

Sécurité en tête

Keep handy

A special issue on public safety in Montréal | December 2005



The Island of Montréal – a safe place to live

According to a 2004 international study of 215 cities, Montréal ranks 18th in the world and among the five safest cities in North America.

At all times, 24/7, from one tip of the island to the other, you can count on the speed, efficiency and expertise of the municipal security forces – both the Service de police de la Ville de Montréal (SPVM) and the Service de la sécurité incendie de Montréal (SIM) – to keep you and your family safe. These two organizations are always at work saving lives, protecting property and maintaining a safe and welcoming environment for citizens and visitors.

But safety is the responsibility of every member of the community. It is important for all of us to think of safety first and to behave responsibly every day. You can do your share by following the simple safety advice on the police and fire service websites:

www.spvm.qc.ca www.ville.montreal.qc.ca/incendie

¹ Mercer Human Resource Consulting, Mercer HRC 2004/2005 World-wide quality of life survey, March 2005.

Crime rate down on the Island of Montréal

Between 1991 and 2004, the overall crime rate in Montréal dropped 37%, and there was an even more significant drop in several types of crime:

- ↓ 44.2% property crimes
- ↓ 40.5% petty theft
- ↓ 50.2% number of misdemeanours

Montréal has one of the lowest homicide rates of all North American cities with more than 500,000 inhabitants.

According to a survey of 1,000 Island of Montréal residents in August 2005, 92% of Montrealers feel their neighbourhood is safe.

Did you know?

The Service de police de la Ville de Montréal (SPVM) and the Service de la sécurité incendie de Montréal (SIM) are both the second largest municipal organizations of their kind in Canada. The SIM is also the sixth largest in North America and the SPVM is the seventh largest.





Ensuring the safety of

“Being an integral party of the citizens’ community, working with partners, and knowing how to meet the specific needs of each neighbourhood, now and in the future: these are all part of my vision of our mandate. But we can’t forget that public safety depends on what each of us does every day: police officers, partners and citizens.”

Yvan Delorme, director, Service de police de la Ville de Montréal

Neighbourhood police stations: services adapted to your needs

The neighbourhood police stations offer a range of services to meet the needs and expectations of Montrealers.

Services for everyone

- Response to urgent and less urgent calls
- Safety visits to help you make your home or business safer
 - Free loan of engravers to mark valuables
 - Processing and monitoring of traffic and road safety complaints
 - Processing and monitoring of criminal complaints
 - Local security services for neighbourhood events
 - Background checks of people working with at-risk persons

Services for youth

- Verification and installation of infant car seats
- Preventive intervention in schools
- School presentations on taxing, intimidation, drug abuse, street gangs, stranger safety, graffiti and other topics of interest to youth
- Coordination of school crossing guards

Services for specific clients

- Presentations on women’s safety
- Follow-up for victims of conjugal violence
- Meetings with the elderly to discuss safety

Services for the community

- Participation in citizens’ committees and round tables
- Involvement in community projects: organization of fundraising activities for community organizations...

Special services

Our neighbourhood police stations work closely with SPVM special services to meet the specific safety needs of the urban environment: road safety, special investigations, SWAT team, anti-terrorism unit, youth intervention and prevention units, intelligence, organized crime, canine patrol, mounted police and so forth.



The SPVM by the numbers

- 49 neighbourhood police stations on the Island of Montréal
- 4 regional operations centres for special services, including detention
- Nearly 6,000 employees: 4,368 police officers, 971 civilians and 656 school crossing guards
- Some 895,000 calls received in 2004, including 516,000 emergencies
- Average response time for the most urgent calls: 6.3 minutes
- 140,000 foot patrol hours in 2004
- 180 bicycle police and cadets in 2005
- 1,046 vehicles

Do you know my gang?

Do you know a teenager who has been acting strangely lately? Do you think he might be involved in a street gang? Here are a few telltale signs to look for:

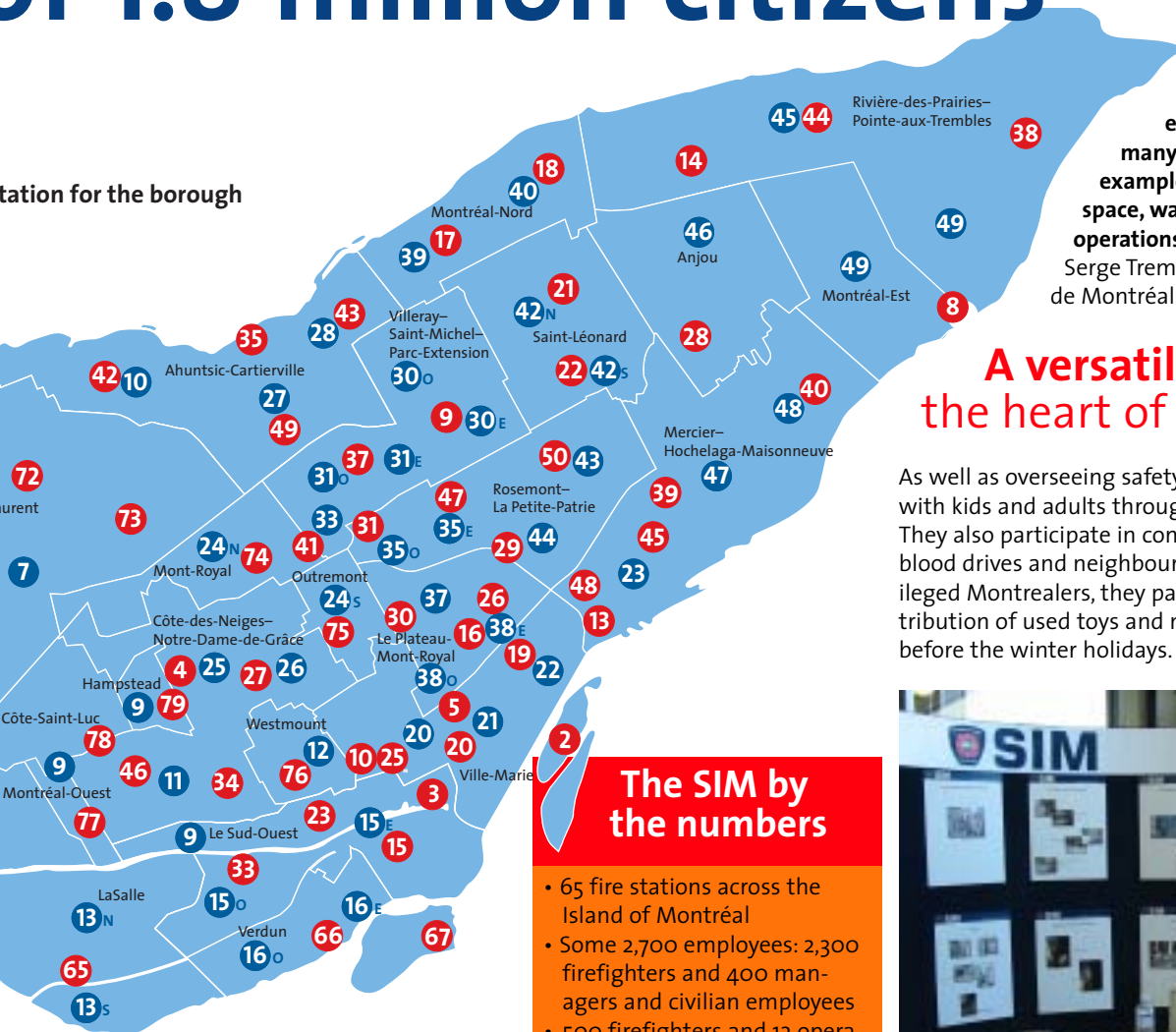
- an unexplained increase in income
- a new way of dressing
- use of new objects such as a cell phone or pager
- drug use

You can find information on street gangs at your neighbourhood police station, including the questionnaire *Do you know my gang?* Street gangs are a real concern. So the Service de police de la Ville de Montréal has established four multidisciplinary teams, one for each region in the territory, and a coordination committee. These teams combat street gangs on several fronts: suppression, prevention, communication and research.



of 1.8 million citizens

ation for the borough



“Besides fighting fires, we provide a number of different types of special intervention. Our firefighters receive many hours of the most advanced training techniques. For example, they are qualified to perform high-angle, confined space, water and ice rescues, as well as hazardous materials operations.”
Serge Tremblay, director, Service de la sécurité incendie de Montréal

A versatile force in the heart of the community

As well as overseeing safety of Montrealers, firefighters are involved with kids and adults through fire prevention and education activities. They also participate in community activities such as fundraising, blood drives and neighbourhood celebrations. To help underprivileged Montrealers, they participate in the collection and distribution of used toys and non-perishable food every year before the winter holidays.



The SIM by the numbers

Is Montréal prepared to handle a catastrophe?

The Montreal's Centre de sécurité civile (CSC) is responsible for anticipating the risk of major disasters, preparing appropriate intervention and managing the post-disaster situation. The CSC is in charge of developing and coordinating the overall municipal emergency preparedness plan that encompasses the borough and corporate departments emergency action plans. This plan sets out the specific roles and actions of each corporate department and borough, and establishes the role of the city's partners in the event of various disaster scenarios.

FYI: The director of the Service de la sécurité incendie de Montréal is the coordinator of the emergency action plan.

The SIM by the numbers

- 65 fire stations across the Island of Montréal
- Some 2,700 employees: 2,300 firefighters and 400 managers and civilian employees
- 500 firefighters and 12 operations chiefs on duty on every shift
- 52 aerial ladder trucks and 66 pumper trucks
- In 2004, nearly 50,000 emergency calls
 - Average response time for first unit on site: 5 min 27 sec

Do you know Chef?

Chef is the mascot of *Le Feu Follet*, a fire safety awareness and education game for children aged 3 to 8 that was developed by the Service de la sécurité incendie de Montréal in partnership with several other fire safety services, the ministère de la Sécurité publique, the ministère de la Famille, des Aînés et de la condition féminine and the ministère de l'Éducation, du Loisir et du Sport.



www.ville.montreal.qc.ca/incendie

Important phone numbers

The 9-1-1

In an emergency, call 9-1-1

Immediately explain the nature and location of the emergency and answer the operator's questions. Your answers will help the operator determine the kind of emergency service you need.

Don't wait!

Some people hesitate to call 9-1-1 because they are afraid of being a bother. Your call is important: it could make all the difference to your own safety or the safety of another person.

Don't pre-program your phone to dial 9-1-1

This will help ensure you don't dial 9-1-1 by accident.

If you dial 9-1-1 by mistake

Stay on the line and tell the operator it was a mistake. Otherwise, an emergency response vehicle will be sent for no purpose.

If a babysitter is staying home with your children

Make sure the sitter has the phone number and address of the house. In the event of an emergency, it is very important to have this information at hand.

Info-Crime : 514 393-1133

24 hours a day, 365 days a year

Info-Crime lets citizens anonymously report information on criminal activities. Calls are not traced or recorded.

To contact your neighbourhood police station

Dial 280-01 followed by the last two digits of your neighbourhood station. For example, to reach neighbourhood station 5, you would dial 514 280-0105.

Business hours are adapted to suit each neighbourhood. All neighbourhood stations are open between 8 AM and 11 PM. Stations 5 (Pointe-Claire), 20 and 21 (downtown) are open 24 hours a day.

Outside of opening hours, you can contact a police officer using the phone at the station entrance.

For fire prevention advice

Dial 514 872-3800
or go to your neighbourhood fire station.

To obtain a fire report

Dial 514 872-3775

The police service is here to serve you, but it doesn't do everything...



To pay a ticket

- Through the Montréal website: www.ville.montreal.qc.ca
- At a point of service, Accès office or borough office
- At one of the counters of the municipal court
- By mail
- At a bank



To obtain an accident report

Go to a point of service, Accès office or borough office



To find a towed vehicle

- Use the Montréal website: www.ville.montreal.qc.ca/remorquage
- At any time: 514 872-9412
- During snow removal via Info-remorquage: 514 872-3777



To report a stray or dead animal

For a stray animal:

- Before 4:30 PM, call the Montréal dog patrol: 514 872-9800
- After 4 PM, call the SPCA: 514 735-2711 or the Berger Blanc: 514 494-2002

For a dead animal:

- Dial 514 872-3434

What should I do if...

you have been the victim of an act of vandalism and there are no suspects and no possibility of an immediate arrest?

something has been stolen from your vehicle and there are no suspects and no possibility of an immediate arrest?



Go to the nearest neighbourhood police station to report the event or obtain an insurance claim report.

If something has been stolen from your vehicle, make sure you have your driver's permit, your registration and your proof of insurance.

Credits

Associate editor
Louise Boisvert

Contributors
Sylvain Carrière
Stéphanie de Grandpré
Normand Hogue
Mireille Lux
Élisabeth Moore-Laroche
France Moreau

Photography
Denis Labine
Jos Passaseo
Charles Viguier
Service de sécurité incendie de Montréal

Translation
Wendi Petersen

Graphic design
François Beauchamp

Revision
Michèle Cloutier
Communications visuelles,
Ville de Montréal

For comments
SPVM: commentaires@spvm.qc.ca
SIM: sim@ville.montreal.qc.ca