



ANCHORED IN ITS COMMUNITY

 ANNUAL
REVIEW
2011

MISSION

The mission of the Service de police de la Ville de Montréal (SPVM) is to protect the lives and property of citizens, maintain peace and public safety, prevent and combat crime, and enforce current laws and regulations¹.

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

SPVM IN ITS COMMUNITY MEANS:

- Public safety and security is based on a collective will, responsibility for which must be shared among all stakeholders in our community.
- Concerted action for social peace, a feeling of increased public safety and improved community life for all.

VISION

AT THE SPVM WE ARE ALL PROUD TO BE INVOLVED IN OUR COMMUNITY,
FOR EVERYONE TO SEE.

Each SPVM unit is governed by the guiding principles, values and strategic directions that underline the SPVM vision.

GUIDING PRINCIPLES

- Seek challenges and be innovative
- Mutual support and co-operation
- Performance
- Agility

VALUES

- Respect
- Integrity
- Commitment

STRATEGIC DIRECTIONS

1. Anchor the police service in ITS community
2. Ensure public safety and security
3. Develop an agile, productive and efficient organization, imbued with a culture of commitment

¹ Sections 48 and 69 of the Police Act, RSQ c. P-13.1

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"The 2011 SPVM Annual Review reflects the efforts made by all our police officers in doing the essential work of maintaining a sense of security among the population. The commissioners join me in expressing our gratitude."

Claude Trudel, Chair of the Commission de la sécurité publique



MESSAGE FROM THE CHAIR OF THE COMMISSION DE LA SÉCURITÉ PUBLIQUE

Fellow citizens,

Since 2002, the Tremblay administration has made public safety one of the main pillars in its work of improving the quality of life of Montrealers. We have spared no effort in maintaining the safe and peaceful character of our city. This can be seen in the energy, as well as funding, that has been invested.

Citizens themselves play an important role in the choices made in the sphere of public safety. Views expressed by the general population gives a valuable insight and guides the thinking of the Commission de la sécurité publique, and that in turn facilitates their discussions with SPVM directors on issues affecting our society. A number of important matters were addressed this year, including surveillance of SPVM buildings by blue collar workers, the use of Conducted Energy Weapons, racial and social profiling, the budget, and the collective agreement negotiated between the city and the Police Brotherhood.

The 2011 SPVM Annual Review reflects the efforts of all our police officers in doing the essential work of maintaining a sense of security among the population. The commissioners join me in expressing our gratitude.

We are pleased to present the Annual Review for your interest.



Claude Trudel,

*Executive Committee of the Ville de Montréal member responsible
for public safety and security and Chair of the Commission de la sécurité
publique de l'agglomération de Montréal*

To view members of the Commission de la sécurité publique, see page 27.

"I wish to thank you all — police officers, civilian employees, partners and citizens — for your commitment to maintaining public safety. Together we can continue to face today's great challenges."

Marc Parent, Director of the SPVM



MESSAGE FROM THE DIRECTOR OF THE SERVICE DE POLICE DE LA VILLE DE MONTRÉAL

Hello,

Over the past year, we have adopted a new vision, expressed in the following statement: *At the SPVM we are all proud to be involved in our community, for everyone to see.*

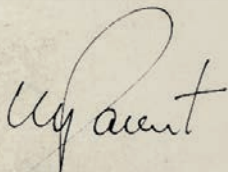
The aim of this vision is to bring every member of the SPVM's personnel even closer to the Montréal community. It encourages a policing approach in which officers are more visible in their communities, working closely with other the various stakeholders as allies in the maintenance of public safety and security.

This approach, inspired by the SPVM's values of respect, integrity and commitment, is reflected in interventions in which openness, transparency and a closer relationship with the public prevail.

In 2011, in accordance with this approach, actions were taken every day by all our officers to respond to the population's public safety needs and concerns. The quality of service to the community as a whole continues to be at the core of the SPVM's priorities.

In addition, 2011 featured many events that led us to accelerate the development of specific policies, operating methods and processes within certain SPVM units. These initiatives are continuing, and others will be launched in the coming year to improve our adaptability and our ability to act in operations specific to our mission – to protect the public, keep the peace and maintain public order.

I am pleased to present our 2011 SPVM Annual Review, and I wish to thank you all — police officers, civilian employees, partners and citizens — for your commitment to maintaining public safety. Together we can continue to face today's great challenges.



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

To view members of the SPVM Executive Board, see page 27.

IN ITS COMMUNITY



Through various awareness campaigns, police officers have been able to pass on prevention tips to citizens and exchange ideas with them.

The SPVM's first strategic direction of anchoring itself in the community reflects a wish to strengthen interactions with the population and increase the neighbourhood presence of police officers, with a view to better meeting local security needs. The objective is to bring to full fruition the policy of neighbourhood policing; that is, integrating the police service more into the community in order to serve it better.

In the SPVM's efforts to reach this goal, knowledge possessed by its staff members of the various neighbourhoods becomes an indispensable asset. Throughout 2011, steps were taken each day by police officers in their respective districts to draw closer to the local population and bolster existing links with partners and stakeholders, as well as creating new links. Some units developed a guidebook to familiarize incoming officers with their new territory and its resources; all front-line units are now being equipped with a similar guide. Also noteworthy is the initiative taken by one regional community service (Service à la communauté)* that sent its administrative and investigative staff out into the field for a day, along with local police officers, in order to experience the reality of community work and become better equipped to support the neighbourhood stations in their work.

The SPVM's involvement in the Montréal community is also reflected in the many projects conducted at the regional and local levels. All these day-to-day initiatives reflect the desire of SPVM personnel to involve itself more in the community it serves.

PREVENT, COUNTER AND TAKE ACTION AGAINST RACIAL AND SOCIAL PROFILING

SPVM Director Marc Parent has pledged to take action on social and racial profiling.

The SPVM has aligned its definition of racial profiling with that of the Commission des droits de la personne et des droits de la jeunesse and developed its own *Plan stratégique en matière de profilage racial et social 2012-2014 (2012-2014 Strategic Plan for Social and Racial Profiling)*. A new internal policy has also been developed for implementation in 2012.

The purpose of the strategic plan is to prevent, counter, and take action against racial and social profiling. To guide the development of this plan, the SPVM drew on expertise acquired in recent years, as well as examining strategies used elsewhere. Several consultations were also held internally and externally. The SPVM specifically consulted the Comité de profilage racial et illicite (Racial Profiling Committee) and some forty partners to ensure this plan reflects citizens' concerns.

Pierre Brochet, associate director of the SPVM, participated in the Law Enforcement Torch Run along with a number of police officers and Special Olympics athletes. The Special Olympics movement, active in 170 countries, aims to enhance the lives of people with intellectual disabilities through sport.

*To view the SPVM organizational chart, see page 26.



OCCUPY MONTRÉAL MOVEMENT

"Thank you for treating the occupiers with respect" — message sent to the SPVM's Twitter account

In fall 2011, the Occupy Wall Street movement in New York inspired protests in 1,500 cities across 82 countries, attracting worldwide media attention. On October 15, protesters set up occupation camps near business districts in major Canadian cities, including one at Victoria Square in Montréal.

In partnership with other Ville de Montréal services, the police adopted an approach based on respect for all. The SPVM's situation analysis, as well as the presence of various field resources, including the EMRII team (Mobile Reference and Intervention Team for the Homeless), mediation teams and patrol officers, enabled us to open up a dialogue with leaders of the movement and establish a connection.

The SPVM maintained this approach throughout the period of occupation and also when the time came to end it on November 25, 2011. The climate of trust established between the SPVM and the occupiers helped ensure a peaceful dismantling operation overseen by the police.

"LES SURVIVANTES" PROJECT

In addition to continuing its law enforcement efforts against individuals responsible for sexual exploitation and human trafficking, the SPVM also focused on developing initiatives to provide support to women caught in a cycle of violence and sexual exploitation, to help them find a way out.

To this end, "Les Survivantes" Project (the Survivors Project) was launched in October 2011. This project stemmed from consultations begun in October 2009 with victims of sexual exploitation, and with institutional and community partners. Its aim is to change perceptions that victims of sexual exploitation have toward police work and sensitize police personnel to the fact that these women really are victims.

(...) "The Survivors Project demonstrates the SPVM's commitment to provide sustainable solutions to recurrent community problems."

This project involves collaboration among SPVM representatives, the Centre d'aide aux victimes d'actes criminels (Crime Victims Assistance Centre) and women who have managed to escape from this environment. Together, they meet with individuals and groups to sensitize them to the reality of sexual exploitation and human trafficking. They also talk with victims to inform them about the resources available.

VIGILANCE STRUCTURE

The SPVM attaches great importance to relations that are being built on a daily basis with its partners in the communities. In 2004, a vigilance structure was put in place to maintain effective communication with various target groups.

In 2011, the SPVM optimized this structure in order to involve Vigilance Committees members more in the planning and implementation of strategies related to the concerns of different communities.

These Vigilance Committees are composed of community representatives and other influential people within the communities, who meet with the SPVM to discuss issues of concern to Black, Latino, Arab and Asian communities, as well as young people and seniors. For example, the "Blacks" and "Latinos" Vigilance Committees work on relations between young people and the police; the "Youth" Surveillance Committee examines issues of violence among young people, and the "Seniors" Vigilance Committee develops prevention projects to address abuse of the elderly.

POLICE RESPONSE TO PEOPLE WHO ARE VULNERABLE OR IN A DISTURBED MENTAL STATE

Each year, the SPVM answers over 33,000 service calls involving persons in crises or whose mental state is disturbed.

These calls involve, at different times, young people, seniors, immigrants and the homeless. Therefore, the SPVM again this year has been working closely with various partners and interveners to identify possible solutions and adopt methods adapted to different client groups.

An example is the creation of internal committees in some neighbourhood police stations. Committee members act as resource persons for their colleagues during interventions with people who are manifesting mental health problems.

The SPVM also organized conferences with various internal and external clientele to demystify mental health problems and discuss ways of responding, to ensure the safety of those experiencing the problems and other citizens in contact with them in public places. A number of conferences addressing mental health issues in young people were organized in 2011.

In May 2011, a neighbourhood police station held a day of conferences on the subject of young people at-risk between the ages of 6 and 18. Over 80 participants – including partners, agencies, representatives of West Island educational communities and health and social service centres, as well as SPVM police officers – attended the lectures given by specialists in this field.

In October, the fifth edition of SPVM's "Conference on Mental Health" Day was held under the theme of "Adolescence Taken Hostage." Organized by the Fondation des maladies mentales du Québec in collaboration with Issula Films and the SPVM, the conference aimed to educate SPVM staff and community partners about the realities faced by adolescents in terms of development and mental health.

Some events that occurred in 2011 underline certain social issues, such as mental health problems affecting people living in highly precarious situations, or Montreal's homeless. These events once again underlined the importance of sustaining a concerted effort along with our partners to ensure better service continuity. In this regard, numerous interactions aimed at identifying possible solutions took place between the SPVM, the Agence de santé et des services sociaux de Montréal, the ministère de la Sécurité publique, the ministère de la Santé et des services sociaux and the Ville de Montréal.

These exchanges revealed an important need to bolster the ÉMRII team (Mobile Referral and Intervention Team for the Homeless) by adding personnel to increase its capabilities. ÉMRII was founded in 2009 and is made up of SPVM officers and staff from the Centre de santé et des services sociaux (CSSS) Jeanne-Mance. Its mandate, based on a concerted response plan, is to help people who may be homeless, that are subject to repeated several police interventions, and are experiencing mental health problems or having problems with alcohol or narcotics. ÉMRII refers these individuals to the services appropriate to their needs, with the aim of improving their living conditions and facilitating their re-integration.

Another possible solution identified by the various partners is establishing a second multidisciplinary response team (police/healthcare provider). The aim in this case would be to respond, in particular, to calls involving one or more mentally disturbed persons. As a result of these discussions, work is currently underway to develop such a team.

2017 WORLD POLICE AND FIRE GAMES

On August 26, the SPVM and the Montréal Fire Department jointly and successfully submitted a bid for the city to host the World Police and Fire Games in 2017.

During the presentations made by the finalist cities, Montréal stood out from the other two candidate cities, Toronto and Chengdu, in several ways. First, Montréal's police officers and firemen have participated in important numbers in the Games over the years, as well as in the mentoring of young athletes in the community. Second, there is a strong desire on the part of local organizers to ensure that Montrealers will benefit from the profits of the Games.

The concerted efforts of the city of Montréal and its various partners, such as Tourisme Montréal and Palais des congrès de Montréal, also added weight to the city's candidacy. ●



TO ENSURE PUBLIC SAFETY



Specialists in detecting narcotics and explosives, among other things, the SPVM canine unit supports investigative units and officers in the field during police actions.

With respect to its second strategic direction of insuring public safety and security, the SPVM continued to focus its activities on preventing and fighting crime, particularly crimes of violence. In this regard, the mandate of the ÉCLIPSE group was redefined in terms of fighting crime of violence in all its forms. The objectives were to review the SPVM's policies on combating the street gang problem and to align the activities of this group with those of the neighbourhood police stations and with current targets of investigation.

Road safety and the harmonious sharing of urban spaces also remained central to the organization's operational priorities. New regulations on fighting came into force in June, the aim of which is to maintain public order by stopping fights and other altercations observed by police officers at exits of bars and other establishments in Montréal's 19 boroughs.

In addition, the SPVM collaborated with the Direction de la santé publique de Montréal (Montréal Public Health Branch) in studying the feasibility of bringing a regional program of supervised injection services to Montréal. It identified, among other things, issues relating to safety, crime control and law enforcement, in the event of such a program being implemented.

YOUTH CRIME PREVENTION

During the past year, the SPVM continued to give particular attention to issues of youth crime prevention and street gang membership.

The SPVM helped to organize a number of sporting activities and events to create connections with young people. These included the third edition of the program "United Without Violence: Express Yourself!" This event brought together more than 2,000 young people to show their willingness to act against acts of violence such as harassment and bullying in schools. Other events included the annual boxing gala held at La TOHU (Club de boxe de l'Espoir) and the activity "Soccer, la vie" (Soccer is Life). Organized in partnership with various organizations, these activities were designed to give the young participants a positive experience through sports and to develop relationships of trust with police officers and the community.

A documentary film was made about a football team set up in 2009 at the Polyvalente Honoré-Mercier through the initiative of an SPVM officer, aimed at encouraging young people to stay in school and offer them an alternative to crime. Titled "L'envol des Aigles" (Flight of Eagles), it follows the progress of these young athletes over a year and illustrates the benefits of developing closer ties with young people and helping to build their self-esteem. The documentary was broadcast on the TV5 channel in April and received considerable media coverage.

The Urban Brigade provides support to various SPVM units at festive events and crowd control operations and in prevention campaigns during the summer season.



Meanwhile, community relations officers and patrol officers working in neighbourhood police stations continued to play an important role in youth crime prevention. As part of their efforts to strengthen partnerships with community organizations and institutions, they set up various prevention programs. An example is the awareness campaign regarding thefts of cellphones and other mobile devices that ran in various Métro stations. Also, new initiatives were taken by some neighbourhood police stations to prevent bicycle thefts, including organizing bicycle engraving clinics.

Community relations officers also held numerous get-togethers with young people in schools, to offer advice on safety and prevention, and to share ideas. The presence of these officers in schools also helped in resolving certain conflicts and providing support to young people experiencing difficulties.

DOMESTIC AND INTRA-FAMILY VIOLENCE

The prevention of domestic and intra-family violence remains an SPVM priority.

First, measures were taken to tighten up the process of handling domestic and intra-family violence complaints, to make it more efficient. A risk assessment grid for domestic homicide was also developed in collaboration with the Interdisciplinary Research Centre on Family Violence and Violence Against Women. All police officers likely to be dealing with such cases of violence were trained in the use of this grid.

"(...) measures were taken to tighten up the process of handling domestic and intra-family violence complaints, to make it more efficient."

Second, a pilot project was launched in the Fall in the North and East operational centres, together with the Pro-Gam organization. The aim of this preliminary project is to give individuals in detention who have exhibited violent behaviour the opportunity to receive psychosocial support by meeting with a Pro-Gam representative. To date, nearly 50% of those being offered the service have taken advantage of it. By participating in this project, the SPVM hopes to reduce the number of recidivist incidents, prevent homicides and reduce the number of crimes linked to domestic violence.

Lastly, certain police officers in each neighbourhood station and investigative unit have been designated as resource persons to deal with cases of domestic and intra-family violence. In 2011, this team of 55 officers continued its work with a view to facilitating the sharing of useful knowledge and information on the subject within the SPVM.

In addition, the SPVM continued to collaborate with partners in other fields, such as health and social services, education and justice, to identify solutions and new forms of intervention.

ROAD SAFETY

SPVM police officers are conducting road-safety interventions every day, whether on bicycle or foot patrol, or as part of the Division de la sécurité routière et circulation (DSRC). Ensuring the safety of road users is a vital part of their work.

In addition, in 2011, the SPVM undertook a redeployment of DSRC personnel, with officers being assigned to all four regions of the territory. This new approach was aimed at better meeting the needs of each neighbourhood and focusing on the solving of recurrent local problems.

In partnership with the SAAQ, several other prevention campaigns were also organized over the course of the year. Notable examples were: the "Zero accident" safety campaign, in which police officers organized various prevention activities with pedestrians and carried out checks on road users; and the "Kifkif" campaign, which encouraged motorists and cyclists to share the road safely. As part of the latter campaign, the SPVM held an awareness event on the subject of cyclists wearing headphones, a dangerous and illegal behaviour. Since cycling has changed from being a hobby to a regular means of transportation, the SPVM has adapted its campaigns to the behaviour of these new cyclists to better inform them of the regulations.

(...) "Ensuring the safety of road users is a vital part of their work."

Once again this year, the SPVM worked as a partner with Operation Red Nose in contributing to road safety during the holiday season. Some 50 members of SPVM staff donned the red jersey of Operation Red Nose for one evening to safely escort people home. They were ably assisted by representatives of the Montréal Police Brotherhood and the Caisse Desjardins des policiers et des policières.

Year after year, the SPVM works hard to influence user behaviour on our roads, with the overall goal of improving road safety. In 2011, the number of fatal collisions decreased by 2,6% compared to 2010, while the number of collisions resulting in serious injuries was down by 6,7%. Collisions causing minor injuries declined by 6,6%.

For the full 2011 road safety review, see pages 35 and 36.

FIGHTING CRIME

On the crime-fighting front, the SPVM continued to adopt an approach founded on four axes of intervention: research, prevention, communication and deterrence.

Police officers and investigators continued their daily work of fighting various types of crime, always mindful of the goal of fostering a sense of security among the public. Several major operations aimed at fighting crimes of violence, organized crime, drug trafficking and fraud were also conducted in 2011. Below are some examples of operations conducted during the past year.

(...) "Several major operations aimed at fighting organized crime, drug trafficking and fraud were also conducted in 2011."

Narcotics

During 2011, in collaboration with its partners, the SPVM conducted several operations on the island of Montréal, aimed at countering the trade in narcotics.

These included an operation using sophisticated investigative techniques that made it possible to trace the leader of an organization that had been operating in Montréal for over a decade, and arrest him. This operation dealt a serious blow to criminal organizations like the Mafia, street gangs and biker gangs that were feeding into the network.

Another operation led to the arrest of the leaders of a cocaine trafficking ring connected to organized crime in the Rivière des Prairies area.

In addition, one of the largest drug seizures ever made in the Montréal area occurred in April. This resulted in the removal from the market of a quantity of heroin worth over \$50 million on the resale market. The drug cargo, found in a container at the Port of Montréal, had been imported to the Montréal area by organized crime.

Fraud

The SPVM continued to adapt its anti-fraud strategies to reflect new and emerging forms of crime. In 2011, identity theft and bank fraud were particular areas of interest. The SPVM dismantled a large network of fraudsters targeting the elderly; some 123 bank frauds were reported in the territory in connection with this group.

The SPVM also continued its prevention efforts by exposing to the media various electronic devices used to traffic or clone cards and thereby defraud people.

Crimes against the person

The SPVM was active in many areas in investigating crimes against individuals committed on the island of Montréal, including homicide, attempted murder, assault, sexual assault and robbery. In 2011, investigators from the Section des crimes majeurs arrested one of the 10 most wanted criminals in Québec, who was subject to a Canada-wide arrest warrant.

Several initiatives were also implemented at the corporate and local levels to address a number of the public's concerns. An action plan was launched to counter thefts of portable electronic devices on the street and on public transit. This action plan included a public awareness campaign as well as increased police presence in areas where a significant number of thefts had occurred.

MANAGEMENT OF PUBLIC EVENTS

The harmonious sharing of urban space is a key factor in the quality of life of all Montréal citizens.

Over the years, the SPVM has developed expertise in managing events (crowd control) that has made the Service a benchmark for other police organizations.

The SPVM provided crowd control services on 772 occasions in 2011. These included the Stanley Cup finals, the Fête nationale celebrations, the Canadian F1 Grand Prix, the Montréal International Jazz Festival and the U2 concerts at the Hippodrome de Montréal. The U2 concerts constituted one of the SPVM's largest crowd control operations in 2011, due to the numbers of personnel required to ensure road and pedestrian safety in the area, which was an unusual venue for concerts. The SPVM was working in collaboration with, among others, the city of Montréal, the Montréal Fire Department, the Société de transport de Montréal, Urgences-santé, the Québec Ministry of Transport and the Sûreté du Québec in applying the necessary logistics to allow 160,000 spectators to attend the concerts safely.

In addition to the numerous crowd control operations undertaken in 2011, the SPVM continued to hone the ability of its officers in managing crowds at any major event that might take place. Five simulations were carried out with officers from neighbourhood police stations. The exercise was designed in particular to assess the Service's level of preparedness and to determine the time required to move personnel for a major event.

Always with a view to ensuring public safety, the SPVM also optimized the deployment of the Urban Brigade to increase its effectiveness. Made up of police officers patrolling on foot and by bicycle, as well as police cadets, the Urban Brigade provided support during festive events, crowd control operations, prevention campaigns and other activities. The Brigade responded to approximately 288 service requests at events in 2011, compared to 241 in 2010, an increase of 20%. ●

A COMMITTED, EFFICIENT AND AGILE SERVICE



Under the responsibility of an SPVM commander, a team of international police officers helped provide security in some 800 camps for displaced people in Haiti. The camps were set up to accommodate victims of the 2010 earthquake.

In 2011, in accordance with its third strategic direction, SPVM management laid the foundation for an agile, productive and efficient organization, imbued with a culture of commitment.

The development of a culture of commitment is often based on the support that employees are given on a daily basis. To this end, the SPVM continued making considerable efforts to provide support to its staff tailored to their realities and needs: for example, the various assistance programs and training programs offered to employees.

A number of steps were also taken to review certain tools or operational methods, with the aim of building an even more productive and efficient organization. Highlights include improvements made to the CAMPUS training portal. In 2011, this became an effective operational support tool incorporating various types of documentation essential to police work. The goal is to diversify learning strategies and integrate knowledge transfer, while minimizing operational impacts.

As for the SPVM's priority of acting in an ethical manner, the organization continued working in collaboration with the Chair of Ethics at the Université de Sherbrooke. The SPVM also fosters the development of ethical skills within the organization by providing mentoring to staff dealing with ethical problems, questions or dilemmas that may arise in the course of their work. In this way, the SPVM aims to promote transparency and consistency.

RENEWAL OF THE POLICE OFFICERS' COLLECTIVE AGREEMENT

In 2011, the Ville de Montréal and the Montréal Police Brotherhood renewed the police officers' collective agreement. For the first time since 2003, a collective agreement resulted from an agreement between the parties, after bargaining. Some of the changes brought about by this agreement have already been implemented. For example, the agreement helped find a solution to the precarious state of employment of new police officers by replacing "temporary status" with "permanent auxiliary status."

This collective agreement is in effect until 2014. It will contribute to a harmonious work environment conducive to employee commitment, facilitating the implementation of new projects.

Created by a retired SPVM detective sergeant, the Ace football team gives underprivileged youth the opportunity to play sports and develop a sense of belonging. The visit of Étienne Boulay, Montréal Alouettes football player, was very popular with young people.



SUPPORT FOR NEIGHBOURHOOD POLICE STATIONS

In 2010, a single division, the Direction des opérations (Operations Directorate), was maintained to refocus the activities of the SPVM on its primary mission: operations. Based on this new structure, the SPVM has set the objective of further strengthening neighbourhood police stations, which are central to the police service provided to citizens. To achieve this goal, the SPVM undertook a review in 2011 of all activities and units within its service. First, the exercise was aimed at assessing the relevance of daily activities and identifying areas for improvement to optimize operations. Second, it helped improve the organization of the workforce throughout the Service.

Also, as part of a pilot project, police officers currently on restricted operations due to a medical condition have been providing support to patrol officers by writing up part of the event reports by telephone with the citizen concerned. The aim has been to free up more quickly the officers dispatched to the scene while improving the quality of services offered to the public. This pilot project proved successful and, as a result, new working methods will be implemented in 2012.

PORTRAIT OF THE WORKFORCE

As of December 31, 2011, the SPVM employed 4,502 police officers and 1,570 civilian staff. This workforce included more than 500 people from visible minorities: 307 police officers and 207 civilian employees. The three groups most represented were Haitians, Asians and Arabs. The SPVM also employed 191 police officers from ethnic minorities. Women accounted for about 31.7% of the police force.

In terms of years of service, 68.5% of police officers had 10 years of service, 27.3% of whom had 10 to 14 years of seniority and 11.9% had 15 to 19 years.

As for education within the police workforce in 2011, over 1,200 members of the police staff had at least a university certificate. Of these, some 502 police officers held a bachelor's, master's or doctorate degree.

For more information on the demographics of the SPVM workforce, see pages 32 to 34.

INTERNATIONAL MISSIONS

Since 1995, the SPVM has been working with the United Nations, through the Royal Canadian Mounted Police, on international peace-keeping or stabilization missions in other countries. In 2011, 63 SPVM police officers took part in a mission in Haiti, while four went to Afghanistan and four to the Ivory Coast. The police officers who serve on these missions are helping to rebuild the security systems of countries designated by the UN as being in need. During their overseas deployment, they have an opportunity to experience another country's culture and deepen their knowledge of different cultural settings, promoting openness to differences.

"(...) The police officers who serve on these missions (...) have an opportunity to experience another country's culture and deepen their knowledge of different cultural settings, promoting openness to differences."

TECHNOLOGICAL ADVANCEMENTS

The SPVM explores opportunities related to new technologies, both in terms of communicating with the public and the use of work tools by its personnel.

The Service uses a Twitter account to interact with the population. In 2011, the account was used to give advice on prevention, inform the public about traffic problems and seek the public's help in solving crimes. This tool also enables the SPVM to be aware of what the public is saying about it.

"Prevention and information, and everything presented so elegantly and in a friendly way..."
— Message sent by a citizen to the SPVM Twitter account

In terms of the work tools available to its staff, the SPVM continued to implement various new technologies.

One example is the implementation of the "Events" module for the police information management system M-IRIS (Montréal – Inscription et recherche de l'information sur la sécurité). This module allows officers to electronically capture data on interventions they undertake, using a laptop instead of filling out paper forms. In 2011, personnel at the neighbourhood police stations of the North and West regions were trained to use the system. Those at the neighbourhood police stations of the East and South regions will be trained to use the system by Spring 2012.

Since June 2011 a license plate recognition system (SRPI) has been used in 30 SPVM patrol vehicles. This system helps officers to quickly locate motorists driving without authorization or with non-compliant license plates. It also facilitates searches for vehicles of interest, including vehicles connected to missing persons involved in AMBER Alerts (America's Missing : Broadcast Emergency Response).

During the summer, the SPVM installed a GPS system in its patrol vehicles. The objective of this project was to quickly deploy reinforcements to a police officer in distress or in need of immediate assistance.

The SPVM is also improving the technology and equipment already in place. For example, the SPVM acquired eight new Conducted Energy Weapons (CEWs) after presentations were made to the Commission de la sécurité publique and the city's Executive Committee. In fact, four CEWs were deployed to intervention groups in summer 2011, while four others were distributed to selected police neighbourhood stations in the four regions in early 2012. These acquisitions were designed to gain better access to these intermediate weapons across the territory. All police officers authorized to use CEWs have received training. ●

DID YOU KNOW?

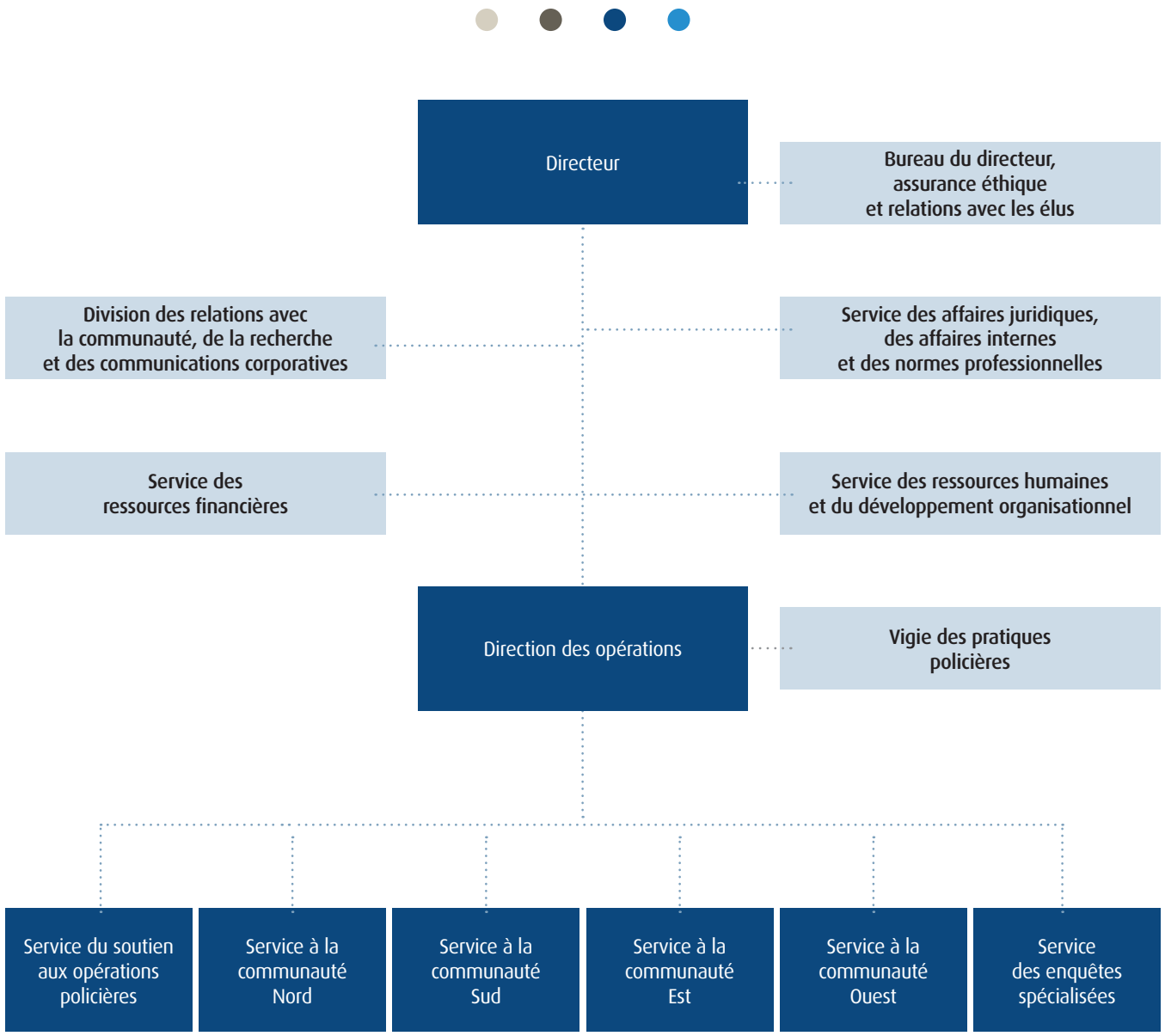
- SPVM patrol vehicles commissioned since 2009 are equipped with an Idle Engine Management system, or "Ozone Tech", which reduces pollution.
- The SPVM bike patrol is active from April to September throughout the territory, and even in winter in the downtown area.
- The SPVM cavalry has a stable of 8 horses. The mounted officers' main functions are to assist officers from neighbourhood stations, patrol targeted areas and sites of special events, and intervene in areas not accessible by vehicle.
- The SPVM has 10 handler-dog teams, and each dog has its own specialty (e.g., narcotics and explosives detection).
- The SPVM Marine Unit has two vessels to patrol the five bodies of water surrounding the island of Montréal.
- The police transported more than 200 organs for the Canadian Organ Donors Association in 2011, either during their shifts or on a voluntary basis.
- The Section de l'application des règlements du stationnement du SPVM consists of 170 parking officers and 600 seasonal towing employees.
- The Section des communications corporatives du SPVM responds to 20,000 media requests annually.
- The Section des archives du SPVM (Archives) handles about 10,000 requests from the public every year.
- In 2011, police officers from the four regions carried out 128,509 hours of foot patrol and 22,564 hours of bicycle patrol. Métro Unit's officers carried out 125,623 hours of patrol.
- The Section de la recherche et de la planification is made up of a multidisciplinary team (criminologist, demographer, sociologist, etc.). Over the years, this section has produced several studies, including neighbourhood profiles and an environmental document.
- The SPVM suicide prevention program called "Ensemble pour la vie" (Together for Life) won first prize in the public entities category at the CSST gala for the *Prix innovation 2011* in October.
- Flik, the SPVM mascot, made 64 appearances during the past year, mainly in schools and at neighborhood gatherings, meeting with children of all ages.
- The SPVM is the second largest municipal police force in Canada.

BELOW IS AN OVERVIEW OF THE PROGRAMS AND SERVICES OFFERED BY THE SPVM

- Airport Unit
- Anti-Terrorism Unit
- Canine patrol
- Cavalry
- Crime prevention
- Crowd control
- Drug investigations
- Emergency planning and response
- Evidence collection
- General investigations
- Info-Crime
- International missions
- Investigations into commercial sexual exploitation of children and sexual assault
- Investigations into contraband alcohol and tobacco
- Investigations into economic crimes and property
- Investigations into organized crime
- Investigations into proceeds of crime
- Investigations into serious crimes
- Investigations into technological crimes
- Marine Unit
- Media relations
- Mediation teams
- Métro Unit
- Operational Communications Centre (9-1-1)
- Patrol by car, bicycle, on foot, horseback, boat, motorcycle, ATV, electric car
- Prevention programs
- Road safety
- SWAT Team
- Training
- Youth intervention and prevention units

The above list is an overview only. It should not be considered exhaustive.

SPVM ORGANIZATIONAL CHART



COMMISSION DE LA SÉCURITÉ PUBLIQUE IN 2011



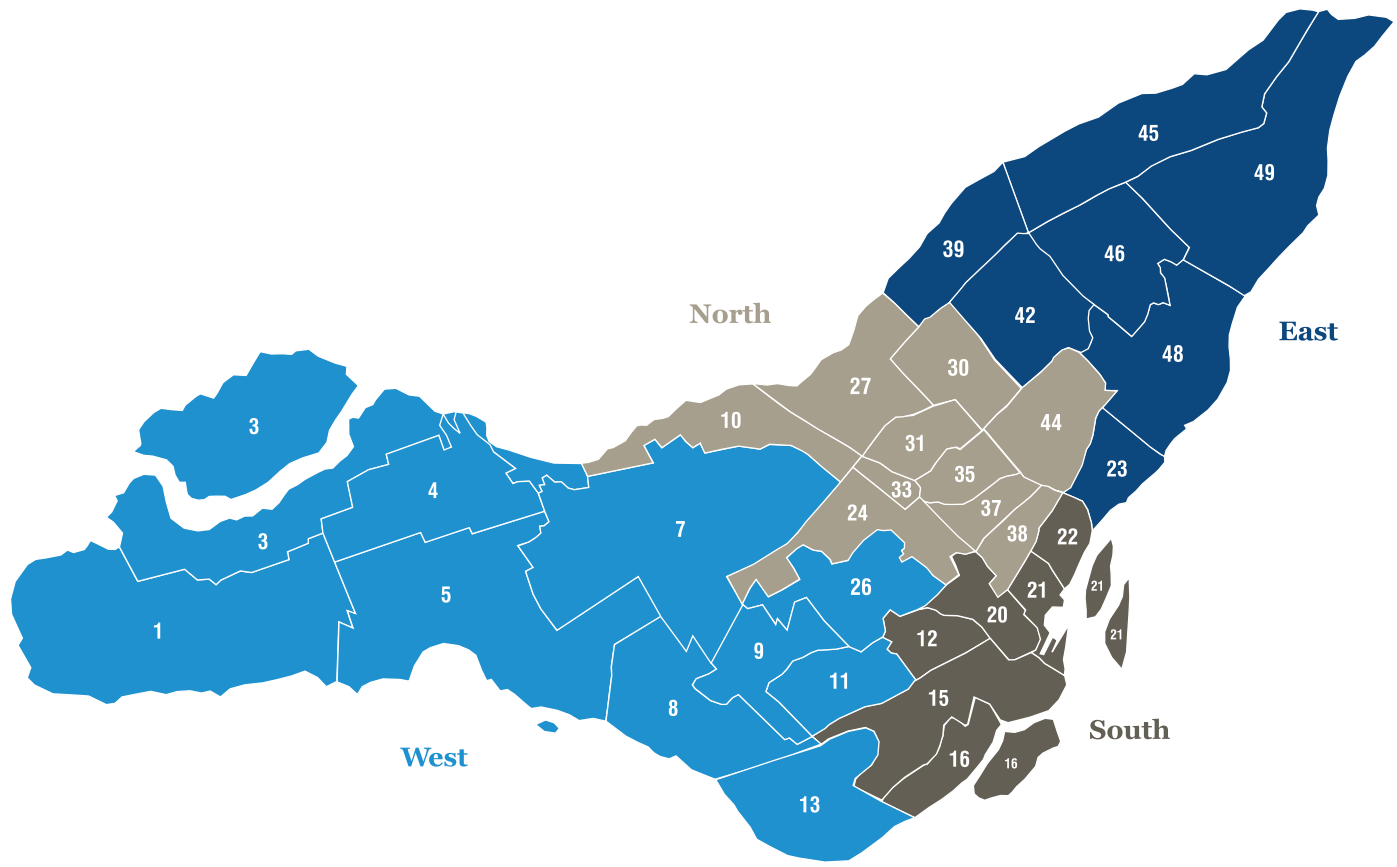
Left to right: William Steinberg, Mayor of Hampstead; Frantz Benjamin, City Councillor, Villeray–Saint-Michel–Park-Extension borough; John W. Meaney, Mayor of Kirkland and Vice-chair of the CSP; Réal Ménard, mayor of Mercier-Hochelaga-Maisonneuve borough, Vice-chair of the CSP; Claude Trudel, mayor of Verdun borough, member of the executive committee and responsible for public security, Chair of the CSP; Susan Clarke, City Councillor, Côte-des-Neiges-Notre-Dame-de-Grâce borough; Samir Rizkalla, representative of the Government of Québec, Jean-Marc Gibeau, City Councillor, Montréal-Nord borough; Robert L. Zambito, City Councillor, Saint-Léonard borough.

EXECUTIVE COMMITTEE OF THE SERVICE DE POLICE DE LA VILLE DE MONTRÉAL – DECEMBER 31, 2011



Left to right: Jacques Robinette, assistant director, Direction des opérations; Réjean Toutant, assistant director, head of Service du soutien aux opérations policières; Didier Deramond, assistant director, head of Service des enquêtes spécialisées; François Landry, head of Service des ressources humaines et du développement organisationnel; Pierre Brochet, associate director, head of Direction des opérations; Marc Parent, director, Bruno Pasquini, assistant director, head of Bureau du directeur, assurance éthique et relations avec les élus; Diane Bourdeau, head of Service des ressources financières; Sylvain Brouillette, assistant director, head of Service à la communauté de la région Est; Mario Guérin, assistant director, head of Service à la communauté de la région Sud; Patrick Lalonde, assistant director, head of Service à la communauté de la région Ouest; Stéphane Lemieux, assistant director, head of Service à la communauté de la région Nord.

MAP OF NEIGHBOURHOOD POLICE STATIONS



● ● ● ●
NEIGHBOURHOOD
POLICE STATIONS

North	South	East	West
10 24 27	12 15 16	23 39 42	1 3 4 5 7 8
30 31 33	20 21 22	45 46	9 11
35 37 38		48 49	13 26
44			

THIS DOCUMENT WAS PRODUCED BY THE **SECTION DES COMMUNICATIONS CORPORATIVES**, OF THE DIVISION DES RELATIONS AVEC LA COMMUNAUTÉ, RECHERCHE ET COMMUNICATIONS CORPORATIVES DU SERVICE DE POLICE DE LA VILLE DE MONTRÉAL (SPVM).

Service de police de la Ville de Montréal

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GRAPHIC DESIGN:

Prétexte Communications

ENGLISH TRANSLATION

Documens

DATE OF PUBLICATION:

April, 2012



www.spvm.qc.ca

www.twitter.com/spvm

STATISTICS



DEMOGRAPHIC STATISTICS ABOUT SPVM PERSONNEL

TOTAL WORKFORCE AUTHORIZED AND FILLED BY DIRECTORATE ON DECEMBER 30, 2011

DIRECTORATE	AUTHORIZED	FILLED	VACANT
Operations Directorate			
Police officers	4,423	4,389	34
Civilians	1,450.5	1,399.5	51
Service Directorate			
Police officers	173	113	60
Civilians	174	171	3
Total			
Police officers	4,596	4,502	94
Civilians	1,624.5	1,570.5	54
Total (police officers and civilians)	6,220.5	6,072.5	148

POLICE PERSONNEL CHART

Authorized number of regular police officers	4,596	(a)
Actual number of regular police officers	4,502	(b)
Men	3,123	
Women	1,379	

a) This number includes permanent authorized police personnel (4408) and service loans, early retirements and other special projects, with these three categories totalling 188 positions. The number of 4,956 authorized police officers excludes the number of 250 authorized permanent auxiliaries.

b) This number excludes the 159 permanent auxiliary police officers in service on the 31st of December, 2011.

BREAKDOWN OF CIVILIAN WORKFORCE

White collars	858.5
Blue collars	56
Crossing guards	521
Professionals	64
Lawyers	4
Managers	121
TOTAL	1,624.5

BREAKDOWN OF POLICE OFFICERS BY YEARS OF SERVICE

YEARS OF SERVICE	NUMBER
0 - 4	616
5 - 9	801
10 - 14	1,229
15 - 19	536
20 - 24	824
25 - 29	468
30 - 34	28
35 and up	0
TOTAL	4,502

BREAKDOWN OF POLICE OFFICERS BY RANK

RANK	NUMBER
Officers	3,249
Sergeants	447
Sergeants detectives	573
Lieutenants	41
Lieutenant detectives	68
Commanders	75
Inspectors	23
Chief inspectors	16
Assistant directors	7
Deputy directors	2
Director	1
TOTAL	4,502

BREAKDOWN OF POLICE OFFICERS BY AGE

AGE BRACKET	NUMBER
0-24	26
25-29	529
30-34	799
35-39	898
40-44	848
45-49	968
50-54	396
55-59	37
60 and over	1
TOTAL	4,502

REPRESENTATIVENESS BASED ON GENDER AND ETHNICITY

TEMPORARY* POLICE OFFICERS				
Group	Women	Men	Total	%
First Nations	-	-	-	-
Ethnic minorities	1	2	3	1.89%
Visible minorities	2	14	16	10.06%
Other groups	46	94	140	88.05%
TOTAL	49	110	159	

Regular police officers

POLICE OFFICERS				
Group	Women	Men	Total	%
First Nations	7	5	12	0.37%
Ethnic minorities	34	106	140	4.31%
Visible minorities	47	205	252	7.76%
Other groups	1,016	1,829	2,845	87.57%
TOTAL	1,104	2,145	3,249	

HIGHER RANK OFFICERS				
Group	Women	Men	Total	%
First Nations	2	4	6	0.48%
Ethnic minorities	13	35	48	3.83%
Visible minorities	3	36	39	3.11%
Other groups	257	903	1,160	92.58%
TOTAL	275	978	1,253	

ALL RANKS OFFICERS				
Group	Women	Men	Total	%
First Nations	9	9	18	0.4%
Ethnic minorities	47	141	188	4.18%
Visible minorities	50	241	291	6.46%
Other groups	1,273	2,732	4,005	88.96%
TOTAL	1,379	3,123	4,502	

*"The temporary status" was replaced with the "permanent auxiliary status".

DEPARTURES

Permanent police officers (retirements, resignations, striking of and deaths)	76
-------------------------------------------------------------------------------	----

HIRING OF NEIGHBOURHOOD POLICE OFFICERS

Temporary police officers | 2011

MAJORITY		VISIBLE MINORITIES		ETHNIC MINORITIES		FIRST NATIONS		TOTAL
Women	Men	Women	Men	Women	Men	Women	Men	
24	29	2	9	1	0	0	0	65
53		11		1		0		<i>Total</i>

Permanent police officers | 2011

MAJORITY		VISIBLE MINORITIES		ETHNIC MINORITIES		FIRST NATIONS		TOTAL
Women	Men	Women	Men	Women	Men	Women	Men	
44	73	4	12	2	11	0	0	146
117		16		13		0		<i>Total</i>

BREAKDOWN OF POLICE OFFICERS ACCORDING TO LEVEL OF EDUCATION

ABBE PROGRAM*	CERTIFICATE OR MINOR	2 CERTIFICATES OR MINOR	3 CERTIFICATES OR MINOR	MAJOR	BACC.	MASTER'S OR SSHGD	PH.D	TOTAL
48	581	98	19	15	420	81	1	1,263

*Short program: University training consisting of 18 credits, as part of an investigation team or with a police force, by the École nationale de police du Québec with the university network table.

ROAD SAFETY AND TRAFFIC REGULATIONS

	2007	2008	2009	2010	2011	VARIATION
						2010-2011
Reckless driving						
Reckless driving of an automobile, resulting in death	2	0	1	3	0	↓ 100.0%
Reckless driving of an automobile, resulting in body injury	7	7	12	6	12	↑ 100.0%
Reckless driving of an automobile	131	165	115	95	108	↑ 13.7%
TOTAL	140	172	128	104	120	↑ 15.4%
Fleeing the scene						
Criminal Code	232	252	191	140	264	↑ 88.6%
Highway Safety Code	20,044	21,395	19,441	18,575	19,643	↑ 5.7%
TOTAL	20,276	21,647	19,632	18,715	19,907	↑ 6.4%
Driving under the influence						
Driving under the influence, resulting in death	2	4	0	1	0	↓ 100.0%
Driving under the influence, resulting in body injury	32	23	35	24	38	↑ 58.3%
Driving under the influence	1,939	1,958	1,962	1,752	1,759	↑ 0.4%
TOTAL	1,973	1,985	1,997	1,777	1,797	↑ 1.1%
Driving a motor vehicle while suspended						
Criminal Code	201	215	166	139	152	↑ 9.4%
TOTAL	201	215	166	139	152	↑ 9.4%

CITATIONS ISSUED TO AUTOMOBILISTS IN 2011

OPERATIONS CENTER	WEST*	SOUTH*	NORTH*	EAST*	DSRC*	TOTAL
Moving violations	83,179	54,573	79,649	54,657	42,135	314,193
Speeding	30,558	8,408	15,127	40,104	17,556	111,753
Parking infractions (issued by police officers)	26,468	56,720	56,607	35,564	3,596	178,958
Parking infractions (issued by parking officers)						965,346
TOTAL	140,205	119,701	151,383	130,325	63,287	1,570,250

*The data for the four Operations Centers includes the citations issued by the traffic units from January 1st to December 31st, despite their decentralization on April 17th, 2011. These figures are not compiled in the DSRC column.

NUMBER OF TICKETS ISSUED TO CYCLISTS

2011	6,809
2010	4,898
2009	3,690

NUMBER OF TICKETS ISSUED TO PEDESTRIANS

2011	16,026
2010	15,545
2009	13,169

COMPARISON OF COLLISIONS ACCORDING TO THEIR GRAVENESS 2010 – 2011

COLLISIONS	2008	2009	2010	2011	VARIATION
					2010-2011
Number of collisions (deaths)	33 (33)	33 (35)	38 (38)	37 (39)	↓ 2.6%
Number of collisions with major injuries	221	221	269	251	↓ 6.7%
Number of collisions with minor injuries	5,246	5,618	5,716	5,341	↓ 6.6%
Number of collisions with material damages	31,949	29,626	27,814	28,127	↑ 1.1%
TOTAL	37,449	35,498	33,837	33,756	↓ 0.2%

CYCLISTS ROAD SAFETY 2010-2011

COLLISIONS (NUMBER OF VICTIMS)	2010	2011	VARIATION
			2010-2011
Number of deaths	4	4	-
Number of serious injuries	26	32	↑ 23.1%
Number of minor injuries	711	599	↓ 15.8%
TOTAL	741	635	↓ 14.3%

PEDESTRIAN ROAD SAFETY 2010-2011

COLLISIONS (NUMBER OF VICTIMS)	2010	2011	VARIATION
			2010-2011
Number of deaths	19	18	↓ 5.3%
Number of serious injuries	125	112	↓ 10.4%
Number of minor injuries	1 265	1 283	↑ 1.4%
TOTAL	1 409	1 413	↓ 0.3%

Misdemeanours and Violations of the *Criminal Code* in 2011

A total of 112,747 misdemeanours and violations were reported in Montreal, which represents a reduction of 4.2% compared to 2010 and of 12.8% since 2008.

The number of crimes in 2011 was 11.5% lower than the average of the past five years; it has decreased by 21.3% over the last 10 years.

In 2011, 33,229 crimes were solved by the SPVM, for a solution rate of 29.5%. This rate falls within the average recorded since 2000 (30.5%). Charges related to 27,991 events were laid in 2011, for a clearance rate per charge of 24.8%, compared to an average of 22.8% since 2000.

Crimes against the person

In 2011, 23,533 crimes against the person were reported in the territory – 1,094 fewer than in 2010, representing a reduction of 4.4%. These crimes have decreased by 10.5% since 2008.

The number of crimes against the person reported in 2011 was 5.8% lower than the average of the past five years (average of 24,980 crimes) and is also lower (18.3%) than 10 years ago (28,798 crimes in 2001).

Homicides

In 2011, 35 homicides were committed compared to 37 in 2010. The number of homicides in 2011 was almost the same as the average of the past five years (36 homicides), and lower than the average recorded in Montreal in the last 10 years (41 homicides) and 20 years (50 homicides).

Attempted murders

The number of attempted murders decreased by 26.8%, from 112 in 2010 to 82 in 2011. The number of attempted murders was lower in 2011 than the average of the past five years (110 crimes per year).

Assault

The number of assaults decreased by 7.8%, from 13,028 in 2010 to 12,014 in 2011. The number of reported assaults in 2011 was lower than the average of the past five years (average of 13,666 crimes) and has decreased by 24.6% in 10 years.

Sexual assaults

The number of sexual assaults in 2011 (1,256) decreased by 21.4% compared to 2010 and is 9.7% lower than the average of the past five years (1,392 crimes)

Aggravated thefts and extortion

The 18% increase in robberies does not reflect actual changes in the number of crimes reported. This figure largely arises from a new method of calculating crimes introduced in 2011. We now count crimes per robbery victim, whereas before 2011 crimes were counted per event, regardless of the number of victims involved. Without this new method of calculation, the increase in robberies would have been 3.2% instead of 18.1%.

Other offences against the person

Other offenses against the person (criminal harassment, threats and abduction or kidnapping) decreased by 6.8% in 2011. The number of these crimes reported in 2011 is lower than the average of the past five years (average of 5,849 crimes) and decreased by 18.4% in the last 10 years.

Crimes against property

The number of crimes against property reported in 2011 (75,659 crimes) decreased by 5.1% compared to 2010 (79,718 crimes).

Crimes against property have fallen by 14.0% since 2008 and by 28.1% in the last 10 years.

Arson

Arson offenses decreased by 29.9%, from 796 in 2010 to 558 in 2011. The number of arson offences in 2011 was below the average of the past five years by 33.5% (839 crimes).



Breaking and entering

In 2010, the number of breaking and entering reported (13,601 crimes) decreased by 2.7% compared to 2010. The number of burglaries has fallen by 9.3% since 2008 and by 40.5% in the last 10 years.

Nearly three in four (73%) burglaries occurred in residences. These burglaries fell by 1.7%, from 10,064 in 2010 to 9,897 in 2011. This type of crime has decreased by 36.1% in the last 10 years.

Auto theft

Auto theft increased by 1.9%, from 7,692 in 2010 to 7,837 in 2011. This increase follows five consecutive drops. The number of vehicle thefts has fallen by 44.5% since 2005 and by more than half (52.6%) in the last 10 years.

Simple theft

Simple thefts accounted for one-third (32%) of all violations of the Criminal Code reported in Montreal in 2011. These misdemeanours were down 5.7%, from 37,987 in 2010 to 35,833 in 2011. The number of simple thefts has decreased by 14.8% since 2008 and by 19.2% in the last 10 years.

Possession of stolen goods

Possession of stolen goods offences decreased by 44.6%, from 882 in 2010 to 489 in 2011. The number of these offenses is 29.0% lower than the average of the past five years (689 crimes per year).

Frauds

In 2011, 5,004 frauds were reported – 12.2% more than in 2010 (4,458 frauds). The number of frauds reported in 2011 was similar to the average of the past five years (5,038 frauds).

Mischief

In 2011, 12,337 mischief offences were reported, which is 11.4% less than in 2010. The number of mischief offences has decreased by 9.3% in the last 10 years.

Other violations of the *Criminal Code*

The number of crimes included in the "Other violations of the Criminal Code" category increased by 1.8% in 2011.

Among these offenses, prostitution (14.1%) and firearm (16.7%) violations decreased, as did administration of law and justice violations (2.3%).

CRIMINAL CODE INFRACTIONS IN 2011

CHANGE IN THE CRIME RATE 2008-2011

	2008	2009	2010	2011	VARIATION
					2010-2011
Crimes against persons					
Homicides	29	31	37	35	↓ 5.4%
Other offences resulting in death	2	1	3	4	↑ 33.3%
Attempted murder	69	106	112	82	↓ 26.8%
Assault	15,038	14,004	13,028	12,014	↓ 7.8%
Sexual assault	1,267	1,080	1,597	1,256	↓ 21.4%
Robbery*	3,904	3,784	3,869	4,567	↑ 18.0%
Other offences against persons	5,986	5,676	5,981	5,575	↓ 6.8%
TOTAL	26,295	24,682	24,627	23,533	↓ 4.4%
Crimes against property					
Arson	1,030	889	796	558	↓ 29.9%
Breaking and entering	14,989	16,190	13,976	13,601	↓ 2.7%
Motor vehicle theft	10,485	8,620	7,692	7,837	↑ 1.9%
Simple theft	42,067	42,401	37,987	35,833	↓ 5.7%
Possession of stolen goods	621	531	882	489	↓ 44.6%
Fraud	5,009	5,049	4,458	5,004	↑ 12.2%
Mischief	13,777	14,306	13,927	12,337	↓ 11.4%
TOTAL	87,978	87,986	79,718	75,659	↓ 5.1%
Other offences under the <i>criminal Code</i>					
Prostitution	544	447	290	249	↓ 14.1%
Firearms offences	560	513	466	388	↓ 16.7%
Offences against the administration of law and justice	11,872	12,046	10,902	10,650	↓ 2.3%
Other CC offences	2012	1,317	1,663	2,268	↑ 36.4%
TOTAL	14,988	14,323	13,321	13,555	↑ 1.8%
TOTAL MISDEMEANOURS AND OFFENCES UNDER THE CC	129,261	126,991	117,666	112,717	↓ 4.2%
Other laws and by-laws					
Food and Drugs Act	3,129	2,882	3,048	2,792	↓ 8.4%
Offences under federal laws	28	19	29	57	↑ 96.6%
Offences under provincial laws	575	818	1,273	572	↓ 55.1%
Municipal by-laws	20,443	21,627	17,861	16,209	↓ 9.2%
TOTAL	24,175	25,346	22,211	19,630	↓ 11.6%
GRAND TOTAL	153,436	152,337	139,877	132,377	↓ 5.4%

*The 18% increase in robberies does not reflect actual changes in the number of crimes reported. This figure largely arises from a new method of calculating crimes introduced in 2011. We now count crimes per robbery victim, whereas before 2011 crimes were counted per event, regardless of the number of victims involved. Without this new method of calculation, the increase in robberies would have been 3.2% instead of 18.1%.

ADULT CRIME AND JUVENILE DELINQUENCY CRIME IN 2011

	ADULTS CHARGED	MINORS CHARGED	OUT-OF-COURT SETTLEMENTS
Adult crime and juvenile delinquency crime			
Homicides	20	1	0
Other offences resulting in death	0	0	0
Attempted murder	67	5	0
Assault	6,378	394	342
Sexual assault	202	26	27
Robbery	1,107	304	73
Other offences against persons	2,415	127	117
TOTAL	10,189	857	559
Crimes against property			
Arson	20	2	22
Breaking and entering	996	123	46
Motor vehicle theft	302	50	21
Simple theft	4,681	218	134
Possession of stolen goods	338	39	11
Fraud	776	17	8
Mischief	651	196	65
TOTAL	7,764	645	307
Other offences under the <i>criminal Code</i>			
Prostitution	204	1	0
Firearms offences	321	19	5
Offences against the administration of law and justice	9,054	591	14
Other CC offences	371	26	11
TOTAL	9,950	637	30
TOTAL MISDEMEANOURS AND OFFENCES UNDER THE CC	27,903	2,139	896
Other laws and by-laws			
Food and Drugs Act	2,740	191	47
Offences under federal laws	64	1	0
Offences under provincial laws	364	11	0
Municipal by-laws	13,828	835	0
TOTAL	16,996	1,038	47
GRAND TOTAL	44,899	3,177	943

EVOLUTION IN THE CRIME RATE BY MONTH

	J	F	M	A	M	J	J	A	S	O	N	D	TOTAL
Crimes against persons													
Homicides	6	2	2	5	3	0	3	3	4	4	2	1	35
Other offences resulting in death	0	0	1	0	2	0	0	0	1	0	0	0	4
Attempted murder	8	6	7	9	3	7	7	11	4	4	8	8	82
Assault	967	949	981	1,026	1,060	1,076	1,060	1,052	1,061	1,015	937	830	12,014
Sexual assault	95	85	120	119	107	96	122	113	111	105	88	95	1,256
Robbery	421	398	482	359	407	287	294	369	349	395	445	361	4,567
Other offences against persons	402	494	505	466	493	490	445	484	481	465	453	397	5,575
TOTAL	1,899	1,934	2,098	1,984	2,075	1,956	1,931	2,032	2,011	1,988	1,933	1,692	23,533
Crimes against property													
Arson	29	32	53	49	42	58	63	45	61	41	48	37	558
Breaking and entering	1,078	966	1,068	1,082	1,111	1,020	1,100	1,227	1,138	1,347	1,285	1,179	13,601
Motor vehicle theft	665	566	679	649	645	633	604	729	704	748	669	546	7,837
Simple theft	2,788	2,508	3,178	2,878	3,119	3,057	3,054	3,233	3,116	3,181	3,174	2,547	35,833
Possession of stolen goods	61	55	35	35	34	46	29	55	33	45	40	21	489
Fraud	373	452	434	441	377	431	378	406	429	403	417	463	5,004
Mischief	818	804	1,280	1,223	1,262	1,149	1,032	1,002	1,050	1,038	968	711	12,337
TOTAL	5,812	5,383	6,727	6,357	6,590	6,394	6,260	6,697	6,531	6,803	6,601	5,504	75,659
Other offences under the criminal Code													
Prostitution	25	20	12	52	20	12	46	14	24	14	5	5	249
Firearms offences	27	20	49	41	31	42	31	37	24	32	34	20	388
Offences against the administration of law and justice	742	791	1,034	941	1,013	968	806	839	935	880	894	807	10,650
Other CC offences	607	192	196	605	86	101	137	72	68	67	81	56	2,268
TOTAL	1,401	1,023	1,291	1,639	1,150	1,123	1,020	962	1,051	993	1,014	888	13,555
TOTAL MISDEMEANOURS AND OFFENCES UNDER THE CC	9,112	8,340	10,116	9,980	9,815	9,473	9,211	9,691	9,593	9,784	9,548	8,084	112,747
Other laws and by-laws													
Food and Drugs Act	224	188	247	254	245	242	214	254	263	251	228	182	2,792
Offences under federal laws	4	5	6	8	10	4	2	2	4	7	3	2	57
Offences under provincial laws	51	42	47	38	61	51	34	59	51	66	53	19	572
Municipal by-laws	742	773	1,011	1,250	1,572	1,809	2,155	1,984	1,698	1,487	973	755	16,209
TOTAL	1,021	1,008	1,311	1,550	1,888	2,106	2,405	2,299	2,016	1,811	1,257	958	19,630
GRAND TOTAL	10,133	9,348	11,427	11,530	11,703	11,579	11,616	11,990	11,609	11,595	10,805	9,042	132,777

EVOLUTION OF THE CRIME RATE BY OPERATIONS CENTER

OPERATIONS CENTER	WEST	SOUTH	NORTH	EAST	TOTAL
Crimes against persons					
Homicides	12	9	7	7	35
Other offences resulting in death	3	0	1	0	4
Attempted murder	27	22	15	18	82
Assault	2,902	2,667	3,243	3,202	12,014
Sexual assault	316	280	330	330	1,256
Robbery	920	1,405	1,256	986	4,567
Other offences against persons	1,493	1,127	1,399	1,556	5,575
TOTAL	5,673	5,510	6,251	6,099	23,533
Crimes against property					
Arson	151	101	155	151	558
Breaking and entering	3,521	2,213	4,606	3,261	13,601
Motor vehicle theft	1,892	876	2,306	2,763	7,837
Simple theft	7,549	11,631	10,206	6,447	35,833
Possession of stolen goods	123	85	117	164	489
Fraud	1,535	1,089	1,372	1,008	5,004
Mischief	3,194	2,987	3,480	2,676	12,337
TOTAL	17,965	18,982	22,242	16,470	75,659
Other offences under the <i>criminal Code</i>					
Prostitution	32	97	47	73	249
Firearms offences	110	78	85	115	388
Offences against the administration of law and justice	1,988	3,733	2,521	2,408	10,650
Other CC offences	214	392	244	1,418	2,268
TOTAL	2,344	4,300	2,897	4,014	13,555
TOTAL MISDEMEANOURS AND OFFENCES UNDER THE CC	25,982	28,792	31,390	26,583	112,747
Other laws and by-laws					
Food and Drugs Act	683	775	717	617	2,792
Offences under federal laws	29	9	13	6	57
Offences under provincial laws	84	169	221	98	572
Municipal by-laws	1,789	7,111	5,740	1,569	16,209
TOTAL	2,585	8,064	6,691	2,290	19,630
GRAND TOTAL	28,567	36,856	38,081	28,873	132,377

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

NEIGHBOURHOOD STATION	1	3	4	5	7	8	9	11	13	26	55	TOTAL
Crimes against persons												
Homicides	0	0	2	1	1	1	0	1	1	5	0	12
Other offences resulting in death	1	2	0	0	0	0	0	0	0	0	0	3
Attempted murder	1	2	0	2	1	5	2	7	2	5	0	27
Assault	118	275	123	268	368	372	104	361	444	451	18	2,902
Sexual assault	10	43	18	26	42	36	4	36	48	52	1	316
Robbery	39	92	48	75	127	72	36	136	113	182	0	920
Other offences against persons	75	147	99	138	204	146	55	164	243	218	4	1,493
TOTAL	244	561	290	510	743	632	201	705	851	913	23	5,673
Crimes against property												
Arson	9	14	11	19	20	17	7	19	16	19	0	151
Breaking and entering	219	284	211	259	593	401	187	391	358	617	1	3,521
Motor vehicle theft	89	130	82	274	423	201	56	126	276	235	0	1,892
Simple theft	287	479	459	953	1,171	545	373	818	1,030	1,387	47	7,549
Possession of stolen goods	6	9	3	6	18	16	3	8	44	10	0	123
Fraud	83	99	107	188	239	81	94	162	237	240	5	1,535
Mischief	200	290	181	310	387	419	158	403	412	434	0	3,194
TOTAL	893	1,305	1,054	2,009	2,851	1,680	878	1,927	2,373	2,942	53	17,965
Other offences under the criminal Code												
Prostitution	0	1	0	5	7	8	0	2	1	8	0	32
Firearms offences	4	11	1	22	7	15	5	11	15	13	6	110
Offences against the administration of law and justice	56	175	49	195	175	227	57	354	283	407	10	1,988
Other CC offences	8	23	8	43	22	23	11	21	29	19	7	214
TOTAL	68	210	58	265	211	273	73	388	328	447	23	2,344
TOTAL MISDEMEANOURS AND OFFENCES UNDER THE CC	1,205	2,076	1,402	2,784	3,805	2,585	1,152	3,020	3,552	4,302	99	25,982
Other laws and by-laws												
Food and Drugs Act	22	76	30	103	64	91	19	134	59	82	3	683
Offences under federal laws	0	1	1	10	8	0	0	2	2	3	2	29
Offences under provincial laws	4	10	0	9	10	8	0	17	19	7	0	84
Municipal by-laws	78	165	47	271	128	367	24	343	155	211	0	1,789
TOTAL	104	252	78	393	210	466	43	496	235	303	5	2,585
GRAND TOTAL	1,309	2,328	1,480	3,177	4,015	3,051	1,195	3,516	3,787	4,605	104	28,567

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

NEIGHBOURHOOD STATION	12	15	16	20	21	22	50	TOTAL
Crimes against persons								
Homicides	1	4	2	1	1	0	0	9
Other offences resulting in death	0	0	0	0	0	0	0	0
Attempted murder	2	5	1	2	9	2	1	22
Assault	210	568	339	456	592	347	155	2,667
Sexual assault	25	58	52	42	45	31	27	280
Robbery	123	182	123	296	287	149	245	1,405
Other offences against persons	99	282	167	163	234	155	27	1,127
TOTAL	460	1,099	684	960	1,168	684	455	5,510
Crimes against property								
Arson	6	36	22	7	12	17	1	101
Breaking and entering	187	577	333	327	354	425	10	2,213
Motor vehicle theft	66	202	102	171	136	199	0	876
Simple theft	1,042	1,024	709	3,728	3,871	964	293	11,631
Possession of stolen goods	6	11	13	12	25	11	7	85
Fraud	151	146	142	280	244	117	9	1,089
Mischief	374	667	451	416	604	318	157	2,987
TOTAL	1,832	2,663	1,772	4,941	5,246	2,051	477	18,982
Other offences under the criminal Code								
Prostitution	1	22	1	0	13	60	0	97
Firearms offences	9	19	3	9	30	6	2	78
Offences against the administration of law and justice	357	446	281	390	1,737	409	113	3,733
Other CC offences	20	69	141	38	60	27	37	392
TOTAL	387	556	426	437	1,840	502	152	4,300
TOTAL MISDEMEANOURS AND OFFENCES UNDER THE CC	2,679	4,318	2,882	6,338	8,254	3,237	1,084	28,792
Other laws and by-laws								
Food and Drugs Act	74	104	48	122	335	71	21	775
Offences under federal laws	2	2	1	0	2	1	1	9
Offences under provincial laws	9	20	14	24	71	31	0	169
Municipal by-laws	520	416	322	1,275	3,023	903	652	7,111
TOTAL	605	542	385	1,421	3,431	1,006	674	8,064
GRAND TOTAL	3,284	4,860	3,267	7,759	11,685	4,243	1,758	36,856

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

NEIGHBOURHOOD STATION	10	24	27	30	31	33	35	37	38	44	TOTAL
Crimes against persons											
Homicides	0	0	2	2	0	0	0	1	0	2	7
Other offences resulting in death	0	0	0	0	1	0	0	0	0	0	1
Attempted murder	1	0	1	2	1	1	6	0	1	2	15
Assault	227	127	365	454	338	249	323	204	531	425	3,243
Sexual assault	12	13	55	48	24	22	33	24	55	44	330
Robbery	98	72	142	103	106	54	170	98	232	181	1,256
Other offences against persons	107	79	171	136	148	88	166	82	172	250	1,399
TOTAL	445	291	736	745	618	414	698	409	991	904	6,251
Crimes against property											
Arson	13	10	24	14	21	6	15	18	23	11	155
Breaking and entering	274	267	625	341	541	212	678	425	604	639	4,606
Motor vehicle theft	127	107	356	361	266	78	253	165	225	368	2,306
Simple theft	510	695	1,213	809	848	486	1,140	917	1,997	1,591	10,206
Possession of stolen goods	11	2	8	15	12	4	10	7	20	28	117
Fraud	155	142	161	125	160	85	134	101	140	169	1,372
Mischief	197	227	488	352	268	156	343	349	631	469	3,480
TOTAL	1,287	1,450	2,875	2,017	2,116	1,027	2,573	1,982	3,640	3,275	22,242
Other offences under the criminal Code											
Prostitution	3	0	22	8	1	0	1	2	3	7	47
Firearms offences	9	8	7	12	10	3	11	7	10	8	85
Offences against the administration of law and justice	281	69	278	263	242	226	199	161	432	370	2,521
Other CC offences	15	13	34	12	28	8	14	22	56	42	244
TOTAL	308	90	341	295	281	237	225	192	501	427	2,897
TOTAL MISDEMEANOURS AND OFFENCES UNDER THE CC	2,040	1,831	3,952	3,057	3,015	1,678	3,496	2,583	5,132	4,606	31,390
Other laws and by-laws											
Food and Drugs Act	89	19	91	51	68	34	59	51	164	91	717
Offences under federal laws	0	1	2	0	0	1	2	3	1	3	13
Offences under provincial laws	4	5	16	21	18	13	27	32	69	16	221
Municipal by-laws	229	75	298	208	258	189	339	464	3,292	388	5,740
TOTAL	322	100	407	280	344	237	427	550	3,526	498	6,691
GRAND TOTAL	2,362	1,931	4,359	3,337	3,359	1,915	3,923	3,133	8,658	5,104	38,081

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

NEIGHBOURHOOD STATION	23	39	42	45	46	48	49	TOTAL
Crimes against persons								
Homicides	2	0	1	2	0	1	1	7
Other offences resulting in death	0	0	0	0	0	0	0	0
Attempted murder	1	9	1	2	0	5	0	18
Assault	522	882	378	312	186	640	282	3,202
Sexual assault	68	69	30	26	25	83	29	330
Robbery	153	197	157	72	61	264	82	986
Other offences against persons	225	345	176	188	108	361	153	1,556
TOTAL	971	1,502	743	602	380	1,354	547	6,099
Crimes against property								
Arson	31	39	18	21	11	19	12	151
Breaking and entering	684	428	391	287	281	642	548	3,261
Motor vehicle theft	290	554	480	252	279	516	392	2,763
Simple theft	1,245	901	1,041	408	688	1,486	678	6,447
Possession of stolen goods	42	45	13	3	12	36	13	164
Fraud	77	203	189	93	176	159	111	1,008
Mischief	363	592	340	234	223	643	281	2,676
TOTAL	2,732	2,762	2,472	1,298	1,670	3,501	2,035	16,470
Other offences under the criminal Code								
Prostitution	63	1	3	2	0	4	0	73
Firearms offences	16	19	20	12	12	27	9	115
Offences against the administration of law and justice	541	592	254	215	127	507	172	2,408
Other CC offences	31	27	1,267	8	14	52	19	1 418
TOTAL	651	639	1,544	237	153	590	200	4,014
TOTAL MISDEMEANOURS AND OFFENCES UNDER THE CC	4,354	4,903	4,759	2,137	2,203	5,445	2,782	26,583
Other laws and by-laws								
Food and Drugs Act	151	140	70	57	22	113	64	617
Offences under federal laws	1	0	1	1	1	1	1	6
Offences under provincial laws	19	16	14	10	6	27	6	98
Municipal by-laws	434	407	179	150	65	235	99	1,569
TOTAL	605	563	264	218	94	376	170	2,290
GRAND TOTAL	4,959	5,466	5,023	2,355	2,297	5,821	2,952	28,873

OPERATIONAL STATISTICS

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

	2011
Total number of emergency calls (9-1-1)	1,506,597
- Non-emergency calls (514 280-2222)	72,617
Answering delays	2 seconds
Processing time	118 seconds

NUMBER OF CALLS DISPATCHED IN 2011

CALLS DISPATCHED						
Priority	West	South	North	East	Section Montréal Metro	Priority subtotal
1	2,265	2,230	2,617	2,060	112	9,284
2	48,476	45,274	54,743	44,051	3,351	195,895
3	43,831	38,201	51,890	36,507	4,334	174,763
4	10,388	7,906	16,472	9,759	5	44,530
5	519	431	616	408	7	1,981
6	145	121	128	96	5	495
7	187	243	146	65	6	647
P	0	0	1	0	0	1
REGIONAL SUBTOTAL	105,811	94,406	126,613	92,946	7,820	427,596

The Centre de rédaction des rapports d'événement processed 14,776 calls; from this total, 6,545 incident reports were filed.

SYSTÈME ADMINISTRATIF DE GESTION DES ALARMES (SAGA) STATISTICS

	2011
Total number of real alarms	1,563
Break-in	1,238
Hold-up	325
Total number of false alarms	29,418
Break-in	28,115
Hold-up	1,303
Fines for false alarms	\$ 1,536,205.00
Break-in	\$ 1,139,438.00
Hold-up	\$ 396,767.00

**AVERAGE RESPONSE TIME FOR
CALLS RECEIVED BY THE DIVISION DES
COMMUNICATIONS OPÉRATIONNELLES
ET INFORMATION POLICIÈRE
(POLICE PRESENCE ON SITE)**

YEAR	AVERAGE RESPONSE TIME FOR PRIORITY 1 CALLS
2011	5.4 minutes
2010	6.3 minutes
2009	6.3 minutes
2008	6.0 minutes
2007	5.8 minutes
2006	5.9 minutes
2005	6.4 minutes

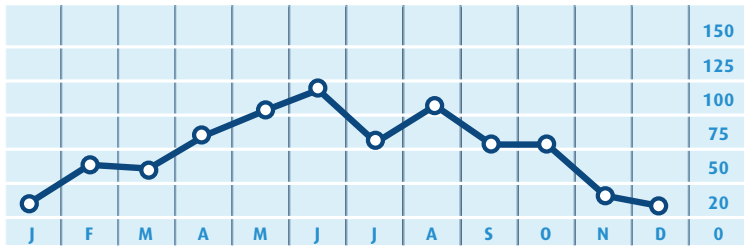
TAXI INDUSTRY STATISTICS

	2011
Complaints received	659
SAAQ transactions	62,285
Work permits renewed	5,346
Work permits issued	640
Examinations	864
Exam success rate (%)	73.71%
Taxi licenses obtained	244
Taxi licenses renewed	4,857
Taxi licenses issued	82

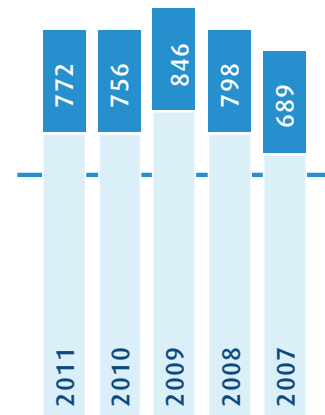
TOWING INDUSTRY STATISTICS

	2011
Complaints received	65
Transportation permits renewed	535
Transportation permits issued	79
Operating permits renewed	194
Operating permits issued	15
Driver's licenses renewed	343
Driver's licenses issued	264

BREAKDOWN OF 2011 CROWD CONTROL EVENTS BY MONTH



COMPILATION OF CROWD CONTROL EVENTS FROM 2007 TO 2011



SUSPICIOUS PACKAGES, DEFUSING AND EXPLOSIONS

Suspicious package	8
Combustible device	0
Military device	8
Explosives found to be destroy	2
Explosion	0
Firework	1
ERNBC (chemical)	2
TOTAL	21
Unfounded parcel	4
Neutralized in Neutrex	2
Neutralized by restraining force	0
Neutralized manually	4
Neutralized with water bottle	1
Neutralized by X-ray	0

USE OF INTERMEDIARY WEAPONS

2011			
Pepper spray	262		
Expandable baton	8		
Taser	11 (demonstrations)	0 (contacts)	18 (throwing)
Non-lethal launcher	4		
Tear gas	1		
Firearm	6		
Restraint chair	5		

SHOTS FIRED

NUMBER OF INCIDENTS	NUMBER OF SHOTS FIRED	PHYSICALLY WOUNDED
6	Estimate : 13 (investigations in progress)	Police officers 0 Citizens 6 (including 4 deaths)

CAR CHASES

	2011
Number of car chases	58
Number of deaths (suspects)	0
Number of suspects injured	4
Number of deaths (officers)	0
Number of officers injured	2
Number of deaths (citizens)	0
Number of citizens injured	4
Number of accidents – police vehicles	4
Number of accidents – civilian vehicles	13

INVESTIGATIONS UNDERTAKEN BY THE DIVISION DES AFFAIRES INTERNES ET DES NORMES PROFESSIONNELLES IN 2011

INVESTIGATIONS RELATED TO THE POLICE ACT

	2008	2009	2010	2011
Number of files examined by the Section des enquêtes spéciales	84	52	86	47
Files examined by type of subject				
Internal files involving an SPVM officer	30	19	35	22
Internal files involving a non-SPVM officer	9	6	8	8
Internal files involving an unknown person	4	1	5	0
Files involving a person not subject to the Police Act	16	15	17	7
Files involving an SPVM officer, under investigation by another police service	25	11	21	10
Status of files by type of investigation				
MEA investigations, SPVM officer	17	4	4	6
MEA investigations, non-SPVM officer	1	1	2	4
SMA investigations / inactive / unfounded, SPVM police officer	38	25	45	13
SMA investigations / inactive / unfounded, non-SPVM police officer	8	4	4	2
SMA investigations / inactive / unfounded, involving an unknown person	2	0	0	0
MEA investigations not subject to the Police Act	7	6	7	3
SMA investigations not subject to the Police Act	9	9	10	1
Number of files in process	2	3	14	18
Files completing the legal process				
SPVM officer found guilty	4	0	0	0
SPVM officer found not guilty	12	2	1	0
Non-SPVM officer found guilty	2	0	0	0
Non-SPVM officer found not guilty	1	1	1	0
Non-police SPVM member found guilty	2	1	2	0
Non-police SPVM member found not guilty	3	4	3	0

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

ETHICS

	2008	2009	2010	2011
Number of complaints received by the Commissaire à la déontologie policière	654	742	710	701
Number of officers targeted by these complaints (sheets)	1,036	1,166	1,161	995
Number of officers targeted, rejected complaints	629	757	607	399
Number of officers targeted, referred to conciliation	481	539	497	337
Number of officers targeted, successful in conciliation	275	282	440	212
Number of officers targeted, withdrawal	70*	84*	2	1
Number of officers targeted, summoned before the Comité de déontologie policière	52	32	37	0
Number of officers targeted, complaints in process	28	24	112	380
Number of complaints in process	15	15	53	247
Number of complaints received that involved or involve summons before the Comité de déontologie policière	25	21	20	0
Number of requests for apology granted	16	14	27	22
Number of requests for apology refused	0	2	3	4
Number of requests for apology in process	n/a	n/a	0	0

*Prior to 2010, data on withdrawals due to conciliation were extracted from the penal provision instead of the provision on conciliation, which explains the significant difference.

INDEPENDENT INVESTIGATIONS

	2008	2009	2010	2011
Files opened	7	5	9	7
Files numbers	133 to 139	140 to 144	145 to 153	154 to 160
Number of files closed with a decision	7	5	6	0
Number of files in process	0	0	3	7
Number of charges arising from ministerial policies, following the prosecutor's decision	1	0	0	0

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

	2008	2009	2010	2011
Number of disciplinary files opened	87	68	76	69
Number of officers involved	115	178	91	80
Number of files handled under section 49 (by a unit superior)	16	10	18	20
◇ Number of days of suspension	12	5	11	25
◇ Number of reprimands	16	8	12	10
◇ Number of warnings	0	0	0	0
Number of files handled by Internal Affairs	72	66	60	45
◇ Number of files in process	6	26	32	28
◇ Number of files awaiting a hearing	4	3	12	3
◇ Number of files closed	59	22	38	45
■ Classified at our level	23	6	17	25
■ Classified unfounded	7	5	1	1
■ Classified section 13	6	7	3	1
■ Heard by the O/D or committee	23	4	1	0
• Number of days of suspension	101	22	2	0
• Number of reprimands	14	2	2	0
• Number of warnings	0	0	0	0
• Number of transfers/demotions	0	0	0	0
• Number of disciplinary transfers	3	0	0	0
• Number of discharges	1	1	0	1
Number of penalties withdrawn	55	43	125	112
◇ Number of requests granted	41	36	111	101
◇ Number of requests partly granted	6	0	3	4
◇ Number of requests refused	8	7	11	7

POLICE ACT

ARTICLES 119 (2)	2008	2009	2010	2011
◇ Number of open files	5	3	0	1
■ Number of completed cases (current years and previous years)	5	3	0	2
• Number of terminations	1 (resignation)	1 (retirement)	0	1 (destitution)
• Number of days of suspension	167	95	0	90
◇ Number of suspended cases (under appeal)	0	0	0	0
◇ Number of cases postponed	0	0	0	0

BUREAU DU SERVICE À LA CLIENTÈLE (BSC)

	2009	2010	2011
Number of cases opened at the BSC	3,374	3,814	3,710
Number of police officers identified for the totality of cases opened	830	2,406	2,465
Nature of cases opened			
◇ Complaints	2,752	2,737	2,692
◇ Comments	361	674	289
◇ Information requests	261	403	729
Subject of complaints			
◇ Cases involving a comment, information, etc.	815	217	293
◇ Cases linked to providing a service	903	764	882
◇ Cases linked to the behavior of an SPVM employee	1,083	1,766	1,879
◇ Others, unclassified	616	1067	656

	2009	2010	2011
Number of cases involving the task field in function of the SPVM mission	1,308	3,814	3,710
◇ Responding to calls	658	844	942
◇ Highway Safety Code	199	592	822
◇ ÉCLIPSE/Street Gangs	5	5	0
◇ Police contingent/demonstrations	8	13	24
◇ Incivilities	32	7	29
◇ Investigations	6	30	123
◇ Non linked to a specific field	400	2,323	1,770

DETECTION OF INAPPROPRIATE BEHAVIOURS

	2009	2010	2011
Number of police officers targeted, from pop-up system	140	287	295
Number of police officers targeted for analysis	70	80	72
Number of profiles compiled			
◇ Profiles compiled with intervention plan	18	14	11
◇ Nature of behaviour targeted (politeness, respect, interpersonal skills, etc.)	18	14	11