



Annual Review

Service de police de la Ville de Montréal 2003



Mission

In partnership with institutions, socio-economic organizations, community groups and citizens, the Service de Police de la Ville de Montréal is committed to promoting the quality of life of all citizens within its territory, contributing to reducing crime, increasing road safety within the territory, fostering a feeling of security, and developing a peaceful and secure living environment while respecting the rights and freedoms guaranteed by the Quebec and Canadian Charters of Rights and Freedoms.

2003 Budget

The 2003 budget totalled \$405,253,000, an increase of \$1,911,000, or 0.47%, over 2002.

Police Service Organizational Values

In all their decisions and actions, whether dealing with the community or their colleagues, members of the Police Service are guided by the following values:

The search for excellence

We strive for excellence in our dealings with the community, in the services we provide and in our management methods. We also aim for continuous improvement in the quality of our activities.

The importance of people

Police Service personnel constitute our strength and key resource. We believe that satisfying individual aspirations and respecting people by involving them and acknowledging their achievements are key to the pursuit of our mission.

Respect for rights and freedoms

Respect for citizens' rights and freedoms is the key principle guiding our relations with the community and with our personnel.

Professionalism

Thoroughness, compliance with regulations and continuous training underpin the activities of the Service. We strive to set an example through behaviour that reflects our respect for the law and creates feelings of trust and credibility. Professionalism is the foundation on which esteem for our work is built.

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A Word from the Director

The past year saw a great deal of administrative work as we set about consolidating neighbourhood policing. At the start of 2003, six task forces set up to propose changes to optimize neighbourhood policing tabled their recommendations.



An extensive consultation process then followed: residents, elected officials, employees and unions representing them - all were asked for their opinion. This productive exercise culminated in approval of the project by the municipal council on October 27.

Designed to respond to residents' expectations for greater security and a better quality of life, the steps we are taking to reinforce neighbourhood stations are intended to:

- ensure sufficient minimum staff
- strengthen supervision
- provide more support to investigations, and
- restructure in order to bring decision-making closer to local realities.

When Montréal introduced its new organizational model, I agreed to renew my mandate as director for another three years to oversee the transition and participate, along with my SPVM colleagues, in its implementation.

2003 was a pivotal year for all city services, as all collective agree-

ments with employees came up for renewal in December 2002. The five-year agreement with police officers was the first to be signed by the new administration.

In 2003, overall crime rates were stable. Forty-two homicides occurred, compared with 47 the previous year. Criminal Code offences declined by 0.2%, crimes against persons by 1.8%, and assaults by 4.6%. The number of robberies and extortion cases rose by 5%, however. The number of sexual assaults rose slightly, from 1,544 to 1,548. Finally the number of break-ins dropped by 7.5% and motor vehicle thefts by 6%.

The year was also marked by the World Trade Organization's mini-summits held in Montréal in July. Thanks to the interventions of the SPVM and our partners from the Sûreté du Québec (SQ) and the Royal Canadian Mounted Police (RCMP), the demonstrations were orderly, and demonstrators were able to express themselves peacefully.

After several months of hard work, the SPVM, the SQ, and the RCMP - in collaboration with The Missing Children's Network Canada, the Association des centres d'urgence du Québec, the Ministère des Transports du Québec, the Société d'assurance automobile du Québec, and Quebec radio and television stations - launched the Quebec Amber Alert program. The Amber Alert uses the ears and eyes of residents as an investigative tool, so that a child who has been abducted or whose safety or life might be in danger can be found promptly. Launched just once this year on July 14, the program led to the safe recovery of a young teenage girl.

On behalf of the Service's management team, I would like to acknowledge the dedication and contributions of all staff, who helped us fulfil our mission in serving the residents of the new Ville de Montréal.

In short, it was quite a year, and the SPVM is proud to present this review. We hope you enjoy reading it.

Michel Sarrazin
Director

2003 Strategic Directions

Strategic directions take shape mainly through analysis of the external environment and any particular trends identified by units within the Service. The directions also take into account concerns expressed during the Montréal Summit, the evaluation of neighbourhood policing, and the terrorist events of September 2001. By surveying the context for its work, the SPVM identified eight priorities for 2003:

- feelings of security
- crime
- road safety and traffic flow
- a safe urban environment, where those responsible for public and civic safety are highly visible
- development of action plans based on the evaluation of neighbourhood policing
- ethics
- computer security, and
- fighting terrorism.

Strengthen feelings of security

The assessment of neighbourhood policing, undertaken five years after its implementation, revealed that antisocial behaviour remains one of residents' chief concerns. A major source of insecurity, it compromises their quality of life. A committee examined the issue and identified several areas in which concrete steps could be taken. Committee members established 26 codes for antisocial behaviour, which they divided into two broad categories: signs of antisocial behaviour or physical disturbance; and acts of antisocial behaviour or physical disturbance. The management committee approved guidelines in September; an operating procedure was then developed and transmitted to all police managerial staff. Further to this, in 2004, neighbourhood station commanders will establish local action plans to deal with antisocial behaviour.

Antisocial behaviour

Among projects targeting graffiti, one in particular stands out. The NRK project was launched to stem vandalism by graffitiists on Service de transport de Montréal (STM) and Canadian Pacific property, including 12 subway trains, 85 railway cars and 15 buses. To restore residents' feelings of security, this corporate project called on the expertise of several specialized police units, which undertook investigations on several fronts. The Jeunesse et gang de rue Nord (youth and street gang north) section carried out a number of searches, leading to the seizure of a variety of materials, videocassettes and photographs. Ten graffitiists were arrested, 32 charges were laid, and 63 cases were solved.

On another front, residents and business owners voiced concerns about prostitution in the streets and parks, particularly in the centre-sud section of the city. To deal with the issue, the SPVM developed an intervention strategy, among prostitutes, customers and drug dealers. The Prévention et relations communautaires (prevention and community relations) section and officers from the neighbourhood stations concerned are focusing their efforts on improving the quality of neighbourhood life for citizens. Project Cyclope, which targets customers, relies on internal and external partnerships and proceeds in several phases to reduce the irritants generated by street prostitution in selected neighbourhoods. During the year, the SPVM carried out 182 police operations, a 46% increase over 2002. In all, 667 prostitutes and 176 customers were arrested, an increase of 69% and 21% respectively.

Priority is given to any case involving juveniles. In this respect, a task

force in which police officers from the Direction de la gendarmerie (constabulary directorate) and the Direction des enquêtes (investigations directorate), an adviser from the Recherche et planification stratégique (research and strategic planning) section, interveners from the Centres jeunesse, and deputy public prosecutors from the Court of Quebec and the Youth Court participate, was appointed to investigate the commercial sexual exploitation of children (CSEC). The Moralité, Alcool et Stupéfiants Ouest (morality, alcohol and narcotics—MAN) unit investigates these cases throughout the territory. Investigators opened 281 case files and solved 191 of them; 65 individuals (all pimps) were arrested.

The MAN west unit, working under project *Oppression*, arrested an STM supervisor who, while working his shift, recruited young girls to dance in nude dancing clubs. Charges of pimping, child pornography and possession of drugs for trafficking purposes were laid against the supervisor and his accomplice, who was also arrested.

Break-ins

Participants in the *Brocanteurs* project developed a new structure to coordinate the activities of the investigations and constabulary sections of the four operations centres and improve effectiveness. All operations centres now use a single databank. In 2003, investigators and police officers carried out several operations aimed at arresting burglars. Officers and investigators of Centre opérationnel Sud (operations cen-



tre south), for example, made close to 100 calls, arrested 48 individuals, and issued 57 tickets for violations of municipal by-laws. Several operations targeted shopkeepers who had been identified as fences. Subsequent to the police operations, several gave up the practice and are now in compliance with by-laws regulating this type of business.

The Centre d'enquête Sud (investigations centre south) launched a project last August to counter a large increase in burglaries. Several weeks of analysis, observation and physical surveillance of a group of suspects - all originally from South America - allowed investigators to detect a pattern. The result: 13 arrests, 7 searches, and seizures of a vehicle, fake documents, communications equipment and jewellery valued at close to \$1 million. The ring, which had carried out at least 30 break-ins, was dismantled as a result of the investigation. Interpol also became involved - most of those arrested were wanted for similar crimes in several U.S. states.

Neighbourhood station (NS) 17 continued its efforts to counter break-ins by maintaining its *Bronze/Argent/Or* project, which not only seeks to reduce the number of break-ins but to give sector residents a greater feeling of security.

Whether our interventions targeted graffiti, intimidation of and by young people, or park monitoring, many projects in the north, east, south and west sectors called for partnership and networking. NS 25, 26, 29 and 30, for instance, undertook several successful projects to forge closer ties and develop a consultation process to improve relations with the Black community in their sector.

Combating and preventing crime

Sectors

In the north sector, NS 27, 28, 29 and 30, the Intervention Nord unit, and the MAN unit launched project *Azimet* in the Henri-Bourassa and Saint-Michel metro stations. The project was intended to counter **street gang crimes** involving drug trafficking, child prostitution and antisocial behaviour, all for the purpose of enhancing subway users' feelings of safety.

In the south sector, NS 21's project *Sabot* led to a reduction in drug trafficking on the streets. Neighbourhood stations received support from the investigations sections as well as the MAN in carrying out operations under project *Sold-Out*, which targeted overcrowding in licensed premises, and project *Soul*, launched to deal with problems surrounding the Movidia Bar, located on NS 18 territory.

In the east sector, all units contributed to forming a sectional intervention group (SIG), which obtained excellent results, including several major arrests connected with vehicle thefts.

The west sector saw a major reduction in crime, especially residential and commercial break-ins, vehicle thefts, and personal and business robberies. The SIG worked in partnership with neighbourhood station patrol officers, operations centre west resources and external partners.

Economic crimes and crimes against property

Economic crimes and crimes against property are a significant source of insecurity among residents, particularly senior citizens. Several steps, combining deterrence and prevention, were undertaken to rectify the situation.

At the operational level, project *Réno* targeted a network of fraudulent renovators preying on seniors. Active since the fall of 2002, the group appears to have defrauded people of half a million dollars. The investigation also brought in officials from the Régie du bâtiment. In all, eight arrests were made and 47 charges laid for extortion, fraud and break-ins related to 27 cases.

Project *Finaud* focused on a group of swindlers who were copying debit cards at financial institution ATMs. In all, 15 people were arrested and some 200 cases of fraud brought before the courts. SPVM officers collaborated with investigators from the Peel Regional Police Department in Ontario, where a similar pattern had existed since the spring. This collaboration resulted in the arrest of seven individuals linked to the same network.

At the prevention level, a campaign raising awareness of debit card copying was initiated in partnership with financial institutions. In addition, the courts supported SPVM efforts, imposing severe prison sentences on repeat offenders.



Violent crime

A focused investigation put an end to a series of robberies by a group of armed young people who attacked victims to obtain their debit cards and personal identification numbers (PIN). While one withdrew money from the ATM, the others detained victims and threatened to rough them up if the PIN proved false. A police operation involving several SPVM units led to the arrest of four individuals caught in the act. Some twenty cases were solved as a result.

A problem-solving project now under way involves the collaboration of several SPVM specialized units, along with the relevant Neighbourhood Stations and the Saint-Laurent Boulevard merchants association, some of whose members were victims of intimidation involving explosive devices or Molotov cocktails.

Street gangs

The territory is home to a number of street gangs that have established functional ties with more structured criminal organizations. It appears that several of the gangs are recruiting younger and more intimidating members. This issue - or at least the perception of the presence of street gangs - is a determining factor in residents' feelings of insecurity. A number of measures, involving partnership, prevention and deterrence, have been adopted to reduce the

irritants associated with these gangs.

Under the theme *Brisons le mur du silence* (let's break down the wall of silence), NS 41 sociocommunity officers and the operations centre east's youth intervention and street gang section, in partnership with the principal and others at École Saint-Exupéry, presented a prevention program to students in grades 7 and 8. This information program alerts students to the resources available to them to deal with taxing and intimidation at school. No taxing incident has been reported at the school since the presentation.

Project *Sans Frontière* involves investigators from several police departments - the SPVM, the Sûreté du Québec, the Laval municipal police, the Longueuil municipal police, and the Royal Canadian Mounted Police. A multidisciplinary team is working to counteract street gang criminal activities. Since its creation in September 2003, 75 arrests have been made, while 32 seizures yielded sizeable quantities of drugs and firearms.

Criminal biker gangs and organized crime

This was the year of project Apache, which targeted the drug trafficking activities of an organization led by a member of the Montréal chapter of the Hells Angels. Lasting several months, the investiga-

tion led to a search of 10 residences, 2 stores and the Hells Angels bunker in Sorel. In all 19 people were arrested and 118 charges of gangsterism, drug trafficking, firearms possession, etc., were laid.

Under project *Amigos*, investigators continued to work with the courts to gather evidence and prepare cases. Of the 62 individuals charged, just 7 will appear before the courts in 2004.

The Produits de la criminalité (proceeds of crime) module supported several investigation units, including morality, alcohol and narcotics, the four operations centres, and the Division du crime organisée (organized crime) antigang module.

Under project *Arbitre*, police officers dismantled a criminal loan-sharking organization. Thirty-one searches led to the seizure of firearms, drugs, customer lists, computer equipment and cash. In all 16 people were brought before the courts. The investigation also revealed that the organization's reach extended as far as the Montréal Casino.

With regard to alcohol, project Muscat led to the seizure of 23,500 containers of alcoholic beverages not purchased from the Société des alcools du Québec (SAQ). The individual, who had no liquor permit, illegally imported alcohol from Ontario and the U.S. and then resold it in Quebec.



The value of the products seized exceeded \$300,000. Investigators believe that the individual's criminal activities generated more than \$1 million annually.

With regard to tobacco, operation *Mosaïque* aimed to dismantle a clandestine Quebec criminal organization that was processing raw tobacco. The assistance of several partners in project *ACCES* - including the Montréal RCMP and the Sûreté du Québec, with the participation of the New Brunswick RCMP - led to the arrest of 7 individuals and the seizure of some 5,000 kilos of bulk tobacco, 1,534 kilos of pouch tobacco, several pieces of tobacco processing equipment, 5 vehicles and \$185,000 in cash, for a total value of close to \$1.5 million.

Improving road safety and traffic flow

This year, the Sécurité routière et de la circulation (road safety and traffic flow; RSTF) section was more active on the media side. The month of March was devoted to preparing for the April introduction of right-hand turns on red lights. Preparations included publication of 3.4 million copies of *Driving in Quebec*, which was distributed throughout the province and inserted in an issue of the Montréal daily, *La Presse*. A right-hand turn awareness day was held on April 10th, during which the section handed out some 25,000

brochures to road users. Three days later, the section launched a deterrence component entitled *Opération chauffard*.

In the east sector, project *VIE-TEST* - involving NS 22, 23, 47, 48 and 49, the RSTF section, the borough and several city departments - sought to reduce traffic accidents on Notre-Dame Street. Based on the three *Es -Engineering, Education, Enforcement* - the project is designed to reduce the number of accidents and make the busy main street safer, by analyzing accident causes and locations and the infrastructure as a whole.

Promoting a safe urban environment

After the Montréal Summit, a study document was prepared on the provision of services and the prevention components of the public peace and security policy. Following consultation with partner forums (Conseil régional de développement de l'île de Montréal; island of Montréal regional development council) and with communities of interest and clients, a revised document was tabled with the Commission de la sécurité publique (public security commission) for review and consultation.

The SPVM participated in the public security task force set up at the request of the city's executive direc-

tor to compile information on the roles and responsibilities of various public security participants; the nature of any additional services the new city should provide; the related role of boroughs; the level of services involved in core funding; and harmonization costs.

Evaluating neighbourhood policing

Recommendations and observations arising from the evaluation of neighbourhood policing pointed to six major themes around which SPVM priorities will coalesce in the next few years:

- meeting residents' expectations
- establishing closer ties between the constabulary and investigations
- strengthening neighbourhood stations
- valuing individuals and integrating culture
- optimizing processes, and
- structure and management.

The municipal council adopted the optimization of neighbourhood policing proposal presented by the SPVM on October 28. The proposal resulted from an in-depth assessment of neighbourhood policing five years after its implementation and from a broad consultation process with residents and elected officials over the past two years. The pro-



positional anticipates several changes in the SPVM's operation and structure to improve service delivery, meet residents' expectations, and correct identified gaps at the organizational level.

The SPVM reaffirms its commitment to the neighbourhood policing model, which is based on a community approach and is clearly here stay, notwithstanding the need for improvement in some areas. This beneficial improvement process will take shape in 2004.

Ethics

Management has laid the groundwork for an ethics strategy based on a multidimensional approach to integrating ethics in police culture and practices. The SPVM will train managers and recruits and establish measures to ensure that this approach permeates the organization.

Racial profiling is a major social issue, especially in the policing context. A committee was formed to analyze the extent of racial profiling within the SPVM, to recommend a clear definition, to review organizational practices in other police services, and to identify the need for an internal policy as well as any training needs. The commitment of the provincial government has proved necessary to coordinate the development

and implementation of solutions to this sensitive issue.

Computer security

The consolidation and improvement of existing computer systems was the top priority for the Sécurité et intégration des données (data security and integration) section. The section therefore installed better physical links to enhance security when exchanging data and information and added new, highly secure accesses for several operational systems.

Fighting terrorism

In early 2003, the antiterrorism module held a table-top exercise that envisaged the explosion of a radiological bomb in downtown Montréal. The SPVM and the Comité avisier antiterrorisme de Montréal (CAAM; Montréal advisory committee on antiterrorism) invited more than 30 police and government organizations to participate. Carried out in a spirit of multidisciplinary exchange, the simulation was designed to explore a previously unexamined threat; several years of work went into drafting intervention procedures for such an event. The SPVM also held a two-day training session to share with other Quebec police organizations - Sûreté du Québec Gatineau, Laval, Longueuil, Québec and Sherbrooke - result of the latest research on fighting terrorism and the response methods the SPVM has developed with its partners.

This year was also marked by the war in Iraq, which has had several implications for our work. The SPVM, in agreement with its partners, raised the Quebec antiterrorism response level to Alert. As a result, the SPVM beefed up security in selected areas. In addition, the event led to the exchange of information and the development of closer ties with our partners.



SPVM Personnel Complement at December 31, 2003

Police personnel

Authorized police staff	4,243 (a)
Actual police staff	4,097 (b)
Men	3,046 (74,3 %)
Woman	1,051 (25,7 %)
Rank	
Constable	2,892
Sergeant	455
Detective-sergeant	539
Lieutenant	27
Detective-lieutenant	59
Captain	0
Detective-captain	1
Commander	99
Inspector	11
Chief inspector	9
Assistant director	3
Deputy director	1
Director	1

- a. The figure of 4,243 authorized officers includes regular authorized police personnel of 4,155 permanent and 88 pre-retirement and officers assigned to other departments or special projects.
- b. The figure of 4,097 officers excludes the 156 temporary officers employed at December 31, 2003.

Civilian personnel*

Total civilian staff	1,279
Union accreditation	
White collar	605
Blue collar	48
Crossing guards	522
Professionals	34
Managers	70

- * Includes the number of permanent and temporary authorized positions under the budget (including self-financed activities).

Hirings and departures**

Hiring of regular permanent police officers		
	M	W
Total permanent	31	17
Aboriginal persons	1	0
Cultural communities	3	2
Majority community members	24	15
Members of visible minorities	3	0
Total temporary	120	99
Aboriginal persons	2	0
Cultural communities	8	8
Majority community members	89	86
Members of visible minorities	21	5
Hiring of auxiliary police officers		
	M	W
Total	1	0
Aboriginal persons	0	0
Cultural communities	0	0
Majority community members	0	0
Members of visible minorities	1	0

Départures

Retirement	
Constable	51
Sergeant	11
Detective-sergeant	34
Lieutenant	3
Detective-lieutenant	5
Captain	1
Detective-captain	0
Commander	4
Inspector	4
Chief inspector	4
Assistant director	2
Deputy director	1
Total	120

Resignations

Regular officer	5
Temporary officer	7
Auxiliary officer	1
Total	13

Officers relieved of duties

Disability	4
Dismissal	1
Total	5

Police officer deaths

On duty	0
Off duty	2
Total	2

** Total, 140 departures, including 7 temporary police officers.

Distribution of officers by age group

	Number
20-29	923
30-39	1,718
40-49	1,180
50-59	273
60+	3
Total	4,097

Distribution of officers by year of service

	Number
0-4	873
5-9	886
10-14	705
15-19	967
20-24	291
25-29	263
30-34	99
35+	13
Total	4,097

Total authorized and staffed positions by directorate

Directorate	Autorized	Staffed**	Vacant
Constabulary officers	3,033	2,899 (15 surplus)	149
civilian	869	857	13*
Investigations officers	1,085	1,066 (4 surplus)	23
civilian	108	108	0
Senior management officers	57	56	1
civilian	63	63	0
ASD officers	68	76 (11 surplus)	3
civilian	239	239	0
Total officers	4,243	4,097 (30 surplus)	176
civilian	1,279	1,267	13
Total	5,522	3,364	189

*Includes 13 vacant crossing guard positions.

**Staffed permanently or temporarily.

Authorized and staffed police positions by directorate

Directorate	Autorized	Staffed	Vacant
Constabulary	3,033	2,899	149
Investigations	1,085	1,066	23
Senior management	57	56	1
ASD	68	76	3
Total	4,243	*4,097	176

* includes 30 surplus positions

Authorized and staffed civilian positions by directorate

Directorate	Autorized	Staffed**	Vacant
Constabulary	869	857	13*
Investigations	108	108	0
Senior management	63	63	0
ASD	239	239	0
Total	1,279	1,267	13*

*Includes 13 vacant crossing guard positions.

**Staffed permanently or temporarily.



Crime Trends

A total of 137,995 Criminal Code offences were recorded in Montréal in 2003, a figure slightly lower (-0.2%) than that for 2002, when 138,298 violations were recorded.

The overall crime trend is on the downswing in Montréal, with a decline of 13% over the past five years and 37% since 1991.

Violent crimes

The number of crimes against persons fell by 1.8%, from 27,578 in 2002 to 27,094 in 2003. It was the third consecutive decline, for a 15% drop over the past three years.

Homicide

Homicides declined from 47 in 2002 to 42 in 2003, a drop of 10.6%. The number of homicides was much lower than the average of 66 recorded since 1980.

Attempted murder

The number of attempted murders increased by 14.2%, from 113 in 2002 to 129 in 2003. Despite this increase, the number remains below the average of 142 recorded in Montréal since 1980.

Sexual assault

The number of assaults in 2003 - 1,548 - was nearly identical to the number recorded in 2002 (1,544). The number of assaults in the past two years is the highest on record for the past 20 years.

Robbery and extortion

The number of robberies and extortion cases rose by 5%, from 4,260 in 2002 to 4,473 in 2003. It was the first increase in three years, but there are now 46% fewer robberies in Montréal than 10 years ago.

Assault

Assaults declined by 4.6%, dropping from 15,126 in 2002 to 14,425 in 2003. This was the third consecutive drop, for a total decrease of 18% over the past three years.

Crimes against property

Property crimes fell by 0.8%, from 101,183 in 2002 to 100,336 in 2003. The downward trend thus continued: a 19% decline in the past five years and a 43% decline since 1991.

Arson

After dropping by 18% in 2002, the number of arsons remained practically the same in 2003 (826 cases, compared to 822 in 2002). The number of arson cases dropped by 22% in the past three years, a 47% decline from 10 years ago.

Break and enter

The number of break and enters dropped for the sixth consecutive year. The 19,865 cases recorded in 2003 represented a 7.5% decline over 2002. To compare, 43,112 break and enters were recorded in 1991, so the 19,865 events reported in 2003 represent a decrease of 54% since 1991. For the first time in more than 30 years, the number of break and enters fell under the 20,000 mark in Montréal.

For the fifth consecutive year, residential break and enters showed the sharpest decrease, falling from 14,344 in 2002 to 13,227 in 2003 - a drop of 7.8%, for a total decline of 44% over five years.

Motor vehicle theft

Motor vehicle thefts dropped for a sixth consecutive year, from 14,747 in 2002 to 13,926 in 2003, a decline of 6%. The number of motor vehicle thefts in Montréal has dropped by 36% in the past five years.

Theft

The number of thefts rose by 4.9%, from 43,719 in 2002 to 45,854 in 2003. The increase is due mainly to an 8% increase in thefts from motor vehicles, which jumped from 19,433 in 2002 to 20,919 in 2003.

The general downward trend in thefts slowed in recent years. However, the number of thefts reported in 2003 still represented a 38% drop since 1991.

Misdemeanour

Misdemeanours increased by 4.4%, from 12,706 in 2002 to 13,264 in 2003. This increase came on the heels of two consecutive declines (12% in 2001 and 7% in 2002). Even so, the number of misdemeanours in 2003 was nearly half the number in 2001, when 26,025 misdemeanours were recorded.

Fraud

The 6,071 fraud cases recorded in 2003 represent a 17.3% drop over 2002; this was the first decline in five years, a period during which the number of frauds rose by 48%.

The drop in the number of frauds in 2003 is attributed primarily to the 57% decline in cases related to ATM cards (2,208 in 2002, compared to 954 in 2003). However, this drop is due to a greater number of arrests on the one hand, and a correction of the doubling that previously existed in reporting methods on the other.



Monthly crime trends

	January	February	March	April	May
Crimes against persons					
Homicide	0	5	1	2	4
Other offence leading to death	1	0	1	0	0
Attempted murder	15	14	11	6	4
Assault	1,056	1,056	1,194	1,170	1,420
Sexual assault	106	88	110	141	132
Robbery	373	369	434	356	339
Other offence against persons	470	472	605	556	570
Total	2,023	2,004	2,356	2,233	2,469
Crimes against property					
Arson	56	47	52	71	91
Break and enter	1,587	1,557	1,532	1,546	1,494
Motor vehicle theft	1,131	946	1,194	1,050	1,099
Theft	3,311	3,012	3,708	3,670	4,289
Possession of stolen goods	32	35	32	58	39
Fraud	640	536	558	506	442
Misdemeanour	743	826	1,025	1,334	1,348
Total	7,500	6,959	8,101	8,235	8,802
Other Criminal Codes offences					
Prostitution	43	93	101	122	122
Weapons-related offence	11	24	18	29	27
Offence against the administration of law and justice	451	408	511	527	622
Other C.C.	258	256	255	215	223
Total	763	781	885	893	994
Total offences and Criminal Code violation	10,286	9,744	11,342	11,361	12,265
Food and Drugs Act					
Food and Drugs Act	213	203	244	221	276
Offence against federal statutes	0	2	1	4	3
Offence against provincial statutes	11	4	14	15	10
Municipal by-law	21	14	28	16	33
Total offences and other laws and by-laws	245	223	287	256	322
Grand Total	10,531	9,967	11,629	11,617	12,587

Source : EVSB43ST.XLS (04-02-23)

June	July	August	September	October	November	December	Total
3	10	3	5	3	6	0	42
0	0	0	0	0	0	1	3
15	13	11	10	11	15	4	129
1,397	1,272	1,281	1,244	1,128	1,157	1,050	14,425
174	148	142	126	151	118	108	1,548
354	380	331	333	369	403	430	4,473
540	592	584	520	592	529	444	6,474
2,483	2,415	2,352	2,240	2,254	2,228	2,037	27,094
96	79	76	57	80	89	32	826
1,650	1,875	1,749	1,710	1,853	1,661	1,651	19,865
1,236	1,182	1,213	1,261	1,301	1,229	1,084	13,926
4,446	4,602	4,185	4,165	3,839	3,596	3,031	45,854
43	51	58	59	39	49	35	530
488	500	448	533	512	476	432	6,071
1,313	1,194	1,138	1,129	1,201	1,194	819	13,264
9,272	9,483	8,867	8,914	8,825	8,294	7,084	100,336
80	131	97	39	69	72	23	992
31	27	28	18	23	16	24	276
628	607	644	601	607	578	456	6,640
226	222	190	233	201	199	179	2,657
965	987	959	891	900	865	682	10,565
12,720	12,885	12,178	12,045	11,979	11,387	9,803	137,995
246	226	251	223	270	216	184	2,775
0	2	0	2	1	2	1	18
4	3	9	9	8	5	6	98
33	24	48	21	22	23	8	291
285	255	308	255	301	246	199	3,182
13,005	13,140	12,486	12,300	12,280	11,633	10,002	141,177

Crime

	1999	2000	2001	2002	2003	Change 2003 / 2002
Crimes against persons						
Homicide	52	49	66	47	42	-10,6%
Other offence leading to death	3	5	5	1	3	200,0%
Attempted murder	121	147	102	113	129	14,2%
Assault	14,189	17,535	15,849	15,126	14,425	-4,6%
Sexual assault	1,370	1,500	1,480	1,544	1,548	0,3%
Robbery	5,209	4,648	4,455	4,260	4,473	5,0%
Other offence against persons	6,886	7,764	6,832	6,487	6,474	-0,2%
Total	27,830	31,648	28,789	27,578	27,094	-1,8%
Crimes against property						
Arson	812	1,053	1,007	822	826	0,5%
Break and enter	28,582	26,988	22,850	21,477	19,865	-7,5%
Motor vehicle theft	18,241	17,653	16,659	14,747	13,926	-5,6%
Theft	45,858	47,007	44,405	43,719	45,854	4,9%
Possession of stolen goods	546	588	502	371	530	42,9%
Frauds	5,888	6,246	6,539	7,341	6,071	-17,3%
Misdemeanour	14,192	15,426	13,604	12,706	13,264	4,4%
Total	114,119	114,961	105,566	101,183	100,336	-0,8%
Other Criminal Codes offences						
Prostitution	508	597	454	553	992	79,4%
Weapons-related offence	256	317	272	220	276	25,5%
Offence against the administration of law and justice						
	4,834	5,784	5,858	5,903	6,640	12,5%
Other C.C.	2,631	3,119	2,298	2,861	2,657	-7,1%
Total	8,229	9,817	8,882	9,537	10,565	10,8%
Total offences and Criminal Code violation	150,178	156,426	143,237	138,298	137,995	-0,2%
Food and Drugs Act						
	2,672	3,019	2,963	2,779	2,775	-0,1%
Offence against federal statutes	10	33	7	15	18	20,0%
Offence against provincial statutes	585	565	184	119	98	-17,6%
Municipal by-law	117	106	239	368	291	-20,9%
Grand Total	153,562	160,149	146,630	141,579	141,177	-0,3%

Source : EVSB43ST.XLS (04-02-23)

Crime by operations centre

Operations centre	West	South	North	East	Total
Crimes against persons					
Homicides	7	19	5	11	42
Other offence leading to death	0	2	1	0	3
Attempted murder	28	41	35	25	129
Assault	3,242	4,025	3,822	3,336	14,425
Sexual assault	292	433	421	402	1,548
Robbery	748	1 540	1,221	964	4,473
Other offence against persons	1,567	1,647	1,562	1,698	6,474
Total	5,884	7,707	7,067	6,436	27,094
Crimes against property					
Arson	221	227	175	203	826
Break and enter	4,832	5,023	6,035	3,975	19,865
Motor vehicle theft	2,890	3,102	3,661	4,273	13,926
Theft	6,922	17,507	11,569	7,856	45,854
Possession of stolen goods	73	192	152	113	530
Frauds	1,702	1,592	1,515	1,262	6,071
Misdemeanour	3,385	3,676	3,313	2,890	13,264
Total	22,025	31,319	26,420	20,572	100,336
Other Criminal Codes offences					
Prostitution	41	843	85	23	992
Weapons-related offence	55	104	70	47	276
Offence against the administration of law and justice	1,058	2,574	1,771	1,237	6,640
Other C.C.	672	596	740	649	2,657
Total	1,826	4 117	2,666	1,956	10,565
Total offences and Criminal Code violation	29,735	43,143	36,153	28,964	137,995
Food and Drugs Act	638	1,116	594	427	2,776
Offence against federal statutes	12	3	2	1	18
Offence againt provincial statutes	10	5	42	41	98
Municipal by-law	31	140	92	28	291
Grand Total	30,426	44,407	36,883	29,461	141,177

Source : EVSB43ST.XLS (04-02-23)

Crime by neighbourhood station Operations centre west

Neighbourhood station	1	2	3	4	5	6	7	8	9	10	11	13	14	Total
Crimes against persons														
Homicide	0	0	1	0	1	0	0	1	0	0	2	1	1	7
Other offence leading to death	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Attempted murder	1	0	3	1	1	0	2	1	2	5	6	3	3	28
Assault	124	161	242	187	288	241	175	361	161	328	394	309	271	3,242
Sexual assault	16	13	24	23	25	23	11	42	7	35	32	18	23	292
Robbery	38	21	49	54	81	47	44	74	29	79	117	74	41	748
Other offence against persons	96	96	103	114	166	140	91	149	103	147	132	111	119	1,567
Total	275	291	422	379	562	451	323	628	302	594	683	516	458	5,884
Crimes against property														
Arson	19	29	21	8	20	6	14	36	8	23	16	16	5	221
Break and enter	296	267	283	244	584	573	466	554	224	492	368	307	174	4,832
Motor vehicle theft	173	92	108	122	677	343	307	198	51	267	212	256	84	2,890
Theft	481	250	435	507	1,415	975	764	584	502	884	884	983	258	8,922
Possession of stolen goods	7	0	1	2	8	10	3	12	4	8	9	9	0	73
Frauds	80	72	101	122	167	187	156	114	89	148	169	220	77	1,702
Misdemeanour	253	176	225	202	350	292	204	307	147	240	374	329	286	3,385
Total	1,309	886	1,174	1,207	3,221	2,386	1,914	1,805	1,025	2,062	2,032	2,120	884	22,025
Other Criminal Codes offences														
Prostitution	0	1	5	0	1	23	1	2	0	1	4	2	1	41
Weapons-related offence	1	4	10	8	5	3	3	3	1	3	5	6	3	55
Offence against the administration														
of law and justice	44	60	73	50	104	121	33	161	33	125	136	76	42	1,058
Other C.C.	40	32	51	61	92	83	34	36	35	54	69	59	26	672
Total	85	97	139	119	202	230	71	202	69	183	214	143	72	1,826
Total offences and Criminal Code violation														
	1,669	1,274	1,735	1,705	3,985	3,067	2,308	2,635	1,396	2,839	2,929	2,779	1,414	29,735
Food and Drugs Act														
	65	22	32	39	106	71	12	89	24	49	73	39	17	638
Offence against federal statutes														
	0	0	0	0	12	0	0	0	0	0	0	0	0	12
Offence against provincial statutes														
	0	0	1	1	2	0	0	1	0	3	0	2	0	10
Municipal by-law														
	0	3	0	2	0	7	1	1	1	7	9	0	0	31
Total offences and other laws and by-laws														
	1,734	1,299	1,768	1,747	4,105	3,145	2,321	2,726	1,421	2,898	3,011	2,820	1,431	30,426

Source : EVSB43ST.XLS (04-02-23)

Crime by neighbourhood station Operations centre south

Neighbourhood station	12	15	16	17	18	19	20	21	22	23	Total
Crimes against persons											
Homicide	1	0	0	1	6	1	2	2	3	3	19
Other offence leading to death	0	0	0	0	0	2	0	0	0	0	2
Attempted murder	0	1	0	0	9	4	12	9	3	3	41
Assault	130	267	310	254	529	175	567	783	446	564	4,025
Sexual assault	6	42	37	47	65	18	38	61	41	78	433
Robbery	70	76	44	79	158	63	262	340	247	201	1,540
Other offence against persons	79	133	129	115	237	92	167	295	208	192	1,647
Total	286	519	520	496	1,004	355	1,048	1,490	948	1,041	7,707
Crimes against property											
Arson	15	23	14	22	32	4	16	39	19	43	227
Break and enter	305	321	256	414	527	398	740	677	533	852	5,023
Motor vehicle theft	98	168	128	157	241	194	646	591	349	530	3,102
Theft	904	312	306	667	975	1,274	6,144	4,621	1,202	1,102	17,507
Possession of stolen goods	4	6	8	9	14	5	74	30	23	19	192
Frauds	140	62	83	116	108	95	444	284	130	130	1,592
Misdemeanour	241	317	390	285	425	203	510	584	301	420	3,676
Total	1,707	1,209	1,185	1,670	2,322	2,173	8,574	6,826	2,557	3,096	31,319
Other Criminal Codes offences											
Prostitution	1	2	0	3	13	1	7	85	466	265	843
Weapons-related offence	7	6	5	1	13	4	26	24	3	15	104
Offence against the administration											
of law and justice	79	144	101	87	283	64	267	727	421	401	2,574
Other C.C.	47	23	29	32	43	35	119	169	41	58	596
Total	134	175	135	123	352	104	419	1,005	931	739	4,117
Total offences and Criminal Code violation											
	2,127	1,903	1,840	2,289	3,678	2,632	10,041	9,321	4,436	4,876	43,143
Food and Drugs Act											
	24	65	19	25	72	30	233	480	50	118	1,116
Offence against federal statutes											
	1	0	0	1	0	0	1	0	0	0	3
Offence against provincial statutes											
	0	0	0	0	1	0	0	4	0	0	5
Municipal by-law											
	0	1	0	0	14	4	29	68	15	9	140
Total offences and other law and by-laws	2,152	1,969	1,859	2,315	3,765	2,666	10,304	9,873	4,501	5,003	44,407

Source : EVSB43ST.XLS (04-02-23)

Crime by neighbourhood station Operations centre north

Neighbourhood station	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	Total
Crimes against persons																
Homicide	0	0	0	0	0	0	0	1	0	0	2	0	1	0	1	5
Other offence leadin to death	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Attempted murder	0	5	2	1	2	1	1	5	4	6	2	1	0	1	4	35
Assault	124	364	251	286	241	249	288	264	193	322	288	168	217	164	403	3,822
Sexual assault	1	38	18	35	39	24	34	49	17	24	41	23	18	14	46	421
Robbery	32	91	58	109	66	54	96	55	81	94	96	64	69	64	192	1,221
Other offence against persons	51	118	96	125	124	92	127	118	79	132	129	75	85	77	134	1,562
Total	208	616	425	556	472	420	546	493	374	578	558	331	390	320	780	7,067
Crimes against property																
Arson	8	20	1	14	10	12	18	10	12	9	7	9	12	17	16	175
Break and enter	396	472	392	562	322	182	250	286	299	296	521	276	493	450	838	6,035
Motor vehicle theft	194	193	156	299	334	221	262	207	210	109	282	178	223	276	517	3,661
Theft	716	741	819	728	708	372	523	481	524	606	1 098	471	957	662	2 163	11,569
Possession of stolen goods	3	7	5	19	16	16	11	9	7	4	9	12	3	8	23	152
Frauds	144	122	150	118	91	67	102	76	78	71	116	56	140	63	121	1,515
Misdemeanour	136	331	186	281	191	146	177	198	168	166	274	170	236	210	443	3,313
Total	1,597	1,886	1,709	2,021	1,672	1,016	1,343	1,267	1,298	1,261	2,307	1,172	2,064	1,686	4,121	26,420
Other Criminal Code offences																
Prostitution	0	0	1	7	4	3	52	0	1	0	5	8	2	0	2	85
Weapons-related offence	5	13	3	8	2	3	7	2	4	3	8	2	5	1	4	70
Offence against the administration																
of law and justice	35	172	128	137	101	98	170	126	76	180	110	102	73	71	192	1,771
Other C.C.	72	52	67	59	53	34	37	49	61	46	56	26	40	25	63	740
Total	112	237	199	211	160	138	266	177	142	229	179	138	120	97	261	2,666
Total offences and Criminal Code violations																
Total offences and Criminal Code violations	1,917	2,739	2,333	2,788	2,304	1,574	2,155	1,937	1,814	2,068	3,044	1,641	2,574	2,103	5,162	36,153
Food and Drugs Act																
Food and Drugs Act	17	64	42	63	69	19	23	30	24	36	35	28	25	23	96	594
Offence against federal statutes																
Offence against federal statutes	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2
Offence against provincial statutes																
Offence against provincial statutes	1	2	5	3	2	5	3	3	0	0	2	0	2	3	11	42
Municipal by-law																
Municipal by-law	0	6	23	0	1	52	1	1	0	4	0	0	2	1	1	92
Total operations centre north	1,935	2,811	2,404	2,854	2,376	1,651	2,182	1,971	1,838	2,108	3,081	1,669	2,603	2,130	5,270	36,883

Source : EVSB43ST.XLS (04-02-23)

Crime by neighbourhood station Operations centre east

Neighbourhood station	39	40	41	42	43	44	45	46	47	48	49	Total
Crimes against persons												
Homicide	2	1	0	1	1	1	2	0	2	1	0	11
Other offence leading to death	0	0	0	0	0	0	0	0	0	0	0	0
Attempted murder	5	2	3	6	1	1	1	0	3	2	1	25
Assault	305	536	253	193	233	310	294	207	304	384	317	3,336
Sexual assault	25	63	32	15	29	36	32	29	55	52	34	402
Robbery	66	92	79	70	86	132	56	71	115	138	59	964
Other offence against persons	143	206	153	84	118	156	168	118	152	208	192	1,698
Total	546	900	520	369	468	636	553	425	631	785	603	6,436
Crimes against property												
Arson	17	19	27	20	12	11	30	10	11	16	30	203
Break and enter	327	383	371	263	431	368	257	351	435	323	466	3,975
Motor vehicle theft	260	337	455	370	390	269	314	564	519	322	473	4,273
Theft	499	733	643	988	730	650	557	984	831	541	700	7,856
Possession of stolen goods	7	20	8	3	9	12	21	7	5	9	12	113
Frauds	84	137	135	147	87	84	116	150	132	101	89	1,262
Misdemeanour	254	317	272	162	268	217	246	262	264	275	353	2,890
Total	1,448	1,946	1,911	1,953	1,927	1,611	1,541	2,328	2,197	1,587	2,123	20,572
Other Criminal Code offences												
Prostitution	3	2	4	1	4	6	1	1	0	1	0	23
Weapons-related offence	3	3	7	4	4	6	3	3	6	4	4	47
Offence against the administration of law and justice	113	247	74	51	68	118	85	47	123	208	103	1,237
Other C.C.	63	69	61	60	64	45	69	55	64	50	49	649
Total	182	321	146	116	140	175	158	106	193	263	156	1,956
Total offences and Criminal Code violations												
	2,176	3,167	2,577	2,438	2,535	2,422	2,252	2,859	3,021	2,635	2,882	28,964
Food and Drugs Act	32	48	23	48	25	47	36	18	31	78	41	427
Offence against federal statutes	0	0	0	0	0	0	0	0	0	0	1	1
Offences against provincial statutes	0	0	13	11	1	0	5	2	0	1	8	41
Municipal by-laws	0	3	2	5	0	0	1	3	6	8	0	28
Total operations centre east	2,208	3,218	2,615	2,502	2,561	2,469	2,294	2,882	3,058	2,722	2,932	29,461

Source : EVSB43ST.XLS (04-02-23)

Adult and juvenile delinquent crime

	2002			2003		
	Adults charged	Juveniles charged	Handled out-of-court	Adults charged	Juveniles charged	handled out-of-court
Crimes against persons						
Homicide	37	0	0	28	1	0
Other offence leading to death	0	0	0	0	0	0
Attempted murder	36	7	0	41	6	0
Assault	6,323	500	497	6,627	514	498
Sexual assault	106	19	23	135	25	8
Robbery	603	171	76	762	227	89
Other offence against persons	1,846	127	135	2,167	154	222
Crimes against property						
Arson	10	3	14	16	4	12
Break and enter	602	79	83	694	111	94
Motor vehicle theft	265	63	11	350	83	23
Theft	3,306	444	333	3,808	363	294
Possession of stolen goods	128	28	1	245	49	11
Frauds	278	14	11	364	20	21
Misdemeanour	329	89	242	367	86	165
Other Criminal Code offences						
Prostitution	214	2	1	682	5	0
Weapons-related offence	68	8	4	125	16	2
Offence against the administration of law and justice						
Other C.C.	158	7	53	392	26	78
Total offences and Criminal Code violations						
	16,896	1,769	1,490	19,974	1,956	1,527
Food and Drugs Act						
Food and Drugs Act	1,246	219	20	1,350	162	15
Offence against federal statutes	89	3	0	90	2	0
Offence against provincial statutes	254	3	0	152	0	0
Municipal by-law	190	44	1	169	31	0
Grand total	18,675	2,038	1,511	21,735	2,151	1,542

Source : EVSB43ST.XLS (04-02-23)

Road safety and traffic violations

	1999	2000	2001	2002	2003	Change 2002 / 2003
Dangerous driving	54	143	92	107	120	12.1
of a motor vehicle, causing death	2	2	0	0	0	0.0
of a motor vehicle, causing injuries	5	6	7	5	6	20.0
of a motor vehicle	47	135	85	102	114	11.8
Hit and run	19,279	21,789	19,629	17,480	18,613	6.5
Criminal Code	352	848	277	261	247	-5.4
Highway Safety Code	18,927	20,941	19,352	17,219	18,366	6.7
Impaired driving	2,871	2,953	2,748	2,430	2,310	-4.9
Impaired driving	2,837	2,909	2,704	2,380	2,258	-5.1
causing death	1	1	5	1	1	0.0
causing injuries	33	43	39	49	51	4.1
Driving with a suspended or revoked licence	105	99	101	148	148	0.0
Criminal Code	105	99	101	148	148	0.0

Source : EVSB43ST.XLS (04-02-23) and event register : EVRB19SP list

Ticketing in 2003

Operations centre	West	South	North	East	Other units	Total
Ticketing, moving violation	38,732	28,786	41,899	23,509	24,364	157,290
Ticketing, stopped violation	11,423	26,991	26,742	18,555	5,465	89,176

Organizational Matters

Corporate affairs

The Bureau des affaires corporatives (corporate affairs bureau) continued its process optimization work. Final report recommendations were presented to the management committee at a special meeting held February 10. In addition to a draft SPVM quality policy, recommendations included the establishment of a quality board in a three part process: process optimization, quality control and a complaints bureau.

The corporate affairs bureau also established a schedule for consulting borough representatives and city officials (from the public security commission and the executive committee) before tabling its recommendations with the public security commission on June 26. The SPVM's 2002 Annual Review was also tabled during this meeting.

During the period of pressure tactics (March 17 to April 1), the bureau met daily to monitor the situation and identify any operational or administrative measures that might need to be taken. It also remained on the lookout for any local fall-out resulting from the war in Iraq.

The bureau also planned and launched *Police Week*, held from May 11 to 17, and coordinated the *Jeunes fonctionnaires d'un jour* (public servant for a day) activity.

As well as preparing for the weekly work sessions and public meetings of the public security commission, the bureau furthered its work in a variety of areas, including proceeds of crime, which was approved by the executive committee. The user-pay service was the focus of a new strategy and a more in-depth process; at the same time, the process related to back-up services required frequent interaction with the city.

Several delegations, including one each from France and Belgium, visited the new SPVM headquarters. In addition to organizing these visits, the bureau developed information sessions on the neighbourhood policing concept and its implementation.

9-1-1 emergency centre

At the beginning of the year, Montréal's Centre d'urgence 9-1-1 (9-1-1 emergency centre) launched a quality-assurance program to standardize the call handling process. As a result, the centre now has the highest performance standards of any 9-1-1 emergency centre in Quebec. To process the large number of accidental cell phone calls it receives, the centre tested an interactive voicemail system that allowed call centre operators to free the line quickly if needed to pick up another emergency call. At the end of 2003, the centre introduced new functions that enable it to obtain the cell phone number.

Control - activities	2002	2003
Number of calls	1,338,959	1,376,705
Average processing time	47 sec	47 sec
0-6 second response time	95	96
6-12 second response time	1	1
+ 12 second response time	4	3



Taxi and towing bureau

The Remorquage (towing) division of the city's Bureau du taxi et du remorquage (taxi and towing bureau) was officially launched in June, with responsibility for regulating road call and towing services. At the same time, major changes in the By-law respecting transportation by taxi were coming into effect, including a renewal of the taxi fleet and minimum standards on motor vehicle space. The bureau also initiated an exploratory process with a view to launching a promotional campaign on para-transit use.

Taxi division	2002	2003
Complaints received		
from the industry	147	102
from the public	200	269
Total complaints received	347	371
SAAQ transactions	46,600	50,369
Working permits renewed	4,639	4,788
Tested	972	908
Test pass rate	66,6 %	60,0 %
Taxi permits issued	344	287
Taxi permits renewed	4,857	4,759

Towing division	2003
Operating licence	232
Driver's permit	977
Complaints	
founded	8
unfounded	3

External missions

Bosnia-Herzegovina

Under the auspices of the European Union, which took over from the United Nations, the mission continued to meet with success. The SPVM assigned Lieutenant Michael Chartrand to head the Canadian contingent for a one-year term. A relief contingent will be sent in 2004.

Kosovo

Three SPVM officers participated in this successful mission, which might be renewed in 2004.

East Timor

This peacekeeping mission met with great success for the three SPVM officers involved and is scheduled to end in the spring of 2004.

Sierra Leone

At the request of the Royal Canadian Mounted Police, the SPVM sent two police officers to Sierra Leone for a nine-month training mission.

Jordan

Again at the request of the Royal Canadian Mounted Police, the SPVM approved the assignment of police officers to Jordan for a training mission starting in early 2004.

Marketing

It was another good year for the Commercialisation (marketing) unit, which processed a number of requests similar to last year's and acquired several new clients. The main sectors where the SPVM's professional expertise was put to use included semi-trailer escort, film set security, 'rave' events, Montréal Airport security, and weaponry.

Specialized training provided to various police services and private companies focused on training for motorcyclists, dog-handlers, as well as physical and verbal intervention, road safety (car seats), and accident investigation training.

Strategic and Budget Planning Division

The Planification stratégique et budgétaire (strategic and budget planning) division monitors a number of sociodemographic, socio-economic, criminal and other indicators to identify and evaluate those with a potential impact on the SPVM's directions and the services it provides. The division also undertakes or coordinates evaluative and descriptive analyses of activities aimed at facilitating program and service direction and decision-making.

The division also acts as an adviser to senior management and staff on procedures, encouraging the adoption of a prevention and problem-solving approach.

Finally, the division is responsible for the SPVM's budget process. As such, it supports management in its responsibilities and budget choices and maintains an interface with the city's Service des Finances.

Optimizing neighbourhood policing

Highly active in the neighbourhood policing optimization process, members of the Recherche et planification stratégique (strategic planning and research) section participated in formulating recommendations under the six major themes discussed earlier. They also contributed to implementing recommendations, particularly those pertaining to police visibility, antisocial behaviour, partnerships with the community, case monitoring and strengthening neighbourhood stations.

The Développement et Consolidation (development and consolidation) section developed a process optimization procedure that sets out the procedures and responsibilities of various stakeholders. It also produced descriptive and evaluative analyses of unit and section

missions, structures, staffing and operating methods. Finally, it tabled a schedule for reviewing procedures and operating methods to reflect the changes generated by the optimization process and to integrate the new police functions.

The Planification et suivi budgétaire (planning and budget control) section evaluated and monitored costs related to implementing optimization, particularly distribution of police and civilian staff.

Strategic planning

Strategic planning advisers enhanced the SPVM's contribution in response to a request for feedback on the city's organizational model following municipal restructuring. The SPVM's strategic positions on key municipal issues were developed through corporate consultations on restructuring the city's organizational framework and setting boundaries for the Centre-Ville borough. A brief on public security in the downtown core was tabled.

Formulation of 2004 strategic directions and development of a 2004 corporate action plan required close collaboration with SPVM units. Further to an environmental scan, advisers helped identify the major issues affecting development of the SPVM and its activities.

The division recommended that senior management adopt a 2004 business plan that includes a performance framework as part of the SPVM's role as a municipal corporate department.

Key research projects

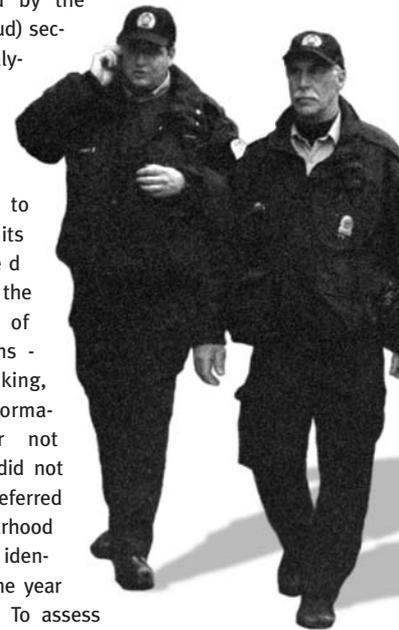
The division hosted several Canadian and foreign trainees under its support program for research projects and university-level education programs whose objectives are to improve service delivery, contribute to the SPVM's effectiveness

and efficiency, and facilitate the administration of justice.

A report entitled *L'analyse descriptive de la prostitution de rue - Région Centre-sud de Montréal* (descriptive analysis of street prostitution - centre-south region of Montréal) was tabled. The analysis was based on a questionnaire filled out by street prostitutes. The results tend to reflect general trends in North America but also identified several aspects that are specific to Montréal. The report sheds some light as well on the motivations and lifestyle of sex workers. The analysis reinforced the need to work in partnership and to emphasize prevention with regard of child prostitution, particularly in the school system.

The division undertook an analysis of the voice mail function and service approach used in investigation centres and by the Fraudes (fraud) section. The analysis showed

that the distribution of calling cards to SPVM units remained steady and the distribution of police actions - decision-making, various information, caller not reached or did not call back, referred to neighbourhood station - was identical from one year to the next. To assess the quality of calling card processing, two surveys were conducted with residents who had or had not been contacted initially by the SPVM, or who had not called back. The division strongly recommended



that voice mail be maintained as an intervention method and made practical recommendations for improving the service.

The 2001 study entitled *Les services supplétifs de sécurité et la Police de quartier* (security back-up services and neighbourhood policing) served as a backdrop for an analysis entitled *Impact des services supplétifs de sécurité publique sur le SPVM* (impact of public security back-up services on the SPVM). Results of the study were tabled in November.

The product of a field study lasting more than a year, *Portrait montréalais de l'exploitation sexuelle des enfants à des fins commerciales* (profile of the commercial sexual exploitation of children in Montréal) was tabled in December 2003. The document includes quantitative and qualitative data on victims and suspects as well as the social and police response to the commercial sexual exploitation of children.

Symposiums, external task forces and scientific publications

Three advisers from the research and strategic planning section were speakers at thematic workshops at the 31st conference of the Société de criminologie du Québec, while another adviser spoke at the Canadian Association of Administrative Sciences Scientific Congress.

Two articles appeared in the *Revue internationale de criminologie et de police technique et scientifique*, published in Geneva, Switzerland: "Insécurité et délinquance de rue : repenser la sécurité urbaine?", by Maurice Chalom and Michelle Coté; and "Le cambriolage résidentiel : stratégies de prévention et d'intervention en Angle-

terre et en Amérique du Nord", by Georges-André Parent.

At the invitation of the Paris police department, a fact-finding mission on Paris's police services was conducted during the summer in partnership with other scientific researchers and with the support of the following French organizations: the Centre d'analyse, de formation et d'intervention (CAFI – analysis, training and intervention centre); the Centre d'études et de recherche en sciences administratives (CERSA – centre for research in administrative sciences); and the Institut des hautes études en sécurité intérieure (IHESI – institute of advanced studies in interior security).

Several advisers facilitated workshops for political, sociocommunity and university representatives on community policing, antisocial behaviour, and other topics. A presentation of research results on private security services in Montréal's underground pedestrian routes and in the downtown core was made before members of the Réseau Info-Sécurité Montréal.

Two advisers from the development and consolidation Section participated in four meetings of the advisory steering committee on police practices, which focused on interventions with young offenders, automobile chases, Amber Alert, contaminated objects or

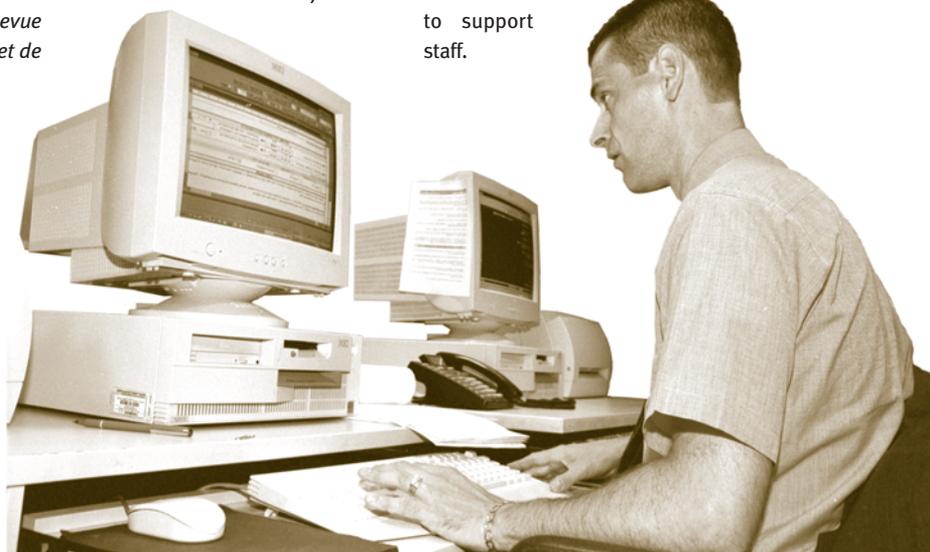
suspects, and the Quebec *Loi sur l'accès aux documents des organismes publics et sur la protection des renseignements personnels* (the law governing access to the documents of public organizations and the protection of personal information).

Development and consolidation

Implementation of the results of a descriptive and evaluative analysis of the road safety and traffic flow section has begun. A descriptive and evaluative analysis of the SPVM's records management and archiving process was also produced in the collaboration of a knowledge-management doctoral student from the city. The analysis identified gaps and recommended a modern, efficient system for closing them and meeting SPVM needs.

The creation, development and updating of SPVM forms ensure smooth operational and administrative processes, as well as data processing and sharing of information within the SPVM and the community. One hundred and thirty-seven forms were processed and 140 printing requisitions received.

In cooperation with those responsible, the section created or updated a series of procedures and administrative and operational management manuals to support staff.



By year-end, 145 documents contained in the operating procedures manual had been updated. Finally, the section launched a project to produce these manuals in electronic format only.

Ethics

The pilot project on ethics training of SPVM staff - developed in cooperation with René Villemure of the Institut québécois de l'éthique appliquée (Quebec institute for applied ethics) - was completed. The project helped define the training that will be offered in 2004 - core training for all SPVM members, followed by a first component for supervisors and a second for managers.

In the meantime, all police and civilian managers participated in one of five one-day sessions to raise awareness of the importance of integrating ethics in their work. The sessions were led by Robert Roy, a professor and ethicist at the University of Sherbrooke. A 90-minute "ethics awareness" session was added to all SPVM recruit training schedules. Finally, the SPVM maintains and regularly updates a staff Intranet site devoted entirely to ethics.

Planning and budget control

The planning and budget control section completed estimates of revenues and expenses for 2003, presented 2004 budget forecasts, including the impact of optimizing neighbourhood policing, and drafted the SPVM's three-year capital program for 2004-2005-2006. In addition, it assessed a number of scenarios related to the renewal of the police officers' collective agreement. A system of accounting codes was developed to ensure conformity of financial operations with the SPVM's new structure. In the context of the 2004 budget cuts, the section participated in the city's policy committee on budget planning, producing a number of internal budget analyses on service delivery under the 2003 budget. Under the prevention projects stemming from proceeds of crime, a budget control committee was formed to recommend sharing rules, which appropriate authorities then approved.



Internal Affairs Division

Made up of the Enquêtes Spéciales (special investigations) section, the Enquêtes internes (internal investigations) section and the Embauche (hiring) module, the Division des Affaires internes (Internal affairs division) is responsible for investigations of City of Montréal Police Service personnel as well as pre-hiring security checks of police and civilian personnel.

In 2003, the division received 4,387 requests for investigations and background checks, as follows:

- 774** requests for investigations, including:
 - 570** background checks of police and civilian candidates (hiring module)
 - 105** to open special investigations files
 - 99** for disciplinary complaints (internal investigations section)
 - 0** for recommendations regarding recognition awards (special investigations section)

2,231 disciplinary profile checks for purposes of promotion, probation, professional recognition awards, citation, and 20- and 30-year distinguished service awards and medals.

1,382 security checks for access to Police Service premises as well as for police cadets, school crossing guards and requests from other police departments.

Special investigations

The special investigations section investigates criminal complaints against members of the SPVM or any other police department, at the request of the Quebec Ministère de la Sécurité publique.

In 2003, the section received 105 requests for investigation. Thirty-four remain active while 71 were completed as follows:

	SPVM	Other police services
Charges laid	8	0
Inactive, unfounded or no charges laid	50	13

Ethics

The police ethics commissioner of Quebec forwarded 440 ethics-related complaints concerning SPVM police officers. The role of the ethics module, which reports to the special investigations section, is to coordinate and ensure transmittal of items required for the commissioner's investigations.

Police Act

Under the Police Act, the City of Montréal Police Service must inform the Quebec minister of public security of any allegations related to criminal acts by SPVM officers (articles 286, 287 and 288). The SPVM did so on 60 occasions.

The Service must also comply with article 118 of the Act. In all, 238 police officers



reported having a second job. None required investigation for conflict of interest.

Internal investigations

This article investigates complaints from supervisors or senior officers alleging breaches of internal disciplinary rules by police officers (MUC regulation 106-1).

Disciplinary investigations

In 2003, of the 99 requests for investigations received, the internal investigations section proceeded with 66 investigations of a disciplinary nature, as follows:

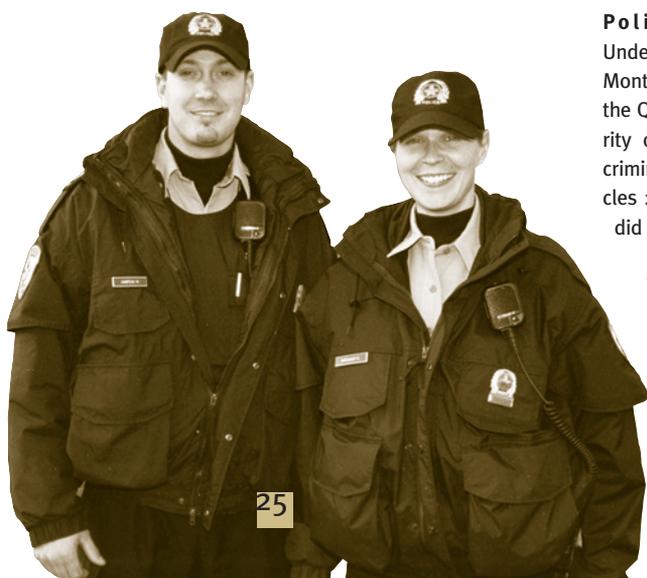
- 42** involving procedures
- 15** no charges laid
- 9** at the division level

For the same period, 33 other cases remain under investigation.

Disciplinary hearings

Disciplinary hearings result from cases processed and filed for hearing during the year and as well as from cases filed for hearing in the previous year. Thirty disciplinary hearings were held, including 8 before a disciplinary committee and 22 before a senior officer.

Of the 60 charges laid against SPVM police officers, 5 resulted in a not-guilty verdict and 55 in guilty verdicts against 42 officers, with sanctions as follows:



- 42 suspensions for a total 229 days without pay
- 9 reprimands
- 3 warnings
- 2 transfers
- 1 demotion
- 0 dismissal

Note: The distribution total (57) differs from the total number of guilty verdicts (55) because of four charges laid against two police officers with regard to the sanctions received:

- guilty of two infractions (art. 6 and 7d) for a single sanction, including one suspension;
- guilty of one infraction (art. 9) for three sanctions, including one suspension, one transfer and one demotion;
- guilty of one infraction (art. 9) for two sanctions, including one suspension and one transfer.

Sanctions under article 49 of MUC regulation 106-1

Under this provision, the 40 charges against 25 police officers incurred the following sanctions:

- 15 reprimands
- 13 warnings
- 12 suspensions for a total 24 days without pay

Background checks

Under the mandate of the Internal Investigations section, the hiring module carried out 598 background checks on police officer and civilian candidates for positions in the organization.

The module also completed 1,382 security checks as follows:

- 901 for building access
- 245 of trainees
- 131 of police cadets
- 88 of crossing guards
- 17 on behalf of other police departments



Constabulary Directorate

In the context of unit budget administration, the Direction de la gendarmerie (constabulary directorate) conducted a global improvement process in 2003. In spite of the overrun sparked by major service orders, their efforts succeeded in containing the deficit.

Road safety and traffic flow

The number of traffic fatalities declined from 50 in 2002 to 48 in 2003, the second lowest number of traffic deaths in the city in the last seven years. With regard to tickets, there was a 6% increase in the number issued over 2002.

During operation *PAS-alcool*, undertaken in May and December, the SPVM set up 341 road check operations and flagged down 34,061 drivers. Of these, 550 were given breathalyzer tests and 111 were charged with operating a motor vehicle with more than 80 mg of alcohol per 100 ml of blood.

Finally, the SPVM was once again an active participant in *Opération Nez rouge*, reviewing 2,516 applications from volunteers, a 23.6% increase over last year. Of this number, 22 were turned down because of criminal records. The SPVM also hosted a corporate evening during which SPVM employees volunteered their services.

Prevention and community relations

In April 2003, the prevention and community relations section initiated the use of awareness meetings as a prevention tool in the field, during activities such as the demonstration against the war in Iraq. Based on a community relations approach, the tool is intended to make participants and event organizers aware of the desired behaviour in order to prevent flare-ups and ensure the safety of all. This practice proved successful and helped strengthen ties while maintaining public order.

In October, following a series of suspicious incidents involving adults approaching children, the section and units met with several community players - schools, school crossing guards, parents, the Montréal transit service, Block Parents, etc. - for the purpose of alerting children and alerting all stakeholders who deal with them. The meetings helped create a real security chain around children and enhanced the level of community vigilance considerably. In addition, children who encountered such adults were able to use the safety tips they received to take control of their own safety.

At the operational level

In 2003, police visibility and presence in the field were a priority. Staff from the Intervention Jeunesse (youth intervention; YIS) section patrolled the metro, parks and schools so as to connect more directly with young people. Each YIS officer was assigned a geographic area to facilitate the handling of youth issues in neighbourhood stations. YIS officers carried out several interventions (collaborating with the



prevention and community relations section and the morality, alcohol and narcotics module) to support neighbourhood stations and various internal and external partners. Interventions included participation in a provincial child ID clinic, in collaboration with McDonald's restaurants; police presence to ensure safety close to schools dur

Customer service / SAGA - at December 31, 2003

Category	Number of actual alarms	Number of false alarms	Fines of false alarms Fees from false alarms (\$)	Fines from false alarms from 12 May 1997 to December 12, 2003 (\$)
Cambriolage	2,209	43,351	1,777,540	14,476,573
Braquage	471	2,089	621,588	5,018,438
Total	2,680	45,440	2,399,128	19,495,011

Constabulary

ing the *Rentrée scolaire* (back-to-school) and *Enlèvement d'enfants* (no to child abduction) operations; and a presence during student demonstrations following the launch of the war in Iraq.

Operational data

Handling of service calls at the Logistique d'intervention division

Year	1998	1999	2000	2001	2002	2003
Overall average (minutes)	7.5	6.4	6.2	5.8	6.1	6.0

In 2003, intervention logistics staff responded to 865,874 service calls, including 486,865 urgent calls, 165,755 non-urgent calls, and 213,254 calls to 280-2222, the line for calls that do not require immediate police attention. SPVM patrol officers' average response time for urgent calls (code 1 priority) was 6 minutes in 2003. This was the distribution over the past five years:

Calls regarding suspicious packages

Year	Number of calls for suspicious packages	Defused	Detonated
2003	33	5	2
2002	52	23	2
2001	59	22	0
2000	69	25	4
1999	103	42	3

In 2003, the Police Service received 33 calls about suspicious packages requiring the on-site services of the technical squad; 5 of the calls required that a device be defused.

Use of firearms

Eight incidents occurred in 2003 during which police officers fired a total of 15 shots.

In the first incident, a suspect was hit by a shot fired by a police officer. Five shots were fired in all. The suspect was holding a loaded weapon as he walked through a residential area and

In the second incident, a police officer fired a shot in the direction of an armed suspect without hitting him. The suspect was arrested.

In a third incident, an officer fired in the direction of a suspect without hitting him. The suspect was arrested following a car chase. A single shot was fired, but no one was injured. An investigation is under way.

On two occasions, police officers used their firearms to euthanize injured deer, firing two shots per incident.

Number of incidents	Number of shots fired	Type ou reason for incident	Result of investigation
1	5	Armed suspect	Suspect arrested
1	1	Armed suspect	Suspect arrested
1	1	Arrest of suspect	Investigation under way
2	4	Injured animal (euthanasia)	Death of animal
2	3	Dangerous dogs	Animal neutralized
1	1	Accidental shot	New procedure in place

refused to respond to orders from police officers on the scene. The suspect was arrested and charged.

With regard to the incidents involving dangerous dogs, during the first incident, two shots were fired, injuring the dog. During the second, one shot was fired; it hit the dog on the collar without injuring it but this was sufficient to stop the attack on the police officers.

Finally, one shot was fired accidentally when a technical services officer was neutralizing an old firearm that he believed to be non-functional because several parts of it were missing.



Constabulary

Année	1995	1996	1997	1998	1999	2000	2001	2002	2003
Number of chases	38	38	32	66	138	122	142	128	142
Number of suspects killed	0	0	2	0	0	0	0	0	0
Number of suspect injured	7	8	8	12	16	12	3	9	8
Number of officers killed	0	0	0	0	0	0	0	0	0
Number of officers injured	5	4	2	4	6	6	3	2	3
Number of citizens killed	-	-	-	-	-	0	0	0	0
Number of citizens injured	-	-	-	-	6	3	11	3	2
Accidents - Service vehicles	15	12	15	19	33	15	18	15	12
Accidents - citizens' vehicles	-	-	-	-	-	-	-	-	46

Car chases

During the year, 142 car chases occurred on the territory; 89 were deemed warranted; 25 were cancelled by the supervisor on duty; and 28 are under investigation. The chases caused 58 accidents in which eight suspects, two citizens and three police officers received minor injuries.

Security services and demonstrations

In 2003, the constabulary directorate, through its operational planning section, coordinated 974 service events. Among the large-scale events were the following:

- Down with war (8 demonstrations) (800 officers attending)
- the Collective Opposed to Police Brutality (COBP; 270 officers in attendance)
- Carifesta (260 officers attending)
- World Trade Organization meetings (more than 2,000 officers attending over 3 days)
- Diverscité (367 officers in attendance over 2 days)
- the Journée nationale de perturbation des lieux de travail (December 11) (600 officers attending)

- the blue collar dispute (15 demonstrations) (900 officers attending).

Security services for the WTO meetings were one of the highlights of 2003. During the mini-summit organized by the Hon. Pierre S. Pettigrew, then minister for International Trade, in Montréal, the SPVM assembled a major security service and established a security perimeter around the Sheraton Hotel to ensure participants' security. A large number of officers were deployed to control demonstrations and minimize the impact of the event on the daily activities of residents.

The year-end was also marked by the Journée nationale de perturbation des lieux de travail, organized

by the major unions to protest the provincial government restructuring proposed by Premier Jean Charest. During this day, the SPVM deployed more than 600 officers to control any action union members might take in any given sector. The event proceeded without incident.

Youth intervention structure

2003 was a year of consolidation for operating methods in the youth intervention section (YIS). Control and communication measures established in 2003 helped clarify staff expectations and led to better collaboration with other units as well as with external partners. The YIS was thus in a better position to fulfil its mandate, which is to support neighbourhood stations dealing with youth issues.

Use of pepper spray

	2000	2001	2002	2003
Warranted	213	159	167	135
Unwarranted	7	4	5	1



Investigations Directorate

Major crimes

Homicide

Circumstances surrounding the 42 homicides that occurred in 2003 were as follows:

- 5 related to spousal and family violence and crimes of passion
- 3 related to debt and jealousy
- 14 related to fights and brawls
- 9 involved settling of accounts in the context of gang warfare
- 3 crime-related (theft and sexual assault)
- 8 motive unknown

Investigators solved 24 current cases and 8 from previous years, for a resolution rate of 76.2%, compared to the average of 71% for the past decade. Charges were laid against 31 persons: 16 charges of first-degree murder, 12 of second-degree murder, and 3 of involuntary manslaughter. Five cases were closed with no charges laid.

Robbery - financial institutions and currency exchanges

The Vols qualifiés (robbery) section handled 154 cases, 70% of which involved robbery of financial institutions and currency exchanges. Fifty-four per cent of cases were solved. Other cases involved a variety of incidents,

such as truck-jackings, stand-offs, hostage takings and kidnappings.

The number of robberies dropped from 111 in 2002 to 83 in 2003. This decline of nearly 25% is due mainly to focused investigations and follow-up on court files with respect to compliance with release conditions. Since 2000, violent thefts, all categories combined, have been on the decline. Robberies of financial institutions have been no exception, a phenomenon also apparent in several other large Canadian cities.

Sexual assault

Of the 1,798 cases handled during the year, 1,531 involved minors and adults.

Under the multisectoral agreement with the departments of justice, public security, health and education and the agencies under their jurisdiction, the Division des Agressions sexuelles (sexual assault) investigated 915 cases. The agreement encourages joint action by stakeholders in the social and judicial systems to ensure an appropriate, continued and coordinated response to the need for child assistance and protection.

Under the pilot project on monitoring and follow-up with sexual offenders on city territory, the sexual assault division handled 35 cases in cooperation with correctional services.

Incidents related to GHB (the 'rape drug') accounted for 1.6% of cases.

Crimes against property

Incidents of arson rose slightly, from 822 in 2002 to 826 in 2003. Of these, 197 occurred in vehicles and 629 in buildings. Even more disturbing, 22 people died in these fires.

A new phenomenon this year was crimes committed using Molotov cocktails; there were 23 incidents in all, although it was not possible to establish any link between them. Since June 2003, arson investigations involving vehicles on city territory have been centralized in the section des Incendies criminels (arson).

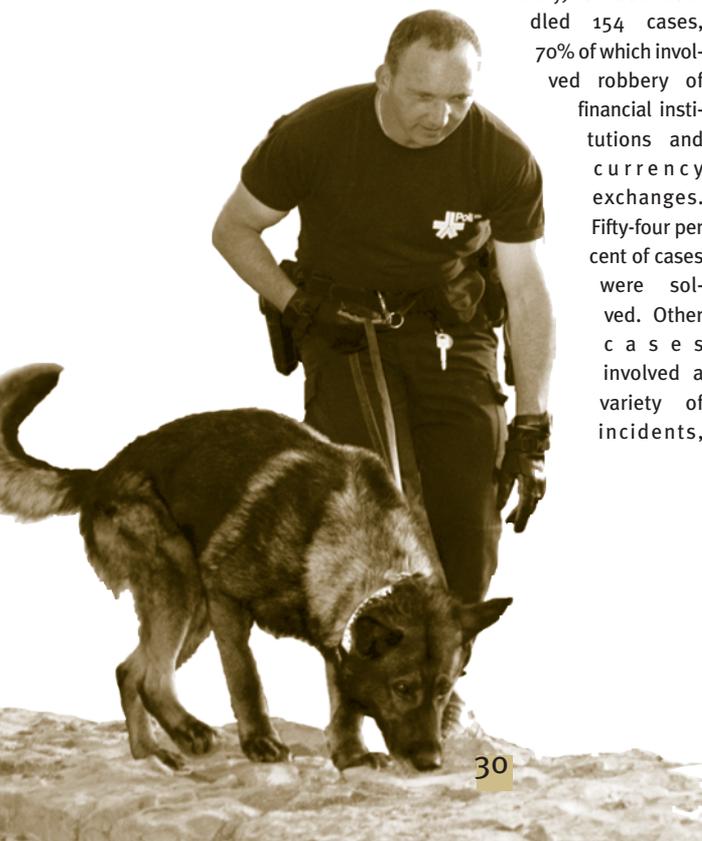
Organized crime

Proceeds of crime

This section's activities are aimed chiefly at reducing the assets of criminal organizations in order to limit their impact in terms of violent crimes and property crimes. During 2003, \$3,030,303 in cash was seized under the Criminal Code, for a total of \$4,306,848 in transit in the Quebec Crown prosecutor's account. Disposition of the funds awaits a court decision.

Regarding sums seized earlier, \$563,196 was confiscated permanently in 2003 and will be shared between the Conseil du Trésor (Quebec treasury board) and the SPVM, according to the protocols established by the government of Quebec.

Investigations led to the seizure of 10 buildings, 8 of which were confiscated, and the confiscation of 14 vehicles. Amounts due to the SPVM will be determined eventually, based on the amount generated by sale of these goods.



ACCES

Project ACCES (Action concertée contre l'économie souterraine; joint action against the underground economy) involves two types of activity: systematic inspections of licensed premises and investigations related to trafficking in tobacco and alcohol. With regard to the first category, investigators carried out 1,826 inspections at licensed premises; 13.8% were found to be in violation. Investigators seized 5,000 containers totalling 2,576 litres of alcoholic beverages and laid 346 charges under the Act respecting offences related to alcoholic beverages.

With regard to tobacco and alcohol smuggling, investigators pursued 37 new cases, charging 47 people with a total 96 offences under the Criminal Code and provincial regulations. In terms of alcoholic beverages, 54,047 containers were seized, for a total of 34,777 litres of alcohol. Also seized were 815 cartons of cigarettes, 20,339 bags of bulk tobacco, and 65,925 pounds of tobacco. Investigations also led to the seizure of \$701,443 in cash and 16 vehicles.

Undercover module

There were 660 requests for cooperation and assistance, resulting in 1,333 operations by undercover agents.

Narcotics

In addition to managing and destroying drugs seized by SPVM units, investigators laid charges of simple possession in 1,674 cases and investigated 84 FX-PX cases (forged prescriptions). They closed 2,748 cases by disposing of the drugs without laying charges.

Antigang

The antigang module opened files on 160 cases, 140 of which were solved. Investigators made 157 arrests, 19 of them under project Apache, which targeted the Hells Angels criminal biker group. Project Arbitre focused on a loan-shark operation and led to 17 arrests. These two projects alone also generated 44 searches.

Legal identification

In 2002, the Identification judiciaire (legal identification) division responded to 8,305 requests for crime scene analysis. Fingerprint analysis led to the identification of 450 people.

Through project *Mini-kit*, participation of neighbourhood police officers enabled the lifting of 481 positive fingerprints at crime scenes, compared to 658 in 2002, a 27% decline. Project *Mini-kit* trains neighbourhood police officers and raises awareness about crime scene detection and techniques for handling fingerprints. The officer using the mini-kit then becomes a resource person for other officers at the station. Regarding DNA, 1,109 samples were taken in 2003, compared to 1,317 in 2002.

Concerning the project to replace the photo bank, a supplier was chosen and the project is in the final stages of development. The new photo bank should be up and running in June 2004.

During the international conference of Printrak users on identification through fingerprints, the legal identification division received the first prize for unusual fingerprints.

Fraud

The fraud section of the economic crime division recorded 7,362 incidents, a slight increase over the 7,292 files opened in 2002. The 1,291 frauds in excess of the 6,071 frauds reported earlier in the Crime Trends section are in the 'personation' category, or identity theft, which this section has been handling since July 2003. Investigators focused on two major organized groups under projects Finaud and Réno. These interventions helped reduce the number of losses recorded by financial institutions by \$73 million in 2003.

Transition to the new municipal court of Montréal

2003 saw a restructuring of the municipal court of Montréal liaison, which included the closing of 23 municipal courts and the creation of 7 new service outlets.



Administrative Support

Administrative Support Directorate

The direction du Support administratif (administrative support directorate) worked closely with various central municipal support groups to develop business partnerships. Among its many activities in 2003 were the neighbourhood policing optimization process, negotiations with all the city's employee groups, events such as the World Trade Organization meetings, implementation of the new police officers professional development plan, introduction of a new service weapon, and the antiterrorism readiness plan.

Human resources

Activities were carried out in the context of directions established in the global human resources strategy.

The work of the Programme d'aide au personnel policier (police employee assistance program) received an award of distinction in the Team extended action category during Excellence Night. In terms of support to employees and managers, HR processed 710 calls, opened 225 cases, carried out 2,242 clinical interviews, and handled 122 crisis situations - a 58% increase over 2002.

Under the staff recognition and valuing component, the affirmative action, human rights and quality of work life program continued its efforts to obtain recognition for the work done by SPVM personnel and to identify the most noteworthy.

Corporate recognition activities resulted in the awarding of 108 certificates of professional recognition to retiring officers, 4 citations for excellence, 294 service plaques and pins, 7 awards for excellence, and 4 Director's recog-

nition citations. The directorate also organized an Excellence and Partnership Night.

Attention was also paid to external recognition. The SPVM proposed candidates for the following awards: public security award 2004; the National Youth Justice Policing Award 2004; the 2003 citizenship award; the Citation for Citizenship 2003; and the Community Policing Award 2003.

Professional development

The directorate completed its activities in support of optimal use of the SIGAL software system, including drafting several user manuals and running many training sessions. It organized development activities as well and held three career information workshops.

Professional development also included a program for prospective commanders, one for assistant directors, and the development of a new program for inspectors and chief inspectors. The directorate thus supports all new police managers, helping them acquire the skills they need to carry out their new duties.

With regard to performance evaluations, profiles and forms for nearly 75 functions were entered into SIGAL, while the directorate offered continuing support and coaching to units via this system.

After completely revamping the police manager performance evaluation program in anticipation of its launch in 2004, the directorate presented the program to managers.

Health and safety

Following investigation and analysis of a work injury that occurred during traffic control duty, steps were taken to identify effective and safe work methods for patrol officers called on to intervene on roadways to direct, speed up or redirect traffic.

Training in occupational health and safety was given to new contingents of police officers and supervisors. In addition, local workplace health and safety teams received training on the investigation and analysis of work-related injuries.

Safety rules for indoor shooting ranges were revised, with particular attention paid to safe noise levels and the presence of



Administrative Support

lead. Firearms instructors were tested for blood-lead levels concentration and subjected to an audiogram under the supervision of a prevention physician from the city's direction de la Santé et de la Sécurité du travail (workplace health and safety directorate).

The SPVM participated in developing an awareness video on the importance of wearing seatbelts. Intended to increase the safety of police officers, the video was produced in cooperation with the École nationale de police du Québec and the Association paritaire, municipal affairs sector. Release of the video was scheduled for February 2004. Several other police departments have shown an interest in participating in the project.

Training

The training section has measures in place for effective support of police competency in the patrol-constabulary sector. The policy of reimbursing tuition fees encourages police personnel to pursue post-secondary education. The SPVM currently has some 750 graduates among police staff of all ranks. In 2003, the SPVM reimbursed tuition fees paid by 946 police officers, for a total \$297,000.

The goal of training is to maintain staff knowledge at the highest levels possible; participation in training resulted in some 29,420 person-days in 2003. Among the year's activities were training for supervisors, commanders and detective-sergeants; training in use of the new firearm and maintenance of shooting skills; and training in dealing with serious physical assaults. Supervision and management skills were enhanced with training in creativity, political skills, project and change management, and media relations.

Police intelligence

The Service à la clientèle (customer service) module responded to some 157,000 calls, cooperated in the *Quebec Amber Alert* program and ran checks on 14,858 people, for a total of 104,303 checks conducted under various memoranda of agreement. The module analyzed 2,516 volunteer enrolment forms under *Opération Nez rouge*, a 23.6% increase over 2002.

In addition, the Support aux usagers (user support) module gave 1,888 hours of training on SPVM computer systems, including one module on detention management.

The archive module broadened its mandate to include records management following submission to management of a report on reengineering of the archives function. The module will now be called the Gestion de documents (records management) module and has established a registry of semi-active documents for use by SPVM units.

Technology

To support operations, the technology section implemented and operated video and audio broadcast systems during security services operations and installed an additional radio-communications site in the northeast sector, along with a new electronic surveillance system. It also updated video surveillance systems for court services and uniform units.

Given its experience in the area, the section participated actively in developing a strategic radio-communications plan for the city and in implementing a new radio system for the service de Sécurité incendie de Montréal (fire safety).

The technology section received an additional man-



date to coordinate management of facilities in buildings occupied by the SPVM. In this context, the section reinforced access security management and control, planned the work required under the optimization process and, with other city units, drafted service protocols with other city units regarding on real estate, maintenance and related service components.

Administrative Support

Data security and integration

The section focused on its advisory and support role to SPVM units, introducing in place new tools to update and improve efficiency. Among the projects completed in 2003 were the introduction of a new invoicing system for the records management module and development of a follow-up and invoicing process for the marketing section in order to improve services provided to residents.

In addition, the section regularly adjusted systems as needed, accentuating its data management support role within the SPVM. The section's advisory role came to the fore during the optimization process, with major adjustments required on several systems, such as personnel and financial management and communication tools.

Weapons

The unit distributed 3,200 Walther 9mm pistols, 2 million practice rounds, and 180 special weapons. In addition, it oversaw the destruction of two tons of ammunitions from the property room. Proceeds from the sale of 2,670 old revolvers totalled \$347,100.

Given its expertise, the weapons staff collaborated actively on several SPVM projects, including deployment of the new weapon, the ergonomics of the duty belt, the collapsible baton, and the technology section's assumption of responsibility for maintaining the firing range's electric retrievers. Under the SPVM's policy for marketing its services, the section maintained and repaired some 300 weapons belonging to 15 police departments. Finally, under its partnership agreement with the Sûreté du Québec, the unit managed the SQ's weaponry on the basis of one day a week.

Motor vehicle fleet

The Parc automobile (motor vehicle fleet) section acquired 199 vehicles in 2003, sold 114 through municipal auctions, and carried out management and maintenance of its 995 service vehicles.

All neighbourhood police station vehicles were equipped with new supports in anticipation of the deployment of SITI-2 in the spring of 2004. To meet current standards, trucks used in diving and bomb-defusing operations were refurbished. The section also armoured the fuel tanks on the Service's Crown Victorias to protect them against fire. Finally, the new insurance plan for Service vehicles travelling outside Quebec will lead to annual savings of some \$15,000.

Uniforms

This year the uniform section introduced the practice of negotiating multi-year contracts. Eight longer-term contracts were signed during the year, resulting in average savings of 6.7% over 2002 costs.

The section developed and standardized 15 new products to meet police needs. In addition, it purchased and distributed materials for operations such as the World Trade Organization meetings. Annual ordering for all police staff - representing more than 43,000 articles of clothing - was completed in the fourth quarter.

Finally, the section identified, coded and relocated all items and equipment in its stockroom in anticipation of the annual inventory in December.



Management Committee at December 31, 2003

Members

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Service de Police de
la Ville de Montréal

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Marc Parent

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Division head
Division des affaires corporatives

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Chief inspector
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Director
Centre d'urgence 9-1-1 and Bureau
du taxi

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Division des ressources humaines

Francine Chometon

Administrative assistant
Bureau du directeur

Retired in 2003**Serge Gascon**

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Direction des enquêtes

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Division des affaires corporatives

Gilles Derouin

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