



DEDICATED

to the
**Safety of
Montrealers**

ANNUAL REVIEW 2012



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 regulations.¹

In partnership with various institutions, socio-economic organizations, community groups and citizens of Montréal, the SPVM is committed to promoting the quality of life of Montrealers 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.

Vision

In 2011, the SPVM took further steps to bring its neighbourhood police concept to fruition in developing an agile, productive and transparent police service closely tied with the community it serves in order to serve it better. This is a police service in which all actions are based on a shared vision that informs everyday life:

“At the SPVM we are all proud to be involved in our community, for everyone to see.”

This vision is also based on the guiding principles, values and strategic orientations of the organization.

In addition, the SPVM continued in 2012 to take action in line with this organizational vision and the three strategic orientations pursued in 2011.

Guiding principles

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

Values

- Respect
- Integrity
- Commitment

Strategic orientations

1. Anchor the police service in ITS community
2. Ensure public safety
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

Table of Contents

Message from the Chair of the Commission de la sécurité publique	5
Message from the Director of the Service de police de la Ville de Montréal	7
A service in ITS community	8
• Strengthening relationships with the Montréal community	9
• Interventions with people in a disturbed mental state or in crisis	10
• Interventions with the homeless	11
• Strategic plan concerning racial and social profiling	12
To ensure public safety	14
• Police visibility and management of public events	15
• Road safety	16
• Domestic and intra-family violence	17
• Fighting crime	18
A committed, efficient and agile Service	22
• Profile of the workforce	23
• Organizational structure	24
• Organizational development	24
• Technological advances and equipment	25
Social unrest in Québec	26
Did you know?	30
SPVM organizational chart	32
Commission de la sécurité publique	33
SPVM Executive Committee	33
Map of neighbourhood police stations	34
Statistics	36

“As an elected official of Montréal, I would like to thank all of the police officers and civil employees of the SPVM who watch over the Greater Montreal Area, day and night.”

Christian G. Dubois, Chair of the
Commission de la sécurité publique



Message from the chair of the Commission de la sécurité publique

Fellow Citizens,

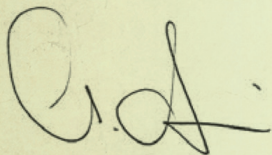
Since January 2013, I have had the privilege of serving as Chair of the Commission de la sécurité publique and as a member of the Executive Committee of the Ville de Montréal, with responsibility for public safety.

This is a position that I hold with pride, since public safety is undoubtedly one of the main factors influencing the quality of life in a city.

As an elected official of Montréal, I would like to thank all of the police officers and civil employees of the SPVM who watch over the Greater Montreal Area, day and night. Montréal is considered one of the safest cities in the world and this is largely due to the work of the SPVM.

Furthermore, as you will see from reading this annual report, the SPVM achieved many major accomplishments in 2012.

I commend the various initiatives put forward by the SPVM to bring the organization closer to the people of the city. By continuing to work more closely with various stakeholders, partners and organizations, as well as citizens of the island of Montréal, the SPVM can expect to achieve even more in the years to come.



M. Christian G. Dubois

*Chair of the Commission de la sécurité publique
Member of the Executive Committee
Responsible for public safety and services for citizens
City Councillor – Bois-de-Liesse District
Borough of Pierrefonds-Roxboro*

“It has now been two years since I was appointed director of the Service de police de la Ville de Montréal. This organization fills me with pride as each day hundreds of police officers and civilians, through their dedication, ensure the safety of our city.”

Marc Parent, Director of the SPVM



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

Hello,

It has now been two years since I was appointed director of the Service de police de la Ville de Montréal. This organization fills me with pride as each day hundreds of police officers and civilians, through their dedication, ensure the safety of our city.

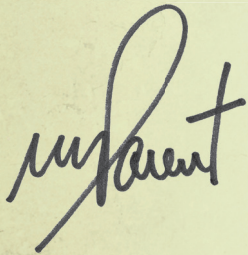
The title of our Annual Review is Dedicated to the Safety of Montrealers. This is also what we do every day. The year 2012 was, in terms of public safety, a fine example of the work we are able to accomplish when everyone demonstrates respect, transparency and commitment.

Although demonstrations related to the student cause were organized throughout Québec, Montréal quickly became the hub of popular discontent. We had to ensure the safety of citizens, motorists, protesters and police officers during the 700 or so demonstrations that occurred on our territory.

Dedication to safety also means to ensure everyone's well-being. In this light, we have worked with our partners and collaborators to put in place strategic plans with regard to mental health, domestic and intra-family violence, and racial and social profiling.

As you will see when reading this Annual Review, public safety is a shared responsibility. By working together we can help maintain social peace and safety in every neighbourhood of Montréal.

We are pleased to present the 2012 Annual Review for your interest.



Marc Parent

*Director
Service de police de la Ville de Montréal*

A SERVICE IN ITS COMMUNITY



Many activities aimed at preventing the theft of electronic devices were carried out last year. As part of the Sans-fil project (Wireless Project), police gave prevention advice to public transport network users, and offered them cloths for cleaning their cell phones.

The first strategic orientation of the SPVM, anchoring the Service in ITS community, is based on the organization's willingness to foster greater proximity between its police officers and citizens.

The Service aims to promote a better understanding of the concerns and dynamics of each neighbourhood, and to adjust interventions and activities based on various security needs. The SPVM will thus become a police service that integrates well into its community to better serve it.

Strengthening relationships with the Montréal community

In 2012, the SPVM continued to focus on police-citizen relations based on trust and mutual respect.

Many initiatives were undertaken by the Service's staff to strengthen its relations with the population and become more involved in the community it serves.

First, the SPVM participated in the Law Enforcement Torch Run movement. Through its involvement in this movement, the SPVM demonstrated its solidarity with Special Olympics Québec by organizing and taking part in various fundraising events to enable people with intellectual disabilities to participate in training programs and sports competitions.

The events organized included the fourth annual Polar Bear Challenge, during which SPVM employees braved the cold by jumping into icy waters.

Second, the Service's units took various initiatives to become more involved in the community life of individual neighbourhoods. For example, the martial arts project *Contact* was established in Saint-Michel's North African community, to facilitate communication between police and citizens.

The ÉSUP, or psychosocial emergency support team, made more than 700 interventions during its first 6 months of service (June to December 2012). Each patrol team is made of a police officer and a trained mental health worker from the Centre de santé et de services sociaux (CSSS) Jeanne-Mance.



... “the Service’s units took various initiatives to become more involved in the community life of individual neighbourhoods.”

A number of events targeting Montréal youth were also organized. These included Montréal’s World Soccer Tournament and the Basketball Tournament set up with young people of the Lachine Basketball League. These sporting events helped foster trust in the police service among the young participants and shed some light on the work it does.

The SPVM also participated in programs aimed at reducing the school dropout rate in disadvantaged areas, such as the *Classe Affaires* project, established for the eighth year in a row. In this project, students from Secondary 3 and 4 were given an introduction to the possibility of a police career.

To all these accomplishments must be added the prevention work that is done by the police, such as organizing a one-day meeting on bullying with the Groupe relais montréalais, aimed at preventing violence in schools. Hundreds of workers from Montréal’s school boards, SPVM partners and community relations officers participated in discussions on how to provide a healthy and safe school environment.

Besides prevention initiatives conducted with young people, the SPVM also took action with other vulnerable groups, like the elderly. The Service worked closely with various players to implement a prevention project, aimed at working with the elderly in terms of health, safety and social environment factors.

Beyond the initiatives mentioned above, the prevention work undertaken daily by patrol officers and community relations officers in the various neighbourhood police stations should also be mentioned. They continued to deploy their efforts to strengthen bonds of trust with the public, including youth and seniors, as well as developing links with community organizations and institutions.

Interventions with people in a disturbed mental state or in crisis

In 2012, the SPVM continued the steps taken, in collaboration with various partners, to implement solutions and practices appropriate to various situations that arise during interventions with persons who are mentally disturbed or in crisis.

These steps led to the creation of the psychosocial emergency support team, known as ÉSUP, as part of a pilot project. The ÉSUP team, which is made up of police officers and trained mental health workers from the Centre de santé et de services sociaux (CSSS) Jeanne-Mance, has the task of assisting patrol officers, once the premises have been secured, during interventions involving people in crisis or in a disturbed mental state. The ÉSUP also facilitates access for these individuals to services tailored to their needs, including legal, health and support services.

In addition to the creation of ÉSUP, the SPVM established a “mental health” Vigilance Committee to work more closely with key players from the community. The purpose in establishing this committee was to better address the population’s concerns regarding interventions with this vulnerable clientele.

The SPVM also organized talks aimed at helping to demystify mental health problems, together with various partners, both for internal and external audiences.

In addition, training sessions were organized for patrol officers of neighbourhood police stations to better equip them for working with people in crisis.

Work has also been initiated to create a team of volunteer patrol officers designated to prioritize emergency calls involving people in crisis. This new team will operate in 2013 and participating patrol officers will receive special training in rapidly defusing emergency situations.

Finally, the SPVM has developed the *Plan d'action stratégique en matière de santé mentale 2013-2015 (2013-2015 Strategic Mental Health Plan)*. The plan aims to provide greater capacity to act in this area, in order to provide an appropriate response to people with mental health problems and those around them.

In addition, the plan identifies three main elements that the SPVM will continue to address: improving organizational expertise to provide the organization with the means to better support the work of police officers; developing police skills to perform more efficient interventions; creating, maintaining and improving interfaces among sectors to strengthen partnerships and collaborations.

Interventions with the homeless

As part of their daily work, SPVM police officers are called upon to deal with various social problems that are typical of a city as large as Montréal, including that of homelessness. The SPVM receives more than 10,000 calls per year regarding the homeless.

Mention must be made of an event that took place on January 6, 2012 at the Bonaventure Metro station, in which a police response to a homeless person in psychological distress resulted in that person's death. For the SPVM, this event reaffirmed the urgent need to continue its efforts in recent years to act in concert with partners.

In 2012, the SPVM continued to work closely with various key players to develop appropriate ways of dealing with this social reality.

First, concerning the SPVM's philosophy of intervention with the homeless, the Service has developed an approach that allows police officers to take into account the various factors surrounding the commission of an offence, and to choose a response plan appropriate to each situation. The intervention can take place at three different levels, depending on the degree of recurrence, ranging from a response by a patrol officer to management by the *Équipe mobile de référence et d'intervention en itinérance (Mobile Reference and Intervention Team for the Homeless, or ÉMRII)* to using existing resources in the neighbourhood stations.

... "concerning the SPVM's philosophy of intervention with the homeless, the Service has developed an approach that allows police officers to take into account the various factors surrounding the commission of an offence, and to choose a response plan appropriate to each situation."

As for ÉMRII, in January 2012, new police officers and workers from the Centre de santé et de services sociaux (CSSS) Jeanne-Mance were added to this team. Together they provide follow-up to homeless people who have been repeatedly involved with the police and are particularly vulnerable, in order to aid their reintegration. They also support frontline patrol officers in resolving local issues related to the homeless.

In this regard, an evaluation of ÉMRII was undertaken by the Centre de recherche de Montréal sur les inégalités sociales et les discriminations (CREMIS). The evaluation showed that, so far, ÉMRII has been able to contribute to the social reintegration of the homeless and improve their access to health and social services adapted to their specific conditions, as well as stimulating the development of intervention and awareness tools for police officers.

Moreover, with a view to developing police skills, learning activities were organized and support tools were developed. Among other things, simulated calls were conducted with staff from neighbourhood stations. Information and awareness videos were also posted on the SPVM training portal, including first-hand accounts from workers and formerly homeless persons.

Strategic plan concerning racial and social profiling

To achieve the SPVM's vision, which aims to bring its personnel closer to the Montréal community, it is essential that police interventions be conducted with fairness and respect for everyone's rights. In this light, the organization has made a commitment to take action against racial and social profiling.

In January 2012, the SPVM released its *Plan stratégique en matière de profilage racial et social 2012-2014 (2012-2014 Strategic Plan for Social and Racial Profiling)*, which aimed to prevent, take action against and combat racial and social profiling.

To guide the development of this plan, the Service held extensive consultations, internally and externally, in 2011. The findings from these consultations identified three challenges the SPVM must meet in terms of racial and social profiling, which are at the heart of this plan: promoting ethical and non-discriminatory behaviours; maintaining the trust and respect of the community; and taking action against inappropriate behaviours.

To date, several initiatives have resulted from this plan, making it possible to take concrete actions to address these challenges. For example, specific training was provided to officers of police stations in neighbourhoods with specific socio-demographic characteristics, to stimulate reflection on police-citizen relations in their respective neighbourhoods. This training will continue in 2013. Operational units were also visited to discuss points of views and ideas on this issue with the management staff, to foster understanding of their concerns and to discuss the SPVM's expectations on racial and social profiling.

... "specific training was provided to officers of police stations in neighbourhoods with specific socio-demographic characteristics, to stimulate reflection on police-citizen relations in their respective neighbourhoods."

In addition, a multilingual booklet *Better Communication Leads to Better Intervention* was produced for patrol officers. Translated into 10 languages, this booklet facilitates communication between patrol officers and citizens during a police intervention until an interpreter becomes available to reduce the risk of misunderstandings that may arise due to language barriers.

The SPVM also participates in various working groups and external committees to exchange views continually about the best practices to implement. In addition to working with the city of Montréal and the Société de transport de Montréal (STM), the Service sits on a provincial committee which is coordinated by the Ministère de la Sécurité publique.



TO ENSURE PUBLIC SAFETY



The SPVM bicycle patrol handed out lights to cyclists as part of a campaign to raise awareness of the importance of being visible when riding at night.

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

Police visibility and management of public events

Daily police presence in different neighbourhoods is essential in accomplishing the SPVM's mission to protect the lives and property of citizens, maintain peace and public safety, and preserve a sense of safety among the population of Montréal.

Thus, throughout 2012, in addition to responding to some 426,055 service calls the SPVM continued to make efforts to ensure police visibility on the island of Montréal.

These initiatives included better crowd management in the evenings in designated areas (licensed locations, restaurants, festivals, etc.) where certain situations have disturbed the public peace.

Police officers, including personnel from neighbourhood police stations, intervention groups, the ÉCLIPSE squad, Mounted and Canine Units were deployed preventively during periods of high traffic volume. The objective was to supervise these crowds to reduce minor and violent crime, and to permit the peaceful enjoyment of life by local residents.

The SPVM also ensures the safety of the general population at public events. In this regard, it should be noted that the Service had to adjust its public event management practices due to the extraordinary number of demonstrations that occurred throughout the period of social unrest that Québec experienced in 2012. No police force in Québec, or even in Canada or the United States had to confront such intense daily pressure (see p.26).

It was necessary to take this into account when planning the numerous crowd control operations for the various events held in Montréal during the summer season. The SPVM took steps with each promoter of these events to develop specific and appropriate measures to ensure everyone's safety.

Official poster for the campaign "Going out with my friends, leaving with my friends". The campaign, which provides advice on preventing sexual assault, was publicized in licensed establishments on Boulevard Saint-Laurent, as well as in schools.



Road safety

During the past year, the SPVM continued its many efforts to ensure the flow of traffic and the safety of road users on the island of Montréal.

As well as the numerous prevention campaigns organized each year in partnership with the Société de l'assurance automobile du Québec (SAAQ), a new campaign was launched in 2012 in conjunction with the city of Montréal. Entitled *100% Vigilant*, this campaign urged pedestrians, cyclists and motorists to take extra care when travelling. It was one of the largest road safety campaigns ever conducted in Montréal in terms of the number of partners and the territory reached. In addition to covering the Montréal area, the campaign was also deployed in 19 of the city's boroughs and in the schools of the island's five school boards.

As well as targeting different types of road users in its prevention campaigns, the SPVM also took actions on certain issues that were identified in the territory. This gave rise to the operation *100% Vigilant at the Intersection*. This major police operation was mounted at more than 50 intersections throughout the Montréal area, encouraging citizens to use extra caution in an effort to reduce the number of accidents that occur at intersections.

Several initiatives were undertaken during the year to address local issues in various neighbourhoods. These included a project launched by a neighbourhood station to increase police presence in areas frequented by the elderly, to ensure their safety as they go from place to place.

A prevention campaign was also held for seniors in collaboration with the SAAQ and the Association québécoise des pharmaciens propriétaires. The objective was to increase seniors' awareness of the need to adopt good habits as pedestrians. A bookmark with prevention tips was inserted in prescriptions delivered to customers.

In terms of road safety in 2012, the number of collisions involving motorists decreased by 7.7% compared to 2011. The number of collisions involving pedestrians fell by 13.3%, while the number of collisions involving cyclists increased by 16.1% in 2012 compared to 2011. However, the number of such collisions in 2012 was comparable to that of 2010.

For the full 2012 road safety review, see pages 40 and 41.

Public transit network

During 2012, the SPVM worked together with the Société de transport de Montréal (STM), to ensure the safety of public transport users and contribute to their sense of safety.

The SPVM ensured a police presence in the Metro stations during rush hour. Police were present, with STM employees, to facilitate the flow of passengers and the smooth running of the service.

In addition, various prevention and awareness campaigns were conducted among Metro users and the general population. For example, SPVM community relations officers made presentations in high schools to encourage young people to adopt good behaviour in the Metro. The presentations included the showing of a video made especially for youth.

Also, the SPVM continued its efforts to combat thefts of electronic equipment in the Metro, both in terms of prevention and enforcement. A significant decrease (42%) of robberies in the Metro was observed in 2012.

Domestic and intra-family violence

Each year, the SPVM receives more than 15,000 calls relating to domestic or intra-family violence. Domestic or intra-family offences alone account for 33% of all crimes against the person.

Since only a minority of these offences are reported to the police, the magnitude of the phenomenon can only be surmised. That is why, the SPVM continued to pay particular attention to this type of crime in 2012. A great deal of effort was invested in continuously expanding and formalizing frontline police practices.

... “the SPVM continued to pay particular attention to this type of crime in 2012. A great deal of effort was invested in continuously expanding and formalizing frontline police practices.”

Among other things, the SPVM completed and launched the new *Plan quinquennal en matière de violence conjugale 2013-2017* (Five-Year Plan on Domestic Violence 2013-2017). This plan proposes actions within a concerted intervention approach that is constantly being adapted to new realities to ensure continuous updating of police practices. The plan also emphasizes the importance of partnerships and strengthening follow-up records related to domestic and intra-family violence at the organizational level.

The SPVM also expanded the *Première ligne* project (Front Line Project) across the territory it serves. This was launched in 2011 as part of a pilot project, to provide individuals in detention for a domestic violence offence with the opportunity of obtaining psychosocial support. It was decided to expand the project due to the high take-up rate of this service by those to whom it was offered. This project aimed, among other things, at preventing recurrences and educating individuals about the consequences of such violence.

Several initiatives were also implemented at the local level, always with a view to improving practices. First, days of reflection on domestic violence and meetings to share information were organized in collaboration with various partners. The purpose of these meetings was to inform and equip workers who are required to take action on this issue and to facilitate networking.

Second, several neighbourhood stations presented in their neighbourhood the theatre play called *La larme du silence*. This sought to expose the physical and psychological damage generated by domestic violence. In addition, a discussion period with domestic violence professionals was held after the performances.

Third, a pilot project aimed to strengthen follow-up, throughout the judicial process, on individuals facing allegations of domestic or intra-family violence, was launched. As part of this pilot project, police officers in the designated area followed up on the release conditions of suspects and maintained contact with victims.

Fighting crime

From the outset, it should be noted that crime has fallen in Montréal in the last two decades. Despite this general downward trend, again this year, the SPVM continued to prioritize combating and preventing certain types of crime due to the consequences on victims and the insecurity they generate or their frequency. Three specific categories of crime remained a priority for the SPVM: crimes of violence; drug trafficking; identity theft, fraud and cybercrime.

... “crime has fallen in Montréal in the last two decades. Despite this general downward trend, again this year, the SPVM continued to prioritize combating and preventing certain types of crime due to the consequences on victims and the insecurity they generate...”

Organized crime

In 2012, a number of murders and attempted murders related to organized crime attracted media attention. These crimes reflected a certain instability in the organized criminal world.

The SPVM continued to work with its partners to ensure information sharing, and to invest a great deal of effort in the fight against organized crime.

Various SPVM units actively participated in these efforts throughout the year, including the ÉCLIPSE squad. The fieldwork undertaken by this specialized squad facilitated information gathering, was instrumental in moving investigations forward and led to arrests. In addition, the squad’s presence in areas frequented by organized crime figures was also aimed at preventing violent confrontations.

Narcotics

The SPVM and its partners made continuous efforts in 2012 to fight drug trafficking in the Montréal area. Many operations were organized to curb both the production and distribution of drugs. Below are a few examples of some of the major operations conducted during the past year.

“The SPVM and its partners made continuous efforts in 2012 to fight drug trafficking in the Montréal area. Many operations were organized to curb both the production and distribution of drugs.”

One investigation resulted in breaking up a drug manufacturing network on Montréal’s North Shore that was linked to organized crime in Montréal. It was the first time in Québec, if not in Canada, that a police service was able to dismantle an entire manufacturing chain of synthetic drugs.

Another investigation led to the dismantling of a synthetic drug production facility in Saint-Félix-de-Valois. The facility had a capacity to produce more than 20 million tablets annually and there is every reason to believe it was one of the largest suppliers of this type of substance in the province.

The SPVM also participated in an operation coordinated by the Sûreté du Québec that led to the breaking up of a major network of dealers involved in the import, transportation and distribution of drugs on a large scale throughout Québec and in some other Canadian provinces. Over 100 people were arrested, including the leaders of the network. Some 1,000 police officers from about 20 police forces participated in this operation, the largest of its kind since 2009.

Crimes against property

Frauds

In 2012, various investigations were carried out with a view to stopping the cloning of identity cards. These investigations resulted in the dismantling of 15 forgery laboratories and the seizure of an impressive amount of cloning devices, as well as materials used to manufacture these devices.

They also led to the rounding up of several organizations of fraudsters involved in the manufacture and installation of cloning devices on financial institution ATMs. Some of these organizations had connections to street gang activities.

The SPVM also made great efforts to combat other types of fraud. A notable example was a large-scale travel fraud. The SPVM put an end to the reselling of travel packages at the expense of more than 1,000 passengers and the agency itself.

In addition to its investigative work, the SPVM continued to deploy efforts to prevent different types of fraud, such as identity theft. The measures included talks given to seniors.

The SPVM also participated in the annual forum on fraud and counterfeiting with the Sûreté du Québec, the Royal Canadian Mounted Police and the Bank of Canada. This forum allowed participants to increase their knowledge and to stay abreast of the latest trends in fraud.

Mischief in the Metro

In April and May 2012, several criminal acts were committed in the Montréal Metro system aiming to disrupt the flow of trains.

Four events occurred in April, during which smoke bombs were thrown into Metro stations in a coordinated manner. Another event also occurred in May, when smoke flares were thrown into three Metro stations.

These acts were part of the social unrest that Québec experienced in 2012. As a result, the SPVM implemented a visibility plan in the Metro network to increase police presence on the platforms and to preserve sense of security of system users. In addition, investigations conducted by the SPVM, as well as the collaboration of citizens led to four arrests.

Other

Several actions were put forward to respond to citizens' concerns. In this regard, the *Numéro* project (Number Project), launched in 2011 by a neighbourhood police station to counter bicycle theft, was extended over the entire territory.

“Several actions were put forward to respond to citizens' concerns.”

In addition, community relations officers, in collaboration with police science students from the Cégep Ahuntsic, went door-to-door in the multiple housing units offering tips on preventing breaking and entering. They informed residents, mostly elderly, about appropriate behaviours to adopt to prevent and reduce the risks associated with this type of offence.

Crimes against the person

In 2012, the SPVM continued to place a high priority on combating crimes against the person, in terms of homicide, attempted murder, assault, sexual assault and aggravated theft.

In this regard, the Magnotta case attracted public and media attention in Montréal, Canada and worldwide.

In the spring of 2012, the search for Luka Rocco Magnotta, a suspect connected to a homicide in Montréal, became a worldwide police operation.

Thanks to the SPVM's expertise and the collaboration of police forces across the country, the United States, Europe and Interpol, Luka Rocco Magnotta was arrested in a shop in Berlin on June 4, and returned to Canada on June 18 for court appearance.

Technological crimes

With regard to cybercrime, the SPVM continued to work closely with the Sûreté du Québec and other police forces to combat this type of offence.

As one example, the investigation conducted by a team made up of members from the SPVM, the Sûreté du Québec, the Service de police de l'agglomération de Longueuil and the Service de police de Laval helped undermine a computer hacking network associated with the group known as Anonymous in Québec. This investigation, lasting one month, led to six arrests in different regions of Québec and three in France. The SPVM continues to analyze the data gathered in order to further the investigation.

A COMMITTED, EFFICIENT AND AGILE SERVICE



Some students joined the SPVM team for the summer season as police cadets. They participated in prevention campaigns, provided support during sports or cultural events and carried out preventive patrol.

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

Profile of the workforce

On December 31, 2012, the SPVM had 4,497 police officers (excluding permanent auxiliary officers) ensuring the safety of Montrealers and maintaining public order and peace. Including all the civilian staff, the SPVM workforce amounted to slightly more than 6,000 employees.

In 2012 the SPVM employed 1,542 civilians in about 100 different positions. Through their various fields of expertise, these employees contributed to the safety and well-being of citizens, and to achieving the SPVM's mission. Some 60% of civilian staff performed front line work and 15% provided support in the operational units.

The work done by staff answering 9-1-1 emergency calls must be mentioned, as should school crossing guards who helped schoolchildren cross intersections on their way to and from school, to prevent traffic accidents while promoting safety rules.

Some statistics

The SPVM makes great efforts to ensure that the composition of its workforce is representative of the population served. It should be noted that, in 2012, nearly 11% of the SPVM's police officers were from visible, ethnic or Aboriginal minorities. Women made up 30.9% of the workforce.

In terms of years of service of police staff, 77.7% of police officers had 10 years of service or more. These include 28.2% with 10 to 14 years of seniority and 24.8% with 15 to 19 years.

As for education within the police workforce, in 2012 over 1,200 police officers had at least one university diploma. Of these, some 512 police officers held a bachelor's, master's or doctorate degree.

For more information on the demographics of the SPVM workforce, see pages 37 to 39.

Using the M-IRIS computer system in their patrol vehicles, SPVM officers can find information related to events occurring on the island of Montréal.



Organizational structure

... “the SPVM continued its efforts of the last few years to create a learning organization that fosters a culture of commitment in its staff.”

In 2012, the SPVM continued its efforts of the last few years to create a learning organization that fosters a culture of commitment in its staff.

Based on this work and the process of organizational transformation begun in 2011 to turn the organization’s vision into reality in all spheres of activity, the SPVM’s management introduced a new organizational structure* in October 2012.

The implementation of this new structure had three main objectives: to continue to provide quality services to citizens; to optimize the SPVM’s performance as a learning organization; and to promote better agility while continuing to provide staff with the support activities necessary for them to properly perform their daily work.

To achieve these objectives, the SPVM decided to opt for a non-traditional structure that groups the service units under three main spheres of activity, evolving concurrently and collaboratively.

The choice of this type of structure reflects the SPVM’s desire to encourage teamwork, exchange information and pursue best practices. To implement the new organizational structure, the SPVM established a sphere of activity whose purpose is to ensure better alignment of police practices within the organization so as to optimize organizational performance.

**See SPVM organizational chart on page 32.*

Organizational development

To develop an even more productive and effective organization in 2012, the SPVM once again emphasized the importance of maintaining and updating its staff’s skills and knowledge.

In 2012, the SPVM also continued to be governed by an ethical approach in urging its civilian and police staff to reflect critically on its operations, taking into account the changing and complex nature of society today.

With a view to updating staff knowledge, the SPVM continued to focus on developing various research and study projects. Included were projects that aimed for a better understanding of the population served, particularly in terms of its demographic profile, and in terms of citizens’ expectations and assessments of their police service. Mention should also be made of the special needs research undertaken related to social issues, including mental health, homelessness and abuse of the elderly.

Finally, studies directly related to operational requirements were undertaken. For example, a status report on prostitution and human trafficking in Montréal was drawn up in order to create a portrait of pimps and to support ongoing investigations.

The SPVM has partnership agreements with the Université de Montréal, the Université de Sherbrooke, the University of Lausanne (Sweden) and the Centre de santé et de services sociaux (CSSS) Jeanne-Mance to promote discussion and further reflection.

The SPVM also seeks to improve its operational methods, in order to develop innovative practice models, at both the corporate and local levels.

As an example, one region put in place a multidisciplinary structure to improve follow-up of all events reported by seniors to the police and its partners in the community. This project involved an assistance from the Centre d'aide aux victimes d'actes criminels (Crime Victims Assistance Centre), local partners and the Research Chair at the Université de Sherbrooke.

Technological advances and equipment

Throughout 2012, the SPVM continued its efforts to make available to staff the equipment and computer systems necessary for their daily work, always with a view to continuously improving operational efficiency.

In terms of computer systems, a key development was the continued deployment of the police information management system, M-IRIS.

In 2012, the SPVM completed the deployment of this computer system among its patrol officers. They use the system to enter and electronically search for information related to events occurring on the island of Montréal. In addition, the SPVM continued work in order to deploy this system with other staff members, including investigators and analysts in 2013.

In terms of the equipment used by police personnel, the SPVM purchased 145 Dodge Chargers in 2012 to replace outdated vehicles.

Forty of these vehicles were put into operation in 2012, while the others will follow suit in 2013. This vehicle model was chosen because it is more economical, being more fuel efficient.

The fleet includes two semi-marked vehicles, with two-tone black letters. These two vehicles, with hidden or partially identified details, were used in 2012 for specific operations to detect unsafe behaviours among drivers, including the use of cell phones while driving and offences in school areas. In 2012 the SPVM was the only police force in Québec to acquire two-tone black Charger vehicles.

SOCIAL UNREST IN QUÉBEC

Montréal: gathering place for some 700 demonstrations

Since March 2012, a province-wide protest against tuition fee increases takes place on the 22nd of each month. On June 22, 2012, thousands of people gathered in downtown Montréal to demonstrate.



On February 13, 2012, student associations voted for a general strike. Protests against rising tuition fees and the ensuing social unrest were felt throughout Québec, particularly the city of Montréal, which quickly became the hub of popular discontent.

An extraordinary number of demonstrations – more than 700 – related to this movement were held in the Montréal area. No Canadian or even American city, has ever experienced, so many daily demonstrations, and as intensely, over such a short period.

“No Canadian or even American city, has ever experienced, so many daily demonstrations, and as intensely, over such a short period.”

Not only was there an unusual number of demonstrations, but they also varied in nature. Montréal was the scene of all kinds of protests, including night-time demonstrations, pot-banging protests, demonstrations on the 22nd of each month, protests in underwear or in the colours of the Metro lines, a masquerade-theme demonstration and more.

Intervention policy

Throughout the management of this conflict, the SPVM had two main concerns, namely: ensuring the safety of all, including that of citizens, merchants, demonstrators and police officers, and maintaining a bond of trust between the police and citizens.

In light of these concerns, and based on the organization’s vision and values, the SPVM chose to adopt an intervention policy focused on transparency and respect.

Thus, the Service favoured an approach based on dialogue throughout the duration of this conflict. To do this, several initiatives were put forward.

First, during each demonstration, the officers responsible for field operations made efforts to inform protesters about what was happening on the ground and the actions they were undertaking.

The SPVM also called on their police mediators, who were present at several demonstrations to interact with people and answer their questions. Their presence was aimed at preventing conflict and to help reduce tensions and the risk of confrontation.

“The SPVM also called on their police mediators, who were present at several demonstrations to interact with people [...] reduce tensions and the risk of confrontation.”

In addition to the mediation team, the SPVM also used its Twitter account. The organization was active on Twitter during the protests to keep the public informed about their progress, as well as the impact on traffic.

The SPVM used this tool to communicate directly with the protesters, and to help maintain public order and safety. Thus, the advice and instructions given to demonstrators were posted on Twitter; the SPVM used this medium to request the cooperation of people, and to enforce laws and regulations. Through this initiative, the SPVM joined the movement for the innovative use of social media in disseminating information.

The Service also published information on its website to respond to citizens' questions related to the protests and to convey to the public the intervention policy it advocated. For example, the SPVM posted information in regards to the Municipal By-Law P6 and Law 12 (Bill 78).

The SPVM also relied on the same communication strategy in preparation for the new school year in September, posting its approach in advance on its website, always with a view to transparency.

Operational management

The SPVM needed to demonstrate considerable agility and a great ability to adapt throughout the duration of the conflict, in order to manage all the protests. It had to periodically review its practices to ensure the population's safety.

In this regard, it should be emphasized that the Service focused on working with local representatives to adjust its operations accordingly, both in terms of communications and in the field. The environment was continuously monitored and meetings with key players in the community were held.

Second, a task force was set up internally. Its mandate was to analyze the unfolding situation and try to establish the best strategies to ensure that everyone's rights and freedoms were respected during police interventions.

Finally, the SPVM had to take measures to oversee the management of daily protests, while continuing to meet the various safety needs in the various sectors of the island of Montréal.

In this regard, a large part of the SPVM's workforce was called upon at one time or another to lend a hand at demonstrations, including staff from intervention groups and several staff members from neighbourhood police stations, to name a few. Civilian personnel were also widely called upon to address the operational needs caused by the conflict and support the work of the police.

Similarly, and also with a view to adapting its methods to new realities, in 2012 the SPVM's Urban Brigade was primarily assigned to protests and was composed only of officers, unlike previous years in which police cadets were also included.

As a result of this period of social unrest, the SPVM developed a unique expertise in crowd management and crowd control. The Service has shared the expertise it acquired over the last year with several police forces that came to Montréal for the purpose of exchanging information with the SPVM staff.

DID YOU KNOW?



1

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 various countries. In 2012, 44 SPVM police officers participated in peacekeeping missions: 39 in Haiti, one in Afghanistan, two in the Ivory Coast and two in the Democratic Republic of Congo.

2

There are over 150 different police positions within the SPVM. Police officers may hold the position of neighbourhood police officer, mounted patrol officer, marine patrol officer, community relations officer, intervention officer, dog handler, investigator, analyst and crime scene investigator, to name a few.

3

The SPVM won the first regional prize in the "Public Bodies" category for innovation in the *Intervention riveraine* training at the *Grands Prix santé et sécurité* gala of the Comité de la santé et de la sécurité au travail (CSST) in October 2012. It has been nominated for the national final, which will take place in April 2013.

4

Each year the SPVM's Anti-terrorism and Emergency Measures Unit takes part in skill maintenance exercises with various partners. One example is an exercise held at the Montréal airport in 2012 to simulate a plane crash in the Montréal area.

5

The SPVM has opted for a community-based approach, founded on openness and dialogue to maintain a climate of peace. The Service's intervention policy, in particular, is guided by this approach.

6

The SPVM's fleet of vehicles consists of approximately 1,300 vehicles that travel nearly 22 million kilometres annually.

7

In spring 2012, the SPVM created the Twitter #Manifencours hashtag in order to gather discussions on demonstrations and keep the public better informed about relevant traffic and safety information. #Manifencours became a reference hashtag on Twitter for all demonstrations taking place on the island of Montréal.

8

The SPVM has been a proud sponsor of *Operation Red Nose* for over 20 years. In 2012, staff members, accompanied by Caisse Desjardins des policiers et des policières employees, volunteered to escort people home safely for one evening during the holiday season.

9

For several years, the SPVM has partnered with *Enfant-Retour* to hold identification clinics and distribute identification booklets with fingerprints and photos. In 2012, 3,000 children were identified in Montréal as part of these clinics.

Each year, the SPVM, in conjunction with the Service de sécurité incendie de Montréal and Urgences-santé, participates in the golf tournament *Omnium de golf* organized for the benefit of the Scouts du Montréal métropolitain. In December 2012, the Director of the SPVM was appointed Chancellor of the Société honorifique des Scouts du Montréal métropolitain.

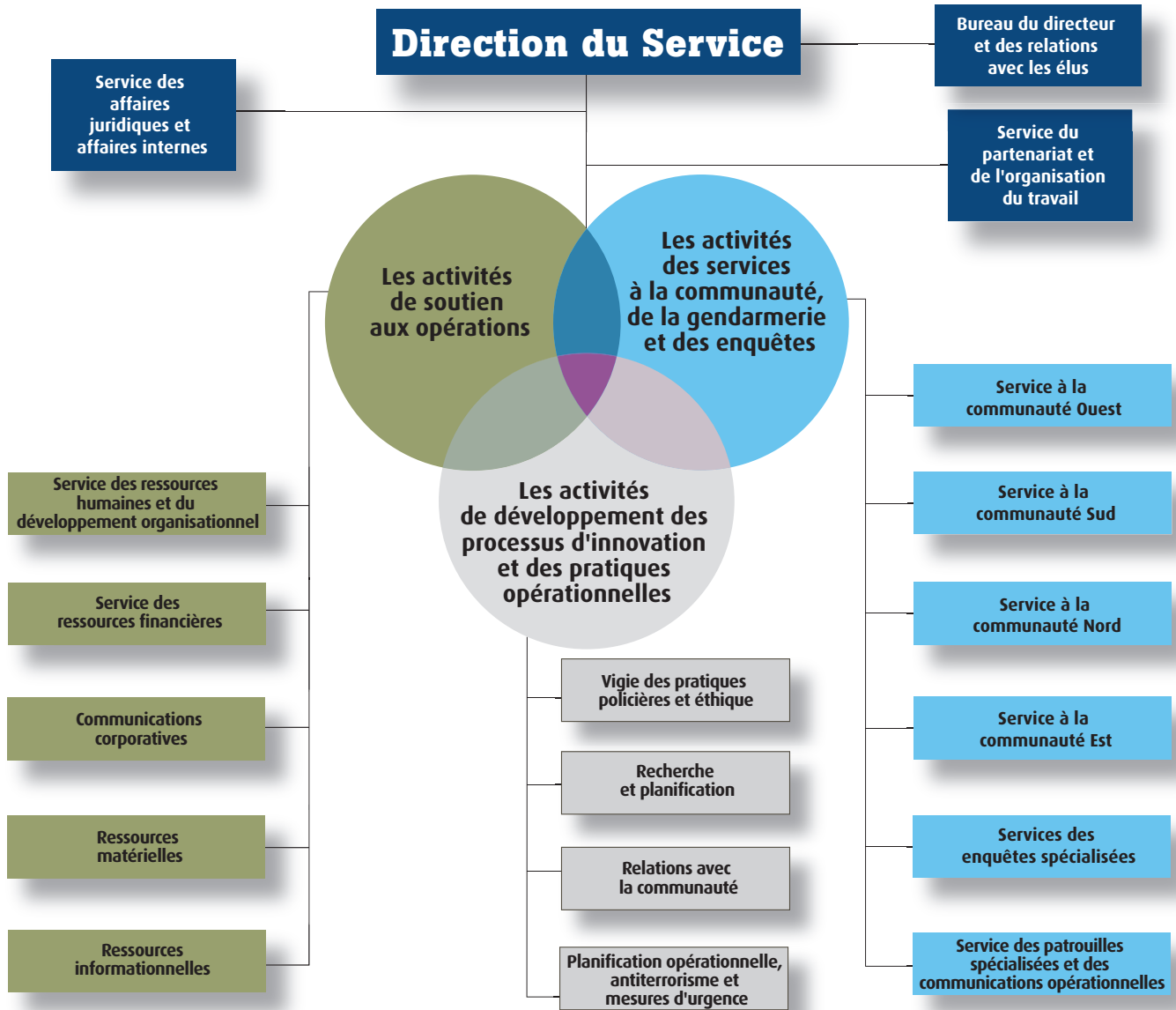
10

11

In 2012, Montréal was the host city of the *Séminaire Intersection* of the Ministère de la Sécurité publique, an annual event that gives participants the opportunity to interact, share and learn more about the police community approach. At this conference, Neighbourhood Police Station 31 (Villeray sector) won the *Prix d'excellence Intersection* for the project *Intimidateur en encadrement*. This project was developed to provide secondary school staff with a comprehensive and structured prevention and intervention strategy to deal with school bullying. The purpose of the *Prix d'excellence* is to reward a project that has contributed to the development of community police in Québec.

12

Neighbourhood Police Station 30 (Saint-Michel sector) was selected as a finalist for the *Prix d'excellence Intersection* under the project *Du délabrement urbain et social à l'opportunité collective*.



Commission de la sécurité publique, as of January 28, 2013



The composition of the Commission de la sécurité publique was changed following appointments to the standing committees of the municipal council and the conseil d'agglomération of Montréal on January 28, 2013. Its current members are, from left to right: **John W. Meaney**, Mayor of Kirkland; **Susan Clarke**, City Councillor, Côte-des-Neiges-Notre-Dame-de-Grâce borough; **Samir Rizkalla**, representative of the Government of Québec; **William Steinberg**, Mayor of Hampstead, Vice-chair of the CSP; **Christian G. Dubois**, City Councillor, Pierrefonds-Roxboro borough, member of the Executive Committee and responsible for public security and services to citizens, Chair of the CSP; **Lyn Thériault**, City Councillor, Mercier-Hochelaga-Maisonneuve borough, Vice-chair of the CSP; **Luc Ferrandez**, Mayor of Le Plateau-Mont-Royal borough; **Monica Ricourt**, Borough Councillor, Montréal-Nord borough; **Robert L. Zambito**, City Councillor, Saint-Léonard borough.

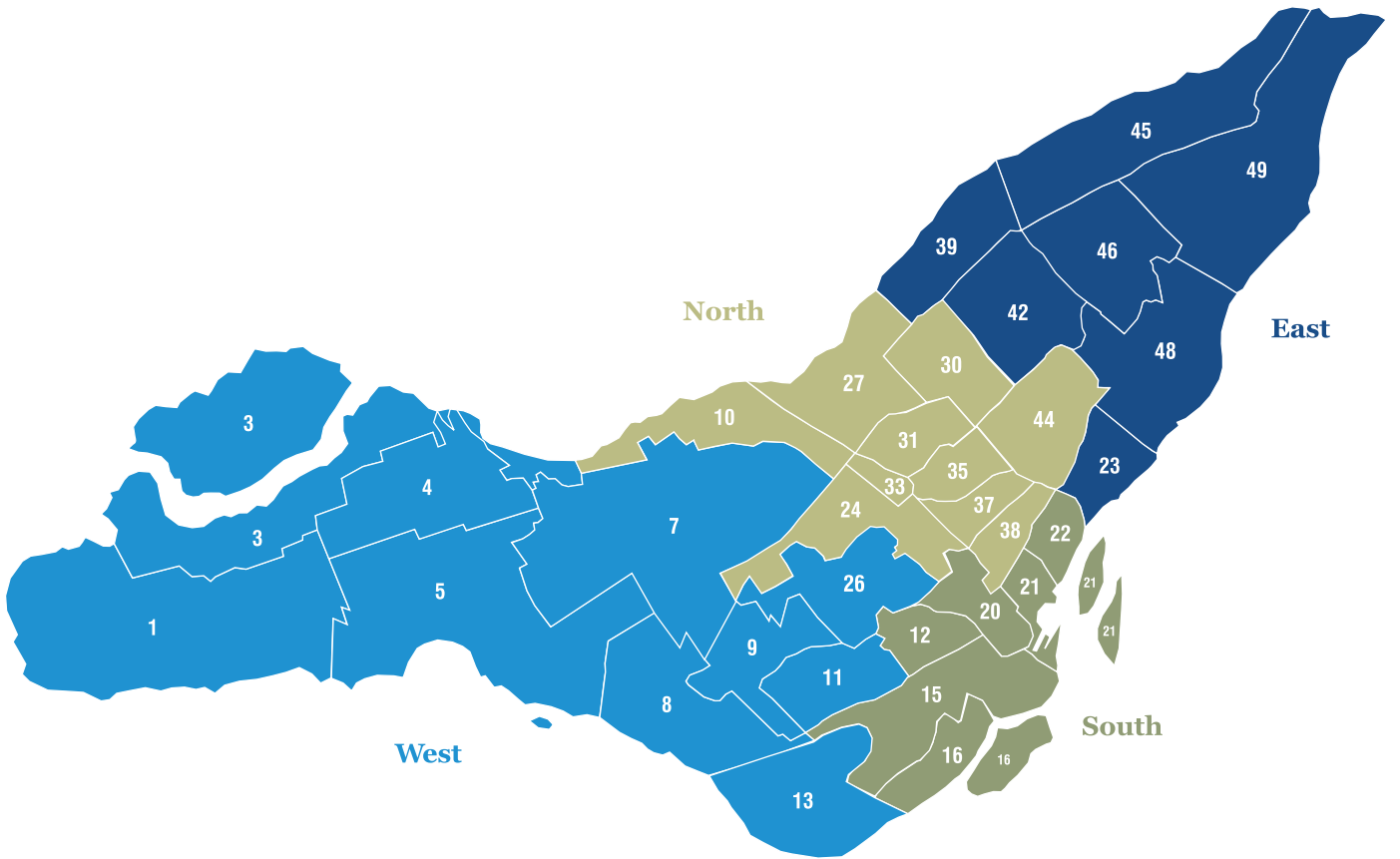
Active members of the CSP in 2012 who have since left their positions: **Claude Trudel**, Mayor of Verdun borough, member of the executive committee and responsible for public safety, Chair of the CSP; **Réal Ménard**, Mayor of the Mercier-Hochelaga-Maisonneuve borough and Vice-chair of the CSP; **Jean-Marc Gibeau**, City Councillor, Montréal-Nord; **Frantz Benjamin**, City Councillor, Villeray-Saint-Michel-Parc-Extension borough.

Executive Committee of the Service de police de la Ville de Montréal on December 31, 2012



Left to right: **Jacques Robinette**, assistant director, head of Service à la communauté de la région Nord; **Sylvain Lemay**, assistant director, chief of staff, Bureau du directeur; **François Landry**, head of Service du partenariat et de l'organisation du travail; **Didier Deramond**, assistant director, head of Service des enquêtes spécialisées; **Stéphane Lemieux**, assistant director, head of Activités de développement des processus d'innovation et des pratiques opérationnelles; **Geneviève Beauregard**, head of Service des ressources humaines et du développement organisationnel; **Pierre Brochet**, associate director, head of Activités des services à la communauté, de la gendarmerie et des enquêtes; **Marc Parent**, director; **Bruno Pasquini**, associate director, head of Activités de soutien aux opérations; **Manon Landry**, head of Service des ressources financières; **Mario Guérin**, assistant director, head of Service à la communauté de la région Sud and of Service à la communauté de la région Ouest; **Alain Cardinal**, head of Service des affaires juridiques et des affaires internes; **Claude Bussiès**, assistant director, head of Service des patrouilles spécialisées et des communications opérationnelles; **Sylvain Brouillette**, assistant director, head of Service à la communauté de la région Est.

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 Service de police de la Ville de Montréal (SPVM).

Service de police de la Ville de Montréal

Quartier Général
1441, rue Saint-Urbain, 5th floor
Montréal, QC H2X 2M6

Under the responsibility of:

Anne Roy, head of the Section des communications corporatives

Editor-in-chief:

Chantal Comeau, Communications Advisor

Coordination of graphic design:

Geneviève Houde, Account Manager – Visual communication

With the participation of:

Gilbert Cordeau, Ph. D., Planning Advisor, Section de la recherche et de la planification

Josée Perreault, Manager, Assurance qualité, Communications opérationnelles et information policière

Stéphane Collin, Programmer analyst, Section de la sécurité informatique

Photographs:

Joseph Passaseo, Photographer, Section des communications corporatives

Julie Houle and **Mathieu Sparks**, Photographers, Forensic identification

André Pichette/La Presse (page 26)

Graphic design:

Pretexte Communications

English translation:

Documens

Publication date:

May 2013





Demographic statistics about SPVM personnel

TOTAL WORKFORCE AUTHORIZED ON DECEMBER 31, 2012

	Authorized	Filled	Vacant
Service Directorate			
Police officers	40	35	5
Civilians	31	29	2
Activités des services à la communauté, de la gendarmerie et des enquêtes			
Police officers	4,378	4,342	36
Civilians	1,321.5	1,268.5	53
Activités de soutien aux opérations			
Police officers	138	68	70
Civilians	244	223	21
Activités de développement des processus d'innovation et des pratiques apprenantes			
Police officers	53	52	1
Civilians	22	22	0
Total			
Police officers	4,609	4,497	112
Civilians	1,618.5	1,542.5	76
Total (police officers and civilians)	6,227.5	6,039.5	188

POLICE PERSONNEL CHART

Authorized number of police officers	4,609	(a)
Actual number of police officers	4,497	(b)
Men	3,107	
Women	1,390	

a) This number includes permanent authorized police personnel (4,408) and service loans, early retirements and other special projects, with these three categories totalling 201 positions.

b) This number excludes the 218 permanent auxiliary police officers in service on the 31st of December, 2012.

BREAKDOWN OF CIVILIAN WORKFORCE (authorized)

White collars	860.5
Blue collars	56
Crossing guards	521
Professionals	64
Lawyers	4
Managers	113
Total	1,618.5

BREAKDOWN OF POLICE OFFICERS BY YEARS OF SERVICE

Years of service	Number
0 - 4	157
5 - 9	848
10 - 14	983
15 - 19	866
20 - 24	675
25 - 29	887
30 - 34	81
35 and up	0
Total	4,497

BREAKDOWN OF POLICE OFFICERS BY RANK

Rank	Number
Officers	3,267
Sergeants	438
Sergeants detectives	559
Lieutenants	35
Lieutenant detectives	65
Commanders	81
Inspectors	22
Chief inspectors	15
Assistant directors	11
Deputy directors	3
Director	1
Total	4,497

BREAKDOWN OF POLICE OFFICERS BY AGE

Age bracket	Number
0-24	17
25-29	478
30-34	740
35-39	895
40-44	880
45-49	881
50-54	559
55-59	47
60 and over	0
Total	4,497

REPRESENTATIVENESS BASED ON GENDER AND ETHNICITY

Permanent auxiliary police officers				
Group	Women	Men	Total	%
First Nations	0	0	0	0.00%
Ethnic minorities	1	4	5	2.29%
Visible minorities	0	5	5	2.29%
Other groups	68	140	208	95.41%
Total	69	149	218	

Regular police officers

Police officers				
Group	Women	Men	Total	%
First Nations	7	5	12	0.37%
Ethnic minorities	34	106	140	4.29%
Visible minorities	49	213	262	8.02%
Other groups	1,027	1,826	2,853	87.33%
Total	1,117	2,150	3,267	

Higher rank officers				
Group	Women	Men	Total	%
First Nations	2	4	6	0.49%
Ethnic minorities	14	35	49	3.98%
Visible minorities	3	36	39	3.17%
Other groups	254	882	1,136	92.36%
Total	273	957	1,230	

All ranks officers				
Group	Women	Men	Total	%
First Nations	9	9	18	0.40%
Ethnic minorities	48	141	189	4.20%
Visible minorities	52	249	301	6.69%
Other groups	1,281	2,708	3,989	88.70%
Total	1,390	3,107	4,497	

DEPARTURES

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

55

HIRING OF NEIGHBOURHOOD POLICE OFFICERS

Temporary police officers | 2012

Majority		Visible minorities		Ethnic minorities		First Nations		Total
Women	Men	Women	Men	Women	Men	Women	Men	
45	82	0	0	1	2	0	0	130
127		0		3		0		

Permanent police officers | 2012

Majority		Visible minorities		Ethnic minorities		First Nations		Total
Women	Men	Women	Men	Women	Men	Women	Men	
23	27	2	9	1	0	0	0	62
50		11		1		0		

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
64	574	108	15	14	425	86	1	1,287

*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*

	2008	2009	2010	2011	2012	Variation
						2011-2012
Reckless driving						
Reckless driving of an automobile, resulting in death	0	1	3	0	0	0.0%
Reckless driving of an automobile, resulting in body injury	7	12	6	12	10	↓ 16.7%
Reckless driving of an automobile	165	115	95	108	75	↓ 30.6%
Total	172	128	104	120	85	↓ 29.2%
Fleeing the scene						
Criminal Code	252	191	140	264	518	↑ 96.2%
Highway Safety Code	21,395	19,441	18,575	19,643	18,154	↓ 7.6%
Total	21,647	19,632	18,715	19,907	18,672	↓ 6.2%
Driving under the influence						
Driving under the influence, resulting in death	4	0	1	0	2	↑ 200.0%
Driving under the influence, resulting in body injury	23	35	24	38	36	↓ 5.3%
Driving under the influence	1,958	1,962	1,752	1,759	1,862	↑ 5.9%
Total	1,985	1,997	1,777	1,797	1,900	↑ 5.7%
Driving a motor vehicle while suspended						
Criminal Code	215	166	139	152	104	↓ 31.6%
Total	215	166	139	152	104	↓ 31.6%

CITATIONS ISSUED TO AUTOMOBILISTS IN 2012

Operations center	West	South	North	East	DSRC	Total
Moving violations	81,994	53,249	77,351	52,249	35,796	300,639
Speeding	26,611	6,864	10,867	31,393	17,874	93,609
Parking infractions (issued by police officers)	30,675	50,671	59,450	29,887	1,743	172,426
Parking infractions (issued by parking officers)						1,073,362
Total	139,280	110,784	147,668	113,529	55,413	1,640,036

Note – Total number of citations issued to automobilists in:
2011 = 1,568,019 / 2010 = 1,701,304 / 2009 = 1,641,609

*Data as of April 2013.

NUMBER OF TICKETS ISSUED TO CYCLISTS

2012	6,809
2011	6,809
2010	4,898
2009	3,690

NUMBER OF TICKETS ISSUED TO PEDESTRIANS

2012	18,962
2011	16,024
2010	15,545
2009	13,169

COMPARISON OF COLLISIONS ACCORDING TO THEIR GRAVENESS 2011-2012

Collisions	2009	2010	2011	2012	Variation
					2011-2012
Number of collisions (deaths)	33 (35)	38 (38)	37 (39)	33 (35)	↓ 10.8%
Number of collisions with major injuries	221	269	256	224	↓ 12.5%
Number of collisions with minor injuries	5,618	5,716	5,419	5,097	↓ 5.9%
Number of collisions with material damages	29,626	27,813	28,536	26,244	↓ 8%
Total	35,498	33,836	34,248	31,598	↓ 7.7%

CYCLISTS ROAD SAFETY 2011-2012

Collisions (number of victims)	2009	2010	2011	2012	Variation
					2011-2012
Number of deaths	3	4	4	5	↑ 25%
Number of serious injuries	40	26	32	27	↓ 15.6%
Number of minor injuries	690	711	605	712	↑ 17.7%
Total	733	741	641	744	↑ 16.1%

PEDESTRIAN ROAD SAFETY 2011-2012

Collisions (number of victims)	2009	2010	2011	2012	Variation
					2011-2012
Number of deaths	20	19	18	18	0%
Number of serious injuries	85	125	114	110	↓ 3.5%
Number of minor injuries	1,252	1,265	1,303	1,116	↓ 14.4%
Total	1,357	1,410	1,435	1,244	↓ 13.3%

Misdemeanors and violations of the *Criminal Code* in 2012

A total of 107,113 misdemeanours and violations of the *Criminal Code* were reported in Montréal in 2012. This represents a reduction of 5% compared to 2011 and of 17.1% since 2008.

The number of crimes in 2012 was 12% lower than the average of the past four years, a decline of 22.5% over the last 10 years.

In 2012, 33,696 crimes were solved by the SPVM for a solution rate of 31.5%. This rate is close to the average over the last 10 years (30.4%).

Charges were laid in relation to 28,879 events in 2012, with a clearance rate per charge of 27%, compared to an average of 23.7% since 2002.

Crimes against the person

In 2012, some 21,602 crimes against the person were reported in the territory – 1,931 fewer than in 2011, representing a reduction of 8.2%. These crimes have decreased for the fourth consecutive year for an overall decline of 17.8% since 2008.

Homicides

In 2012, there were 35 homicides in Montréal, an identical number to that of 2011, but higher than the average of the last four years (33). However, the number of homicides committed in 2012 was lower than the average recorded in Montréal over the last 10 years (38 homicides) and 20 years (48 homicides).

Attempted murders

The number of attempted murders increased by 47.6%, from 82 in 2011 to 121 in 2012. This increase follows a decline of 26.8% in 2011. The number of attempted murders was higher in 2012 than the average of the past four years (92 per year).

Assault

The number of assaults decreased by 7.7%, from 12,014 in 2011 to 11,091 in 2012. This is the fourth consecutive annual decline and the number of assaults has decreased by 26.2% since 2008.

Sexual assaults

In 2012, the number of sexual assaults (1,175) declined by 6.4% compared to 2011. The number of sexual assaults reported in 2012 was 9.6% lower than the average of the past four years (1,300 crimes).

Aggravated thefts and extortion

The number of cases of aggravated theft and extortion decreased by 15.5%, down from 4,567 in 2011 to 3,859 in 2012. *(Due to the introduction of a new method of calculation in 2011, the number of aggravated thefts cannot be compared to those of previous years. We now count one crime per victim of aggravated theft, while in 2011 only one crime per event was counted, regardless of the number of victims.)*

Other offences against the person

Other offences against the person (criminal harassment, threats and abduction or kidnapping) decreased by 4.6% in 2012. The number of these crimes reported in 2012 was lower than the average of the past four years (5,805) and has decreased by 18% in the last 10 years.

Crimes against property

The number of property crimes reported in 2012 (73,064 crimes) decreased by 3.4% compared to 2011 (75,659 crimes).

Crimes against property have fallen by 17% since 2008 and by 27.8% over the past 10 years.

Arson

Arson offences increased by 4.3%, from 558 in 2011 to 582 in 2012. The number of arson offences in 2012 was 28.9% lower than the average of the past four years (818 offences).

Breaking and entering

In 2012, the number of breaking and entering crimes reported (12,973) declined by 4.6% compared to 2011. The number of burglaries has fallen by 13.4% since 2008 and by 39.6% over the last 10 years.

Nearly three in four burglaries (73%) occurred in residences. The number of burglaries decreased by 3.9%, from 9,897 in 2011 to 9,514 in 2012. This type of crime is down by 33.7% over the last 10 years.

Auto theft

Auto theft decreased by 5.5%, from 7,837 in 2011 to 7,405 in 2012. This crime has declined by 29.4% since 2008 and by almost half (49.8%) over the past 10 years.

Simple theft

Simple thefts accounted for one-third (33%) of all *Criminal Code* violations reported in Montréal in 2012. These misdemeanours were down by 2%, from 35,833 in 2011 to 35,104 in 2012. The number of simple thefts has fallen by 16.6% since 2008 and by 19.1% over the last 10 years.

Possession of stolen goods

Possession of stolen goods decreased by 6.7%, from 489 in 2011 to 456 in 2012. The number of these offences is 27.7% lower than the average of the past four years (631 per year).

Frauds

In 2012, 5,469 frauds were reported – 9.3% more than in 2011 (5,004 frauds). The number of these offences reported in 2012 was 12.1% higher than the average of the past four years (4,880 frauds).

Mischief

In 2012, 11,075 mischief offences were reported – 10.2% less than in 2011. The number reported in 2012 was 18.5% lower than the average of the past four years (13,587 mischief offences).

Other violations of the *Criminal Code*

The number of crimes included in the category “Other violations of the *Criminal Code*” decreased by 8.2% in 2012.

Among these offences, prostitution cases (14.5%) decreased while firearm violations (3.1%) increased, as did law and justice administration violations (2.8%).

Criminal Code infractions in 2012

CHANGE IN THE CRIME RATE 2011-2012

	2008	2009	2010	2011	2012	Variation 2011-2012
Crimes against persons						
Homicides	29	31	37	35	35	0.0%
Other offences resulting in death	2	1	3	4	0	↓ 100.0%
Attempted murder	69	106	112	82	121	↑ 47.6%
Assault	15,038	14,004	13,028	12,014	11,091	↓ 7.7%
Sexual assault	1,267	1,080	1,597	1,256	1,175	↓ 6.4%
Robbery	3,904	3,784	3,869	4,567	3,859	↓ 15.5%
Other offences against persons	5,986	5,676	5,981	5,575	5,321	↓ 4.6%
Total	26,295	24,682	24,627	23,533	21,602	↓ 8.2%
Crimes against property						
Arson	1,030	889	796	558	582	↑ 4.3%
Breaking and entering	14,989	16,190	13,976	13,601	12,973	↓ 4.6%
Motor vehicle theft	10,485	8,620	7,692	7,837	7,405	↓ 5.5%
Simple theft	42,067	42,401	37,987	35,833	35,104	↓ 2.0%
Possession of stolen goods	621	531	882	489	456	↓ 6.7%
Fraud	5,009	5,049	4,458	5,004	5,469	↑ 9.3%
Mischief	13,777	14,306	13,927	12,337	11,075	↓ 10.2%
Total	87,978	87,986	79,718	75,659	73,064	↓ 3.4%
Other offences under the Criminal Code						
Prostitution	544	447	290	249	213	↓ 14.5%
Firearms offences	560	513	466	388	400	↑ 3.1%
Offences against the administration of law and justice	11,872	12,046	10,902	10,650	10,944	↑ 2.8%
Other CC offences	2,012	1,317	1,663	2,268	890	↓ 60.8%
Total	14,988	14,323	13,321	13,555	12,447	↓ 8.2%
Total misdemeanours and offences under the CC	129,261	126,991	117,666	112,747	107,113	↓ 5.0%
Other laws and by-laws						
Food and Drugs Act	3,129	2,882	3,048	2,792	2,520	↓ 9.7%
Offences under federal laws	28	19	29	57	49	↓ 14.0%
Offences under provincial laws	575	818	1,273	572	490	↓ 14.3%
Municipal by-laws	20,443	21,627	17,861	16,209	16,547	↑ 2.1%
Total	24,175	25,346	22,211	19,630	19,606	↓ 0.1%
Grand total	153,436	152,337	139,877	132,377	126,719	↓ 4.3%

ADULT CRIME AND JUVENILE DELINQUENCY CRIME

	2011			2012		
	Adults charged	Minors charged	Out-of-court settlements	Adults charged	Minors charged	Out-of-court settlements
Adult crime and juvenile delinquency crime						
Homicides	20	1	0	18	0	0
Other offences resulting in death	0	0	0	1	0	0
Attempted murder	67	5	0	63	4	0
Assault	6,378	394	342	5,897	316	261
Sexual assault	202	26	27	263	43	31
Robbery	1,107	304	73	1,085	278	74
Other offences against persons	2,415	127	117	2,469	115	148
Total	10,189	857	559	9,796	756	514
Crimes against property						
Arson	20	2	22	21	7	16
Breaking and entering	996	123	46	1,013	121	40
Motor vehicle theft	302	50	21	233	70	23
Simple theft	4,681	218	134	4,500	178	164
Possession of stolen goods	338	39	11	291	55	7
Fraud	776	17	8	1,263	11	8
Mischief	651	196	65	675	65	126
Total	7,764	645	307	7,996	507	384
Other offences under the Criminal Code						
Prostitution	204	1	0	188	0	0
Firearms offences	321	19	5	301	19	4
Offences against the administration of law and justice	9,054	591	14	9,546	840	16
Other CC offences	371	26	11	387	40	29
Total	9,950	637	30	10,422	899	49
Total misdemeanours and offences under the CC	27,903	2,139	896	28,214	2,162	947
Other laws and by-laws						
Food and Drugs Act	2,740	191	47	2,449	166	62
Offences under federal laws	64	1	0	53	6	0
Offences under provincial laws	364	11	0	560	1	0
Municipal by-laws	13,828	835	0	14,991	788	0
Total	16,996	1,038	47	18,053	961	62
Grand total	44,899	3,177	943	46,267	3,123	1,009

EVOLUTION IN THE CRIME RATE BY MONTH

	J	F	M	A	M	J	J	A	S	O	N	D	TOTAL
Crimes against persons													
Homicides	2	1	4	1	3	3	2	5	2	2	6	4	35
Other offences resulting in death	0	0	0	0	0	0	0	0	0	0	0	0	0
Attempted murder	4	12	6	5	15	12	8	12	10	13	17	7	121
Assault	774	866	905	944	1,126	1,010	964	988	896	921	879	818	11,091
Sexual assault	83	82	89	97	108	113	106	101	107	123	85	81	1,175
Robbery	339	315	332	332	350	302	276	259	314	382	333	325	3,859
Other offences against persons	425	402	423	419	557	413	428	458	505	470	447	374	5,321
Total	1,627	1,678	1,759	1,798	2,159	1,853	1,784	1,823	1,834	1,911	1,767	1,609	21,602
Crimes against property													
Arson	37	25	51	58	52	39	50	78	64	56	37	35	582
Breaking and entering	965	983	1,033	1,043	1,005	976	1,096	1,143	1,207	1,209	1,232	1,081	12,973
Motor vehicle theft	573	622	662	644	660	590	685	703	602	623	558	483	7,405
Simple theft	2,354	2,437	2,851	2,978	3,314	3,102	3,113	3,135	3,072	3,199	2,935	2,614	35,104
Possession of stolen goods	26	37	43	30	33	53	44	43	44	47	29	27	456
Fraud	456	568	483	420	397	394	437	523	433	437	587	334	5,469
Mischief	697	654	1,055	1,185	1,207	1,058	906	885	847	948	921	712	11,075
Total	5,108	5,326	6,178	6,358	6,668	6,212	6,331	6,510	6,269	6,519	6,299	5,286	73,064
Other offences under the Criminal Code													
Prostitution	6	6	29	6	4	57	21	8	24	33	16	3	213
Firearms offences	27	37	46	35	37	32	33	26	39	32	32	24	400
Offences against the administration of law and justice	746	861	991	907	1,072	912	974	964	981	992	849	695	10,944
Other CC offences	68	60	84	84	92	83	83	84	76	84	49	43	890
Total	847	964	1,150	1,032	1,205	1,084	1,111	1,082	1,120	1,141	946	765	12,447
Total misdemeanours and offences under the CC	7,582	7,968	9,087	9,188	10,032	9,149	9,226	9,415	9,223	9,571	9,012	7,660	107,113
Other laws and by-laws													
Food and Drugs Act	181	232	239	220	210	269	183	207	207	235	185	152	2,520
Offences under federal laws	1	7	12	2	3	2	3	3	7	2	4	3	49
Offences under provincial laws	48	52	66	47	51	39	24	50	29	41	35	8	490
Municipal by-laws	713	982	1,341	1,571	1,606	1,809	1,970	1,793	1,716	1,387	988	671	16,547
Total	943	1,273	1,658	1,840	1,870	2,119	2,180	2,053	1,959	1,665	1,212	834	19,606
Grand total	8,525	9,241	10,745	11,028	11,902	11,268	11,406	11,468	11,182	11,236	10,224	8,494	126,719

EVOLUTION OF THE CRIME RATE BY OPERATIONS CENTER

Operations center	North	South	East	West	Total
Crimes against persons					
Homicides	10	5	12	8	35
Other offences resulting in death	0	0	0	0	0
Attempted murder	37	34	23	27	121
Assault	2,873	2,664	2,996	2,558	11,091
Sexual assault	285	241	368	281	1,175
Robbery	1,120	1,048	911	780	3,859
Other offences against persons	1,280	1,030	1,545	1,466	5,321
Total	5,605	5,022	5,855	5,120	21,602
Crimes against property					
Arson	177	113	175	117	582
Breaking and entering	4,393	2,257	3,214	3,109	12,973
Motor vehicle theft	2,149	817	2,638	1,801	7,405
Simple theft	9,567	11,871	6,318	7,348	35,104
Possession of stolen goods	109	90	114	143	456
Fraud	1,561	1,142	974	1,792	5,469
Mischief	3,058	2,862	2,403	2,752	11,075
Total	21,014	19,152	15,836	17,062	73,064
Other offences under the <i>Criminal Code</i>					
Prostitution	55	62	82	14	213
Firearms offences	70	113	96	121	400
Offences against the administration of law and justice	2,610	3,986	2,418	1,930	10,944
Other CC offences	204	303	157	226	890
Total	2,939	4,464	2,753	2,291	12,447
Total misdemeanours and offences under the CC	29,558	28,638	24,444	24,473	107,113
Other laws and by-laws					
Food and Drugs Act	565	807	512	636	2,520
Offences under federal laws	12	9	6	22	49
Offences under provincial laws	220	116	68	86	490
Municipal by-laws	5,437	7,862	1,372	1,876	16,547
Total	6,234	8,794	1,958	2,620	19,606
Grand total	35,792	37,432	26,402	27,093	126,719

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	1	1	0	0	0	2	0	0	2	2	0	8
Other offences resulting in death	0	0	0	0	0	0	0	0	0	0	0	0
Attempted murder	0	2	1	2	5	4	2	3	6	2	0	27
Assault	92	242	133	213	371	312	76	290	404	399	26	2,558
Sexual assault	14	23	14	19	44	22	10	38	40	55	2	281
Robbery	29	81	50	55	109	60	28	104	106	157	1	780
Other offences against persons	57	170	77	103	212	187	59	138	262	194	7	1,466
Total	193	519	275	392	741	587	175	573	820	809	36	5,120
Crimes against property												
Arson	9	19	7	9	8	18	5	6	26	10	0	117
Breaking and entering	256	294	201	288	472	318	166	321	259	532	2	3,109
Motor vehicle theft	83	149	78	251	421	175	46	177	174	246	1	1,801
Simple theft	396	382	375	788	1,183	471	301	855	921	1,487	189	7,348
Possession of stolen goods	5	9	8	17	23	15	8	14	18	26	0	143
Fraud	94	106	127	169	245	104	122	188	230	394	13	1,792
Mischief	168	224	122	241	331	309	106	454	404	387	6	2,752
Total	1,011	1,183	918	1,763	2,683	1,410	754	2,015	2,032	3,082	211	17,062
Other offences under the Criminal Code												
Prostitution	2	3	1	2	1	0	0	3	0	2	0	14
Firearms offences	4	8	3	12	11	3	4	11	12	6	47	121
Offences against the administration of law and justice	46	197	72	132	204	218	42	349	298	359	13	1,930
Other CC offences	10	28	14	11	36	25	6	28	31	29	8	226
Total	62	236	90	157	252	246	52	391	341	396	68	2,291
Total misdemeanours and offences under the CC												
Total	1,266	1,938	1,283	2,312	3,676	2,243	981	2,979	3,193	4,287	315	24,473
Other laws and by-laws												
Food and Drugs Act	37	69	36	82	55	52	24	126	75	66	14	636
Offences under federal laws	1	1	1	1	1	1	0	0	2	2	12	22
Offences under provincial laws	6	6	5	16	5	11	0	13	14	8	2	86
Municipal by-laws	41	185	34	179	137	350	32	308	256	354	0	1,876
Total	85	261	76	278	198	414	56	447	347	430	28	2,620
Grand total	1,351	2,199	1,359	2,590	3,874	2,657	1,037	3,426	3,540	4,717	343	27,093

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	0	1	0	1	1	2	0	5
Other offences resulting in death	0	0	0	0	0	0	0	0
Attempted murder	0	3	3	4	20	4	0	34
Assault	174	470	325	489	660	380	166	2,664
Sexual assault	20	52	41	34	46	30	18	241
Robbery	87	144	86	219	234	149	129	1,048
Other offences against persons	89	242	151	156	208	154	30	1,030
Total	370	912	606	903	1,169	719	343	5,022
Crimes against property								
Arson	8	38	23	16	15	9	4	113
Breaking and entering	211	547	332	295	379	488	5	2,257
Motor vehicle theft	57	202	103	142	170	143	0	817
Simple theft	1,038	976	647	3,626	4,319	1,093	172	11,871
Possession of stolen goods	22	10	8	11	21	17	1	90
Fraud	155	129	154	335	249	107	13	1,142
Mischief	335	514	340	515	702	268	188	2,862
Total	1,826	2,416	1,607	4,940	5,855	2,125	383	19,152
Other offences under the Criminal Code								
Prostitution	0	10	0	0	11	39	2	62
Firearms offences	5	8	6	17	53	14	10	113
Offences against the administration of law and justice	462	436	229	387	1,924	424	124	3,986
Other CC offences	19	44	22	46	71	29	72	303
Total	486	498	257	450	2,059	506	208	4,464
Total misdemeanours and offences under the CC								
	2,682	3,826	2,470	6,293	9,083	3,350	934	28,638
Other laws and by-laws								
Food and Drugs Act	82	102	58	98	358	86	23	807
Offences under federal laws	0	1	0	0	6	2	0	9
Offences under provincial laws	2	9	2	16	39	48	0	116
Municipal by-laws	561	793	238	1,101	3,102	1,354	713	7,862
Total	645	905	298	1,215	3,505	1,490	736	8,794
Grand total	3,327	4,731	2,768	7,508	12,588	4,840	1,670	37,432

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	4	1	1	2	0	0	0	2	10
Other offences resulting in death	0	0	0	0	0	0	0	0	0	0	0
Attempted murder	3	1	6	6	1	1	4	1	11	3	37
Assault	216	126	323	392	274	192	270	180	472	428	2,873
Sexual assault	16	11	47	31	33	15	29	17	43	43	285
Robbery	85	63	155	129	95	61	105	81	181	165	1,120
Other offences against persons	96	80	174	161	127	102	112	66	159	203	1,280
Total	416	281	709	720	531	373	520	345	866	844	5,605
Crimes against property											
Arson	9	6	24	36	18	7	16	14	29	18	177
Breaking and entering	244	253	567	385	470	116	489	459	730	680	4,393
Motor vehicle theft	158	64	378	353	241	69	197	153	184	352	2,149
Simple theft	484	702	1,024	862	725	393	930	818	1,949	1,680	9,567
Possession of stolen goods	12	3	9	14	11	6	8	4	24	18	109
Fraud	165	217	172	114	129	61	140	157	177	229	1,561
Mischief	157	205	389	313	257	140	285	291	600	421	3,058
Total	1,229	1,450	2,563	2,077	1,851	792	2,065	1,896	3,693	3,398	21,014
Other offences under the <i>Criminal Code</i>											
Prostitution	0	0	52	0	1	1	1	0	0	0	55
Firearms offences	4	3	8	13	7	1	13	2	12	7	70
Offences against the administration of law and justice	197	77	231	259	196	208	491	157	422	372	2,610
Other CC offences	19	13	26	23	16	10	12	17	37	31	204
Total	220	93	317	295	220	220	517	176	471	410	2,939
Total misdemeanours and offences under the CC											
	1,865	1,824	3,589	3,092	2,602	1,385	3,102	2,417	5,030	4,652	29,558
Other laws and by-laws											
Food and Drugs Act	61	18	66	58	47	33	59	57	107	59	565
Offences under federal laws	1	0	4	0	3	1	0	0	2	1	12
Offences under provincial laws	5	7	9	28	16	5	31	28	78	13	220
Municipal by-laws	199	71	159	196	182	172	287	728	3,131	312	5,437
Total	266	96	238	282	248	211	377	813	3,318	385	6,234
Grand total	2,131	1,920	3,827	3,374	2,850	1,596	3,479	3,230	8,348	5,037	35,792

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	3	3	0	1	2	1	12
Other offences resulting in death	0	0	0	0	0	0	0	0
Attempted murder	3	10	3	2	2	1	2	23
Assault	431	855	320	306	208	554	322	2,996
Sexual assault	60	89	25	23	17	119	35	368
Robbery	149	217	119	60	67	216	83	911
Other offences against persons	179	376	204	187	115	328	156	1,545
Total	824	1,550	674	578	410	1,220	599	5,855
Crimes against property								
Arson	31	39	20	29	6	37	13	175
Breaking and entering	726	528	379	188	257	723	413	3,214
Motor vehicle theft	244	548	485	254	290	472	345	2,638
Simple theft	1,327	1,006	1,053	445	692	1,175	620	6,318
Possession of stolen goods	37	32	3	2	4	20	16	114
Fraud	144	207	156	79	117	162	109	974
Mischief	375	455	322	227	194	549	281	2,403
Total	2,884	2,815	2,418	1,224	1,560	3,138	1,797	15,836
Other offences under the Criminal Code								
Prostitution	73	0	1	0	1	5	2	82
Firearms offences	15	18	10	4	16	15	18	96
Offences against the administration of law and justice	478	622	261	189	133	521	214	2,418
Other CC offences	23	35	27	18	8	28	18	157
Total	589	675	299	211	158	569	252	2,753
Total misdemeanours and offences under the CC	4,297	5,040	3,391	2,013	2,128	4,927	2,648	24,444
Other laws and by-laws								
Food and Drugs Act	107	129	70	51	23	88	44	512
Offences under federal laws	0	2	0	1	1	1	1	6
Offences under provincial laws	12	16	9	7	6	10	8	68
Municipal by-laws	386	421	127	38	49	205	146	1,372
Total	505	568	206	97	79	304	199	1,958
Grand total	4,802	5,608	3,597	2,110	2,207	5,231	2,847	26,402

Operational statistics

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

	2012
Total number of emergency calls (9-1-1)	1,490,056
- Non-emergency calls (514 280-2222)	66,944
Answering delays	2
Processing time	121

NUMBER OF CALLS DISPATCHED IN 2012

Calls dispatched						
Priority	West	South	North	East	Section Montréal Metro	Priority subtotal
1	2,287	2,216	2,425	2,097	95	9,120
2	48,395	45,563	54,378	44,972	3,266	196,574
3	42,706	35,785	50,042	36,036	4,129	168,698
4	10,045	9,197	18,328	10,445	9	48,024
5	555	446	689	469	3	2,162
6	217	141	203	137	1	699
7	189	295	188	103	1	776
P	0	2	0	0	0	2
Regional subtotal	104,394	93,645	126,253	94,259	7,504	426,055

The Centre de rédaction des rapports d'événement processed 10,767 calls; from this total, 7,919 incident reports were filed.

SYSTÈME ADMINISTRATIF DE GESTION DES ALARMES (SAGA) STATISTICS

	2012
Total number of real alarms	1,503
Break-in	1,256
Hold-up	247
Total number of false alarms	28,616
Break-in	27,293
Hold-up	1,323
Fines for false alarms	\$ 1,658,667.00
Break-in	\$ 1,237,649.00
Hold-up	\$ 421,018.00

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

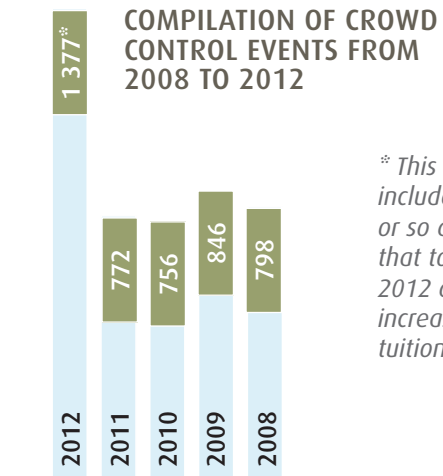
Year	Average response time for priority 1 calls
2012	5.45 minutes
2011	5.35 minutes
2010	6.36 minutes
2009	6.39 minutes
2008	6.02 minutes

TAXI INDUSTRY STATISTICS

	2012
Complaints received	616
SAAQ transactions	61,314
Work permits renewed	5,180
Work permits issued	718
Examinations	1,019
Exam success rate (%)	71.9 %
Taxi licenses obtained	280
Taxi licenses renewed	4,940
Taxi licenses issued	19

TOWING INDUSTRY STATISTICS

	2012
Complaints received	45
Transportation permits renewed	526
Transportation permits issued	87
Operating permits renewed	170
Operating permits issued	21
Driver's licenses renewed	392
Driver's licenses issued	258



** This number includes the 700 or so demonstrations that took place in 2012 against the increase of tuition fees.*

USE OF INTERMEDIARY WEAPONS

2012			
Pepper spray	447		
Expandable baton	Total 29	PR24 – 17 Baton 36 – 12	
Taser	Demonstration – 21	Throwing – 10	Contact – 0
Non-lethal launcher	34		
Tear gas	5 (Groupe tactique d'intervention)	196 (Groupe d'intervention in crowd control)	
Firearm	10		
Restraint chair	7		

SUSPICIOUS PACKAGES, DEFUSING AND EXPLOSIONS

	2012
Suspicious package	7
Combustible device	48
Military device	4
Explosives found to be destroy	3
Explosion	1
Firework	4
ERNBC (chemical)	2
Total	69

SHOTS FIRED

Number of incidents	Number of shots fired	Physically wounded
6	10	Police officers 0 Citizens 6 (including 2 deaths)

CAR CHASES

	2012
Number of car chases	38
Number of deaths (suspects)	0
Number of suspects injured	0
Number of deaths (officers)	0
Number of officers injured	0
Number of deaths (citizens)	0
Number of citizens injured	0
Number of accidents – police vehicles	3
Number of accidents – civilian vehicles	11

Investigations undertaken by the Division des affaires internes et des normes professionnelles in 2012

INVESTIGATIONS RELATED TO THE POLICE ACT

	2009	2010	2011	2012
Number of files examined by the Section des enquêtes spéciales	52	86	47	89
Files examined by type of subject				
Internal files involving an SPVM officer	19	35	22	39
Internal files involving a non-SPVM officer	6	8	8	8
Internal files involving an unknown person	1	5	0	6
Files involving a person not subject to the Police Act	15	17	7	12
Files involving an SPVM officer, under investigation by another police service	11	21	10	24
Status of files by type of investigation				
MEA investigations, SPVM officer	4	5	6	9
MEA investigations, non-SPVM officer	1	2	6	3
SMA investigations / inactive / unfounded, SPVM police officer	25	48	22	29
SMA investigations / inactive / unfounded, non-SPVM police officer	4	5	2	5
SMA investigations / inactive / unfounded, involving an unknown person	0	5	0	1
MEA investigations not subject to the Police Act	6	7	3	4
SMA investigations not subject to the Police Act	9	10	2	3
Number of files in process	3	4	6	35
Files completing the legal process				
SPVM officer found guilty	1	1	0	2
SPVM officer found not guilty	2	2	3	1
Non-SPVM officer found guilty	1	0	0	1
Non-SPVM officer found not guilty	1	1	5	1
Non-police SPVM member found guilty	1	2	1	0
Non-police SPVM member found not guilty	4	5	1	0

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

ETHICS

	2009	2010	2011	2012
Number of complaints received by the Commissaire à la déontologie policière	743	710	705	846
Number of officers targeted by these complaints (sheets)	1,198	1,161	1,040	1,240
◊ Number of officers targeted, rejected complaints	758	635	563	469
◊ Number of officers targeted, referred to conciliation	543	503	438	371
◊ Number of officers targeted, successful in conciliation	285	445	390	166
◊ Number of officers targeted, withdrawal	84*	4	4	5
◊ Number of officers targeted, summoned before the <i>Comité de déontologie policière</i>	34	49	41	1
◊ Number of officers targeted, complaints in process	49	74	83	598
Number of complaints in process	12	37	44	397
Number of complaints received that involved or involve summons before the <i>Comité de déontologie policière</i>	22	27	17	1
Number of requests for apology granted	16	31	27	8
Number of requests for apology refused	2	3	4	1
Number of requests for apology in process	n/a	0	0	1

**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	2009	2010	2011	2012
Files opened	5	9	7	9
Files numbers	140 to 144	145 to 153	154 to 160	161 to 169
Number of files closed with a decision	5	6	3	0
Number of files in process	0	3	4	9
Number of charges arising from ministerial policies, following the prosecutor's decision	0	0	0	0

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

	2009	2010	2011	2012
Number of disciplinary files opened	68	76	69	56
Number of officers involved	184	93	81	62
Number of files handled under section 49 (by a unit superior)	12	30	24	15
◇ Number of days of suspension	5	61	41	9
◇ Number of reprimands	12	18	14	12
Number of files handled by Internal Affairs	56	52	56	41
◇ Number of files in process	6	7	13	30
◇ Number of files awaiting a hearing	3	5	9	3
◇ Number of files closed	62	70	58	16
■ Classified at our level	10	32	29	7
■ Classified unfounded	10	1	1	0
■ Classified section 13	13	6	3	9
■ Heard by the O/D or committee	21	2	0	0
• Number of days of suspension	22	2	0	0
• Number of reprimands	5	3	0	0
• Number of warnings	0	0	0	0
• Number of transfers/demotions	0	0	0	0
• Number of disciplinary transfers	0	0	0	0
• Number of discharges	2	0	1	0
Number of penalties withdrawn	43	125	112	47
◇ Number of requests granted	36	111	101	42
◇ Number of requests partly granted	0	3	4	0
◇ Number of requests refused	7	11	7	5

POLICE ACT

Articles 119 (2)	2009	2010	2011	2012
◇ Number of open files	3	0	1	0
■ Number of completed cases	3	0	2	0
• Number of terminations	1 (retirement)	0	1 (destitution)	0
• Number of days of suspension	95	0	90	0
◇ 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)

	2010	2011	2012
Number of cases opened at the BSC	3,814	3,710	4,311
Number of police officers identified for the totality of cases opened	2,406	2,465	2,105
Nature of cases opened			
◇ Complaints	2,737	2,692	2,609
◇ Comments	674	289	196
◇ Information requests	403	729	1,506
Subject of complaints			
◇ Cases involving a comment, information, etc.	217	293	198
◇ Cases linked to providing a service	764	882	936
◇ Cases linked to the behavior of an SPVM employee	1,766	1,879	1,744
◇ Others, unclassified	1,067	656	111

	2010	2011	2012
Number of cases involving the task field in function of the SPVM mission	3,814	3,710	4,311
◇ Responding to calls	844	942	982
◇ Highway Safety Code	592	822	778
◇ ÉCLIPSE/Street Gangs	5	0	1
◇ Police contingent/demonstrations	13	24	141
◇ Incivilities	7	29	14
◇ Investigations	30	123	155
◇ Non linked to a specific field	2,323	1,770	2,240

DETECTION OF INAPPROPRIATE BEHAVIOURS

	2010	2011	2012
Number of police officers targeted, from pop-up system	287	295	228
Number of police officers targeted for analysis	80	72	71
Number of profiles compiled			
◇ Profiles compiled with intervention plan	14	11	11
◇ Nature of behaviour targeted (politeness, respect, interpersonal skills, etc.)	14	11	11