,735	1,598	13,975
Other violations of the Criminal Code								
Prostitution	42	4	3	1	4	8	2	64
Firearms offences	17	30	16	10	2	17	7	99
Offences against the administration of law and justice	421	469	219	204	93	500	189	2,095
Other	18	30	23	19	11	51	28	180
Total	498	533	261	234	110	576	226	2,438
Total Criminal Code crimes and offences	3,518	4,375	3,072	1,860	1,908	4,438	2,474	21,645
Other laws and regulations								
Food and Drugs Act	115	151	68	95	16	87	54	586
Federal law infractions	1	2	2	0	0	1	1	7
Provincial law infractions	20	73	12	12	5	30	23	175
Municipal by-laws	305	338	66	58	29	188	117	1,101
Total	441	564	148	165	50	306	195	1,869
Grand total of East operational centre	3,959	4,939	3,220	2,025	1,958	4,744	2,669	23,514

Source: M-IRIS

Operational statistics

NUMBER OF CALLS RECEIVED BY THE DIVISION DES COMMUNICATIONS OPÉRATIONNELLES ET INFORMATION POLICIÈRE

	2013
Total number of emergency calls (9-1-1)	1,393,435
Non-emergency calls (514 280-2222)	74,564
Answering delays	2
Processing time	122

NUMBER OF CALLS (POLICE INTERVENTION), IN 2013, BROKEN DOWN ACCORDING TO PRIORITY AND GEOGRAPHICAL ORIGIN

Calls dispatched						
Priority	West	South	North	East	Section Montréal Metro	Priority subtotal
1	2,160	1,921	2,306	1,897	84	8,368
2	45,744	43,425	51,386	42,042	3,315	185,912
3	42,006	35,845	49,606	35,627	3,199	166,283
4	9,026	7,411	14,593	9,863	4	40,897
5	489	417	606	449	13	1,974
6	191	86	137	145	2	561
7	238	334	248	121	1	942
P	0	1	2	0	0	3
Regional subtotal	99,854	89,440	118,884	90,144	6,618	404,940

Centre de rédaction de rapports d'événements (CRRÉ) (report filing centre)

The report filing centre (CRRÉ) handled 8,135 call files originating from 9-1-1 and of this number, 5,744 event reports were filed.

OFFENCES REPORTED THROUGH ONLINE REPORTS

Reported offences	2013
Mischief	92
Mischief regarding a vehicle	475
Lost objects	317
Theft in or on a vehicle	691
Bicycle theft	122
Other thefts	582
Total (September 23 to December 31, 2013)	2,279

SYSTÈME ADMINISTRATIF DE GESTION DES ALARMES (SAGA) STATISTICS

	2013
Total number of real alarms	1,119
◊ Break-in	962
◊ Hold-up	157
Total number of false alarms	28,053
◊ Break-in	26,797
◊ Hold-up	1,256
Fines for false alarms	\$1,669,212
◊ Break-in	\$1,266,913
◊ Hold-up	\$402,299

AVERAGE RESPONSE TIME* FOR CALLS RECEIVED BY THE DIVISION DES COMMUNICATIONS OPÉRATIONNELLES ET INFORMATION POLICIÈRE

Year	Average response time for priority 1 calls
2013	5.35 minutes
2012	5.45 minutes
2011	5.35 minutes
2010	6.36 minutes
2009	6.39 minutes

* Police presence on site.

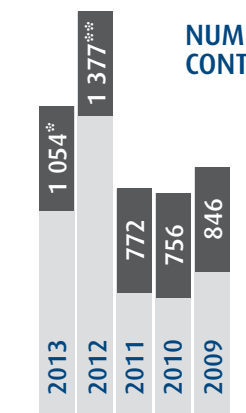
TAXI INDUSTRY STATISTICS

	2013
Complaints received	604
SAAQ transactions	55,218
Work permits renewed	4,920
Work permits issued	440
Examinations	987
Exam success rate (%)	42.70%
Taxi licenses obtained	269
Taxi licenses renewed	4,901
Taxi licenses issued	3

TOWING INDUSTRY STATISTICS

	2013
Complaints received	73
Transportation permits renewed	488
Transportation permits issued	118
Operating permits renewed	159
Operating permits issued	37
Driver's licenses renewed	331
Driver's licenses issued	269

NUMBER OF CROWD CONTROLS IN 2013



*Of this number, 187 crowd controls were related to demonstrations.

**This statistic includes some 700 demonstrations that took place as part of the social movement in protest of increased tuition fees.

USE OF INTERMEDIATE ARMS

2013		
Pepper spray (MK3 and MK4)	208	
Intermediate weapons	Total : 90	PR24: 8 Baton 36: 0 Expandable baton: 82
Taser	Total : 34	Demonstration: 23 Contacts: 10 Projections: 1
Intermediate impact projectile weapon (IIPW)	15	
Chemical agent (ex.: tear gas)	Total : 7	6 by the response teams during crowd control 1 by the emergency response team
Restraint chair	7	

GUNFIRE

Number of incidents	Number of shots fired	People injured
2	3	Police officers: 0 Citizen injured: 1 Citizen killed: 1

SUSPICIOUS PACKAGES, EXPLOSIVE DEVICES AND E-RNBC* 2013

*E-RNBC : Explosives-radiologic,
nuclear, biologic and chemical

	2013
Suspicious packages	28
◇ Defusing	14
◇ Military equipment	11
◇ Pyrotechnics	2
Fire-fighting apparatus	43
Explosives found to be destroyed	0
Explosion	0
E-RNBC	
Events reported	33
◇ Partial or complete application of the protocol	6
Total	104

CAR CHASES

Police operation that involves trying to intercept or stop a vehicle where the driver refuses to obey or stop, or attempts to flee from the police.

	2013
Number of car chases	34
Number of deaths (suspects)	0
Number of suspects injured	3
Number of deaths (officers)	0
Number of officers injured	0
Number of deaths (citizens)	0
Number of citizens injured	1
Number of accidents – police vehicles	0
Number of accidents – civilian vehicles	2

NUMBER OF ACCESS TO INFORMATION REQUESTS 2013

	2013
Requests from citizens, lawyers, insurance companies, Direction de la protection de la jeunesse (DPJ), Commission des droits de la personne et des droits de la jeunesse (CDPJ), National Parole Board (NPB), etc.	2,539
Compensation for victims of crime (CVI) (<i>subpoenas</i> for murder files)	18
Ministère de l'Emploi et de la Solidarité sociale (MSS)	77
Régie du bâtiment du Québec (RBQ)	7
Police force	263
Régie des rentes du Québec (RRQ)	5
Société de l'assurance automobile du Québec (SAAQ)	72
Correctional Service Canada (CSC)	130
Services correctionnels du Québec (SCQ)	8
Service de sécurité incendie de Montréal (SIM)	10
Urgences-santé (US)	10
<i>Subpoenas</i>	41
Total	3,180

Investigations undertaken by the *Division des affaires internes et des normes professionnelles* in 2013

INVESTIGATIONS RELATED TO THE POLICE ACT

	2010	2011	2012	2013
Number of files examined by the <i>Section des enquêtes spéciales</i>	86	47	89	55
Files examined by type of subject				
◊ Internal files involving an SPVM officer	35	22	39	18
◊ Internal files involving a non-SPVM officer	8	8	8	7
◊ Internal files involving an unknown person	5	0	6	4
◊ Files involving a person not subject to the Police Act	17	7	12	8
◊ Files involving an SPVM officer, under investigation by another police service	21	10	24	18
Status of files by type of investigation				
◊ MEA investigations, SPVM officer	5	7	11	8
◊ MEA investigations, non-SPVM officer	2	6	3	5
◊ SMA investigations / inactives / unfounded, SPVM police officer	49	25	45	9
◊ SMA investigations / inactives / unfounded, non-SPVM police officer	5	2	5	1
◊ SMA investigations / inactives / unfounded, involving an unknown person	5	0	2	2
◊ MEA investigations not subject to the Police Act	7	3	5	4
◊ SMA investigations not subject to the Police Act	10	2	6	1
◊ Number of files in process	3	2	12	25
Files completing the legal process				
◊ SPVM officer found guilty	2	2	4	1
◊ SPVM officer found not guilty	2	3	1	2
◊ Non-SPVM officer found guilty	1	0	1	0
◊ Non-SPVM officer found not guilty	1	5	1	0
◊ Non-police SPVM member found guilty	2	1	1	0
◊ Non-police SPVM member found not guilty	5	1	2	1

MEA: With charges (mise en accusation) | SMA: without charges (sans mise en accusation)

ETHICS

	2010	2011	2012	2013
Number of complaints received by the <i>Commissaire à la déontologie policière</i>	710	705	851	639
Number of officers targeted by these complaints (sheets)	1,161	1,043	1,340	935
◇ Number of officers targeted, rejected complaints	650	577	740	369
◇ Number of officers targeted, referred to conciliation	499	437	504	255
◇ Number of officers targeted, successful in conciliation	444	393	374	149
◇ Number of officers targeted, withdrawal	4	4	9	9
◇ Number of officers targeted, summoned before the <i>Comité de déontologie policière</i>	56	43	30	1
◇ Number of officers targeted, complaints in process	47	66	214	410
Number of complaints in process	26	33	101	258
Number of complaints received that involved or involve summons before the <i>Comité de déontologie policière</i>	29	19	16	1
Number of requests for apology granted	28	28	5	2
Number of requests for apology refused	3	4	1	2
Number of requests for apology in process	0	0	0	1

INDEPENDENT INVESTIGATIONS

	2010	2011	2012	2013
Files opened	9	7	9	9
Files numbers	145 to 153	154 to 160	161 to 169	170 to 178
Number of files closed with a decision	8	7	6	1
Number of files in process	1	0	1	8
Number of charges arising from ministerial policies, following the prosecutor's decision	0	0	0	0

INVESTIGATIONS RELATED TO THE *RÈGLEMENT SUR LA DISCIPLINE INTERNE DES POLICIERS ET POLICIÈRES DU SPVM*

	2010	2011	2012	2013
Number of disciplinary files opened	76	69	56	49
Number of officers involved	93	81	62	60
Number of files handled under section 49 (by a unit superior)	30	28	19	14
◇ Number of days of suspension	61	59	41	23
◇ Number of reprimands	18	15	12	8
◇ Number of warnings	0	0	0	0
Number of files handled under section 48 (by a unit officer)	0	0	0	1
◇ Number of reprimands	0	0	0	0
Number of files handled by Internal Affairs	52	64	44	33
◇ Number of files in process	3	6	18	25
◇ Number of files awaiting a hearing	3	6	18	4
◇ Number of files closed	70	58	16	24
■ Classified at our level	32	31	12	7
■ Classified unfounded	1	1	0	0
■ Classified section 13	6	3	12	1
■ Heard by the O/D or committee	3	1	0	1
• Number of days of suspension	7	90	0	39
• Number of reprimands	3	0	0	0
• Number of warnings	0	0	0	0
• Number of transfers/demotions	0	0	0	0
• Number of disciplinary transfers	0	0	1	0
• Number of discharges	0	1	0	0
Number of penalties withdrawn	125	112	47	24
◇ Number of requests granted	111	101	42	17
◇ Number of requests partly granted	3	4	0	0
◇ Number of requests refused	11	7	5	7

POLICE ACT

	2010	2011	2012	2013
Article 119 (1)				
◇ Number of open files	0	0	0	0
Article 119 (2)				
◇ Number of open files	0	1	0	3
■ Number of completed cases	0	2	0	1
• Number of terminations	0	1	0	0
• Number of days of suspension	0	90	0	70
◇ Number of suspended cases (under appeal)	0	0	0	2
◇ Number of cases postponed	0	0	0	2

BUREAU DU SERVICE À LA CLIENTÈLE (BSC)

	2011	2012	2013
Number of cases opened at the BSC	3,710	4,311	4,177
Number of police officers identified for the totality of cases opened	2,465	2,105	1,691
Nature of cases opened			
◇ Complaints	2,692	2,609	2,497
◇ Comments	289	196	185
◇ Information requests	729	1,506	1,493
Subject of complaints			
◇ Cases involving a comment, information, etc.	293	198	68
◇ Cases linked to providing a service	882	936	1,555
◇ Cases linked to the behavior of an SPVM employee	1,879	1,744	967
◇ Cases linked to the use of force	656	111	62
◇ Others, unclassified			115

	2011	2012	2013
Number of cases involving the task field in function of the SPVM mission	3,710	4,311	4,177
◇ Responding to calls	942	982	933
◇ Highway Safety Code	822	778	919
◇ ÉCLIPSE/Street Gangs	0	1	7
◇ Police contingent/demonstrations	24	141	30
◇ Incivilities	29	14	25
◇ Investigations	123	155	97
◇ Non linked to a specific field	1,770	2,240	2,166

DETECTION OF INAPPROPRIATE BEHAVIOURS

	2011	2012	2013
Number of police officers targeted, from pop-up system	295	228	146
Number of police officers targeted for analysis	72	71	38
Number of profiles compiled			
◇ Profiles compiled with intervention plan	11	11	6
◇ Nature of behaviour targeted (politeness, respect, interpersonal skills, etc.)	11	11	6

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