

24 HOURS  
A DAY

365 DAYS  
A YEAR

7222 EMPLOYEES

33 NEIGHBOURHOOD  
STATIONS

2 MILLION  
CITIZENS





The pedestrian safety campaign is a perfect opportunity for police officers to make citizens aware of what they can do to protect their own safety.



An officer from the Groupe tactique d'intervention activates the bomb defusing robot.



Interviews granted by SPVM public relations staff are one of the ways we keep the public informed about particular events or ask for their support.



Working on a foreign mission in Haiti entails doing lots of little things to help the people.



A seamstress adjusts a uniform vest so the officer feels comfortable and looks professional.



For unusual or large crowd control events, SPVM decision-makers and partners – like Urgences santé – get together at the Centre de commandement et de traitement de l'information (CCTI) where they can access all the information they need to manage the situation properly. Multipurpose screens allow them to consult maps of the location and visualize what is going on.



Montréal is a pluralistic city where police officers of different origins interact with the diverse citizenry: an example of daily openness and tolerance.



The taxi inspectors ensure that the vehicles comply with standards so the users can enjoy safe, high-quality service.





The officers who patrol downtown are often called on by passers-by who need information.



Seeing police patrolling the metro reassures the users. Many people are surprised and pleased when the patroller is from the canine unit.



Civilian employees carry out the many clerical tasks needed for the proper functioning of the SPVM: answering and dispatching emergency calls, managing and maintaining databanks and buildings, secretarial work, data entry, and so on.



This school crossing guard is a critical link for achieving the SPVM's mission, safeguarding children, an important focus of SPVM action, and improving road safety, another SPVM priority.



A forensic identification technician lifts fingerprints.



A commanding officer, an investigator, communications specialists, and forensic technicians all work together closely at a crime scene.



A parking agent explains to a citizen how the computerized ticketing machine works.



The SPVM is making more efforts to get closer to youth. Our new mascot Flik is a great ambassador who even attracts our youngest citizens.



Incidents regularly occur on the bodies of water surrounding the SPVM territory. The Patrouille nautique is another means to safeguard the lives of Montrealers.

Only two officers in Québec have the expertise to do composite drawings, one at the Sûreté du Québec and one at the SPVM. Being able to release a suspect's portrait is an important asset in an investigation.

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# THE SERVICE DE POLICE DE LA VILLE





CRIMINAL PORTRAITIST

**DE MONTRÉAL**

FROM DAY TO DAY: A DIVERSE TEAM AT THE SERVICE OF A PLURALISTIC SOCIETY

## MESSAGE FROM MR. DAUPHIN

# ONE SERVICE, 1000 FUNCTIONS IN THE HEART OF OUR ISLAND!

2008 marked the 165th anniversary of the Service de police de la Ville de Montréal. It is a history full of change, success, adaptation and the will to serve – a history we can be very proud of.

As mayor of the Borough of Lachine, I took part in the development of the community policing model and the improvements made through the adoption of the service coverage plan; this dynamic aspect of the policing model allows me to truly fulfil my primary mission as an elected official, which is to safeguard the citizens and reinforce their sense of security.

As chair of the Ville de Montréal Executive Committee, I have come to believe that the power of our police service resides in the hearts of its 7,200 employees, who strive every day to make a real difference in Montréal. All day and all night long, these people are working for you: police officers, cadets, crossing guards, parking agents, taxi and towing inspectors, civilian employees... and every one of the people who make up the SPVM team carries out their duties with proven professionalism and the constant

goal of upholding your safety. At the heart of Montréal, and above all at the leading edge of innovation and technology, these men and women from different backgrounds and different communities create a tangible force that is taking action to offer the best service possible to the two million citizens of our great city.

Finally, as president of Greater Montréal's Commission de la sécurité publique, I want to encourage you to leaf through this superb review, which reflects the SPVM's commitment to implementing best practices in order to offer our city, once again this year, a high quality security. A number of initiatives have been launched in recent years and now we are reaping the benefits. With the introduction of the Métro and Éclipse units and the reinforcement of road safety, 2008 brought us a major reduction in the number of murders (and attempted murders),

improved safety in the underground city and the metro, and a considerable decline in road accidents.

The members of the Commission join me in hailing the remarkable efforts of our men and women in blue, and of all the employees of the Service de police de la Ville de Montréal.

I hope that these pages will help you discover all the inspiring facets of the SPVM!

**Claude Dauphin**

*Mayor of the Borough of Lachine,  
Chair of the Comité exécutif de la Ville de  
Montréal and president of the Commission  
de la sécurité publique de l'agglomération  
de Montréal*





## MESSAGE FROM THE DIRECTEUR AN INTENSE YEAR

**2008** was marked by the events in Montréal-Nord and the Stanley Cup riots... These were sad days for our city, thought-provoking for us as police officers and also as fellow citizens.

**2008** was also marked by a tragic accident: the loss of one of our own, Nicole de Lafontaine, a model crossing guard, who lost her life while on duty. She was taken from her little charges far too soon, and her death has profoundly affected her colleagues and friends at the SPVM.

But fortunately 2008 was far more than these sad events!

**2008** was also a year of incredible effort on the part of every member of the SPVM, at every level of the organization... I can only praise their sense of duty, their involvement in the community, the numerous fund-raising campaigns they carried out, their integrity and their dedication. Through their deep commitment the SPVM's mission is being achieved and expanded: every day, the two million citizens of the island of Montréal and our numerous visitors from the suburbs and around the world receive the exceptional quality service that is being hailed by our many stakeholders and partners, both here in the city and elsewhere.

**2008** brings us an annual review that is worthy of our team... Extraordinary reports, brave exploits, plummeting crime rates... All factors that demonstrate the great safety enjoyed by the citizens of Montréal.

This year, the document we are presenting focuses on diversity, a diversity that is expressed from many angles and in many ways... some unexpected (who would have guessed we'd have seamstresses in our ranks?)...

I invite you on a voyage of discovery through the pages of our annual review. I know it will help you discover a lot of extraordinary people who care deeply about your peace of mind in every respect.

Yvan Delorme

*Directeur du SPVM*





## THE *SERVICE DE POLICE DE LA VILLE DE MONTRÉAL* FROM DAY TO DAY: A DIVERSE TEAM AT THE SERVICE OF A MULTICULTURAL SOCIETY

It is impossible to cross the island of Montréal without being amazed at the incredible diversity of its neighbourhoods, regions and the people who live here. Vast green spaces have been turned into nature parks to safeguard valuable wetlands at both the east and west ends. The major roadways that cut across the island are lined with industrial and business developments. At its centre lies the densely populated Plateau-Mont-Royal district and the downtown core, widely known for their lively street life, bustling commercial sectors and numerous cultural and sports festivities.

The southern end of Downtown is home to historic Vieux-Montréal, a neighbourhood that boasts a unique atmosphere where locals rub elbows with tourists, and also enjoys the Vieux-Port, Montréal's vista onto the St. Lawrence. This diversity of cityscapes is enhanced by the rich variety of the city's inhabitants and communities living

throughout the boroughs and municipalities that make up the island of Montréal: people from here and all around the globe, of every colour, speaking a multitude of languages, from a wide range of cultural and religious backgrounds. Montrealers have chosen to overlook their differences in order to work together and enjoy the services that the best of large cities can offer, including public transit and public security.

### CITY SERVICES: REFLECTING DIVERSITY

Due to the diversity of the city's people and places, Montréal has to meet many challenges in order to provide all our citizens with quality services that meet their expectations and reflect the realities of each neighbourhood. The *Service de police de la Ville de Montréal* (SPVM) has been steadily fine-tuning our services since 1972, when the now-defunct Montréal Urban

Community was formed. With a jurisdiction that covered the entire island, the complexity of the city's social and physical environment was considerably increased. The innovations introduced under the neighbourhood policing model, the optimization and, more recently, the service coverage plan, have all shared the goal of helping the police to relate better to the public. The plans will help to offer both better service, and service that is geared specifically toward each community.

The police service also has to deal with the increasing population of the northern and southern suburbs and all the visitors who come to the island to work or play – a significant issue, as road safety is one of the SPVM's priorities. The SPVM has invested heavily in transit security, especially in the public transit metro system that has expanded to accommodate the growing population.





2077

BICYCLE PATROLLERS

# “I AM THE RESOURCE THAT

## THE SPVM: IN SYNC WITH OUR ENVIRONMENT

An organization facing all these challenges needs to be open, in both structure and staff composition. The *Service de police* has undergone many structural changes, but we have proudly managed to attract, maintain and develop top-quality personnel whose increasing diversity is demographically representative of the composition of the Montréal community.

## 7222<sup>1</sup> EMPLOYEES: A TEAM COMMITTED TO YOUR SAFETY

As the statistics in the appendices show, the SPVM police personnel (all ranks combined) includes 29.9% women and 10.5% people of minority origins (0.4% Aboriginal, 4.1% ethnic minorities and 6.0% visible minorities). The SPVM Access to Equality Coordination Report and the Ville de Montréal triennial monitoring plan both show that the SPVM has adopted successful recruitment

strategies for police, white collar and professional jobs.

The SPVM has surpassed their established targets, but more importantly, the numbers suggest significant growth trends.

Women now make up 20% of senior officers (250 women out of 1271); visible minorities (2.9%) and ethnic minorities (3.9%) are also better represented and many are moving into leadership positions. Among temporary and permanent officers, 13.6% and 7.2% respectively are from visible minorities, which confirms the success of our targeted hiring campaigns.

The data also show that in addition to the specialized training offered to police officers to maintain or upgrade their professional skills, more and more officers are demonstrating a clear interest in university-level training: 24.8% have a university certificate, nearly 10% have a bachelor's degree, and one sergeant has completed a Ph.D.

While most of the SPVM staff are police officers, 35.9% are civilian employees: executives, issue experts, lawyers, white collar workers, blue collar workers and foremen.

## INCREASE OF POLICE FUNCTIONS

Thirty years ago, police work required far fewer support functions. New intervention techniques and technological advances have significantly increased the number of specialized skills required to prevent and fight crime. In addition, a number of support functions that do not require police training have been introduced. These largely clerical tasks that used to be assigned to police officers are now entrusted to trained civilian staff members, who can carry them out to free up more officers to concentrate on police tasks.

Did you know that as of December 31, 2008, the SPVM had 168 different police functions and 144 different civilian functions? Of course, the civilians who fulfil these roles



# PROVIDES DOCUMENTARY INFORMATION TO THE SPVM AND TRACKS ITS NEEDS.”

Hélène Beaulieu, documentary resource technician

are not always in direct contact with the public, but they all contribute to the quantity and quality of the services provided by the SPVM. While foot and car patrollers are a common sight, people may be less familiar with the police personnel who take and process emergency calls, trying to calm and reassure the callers while ensuring that police and other emergency responders arrive quickly. And what about all the people who take care of the police cars, mobile terminals and portable radios that the officers need to safely respond to calls?

The officers themselves also need to develop a variety of skills to effectively deal with the many different forms of crime: cybercrime, sexual assault, fraud, street gangs, etc.

## CONSTANT PROFESSIONAL DEVELOPMENT

In 2008, the SPVM updated the competency profile for the position best known to the public as the neighbourhood officer. More than a hundred officers and supervisors took part in this process to ensure that SPVM officers have all the qualities they need to deal with the current and emerging realities in our constantly changing city.

At the same time, the integration of parking agents – which began in 2007 as part of the security globalization plan – continued in 2008. Forty-nine (49) parking agents had been in temporary positions for several years until these positions became permanent and were filled. The

administrative activities related to human resource selection and management were integrated and subjected to SPVM standards.

The parking agents also became clients of the SPVM uniform, equipment, clothing and accessories store. They have been offered a new catalogue of over twenty clothing items and accessories suited for their tasks. The clothing and accessories not only improve their working conditions but also help cultivate our new colleagues' pride of belonging to the SPVM.

1. These are the figures from December 31, 2008. The total of 7,222 is obtained by adding the real police and civilian personnel (positions occupied) in the budget, the 597 towing agents (some of whom only work 5 to 10 days a year depending on snow storms), the 14 taxi inspectors and the 207 parking agents whom the software has not yet taken into account in total personnel, 111 crossing guards in addition to those included in the budget and 147 temporary police officers.

The magnificent Canadian breed horses ridden by the SPVM cavalry patrollers always attract the attention of people strolling on Mount Royal or participating in festivities around the territory. These horses and riders are excellent ambassadors for the SPVM, but they are also trained and equipped for crowd control.

## DIVERSIFYING SERVICES FOR BETTER ACCESSIBILITY

### SERVICE COVERAGE PLAN

The service coverage plan was adopted in November 2007 and is gradually being implemented with a primary goal of improving services and making them more accessible to the public. Several measures were implemented in 2008 to free up officers from certain tasks and deploy them in the field where their presence reassures the public and improves safety. Other measures offer greater flexibility to citizens who want to report crimes.

### INAUGURATION OF *POSTE DE QUARTIER 30*

The service coverage plan also entailed rezoning the policing map and reconfiguring the boundaries of neighbourhood stations. There are presently 33 neighbourhood stations on the island of Montréal, and they will be renovated or relocated as their leases come to an end. The first new station – PDQ 30 in Villeray/St-Michel/Parc Extension, will serve as a model for the remaining stations – was officially inaugurated on November 26, 2008.

### OVERHAUL OF PUBLIC RECEPTION

To improve public access to the SPVM's services, the service coverage plan overhauled the public response structure to reflect today's new communications methods and take our aging population into consideration.

#### *The Centre de rédaction de rapports d'événements (report filing centre or CRRÉ)*

Until January 2008, people who wanted to report minor infractions could only do so by going to their neighbourhood station. This

# "I'M JUST AS VERSATILE AS



CAVALRY OFFICERS

**ANY OTHER** PATROLLER, BUT MY MEANS OF PATROL ATTRACTS PEOPLE,  
**SO THEY REALLY LOVE TO TALK TO ME.”** Réjean Poirier, cavalry patroller



# “I FEED AND TAKE CARE OF THE

service still exists, but now there are other ways to report these crimes. On January 28, 2008, the SPVM officially opened our new report filing centre (CRRÉ). People who want to report a theft of or from a vehicle, certain non-violent crimes, mischief or the loss of an object that must be reported – a lost credit card, for example – can now use this new telephone service that is offered by the 9-1-1 dispatcher and open from 8 AM to 10 PM, seven days a week. The report is processed within 24 hours.

From the very first call, the CRRÉ's results were very encouraging. By February 11, 2008, just two weeks after

it opened, it had already handled 276 calls. A survey of the callers indicated that they were very satisfied with the service. In 2008, a total of 11,465 calls were processed by the CRRÉ. The corresponding reduction in the number of people filing reports at neighbourhood stations has put 115 officers back out patrolling the streets.

## *Mobile counter*

A mobile report center, in a specially marked and equipped SPVM vehicle, was offered to the public in the summer of 2008. Citizens were able to directly report crimes at certain summer festivities. The SPVM also anticipates that by fall

2010, it will be possible to file reports online using new secure and user-friendly technology.

## *Module d'action par projet (project action module or MAP)*

The service coverage plan also led to the creation of a 'project action module' within each neighbourhood station. These modules are operational teams made up of officers with complementary expertise. The team supports the daily operations of the patrollers by studying all the aspects of a local issue (investigations, information, prevention, suppression, etc.).

# 13 HORSES.

**I TAKE THEM OUT TO THE FIELD. I'M THEIR FIRST RESPONDER WHENEVER THEY HAVE ANY KIND OF HEALTH PROBLEM."** Gilles Bolduc, groom

The benefits for the SPVM's partners include:

- Smoother relations and better coordination with PDQ personnel
- More contact and more personalized interaction with police officers
- Response that is tailored to local security needs
- Meaningful and fulfilling participation in a variety of projects

In addition to the structural improvements achieved through the service coverage plan, the SPVM is striving to improve our performance by diversifying the knowledge and skills of our personnel.

## EXPANDING KNOWLEDGE, COMPETENCY AND SKILLS TO SERVE THE PUBLIC BETTER

### TRAINING AND INTEGRATION ACTIVITIES

To offer optimal performance and maximize results, every organization needs to acquire cutting-edge resources and use them effectively. The SPVM's main resource is our employees who we encourage to continue their professional development to keep in step with the best practices in their respective areas of expertise. The organization also strives to make the best use of everyone's skills and ensures that their efforts are coordinated for unity and harmony.

### Integrating values at the SPVM

The first step is for each employee to understand, adopt and put the organization's values into practice in their daily actions. The 2007 program to examine and reflect on the meaning and scope of the SPVM's values of respect, integrity and commitment was continued through 2008. The program revealed a need to review certain aspects of the way the Service functions to ensure that the personnel wholly embrace these values. It also raised the importance of recognizing quality of life at work as an organizational issue for all concerned. The resulting action plan will be implemented in 2009.

### Getting to know Montréal youth

For several years the SPVM has been focusing on our commitment to youth. We want to get closer to young people and offer activities they can enjoy and guide them toward pathways that will help them achieve a promising future and away from crime and bullying. The SPVM is constantly looking for ways to get to know and understand youth better.

This interest is also in line with another organizational priority: taking action against the street gang phenomenon. In 2008, The SPVM once again held many training and information sessions.

# "I'M THE BRIDGE BETWEEN THE





89  
COMMUNITY OFFICERS

**SPVM AND THE COMMUNITY,** ESPECIALLY FOR  
YOUNG PEOPLE AND SENIORS. I ORGANIZE MEETINGS, INFORMATION BOOTHS, AND PREVENTION PROJECTS,  
AND I TAKE PART IN PROBLEM RESOLUTION.” Hélène Jubinville, community cooperation officer

# “I INVESTIGATE YOUNG PEOPLE

## *Youth violence: a statistical portrait of delinquency and victimization<sup>2</sup> (in terms of crimes against persons)*

After five years of targeted efforts against street gangs, SPVM researchers decided that an overview of delinquency and victimization among youth aged 0 to 18 was needed. They carried out an extensive study to determine what share of these incidents were due to street gangs. First, they examined the changes in the youth crime rate in Montréal from 2001 to 2007; the relative weight of youth crime in the overall crime rate; the development of different types of crime; and the role of street gangs in juvenile crime. The times and locations of youth crime, the risk of violent victimization by age and gender, and the relationship between victims and suspects by age and gender were also

studied. All this information was compiled to direct and guide the SPVM's prevention and suppression efforts.

## *Youth and violence: diving into new realities<sup>3</sup>*

At a one-day seminar held on November 24, 2008, during Mental Health Week, presentations and discussions gave participants the opportunity to learn more about the latest trends in youth violence, the most recent discoveries about aggression, and promising strategies and programs for schools.

## *Multidisciplinary cooperation and intervention teams against school violence workshop*

On September 10 and 11, 2008, a dozen police officers got together with school

workers for a workshop offered by a crisis specialist. This specialist advocated setting up multidisciplinary teams mandated to establish a high-risk behaviour recognition and prevention process in schools. As a follow up to the workshop, a pilot project was launched within the two neighbourhood stations where the Vanguard elementary and high schools are located. Vanguard caters to students with learning and behavioural difficulties, and the pilot project set up a social safety net to prevent tragedies. If the assessment is positive, the program may be extended to the entire SPVM territory.

## *Beaux, jeunes et forts – Parents avertis (informed parents guide)*

This guide was distributed to community relations and joint action officers in the *Intervention jeunesse et prévention* sections

2. The title of the study in French was *La violence chez les jeunes: un portrait chiffré de la délinquance et de la victimisation*.

3. The title of the study day in French was *Jeunes et violence, plongeons au cœur des nouvelles réalités*.

# KNOWN

AS GANG MEMBERS BUT ALSO CASES RELATED TO WEAPONS POSSESSION, MISCHIEF, AND ATTEMPTED MURDER. THE DIRECTION DE LA PROTECTION DE LA JEUNESSE AND THE SCHOOLS ARE IMPORTANT PARTNERS.” Carlo Valente, investigator (youth and street gangs)

of the *Services à la communauté* in the four regions who held meetings with parents. It is a turnkey tool which teaches the officers how to raise parental awareness of their children's needs and behaviours and answer their questions.

## *Development of intercultural competencies*

In a context as socially diverse as Montréal's, it is critical to understand and adapt to cultural complexity. Diverse needs demand diverse solutions and methods. Not everyone has the same sensitivities and not everyone is as quick to adapt. The SPVM has taken steps to help our members develop intercultural skills to ensure they all achieve the same level of comprehension and treat citizens from different backgrounds fairly.

In this regard, the SPVM launched an action plan during the 9<sup>th</sup> annual Week Against Racism, which was held from March 20 to 30, 2008. The action plan is rooted in respect for differences and aims to promote intercultural communication by strengthening SPVM members' abilities and relationships with various Montréal communities.

## *Police intervention in a changing society*

This course is an essential part of the action plan, and its goal is to prevent and combat illicit racial profiling. All police personnel, civilian executives and professionals who work on police issues and advise the organization receive this training. The general objectives of the course are to establish a shared understanding of profiling,

its background and related schools of thoughts, and to promote the development of open attitudes toward different sociocultural groups.

The course was given as a one-day study. On March 31, 2008, SPVM executives and professionals were invited to an information session on police operations in our changing society. From April 14 to 18, 2008, the training was offered to supervisors. Fifteen police trainers offered 299 information sessions to groups of 6 to 15 police officers and 35 sessions to groups of up to 25 investigation officers. A few additional sessions will be offered in 2009 for those who could not attend in 2008. At the end of each training session, the participants are expected to be able to:

- Summarize the emerging phenomenon of illicit racial profiling



# “OUR TWO-PERSON TEAM TRAINS

- Differentiate between several forms of discrimination
- Understand racism and its effects
- Evaluate the consequences of illicit racial profiling for the citizen, the officer and the organization
- Differentiate between illicit racial profiling and criminal profiling
- Demonstrate an understanding of the legal aspects
- Adapt their contact with individuals from various cultural communities without obstructing the task at hand

## Information briefs

Video briefs were produced to increase the SPVM personnel's knowledge and skills about police operations in ethnic communities, to reduce prejudices and to combat the myths that feed racism,

discrimination and illicit racial profiling. A video brief on the Muslim community was produced in June and one on the Asian community in November. Several others are in the works to help police operations and demystify the beliefs and customs of people from other cultures.

## Learning based on factual analysis

In an effort to learn from experience and pursue continuous improvement, the SPVM capitalized on all learning opportunities provided by two major events in spring and summer 2008.

## Stanley Cup playoffs

In April 2008, sports enthusiasts turned into a frenzied crowd during the hockey playoffs. On April 21, 2008, the SPVM was confronted with an unprecedented situation

that no major North American city had faced. A demonstration of this scope had never been triggered by a victory in the middle of the Playoffs before. Some individuals who were not at the game at the Bell Centre took advantage of the fans' excitement to cause trouble and commit acts of vandalism.

Crowd control services were on hand to provide security and ensure a smooth flow of pedestrians and cars. The SPVM had planned a progressive strategy based on the team's advancement through the playoffs. The unexpected outburst on April 21 forced the police service to speed up the stages. In addition, The SPVM now includes the possibility of this kind of event in the planning of subsequent crowd control services. Urban violence associated with sporting events is not unique to Montréal

# NEW

## RECRUITS AND PROVIDES PROFESSIONAL DEVELOPMENT FOR ALL THE OFFICERS, TO MAKE SURE THEIR DRIVING IS IMPECCABLE, SUMMER AND WINTER, BEHIND THE WHEEL OF ANY VEHICLE.”

Marc Verge, driver training instructor

and it is not solely related to hockey, it affects all kinds of professional sports. The events of April 2008 allowed the SPVM to ascertain that the crowd, far from being a united front, was divided into three sub-groups: people celebrating, anarchists and criminals, all driven by their own motives and interests. A sociological investigation of the people arrested on April 21, 2008, has helped the SPVM understand the motives of the various demonstrators and establish individual profiles. This knowledge will influence the organization's future operations.

The SPVM also asked for the public's help to track down the individuals who committed the crimes. Positive public response to the request played a crucial role in the investigation. Many of the 73 people charged were arrested thanks to information

provided anonymously by citizens through Info-Crime Montréal.

### *Events in Montréal-Nord*

On August 9, 2008, two police officers in the borough of Montréal-Nord confronted some youths in a park. The situation deteriorated. One of the officers fatally injured one of the youths using his service revolver.

The incident triggered a ministerial policy review and the *Sûreté du Québec* was brought in to lead an independent investigation. Due to the ministerial policy, the SPVM was unable to make any public comment. The next day, a peaceful demonstration was organized by the residents of the neighbourhood to protest the situation. The demonstration led to major outbursts around the park where the young man lost his life. Several people, including a

police officer, were injured; outdoor furniture was defaced; several fires were lit; and businesses were looted. The next day the rioting extended to the neighbouring Rivière-des-Prairies district. The events caused a major outcry among the public and within the SPVM. Media coverage was extensive.

The SPVM's primary goal was to reassure the public and restore their sense of security. We devised a response plan that included a visible police presence in the affected area and a mediation team to re-establish ties with the public. Spurred by our experience during the playoffs, the SPVM asked the public for help identifying the culprits. Of the 71 people arrested, 52 were identified after images from the security cameras of the vandalized businesses were released to the public. The SPVM also proceeded with social investigations of eight of the youths arrested,

# “I PROVIDE SUPPORT FOR POLICE

in order to gain an understanding of their motives and provide a more adapted response. An analysis report of the event was written and recommendations were made to improve certain aspects of police response to similar situations.

## Network of experts

Finally, the members of the SPVM regularly attend specialized conferences and meetings, as this is the best way to increase their specializations, expertise and maintain contact with a network of experts. The list of conferences that SPVM members attended in 2008 is included in the appendices.

## HAPPY EMPLOYEES MAKE HAPPY CITIZENS

The vast majority of SPVM employees have work schedules that affect their eating and

sleeping habits, their family life, as well as duties that can be quite stressful. The SPVM is mindful of their health and takes steps to provide the best possible working conditions.

## Quality of work life

By 2008, quality of life committees were already active in several SPVM departments. Different action plans were locally initiated. At the end of 2008, the importance of concentrating on the quality of life in every unit was recognized by the SPVM management, and an ambitious action plan was adopted that will be rolled out in 2009.

## Suspect control prevention program

Controlling and managing suspects is the top source of workplace accidents among police officers. The SPVM has established

a major prevention campaign which will reach all police officers in Québec through SPVM partners. The *Association paritaire pour la santé et sécurité du travail, secteur affaires municipales* (APSAM), the *Sûreté du Québec* (SQ), the *Service de police de la Ville de Québec* (SPVQ), the *Fraternité des policiers et policières de la Ville de Québec* (FPPVQ), the *Association des directeurs de police du Québec* (ADPQ) and the *École nationale de police du Québec* (ENPQ) have all contributed to the campaign's tools and financing. Video briefs about high-risk situations and safe methods for dealing with them, posters, and promotional items that serve as reminders will all be used. The campaign was developed in 2008 and will be launched in February 2009. The results will be evaluated in late 2009 or early 2010.



# OFFICERS WHO NEED HELP TO OVERCOME A DIFFICULT SITUATION, BE IT PROFESSIONAL OR PERSONAL.”

Pierre Fortin, psychologist

## *Programme d'aide aux policiers et policières (police assistance program or PAPP)*

Most police officers and some civilian employees are regularly confronted with crisis situations in the line of duty. The severity of some of these situations, or the build-up of lesser crises, can result in a need for psychological support. While there was some resistance to the idea when the PAPP was first introduced, PAPP psychologists are now offering increasingly varied services to a growing number of SPVM employees. The services have become even more diversified as police functions and operations grow more varied, leading to new needs.

In addition to working on a suicide prevention program called *Ensemble pour la vie: tu nous tiens à cœur* (together for life: you are important to us), the PAPP

professionals have developed support programs for specific client groups. For example, officers returning from foreign missions may sometimes suffer post-traumatic stress or simply need help readjusting to daily life after nine months in difficult circumstances abroad. Officers investigating sexual assault, child pornography or technology crimes also have specific needs. The same is true for undercover agents who need pre- and post-cover follow-up.

## CHANGING METHODS TO IMPROVE PERFORMANCE

The SPVM is constantly working to improve our services by diversifying our work methods and increasing our use of high-performance tools. 2008 was a particularly fertile year in this regard.

### **MERGER OF TWO CALL CENTRES**

On Sunday 19 October, 2008, at 7 AM, the two *Service de communications opérationnels* call centres – the *Centre d'urgence 911* and the *Division du traitement des appels* – were merged. As a result, citizens who need the SPVM speak to a single operator. This means people no longer have to repeat their story, the call is handled more quickly, and officers arrive on the scene faster.

### **SYSTÈME D'ÉMISSION DE CONSTATS INFORMATISÉS (COMPUTERIZED TICKETING SYSTEM OR SÉCI) - MOTORCYCLE SECTION**

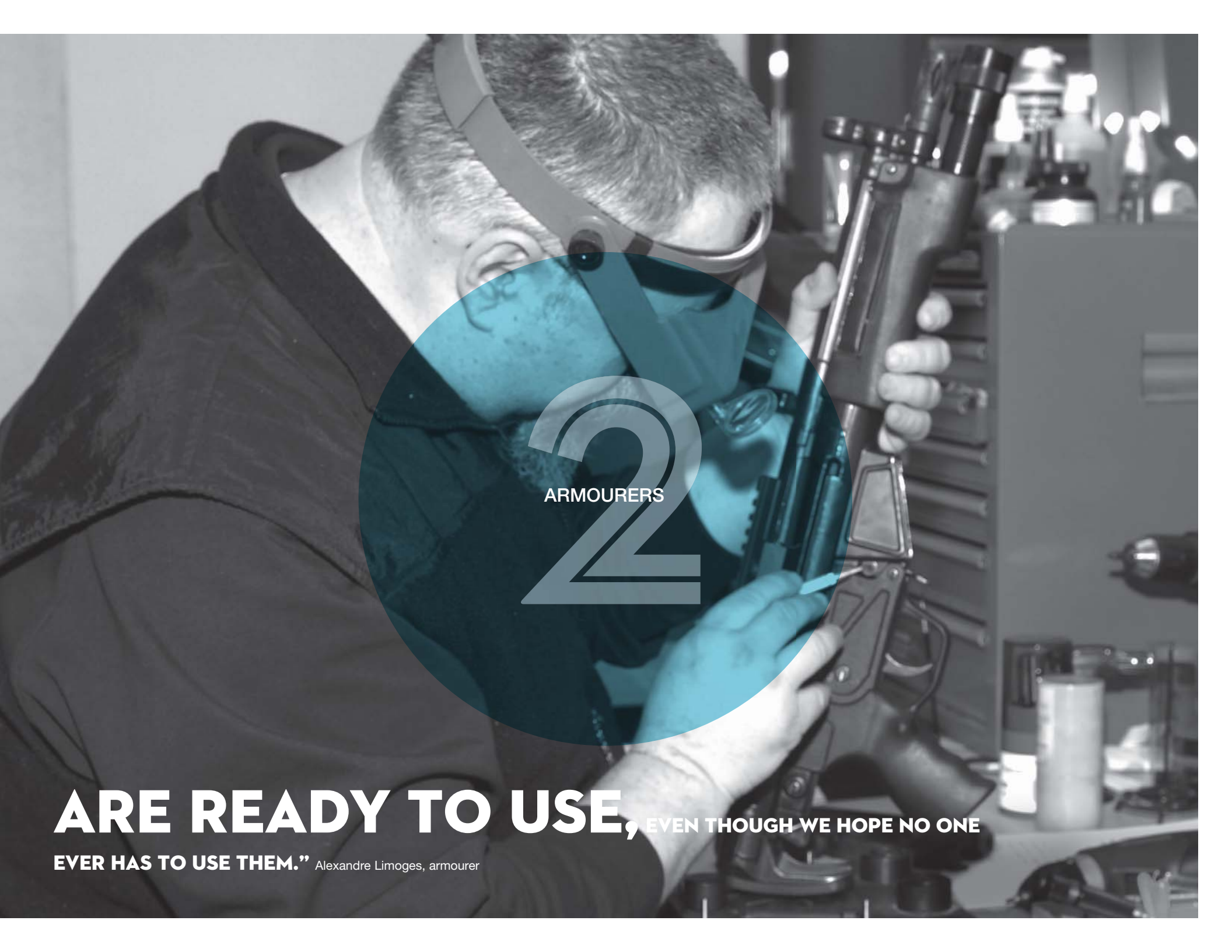
In 2008, the SPVM continued the implementation of the SÉCI, which covers the entire ticket issuance and management process for the *Ville de Montréal*. The new system has several benefits, including fewer transcription errors, less document handling and automatic transmission of information in real time to the municipal court. All car patrol officers and parking regulation agents use it to issue traffic and parking infraction reports. In late summer 2008, motorcycle officers tested

ultraportable units that allow them to use the SÉCI. These devices also improve officer safety as they provide rapid access to investigation results at the *Centre de renseignements policiers du Québec* (CRPQ).

### **INTÉGRATION DES DONNÉES POLICIÈRES 2 (POLICE DATA INTEGRATION 2 OR IDP2): PROPERTY AND CHAIN OF CUSTODY**

In November 2008, the SPVM successfully began the first IDP2 module for 200 employees. *Gestion des biens et chaîne de possession* tracks evidence-related properties. When fully implemented, IDP2

# “I MAKE SURE THE FIREARMS



2  
ARMOURERS

**ARE READY TO USE,** EVEN THOUGH WE HOPE NO ONE  
**EVER HAS TO USE THEM.”** Alexandre Limoges, armorer



# “I TAKE CARE OF THE OPERATIONS

will replace several outdated information systems and be available to over 5000 users. It completely automates the flow of police information from the time a call is received from a citizen to the presentation of the case in court, including the event report. This system will allow the SPVM to offer citizens more effective complaint follow-up, faster processing of event and investigation reports, and quicker information sharing on missing persons.

## **GPS PILOT PROJECT**

Following the death of Officer Benoit L'Écuyer in February 2002, the *Commission de la santé et de la sécurité du travail* (CSST) undertook an investigation and produced a report in 2004. It recommended improved communications with car radios and the installation of GPS systems in police

vehicles. This is a complex issue, given the equipment and technology involved but a number of steps were taken by the members of the committee in charge of developing solutions. The action plan presented to the CSST in 2007 led to a one-month pilot project in 2008. The results report compiled some 300,000 data items and ascertained the accuracy of the equipment. All that remains is to define the exact specifications and choose a supplier.

## **COMMAN-DO SIMULATION**

Major crowd control services are in increasing demand in Montréal for security during large events. When an unanticipated crisis situation occurs, planned crowd control demands the deployment of many resources requiring extensive coordination. The SPVM is refining our operating methods to include an improved command structure

that is better suited to major events that take place in Montréal. This new structure was developed in 2007, and in early 2008 the SPVM carried out a simulation to test its effectiveness. The simulation scenario included multiple attacks occurring almost simultaneously in different places, interspersed with other related events. The managers had to use the new command structure to manage the situation. The exercise was an excellent addition to the annual crisis-management skills development program.

## **CREATION OF THE ÉCLIPSE GROUP**

Government grants of \$37 million for ongoing anti-crime actions gave the SPVM the means to focus additional resources on problematic issues.

# AND SECURITY

OF ALL THE SPVM INFORMATION NETWORKS: THE ONES THAT  
CONNECT THE STATIONS AND THE PATROL CARS, OUR INTERNET CONNECTIONS, AND THE LINKS THAT ALLOW US  
TO SEARCH AND SHARE INFORMATION WITH OUR POLICE PARTNERS.” Yanick Turcotte, telecommunications equipment and management officer

The \$7.5 million earmarked for 2008 allowed the SPVM to add 66 front-line officers to our staff. In June 2008, we established the *Éclipse* group, which supports the operations of the other units in their battle against four types of crime identified by the *Ministère de la Justice et de la Sécurité publique du Québec*.

The *Éclipse* group focuses on street gangs, drugs, cybercrime and emerging criminal phenomena.

## RECRUITMENT OF FLIK

In early February 2008, the SPVM announced the introduction of a new mascot and asked young Montrealers to enter a contest to name it. A 9-year-old girl from Montréal-Nord won the contest when she suggested the name Flik. The new mascot officially entered the service on

May 14, 2008, during Police Week. Flik, the new SPVM ambassador, took part in several youth-oriented prevention and safety campaigns in 2008. He is also the central character on the youth section of the SPVM website, which was completely redesigned in 2008 for relaunch in early 2009. Flik is an excellent example of the innovative tools the SPVM is using to reach out to young people.

## INFO-CRIME VIDEOS

To encourage the public to join the fight against crime, the SPVM launched an advertising campaign to boost the image of the 22-year-old Info-Crime Montréal crime line. Montrealer and former Habs star Stéphane Quintal agreed to become the Info-Crime Montréal spokesperson to encourage the public to become the

“seventh player” in the fight against crime by dialling the Info-crime line (514 393-1133) if they have information about a crime. Info-Crime Montréal, ADR.tv and the SPVM also produced a series of video shorts that are presented on the SPVM website. The videos relate unsolved crimes that could be solved with additional information. The videos were also offered to the media for broadcast.

## PERSUASIVE RESULTS IN RESPONSE TO MULTIFACETED EXPECTATIONS

The issues that affect the public sense of security vary from neighbourhood to neighbourhood, and even from person to person. Every year, the SPVM consults with the public and determines our organizational priorities based on the issues that cause the greatest insecurity among the populace. Once again in 2008, a major share of our efforts were directed at preventing and countering the street gang phenomenon and improving road safety, two issues that Montrealers unanimously regard as critical to their safety. Management of these priority issues is adjusted from borough to borough, based on the environment and social dynamics,

and the chosen strategies rely on the specific qualifications of the SPVM members. Other issues are constantly changing and draw on many types of police and civilian expertise.

### TAKING ACTION AGAINST THE STREET GANG PHENOMENON: A ORGANIZATIONAL PRIORITY

It is always important to keep the public up to date on how the SPVM is dealing with this issue. At least twice a year, a press conference is held to share the latest news about the situation, announce prevention initiatives, give advice to parents, and address youth directly

to present interesting projects set up by community partners to help stop them from joining street gangs. In 2008, in addition to the semi-annual press conferences, the SPVM issued press releases and held media events every time an interesting project related to street gangs was launched.

Overall, the statistics related to street gang crime are down, including violent crimes such as murder and attempted murder. In 2008, there were 8 street-gang related homicides, compared to 14 in 2007, a decline of 43%. Street-gang related attempted homicides dropped by 22%, from 54 in 2007 to 42 in 2008.

# “I TAKE EMERGENCY CALLS FROM





# “I DECIDED TO SPECIALIZE IN

In 2008, the SPVM undertook 253 investigations, compared to 305 in 2007, but these investigations led to 204 searches (nearly 30 more than in 2007) and were very fruitful: we seized 172 firearms related to crimes committed by street-gang members.

The street gang phenomenon is changing. Internal splintering continues, driven by a lack of leadership within the gangs. Their business associations with traditional criminal groups are becoming more established. The internet is being used as a prime recruitment method thanks to the number of young people online and the ability to remain anonymous. This is where prevention becomes particularly important and parental vigilance is so essential. Parents, educators, social workers, elected officials and citizens all need to get involved in protecting our young people.

## **ROAD SAFETY GETS THE RIGHT OF WAY**

Police officers have been successful in their efforts to encourage the multiple road system users – drivers, cyclists and pedestrians – to change their behaviour in order to reduce the risk of being involved in an accident.

A comparison of statistics from 2007 and 2008 shows definite improvements.

Fatal accidents declined by 13.2%. The 25% drop in pedestrian deaths provides a compelling argument for the results of safer pedestrian behaviour. Pedestrian safety was the road safety priority for the SPVM in 2008. A key component of the pedestrian safety operation was ticketing: the number of tickets issued to pedestrians rose by 28.6% in 2008, while those issued

to drivers – for driving and parking violations or speeding – rose an average of 4.9%.

Total accidents leading to serious or minor injuries also declined by 28.3% and 13.4% respectively, and only cyclists experienced a 7% increase in serious injuries. This may be an indirect result of the rising popularity of cycling; there are more and more cyclists on the island and more people are using bicycles for their daily commute.

## **TAXI AND TOWING**

To improve traffic safety in Montréal, taxi inspectors and towing operators were brought under the SPVM umbrella a few years ago. On June 11, 2008, a new regulation on taxi transportation came into effect to further improve service to the

# INVESTIGATING SEX CRIMES, BECAUSE I FEEL A LOT OF EMPATHY FOR THESE PEOPLE AND I WANT TO REALLY TAKE THE TIME TO GET THEIR STATEMENT BUT ALSO REDUCE THEIR DISTRESS.”

Lucie Bélisle, sergeant detective specialized in sexual assault

public. The regulation met the needs of different client groups and industry members for a significant improvement in the quality of the service. It creates a limited license for specialized services and manages the obligations of license holders. Taxi driver and towing operator licenses were also updated in October 2008 to make them impossible to falsify.

## CONTRIBUTIONS OF THE SECTION MÉTRO DE MONTRÉAL

The expanded safety net that the SPVM now offers the public led us to diversify our services. By the end of 2008, the *Section métro de Montréal*, which is part of the *Division du réseau transport en commun*, had been in service for some 18 months, accompanying Montrealers around the city and providing a reassuring presence to

*Société de transport de Montréal (STM)* users and employees. Its first anniversary was celebrated in June 2008 with a press conference announcing a list of accomplishments. Since the Section only became functional in mid-2007, comparing figures for 2008 and 2007 provides only a general indication.

The improvement will be easier to measure at the end of 2009, when two full years of operation can be compared – though the general overview is positive.

In 2008, officers in the *Section métro de Montréal* completed 150,213 hours of foot patrol in the metro stations. They also answered 7,895 calls from the *Service des communications opérationnelles*. The Section métro and the STM worked together to provide crowd control for

357 cultural events that involved extensive use of the metro.

Major efforts were also made in prevention, sometimes in cooperation with neighbourhood community relations officers and partner organizations, to encourage Metro users to uphold laws and regulations and to promote respectful behaviour toward other STM users.

In 2008, 1902 total offences and Criminal Code infractions were reported in and around metro stations in Montréal. This is a decline of 8% from 2007. The number of crimes against persons committed increased by 15.1%, or about 7 crimes per month. Murders, attempted murders and serious assaults were very rare. Crimes against property dropped by 18.4% overall: with 23% fewer simple thefts, 49.5% less shoplifting and 21% less mischief.

# “I WORK ON ALL THE ISSUES

The increase in police surveillance has contributed to the drop in crime. The most frequently patrolled stations posted the greatest declines in criminal activity.

Finally, a comparative analysis of crime rates (rate per 100,000 users) in the subways and metros of four large Canadian cities reveals that Montréal has the safest subway system in Canada.

## **POLICE VISIBILITY AND ANTISOCIAL BEHAVIOUR**

Over the last few years, the SPVM has adopted different patrol strategies to increase police visibility, improve the public's sense of security and deter certain types of crime, namely vandalism and other types of antisocial behaviour.

In addition to foot patrols in the metro in 2008, the *Cavalerie* patrollers did 3000 hours of patrol on Mont-Royal and 1000 hours in the sectors covered by neighbourhood stations. The *Canine Section* teams provided 243 hours of metro patrols, took part in 719 operations around the island, including 115 arrests and 187 ejections, and carried out 61 arrests of their own. Task force officers rang up 27,918 hours of foot patrol between January and September 2008. Another 37,304 hours of police visibility was provided by bicycle patrollers.

Anti-graffiti operations were launched in several areas, especially the *Région du Nord*, where 562 events were reported

in 10 neighbourhood stations. 96 individuals were questioned in relation to 68 of these events, with 40 receiving warnings and 56 being charged. The Ahuntsic – Cartierville and Villeray – St-Michel – Parc Extension boroughs launched major graffiti clean-up campaigns in partnership with their neighbourhood stations.

The Ahuntsic – Cartierville borough showed leadership on this issue by giving *Tandem Prévention du crime Ahuntsic Cartierville* (PCAC) the mandate to coordinate the graffiti removal carried out by a private firm. Police cadets in the sector's neighbourhood stations worked with Tandem PCAC to obtain authorization from building owners



# RELATED TO STREET PROSTITUTION,

PROCURING AND BAWDY HOUSES. I CHECK ALCOHOL PERMITS AND ENFORCE THE RELATED CONDITIONS.

AND I INVESTIGATE GAMBLING SPOTS AS WELL.” Josée Sénéchal, inquiry officer (moralité-alcool)

where the graffiti was found. The community relations officers also spoke to local elementary and high school students about graffiti vandalism 46 times during the year. Tandem PCAC removed a total of 5170 m<sup>2</sup> of graffiti in 2008.

The Villeray – St-Michel – Parc Extension borough carried out its major clean-up operation in partnership with officers from the local neighbourhood stations, who identified graffiti in their respective sectors. In the summer of 2008, the cadets at one station did a complete survey of local graffiti and the MAP officers developed a computer program with photographs of all the graffiti to serve as a database.

## MORALITY, ALCOHOL AND DRUGS

A number of anti-narcotics operations provided promising results.

### ESO Team

The ESO team made 68 searches (59 dwellings and 9 vehicles) leading to the seizure of money, narcotics, a luxury vehicle, several weapons (5 revolvers, 6 pistols, 1 Taser and a prohibited rifle), a variety of ammunition, a safe, a bullet-proof vest, two money counting machines, a device for pressing kilos and 7 scales. Several types of drugs were seized, some in large quantities: 590 marijuana plants, 20,727 g of marijuana, 345 g of hashish, 51,399 ecstasy tablets, 13,680 crack rocks, 3 g of crack, 723 speed tablets, 28,715 g of cocaine, 229 dianabol

tablets, 3 Ativan tablets, 315 g of Psilocibine, 790 LSD tablets, 15 g of hash oil, 60 g of heroin and 1000 Viagra tablets. Large sums of money were also seized: \$ 446,997 CDN, \$1595 US and 2400 Jamaican dollars. 62 people were arrested, including several known street gang members.

### Projet Strix

Project Strix included 21 searches leading to 15 arrests, with 3 other suspects still at large. The criminals were taking cell phone orders for drugs and delivering them by car in south-western Montréal. A 12-caliber pistol, a 9 mm pistol and a variety of drugs (marijuana, hashish and hash oil, speed, ecstasy, cocaine and crack) worth nearly \$50,000 were seized.

# “I RECEIVE, CATALOGUE

## Projet Satellite

Project Satellite targeted two misguided minors who were selling drugs in southwestern Montréal. They were arrested and \$280 worth of crack and \$480 in cash were seized.

## Project Surface

Started in December 2007, this project was wrapped up in 2008. The goal was to dismantle a network of crack sellers who were serving downtown Montréal. 17 searches were carried out and 17 individuals were arrested. Nearly \$28,500 in cash and drugs (marijuana, speed and crack) worth nearly \$56,000 were seized.

## Project Nero

This project was to dismantle a network of drug sellers and eradicate prostitution in

Parc-Extension. 18 pushers were arrested in an operation that included 7 searches. Small quantities of marijuana, hashish, speed, ecstasy and cocaine were seized, along with 114 crack rocks and \$12,000 in cash. 9 people were arrested for involvement with prostitution.

## Videosurveillance

In 2008, our videosurveillance operations were expanded. Videosurveillance is a proven method of combating drug sales in certain busy sections of downtown. We conducted 4884 hours of live surveillance and recorded 320 calls. 91 requests were made for image searches to support investigations. 56 were found and 26 charges were laid.

## Éclipse group

From the first day – June 10, 2008 – to the end of the year, the Éclipse group made 264 arrests for crimes and offences such as parole violations, armed assault, impaired driving, threats, assault, vehicle theft, robbery, drug possession and trafficking and warrants. Its members also made 206 visits to metro stations and 817 visits to licensed establishments, parks and other places of interest. They wrote 1,025 question reports, which were added to databanks on crime and delinquency.

The police officers in this group help the regular officers take more concentrated action against certain types of crime. Their support definitely contributed to recent successes against street gangs and drug traffickers.

# AND STORE

## ALL SEIZED OBJECTS, EVIDENCE AND GOODS TO BE DESTROYED.”

André Talbot, goods and effects officer

### Changing crime levels

Statistics showing changes in crime levels and an analysis of emerging trends can be found in the appendices.

### Crowd control

It is also important to remember the efforts made to allow residents and visitors to safely enjoy all the festivals and other activities offered in Montréal. In 2008, the SPVM planned crowd control services for 731 events, 41 involving the entire organization and 690 local events.

We were also in charge of order and security at 84 demonstrations held in 2008. Of these, 77 were managed locally and 7 involved the entire organization.

## DEVELOPING NEW PARTNERSHIPS AND REACHING NEW GROUPS TO BECOME AN EVEN BETTER COMMUNITY CITIZEN

The SPVM is always looking for multifaceted solutions that involve a variety of local interest in order to tackle issues before they become problems. It is no accident that the SPVM uses a four-prong intervention approach: prevention, research, communications and repression. The SPVM wants to be a full-fledged social partner and integrate our daily actions into the social fabric of the city. To achieve this, we have to pool our efforts with other parties.

### MEETING PARTNERS AND RECOGNIZING THEIR CONTRIBUTIONS

The SPVM tried an innovative approach when the neighbourhood police model

was optimized in 2008. Multiple community liaison committees with the Arab, Latino, Black and Asian communities, and with youth and seniors groups was created, as well as a Strategic committee that brings together the leaders of all of these groups. Meeting regularly with partners from the communities is an excellent way to get to know these groups better, and determine their expectations and specific security needs. These solid ties encourage cooperation and make the SPVM's prevention efforts more effective. Our partnerships are very valuable to the SPVM, and we work hard to maintain them.

In 2008, the second year that an Annual day of reflection on SPVM partnerships and the community liaison committees was held. For the SPVM, they are exceptional opportunities to reiterate our commitment to pursuing bridge-building initiatives with the groups represented by the six community liaison committees. Many community relations officers participated. The members of the six committees gave updates about community relations activities held in 2008, discussed the events in Montréal-Nord and pointed out challenges that lie ahead in 2009.

# “I APPLY THE CANADIAN WITNESS





T3

# PROTECTION PROGRAM OF THE CRIMINAL CODE.”

Marc de Niverville, investigator – witness protection

# “BASED ON THE DATA

## 2008 Soirée de l'excellence et du partenariat

The 2008 edition of this excellence and partnership event highlighted the efforts of some of the SPVM's partners.<sup>4</sup>

## Recognition breakfast for partners in the Black community

Every year the SPVM holds a special activity to celebrate Black History Month. In February 2008, we held a breakfast to recognize the ongoing commitment of local, regional and organizational partners from Black communities. 26 partners nominated by community relations officers were recognized during this event.

## NEW PARTNERSHIPS

### School intervention cooperation committee

This committee, which held its first meeting on March 25, 2008, is made up of representatives of the five school boards on the island of Montréal and the commanders of the *Intervention jeunesse et prévention* sections of all four regions. Its members are responsible for coordinating joint school-SPVM prevention activities in schools and providing support for special operations.

### RIFVEL pilot project, SPVM ODIVA-POLICE

This joint project brings together the French internet *Vieillir en liberté* network, the Université de Montréal, the *Centre de santé*

*et de services sociaux Jeanne-Mance* and *Urgences psychosociales-Justice*. A senior abuse risk evaluation grid outlining abuse indicators in both victims and abusers was given to the police. This grid aims to detect abuse situations and take charge of abused seniors more quickly.

### Letter of agreement between the SPVM and the McGill University Health Centre

The Anastasia Act, named after the young woman who lost her life in 2007 during the Dawson shooting, makes it mandatory to report bullet wounds. Directors of hospital centres and CLSCs are obliged to alert the police authorities when someone with a bullet wound is admitted to their establishment. The McGill University Health

4. The list of SPVM partners can be found in the appendices.

**TURNED** UP BY MY INVESTIGATIONS, I PASS ON INFORMATION ABOUT PEOPLE WHO WANT TO WORK WITH VULNERABLE GROUPS. THEN THE ORGANIZATIONS CAN DECIDE WHETHER OR NOT TO RETAIN THESE PEOPLE BASED ON THE LEVEL OF RISK IN THE FUNCTIONS THEY WILL CARRY OUT.” Annick Boudreau, background check and public information officer

Centre signed an agreement with the SPVM to this effect in September 2008.

### COMMUNITY INVOLVEMENT

For the SPVM, being involved in the community means being part of solutions to improve the citizens' quality of life. It's a way of contributing to long-term prevention - by finding lasting solutions to problems before they escalate. The SPVM also organizes or supports activities that constitute more immediate or short-term prevention efforts. Here again we vary our actions to reach different social groups. Several recurring activities take place very year, and others were launched in 2008. Emphasis is always placed on youth to help make them stronger to build a better world for tomorrow and offer them

appealing activities that will stop them from getting caught up in crime.

### *Un gang pour la vie (A Gang for Life)*

In January 2008, the SPVM, in partnership with the five Montréal school boards, ran a slogan contest for kids in fifth and sixth grades. Montréal Canadiens hockey star Patrice Brisebois, the band Simple Plan and the *Réseau des sports* (RDS) helped launch the contest to raise youth awareness of the need to adopt positive role models and choose good friends. In-class workshops were held to help the kids design their slogans. They were given examples of troublesome situations they might run into, in order to get them thinking about how to make the right decisions.

### *Gang de choix (Gang of Choice)*

This project was part of a partnership between four organizations dedicated to youth causes: the *Ordre des conseillers et conseillères d'orientation et des psychoéducateurs et psychoéducatrices du Québec* (OCCOPPPQ), the *Commission scolaire Marguerite-Bourgeoys* (CSMB), the SPVM and the *Centre jeunesse de Montréal – Institut universitaire* (CJM – IU). The project created an interactive DVD and a teaching guide specifically designed to stop 11- and 12-year-olds from joining street gangs. It was the first tool of this type for this age group. In the game, children have to make different choices that illustrate the decision-making process that leads them toward or away from delinquent behaviour.

# “BEFORE AN ACCUSED’S CASE IS

## *Beaux, jeunes et forts (Beautiful, young and Strong)*

The SPVM wants to help all young people become strong and beautiful – that is, to have good values and the resources they need to uphold them. Over the last few years, the program has led to several initiatives. Every year, several young people – 31 in 2008 – are invited to spend a week at the *Académie de police* day camp. The activities offered help them demystify police work and give them the opportunity to talk with officers in different SPVM units. In November 2008, a new activity was added under the *Beaux, jeunes et forts* umbrella: with *Je parraine un jeune*, the community relations officers from several neighbourhood stations invited young people to celebratory activities where they were honoured for their superior behaviour.

## Addiction prevention days

In May 2008, the SPVM organized awareness days for sixth graders in the West Island, to teach them about the harmful effects and dangerous consequences of alcohol, drugs and tobacco. Several organizations made presentations in ten information booths that the children could visit at their own pace. Under the theme *Mes choix = Mon avenir*, the children received information to help them understand the effects of consuming tobacco, drugs or alcohol. Visual presentations, interactive games, drunk-driving and of drug-induced impairment simulations were used to pique their interest and aid their understanding. They were also given tools to help them resist peer pressure, and representatives of the presenting organizations answered their questions.

## Youth discussion days

What better way to understand and meet the needs of young people?

On October 26, 2008, sixty youths from the Black communities held discussions with members of the SPVM Directorate and representatives of the Ville de Montréal about the events that occurred in Montréal-Nord. These youths, accompanied by community resource workers, discussed the tension in their relations with the police and identified solutions for improvement. The meeting was very constructive and led to a second day of talks with youth from the cultural communities on December 13. The results of the October 26 meeting are being followed up and new approaches are being evaluated. Presentations were also made explaining the variety of processes



# PRESENTED

IN COURT, I MAKE SURE THAT ALL THE JUDICIAL ANTHROPOMETRY DATA  
AND PENAL SYSTEM INTAKE INFORMATION IS REGISTERED AND IN ORDER.” Catherine Bastien, video/keyboard operator

and SPVM strategies concerning illegal racial profiling and the development of intercultural relations.

## Taking action against the social isolation of seniors

In the Rosemont district, where 19% of the population are seniors and 44% of them live alone, the SPVM is helping bring business and community partners on board in a project called *Contrer l'isolement social chez les aînés*, which was officially launched in May 2008. Many elderly people are victims of different types of abuse, and they often hesitate to report their situation for fear of reprisals, out of embarrassment or because of the complexity of the legal system. The goal of this SPVM prevention project is to help elderly people break out of their isolation and ask for help. This increases the

quality of life and sense of security of the seniors and the whole community.

## A social responsibility report that reflects our commitments

Getting involved in the community also means supporting organizations that contribute to community well-being. Over the years, the SPVM has supported many causes and organizations and recently we have underscored our particular interest in youth by directing the majority of our support toward youth-oriented organizations. On June 16, 2008, to coordinate the hundreds of charitable activities supported by the SPVM, we created the *Fondation des employés du Service de police de la Ville de Montréal*. Its single-minded commitment is to embrace the goal of supporting youth in the Montréal community.

*The Fondation du SPVM* produces major events to raise funds and support its partner organizations who act locally to provide prevention or offer youth services. In 2008, just over \$130,000 was distributed to youth organizations on the island of Montréal. These funds were raised partly through activities organized by neighbourhood stations and personal donations from SPVM employees. Corporate events such as the *Omnium de golf du Directeur* and the *Randonnée à moto* also contributed.

But the SPVM team's involvement goes much further...

For nearly three years the SPVM Director has served as honorary chair of the **Garde-Manger Pour Tous** fundraising campaign, a Saint-Henri organization that battles hunger and malnutrition by offering meal services in schools and diet workshops for residents in

# “I QUESTION SUSPECTS,

the south-western sector of the island.

For the first time, SPVM cyclists set out on the road for the 2008 **Tour cycliste du SPVM**. Their goal was to raise public awareness about the importance of child safety and to support *Enfant-Retour Québec*, an organization dedicated to finding missing children.

During the holidays, the SPVM's anti-drunk driving operations helped keep the roads safer. The SPVM also partners with **Opération Nez rouge**, something the officers are particularly proud of. On December 12, over 60 civilian and police employees were joined by the Director at the SPVM/Nez rouge corporate event.

Police solidarity is not unique to the SPVM. At the provincial level, the SPVM and several of our officers actively support the **Canadian Organ Donors Association**.

Year in and year out, SPVM officers have volunteered to transport more than 131 donated organs between various hospitals in greater Montréal or to regional airports. This volunteer work is honoured in the presence of the Lieutenant-governor of Québec every October, at a ceremony at Saint-Michel cathedral in Sherbrooke.

Internationally, the **Law Enforcement Torch Run** which takes place every year around the world is the biggest fundraising activity for the Special Olympics. SPVM officers were among the first participants in Québec and they continue to support this cause by holding a variety of fundraising activities for the Quebec Special Olympics.

The SPVM also supports the *Fond humanitaire de la Fraternité des policiers et policières de Montréal* at its now-famous **Journée Fèves au lard**. In 2008, the

42<sup>nd</sup> edition served over 17,000 meals and raised \$100,000 to be distributed by the neighbourhood stations to organizations that work with the underprivileged.

## ENVIRONMENTAL CONCERNS

The SPVM has pooled efforts with those of the Ville de Montréal by adopting a sustainable development plan for 2007-2009. In 2008, our commitment resulted in several concrete actions: continuation of Project Ozone Tech to install anti-idle devices in SPVM vehicles; acquisition of 12 energy-efficient vehicles, including eight hybrids and four *T3 Motions*; acquisition of four-cylinder instead of six-cylinder vehicles as unmarked cars; acquisition of six-cylinder instead of eight-cylinder vehicles as patrol cars; better use of recycled paper, metal and plastic recycling.

**MEASURING THEIR** HEART AND RESPIRATORY RATE AS THEY RESPOND, AS WELL AS THEIR PERSPIRATION RATE AND THE AMOUNT OF BLOOD IN THEIR EXTREMITIES. THESE PHYSIOLOGICAL DATA HELP ME DETERMINE WHETHER THEY ARE LYING.” Sylvain Éthier, polygraphist

The four *T3 Motion* vehicles acquired in 2008 are an environmentally friendly way to patrol urban spaces and monitor big parks, parking lots in Vieux-Montréal and commercial streets that are blocked to traffic during certain events. The vehicles emit no greenhouse gases and cost only \$0.10 a day to run.

The SPVM is also trying to improve the energy efficiency of our buildings. For example, 2009 will see the construction of a neighbourhood station that meets the LEED Gold standard, the most widely recognized green building evaluation system in North America. Two stations will also get green roofs.

Police vehicles are equipped with radios and computer terminals to allow the officers to communicate with each other, the dispatchers and their stations, and to do research on vehicles, individuals and objects that may be involved in an accident, incident or investigation. These communications tools require regular and careful maintenance.

## FUNDING SOURCE DIVERSIFICATION TO EXPAND SERVICES

In the current economic situation, the SPVM is trying to find sources of funding other than public finances in order to be able to expand services and meet the needs of Montrealers.

### BUSINESS DEVELOPMENT

The SPVM is working to diversify our funding through commercialization activities. These have been progressing well and grew by 30% in 2008.

The most common commercialized activities in 2008 were training programs, resource services, and traffic assistance;

primarily for major roadworks. The *Groupe intégré d'analyse de risque et de protection de sites* (GARPS), which offers security services for major events, is also responsible for the success of the organization's commercialization efforts.

Commercialization activities benefit the entire Quebec police community by offering up-to-date professional services to everyone who needs them. In addition to the money earned to expand public services, Montrealers also benefit since commercialization increases SPVM visibility, which helps reduce crime.

# “I STUDY FINGERPRINTS





2  
MECHANICS

**TO LINK** SUSPECTS TO THEIR CRIME.” Louise Pelletier, digital fingerprinting expert

## REACHING OUT TO NEW GROUPS

The earth has become a very small planet. Around the world, transportation and the internet offers local citizens more awareness of what is going on elsewhere, in part because many Montrealers are originally from places where circumstances are more difficult. Crime is also going international, and this leads to a demand for closer cooperation and sharing best practices among police services. By sharing our expertise, at home and abroad, the SPVM can do its part to help change the world.

### FOREIGN MISSIONS

For 14 years, the SPVM has been actively working with the United Nations (UN) and other humanitarian organizations on international peace-keeping missions. In 2008, a five-year agreement was signed with the Royal Canadian Mounted Police

(RCMP) to create a pool of 50 SPVM officers who are ready to be quickly deployed to foreign missions.

The officers on these missions help rebuild the security systems in countries designated by the UN. Their main role is to train, coach, mentor and supervise the local police services.

In 2008, 25 officers who had completed missions in Bosnia and Herzegovina or Haiti returned to Québec, while 40 others headed off: 38 to Haiti and 2 to Afghanistan, on the first-ever SPVM police mission to that country.

### HOSTING FOREIGN DELEGATIONS

Hosting visitors is another way for the SPVM to share its expertise. In 2008, the SPVM welcomed six foreign delegations from Belgium, Benin, the United States, France

and Mexico. They came to study the SPVM's progress with the neighbourhood police model and to review our best practices.

### CANADIAN ASSOCIATION OF CHIEFS OF POLICE (CACP) CONGRESS

From August 24 to 27, 2008, the SPVM hosted the annual congress of the CACP. The theme was police partnership, which is seen as a key factor in dealing productively and harmoniously with increasing diversity. Over 400 delegates from across Canada took part in the various activities.

### THE SPVM: WHAT ARE WE AND WHAT DO WE DO?

The SPVM wants the public to know and understand our mission, our choices and our actions. We make continuous, sustained





# “I TAKE AN ACTIVE PART IN

efforts to maintain open lines of communication that focus on serving the public and upholding their quality of life.

## Theme weeks

Every year in mid-May, the SPVM takes advantage of the *Semaine de la police* to invite the public to prevention seminars and presentations about the SPVM and our services. In 2008, the theme was *Sur la route, pour la vie*. The SPVM also took part in other recurring theme weeks, such as Crime Prevention Week and *Semaine de prévention de la toxicomanie*, both in November. These are excellent ways to communicate with the public on a particular topic. It also gives us a chance to provide prevention tips, explain our services and refer people to partner organizations that can help them. Sometimes these theme weeks also help attract public attention to

the launch of new publications or programs. During 2008 Crime Prevention Week, for example, the SPVM released a brochure on hate crimes.

## Avis de recherche television specialty station

Electronic media allow us to reach a broad public simultaneously. In 2008 the SPVM teamed up with the specialty channel *Avis de recherche* to provide a series of programs and video briefs.

Prevention videos – Both the *Gang de choix* project and preventing elder abuse videos – were produced for broadcast by the *Avis de recherche* channel. Since October 20, 2008, the channel has been airing a show from the *Rendez-vous policiers* series every week night. These programs illustrate different facets of police work and services. Every show is developed around

one of the five weekly themes: road safety, prevention, Info-Crime, fraud and the special SPVM program.

## The SPVM online ([www.spvm.qc.ca](http://www.spvm.qc.ca))

The internet has become a practical and indispensable tool that we can use to issue regular information updates to a wide audience at any time of the day. To keep the public informed, the SPVM has expended a lot of effort upgrading our site. In 2008, new functions and a new design made the site more attractive and more user-friendly. All the development work for the new youth section has been completed for launch in 2009.

## Forum sur la prévention de la criminalité

This Forum is mainly for community relations and other officers who work in

# TELLING

## THE PUBLIC ABOUT THE SPVM.”

Melissa Carroll, communications officer

prevention. Its success is attracting more and more officers from other police services in Québec, helping expand the SPVM's influence by allowing officers to share their best methods with other police organizations. This year, presentations were designed around the themes of youth violence and elder abuse. 140 people attended the 7<sup>th</sup> annual Forum.

SPVM researchers and members shared their knowledge with large audiences at the presentations and conferences. The list of presentations and conferences is included in the appendices.

### HONOURS

The SPVM and its members were once again honoured in 2008, helping improve Montréal's reputation as a city with top law enforcement qualities and boosting Montrealers' sense of security.

On April 8, 2008, after analysing service records, the Canadian Chancellery of Honours awarded 143 Police Exemplary Service Medals (20 years) and 47 Police Exemplary Service Bars (30 years) to SPVM officers.

In May 2008, the *Ministère de la Sécurité publique* decorated 16 SPVM officers for bravery during the events at Dawson College at the end of 2007. The Governor-General of Canada also awarded Medals of Bravery to three officers for this same incident.

On August 24, 2008, the SPVM received the National Police Award for Traffic Safety, which has been granted every year since 1991 to recognize the excellence, dedication and initiative in traffic safety demonstrated by front-line officers across Canada.

In October 2008, the Lieutenant-Governor of Québec presided over a ceremony at St-Michel cathedral in Sherbrooke to recognize

the volunteer work of SPVM officers who transport donated organs. At the *Gala Noir et Blanc*, also in October, two SPVM officers received the *Artisans du non racisme* award for their extraordinary contributions to the establishment of respectful and egalitarian intercultural relations and the development of a non-racist social culture.

The officers who served in Haiti and Bosnia and Herzegovina received medals honouring their service in their respective missions. In November 2008, one veteran female police officer represented the SPVM in Ottawa at a ceremony to recognize the involvement of female police in peace keeping missions.



**Produced by the Division des communications, Service des communications et des relations avec la communauté, Direction stratégique**

**Service de police de la Ville de Montréal**

Quartier général  
1441, rue Saint-Urbain, 6<sup>e</sup> étage  
Montréal (Québec) H2X 2M6

**CONCEPTION:**

**Danielle Barbeau**, Editor  
**Marie Bourque**, Writing and co-ordination  
**Melissa Carroll**, Production assistance  
**Geneviève Houde**, Graphic design supervision

**IN COLLABORATION WITH:**

Direction du Service  
**Alain Legault**, conseiller du directeur

Direction de l'administration  
**Manon Auger**, chef de section – soutien général

Direction des opérations  
**Diane Godin**, assistante administrative  
**Josée Larivée**, assistante administrative  
**Josée Perreault**, chef de section

**Direction stratégique**

**Gilbert Cordeau**, Ph.D., conseiller en planification  
**Marie-Madeleine Lafrenière**, conseillère au chef de service  
**Nathalie Pelletier**, agent de recherche

**PICTURES:**

**Joseph Passaseo**, Division des communications  
**Laurent Gingras**, Division des communications  
**Pierre Roy jr**, Soutien opérationnel nord  
**Mathieu Wagner**  
**Gilles Renaud**

**DESIGN AND GRAPHICS:**

**Quatre-Quarts**

**PRINTING:**

**Presse Papiers GS**

**TRANSLATION:**

**Wendi Petersen**

**ENGLISH LANGUAGE REVISION:**

**David Cox**

Legal deposit – Bibliothèque et Archives  
nationales du Québec, 2009  
ISBN 978-2-922389-17-3



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