

At your police service

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The SPVM – a committed team!

A new generation of neighbourhood police

The neighbourhood police has been a part of Montreal since 1997, and now it is redefining itself to offer the public a broader range of services and a more robust operational structure.

This new generation of neighbourhood police is a committed team, skilled in a wide range of services, that upholds the peace and security of our city on a daily basis. It allows the SPVM to stay at the leading edge of policing services, with the ability to take action on priority issues related to our changing society and the emerging needs of the public.

To introduce this new generation of neighbourhood police, the Service de police de la Ville de Montréal (SPVM) has chosen Police Week as the right time to publish **At your police service**, a newsletter that explains how the SPVM and our services are evolving.

Enjoy!

The neighbourhood police: a new generation, a dynamic outlook!



Members of the Public Security Commission:

Claude DAUPHIN

mayor of Lachine, vice-president of the Ville de Montréal Executive Committee, Government and Public Security Affaires Coordinator

Vera DANYLUK

vice-president, mayor of Ville Mont-Royal

Patricia BITTAR

consultant, Saint-Laurent Borough

Jean-Marc GIBEAU

consultant, Montréal-Nord Borough

Anthony HOUSEFATHER

mayor of Côte-Saint-Luc

Marc TOUCHETTE

consultant, Verdun Borough

Samir RIZKALLA

Quebec government representative

At the end of 2007, the Ville de Montréal and its police service unveiled a new generation of neighbourhood police, a police service that is closer to the citizens, with more officers in every police station.

Strengthening the neighbourhood police is a strategic move for Montréal locally, nationally and internationally, because public security is a crucial part of the quality of life a city has to offer and the wellbeing of the entire community. In fact, public security is often a determining factor when people decide where they would like to live.

For a city like ours – which is competing with the biggest cities in Canada and the United States to attract new companies and which has a sizeable tourism industry – peace and security are crucial assets. These are key factors in the way Montréal is viewed in the international showcase. By working in partnership with local institutions and communities and adopting a global, integrated approach, we can provide better protection for our citizens, their property and their environment.

Montréal is a constantly changing city that has to adapt to the needs of its citizens. Thanks to our dynamic and fluid nature, the SPVM is able to stay in tune with Montréal as it expands and develops.

Since Montréal's neighbourhood police model was first launched in 1997, it has grown and changed to reflect new realities in Montreal – such as the major increase in local and international public events – and the security needs that go with them. The new generation neighbourhood police provides just the kind of flexibility we need to make the best use of our police personnel. At all times and in all circumstances, protecting the people in our territory is our top priority. With this new model, we have the means to offer an even better response to the needs of Montrealers.

President of the Public Security Commission of Greater Montréal,

Claude Dauphin

At the heart of Montréal



It was over ten years ago that the Service de police de la Ville de Montréal (SPVM) broke new ground by adopting a neighbourhood police model. Much has changed in ten years, and the neighbourhood police is now putting on a new face that reflects our desire to evolve along with our society. Every year brings new changes as Montréal becomes more multicultural and more influential, through major cultural events and gatherings that give our city the spark and excitement that make us the envy of many other places in Canada and around the world.

For all these reasons, the SPVM is making public security even more robust for Montrealers, with a greater variety of services that you are more likely to see in your daily life. The new generation of neighbourhood police is like a big, extended family that is there for you throughout your day. While our officers are keeping the peace and maintaining security all around the territory, our school crossing guards are helping your children get to school safely and our metro police officers are accompanying you on public transit. At the exit of the metro, you might run into one of our Taxi Bureau and

Towing inspectors, busy maintaining the quality of services for the thousands of taxi customers. Meanwhile our parking agents are making sure people respect the parking rules, so everyone has a fair chance of finding parking room.

For Montrealers, the new generation of neighbourhood police means an integrated approach to public security that provides better continuity and coordination of all actions undertaken by the members of the SPVM team and our external partners, to give an improved sense of security to our citizens and to the millions of visitors who visit or travel through our city every year.

More than ever, our committed teams of police officers and civilian members are present in the four corners of our city to keep life in your neighbourhood safe and peaceful.

Yvan Delorme
Director

NPS 1

Baie-D'Urfé, Beaconsfield, Kirkland, Sainte-Anne-de-Bellevue, Senneville
2883 Boul. Saint-Charles
Kirkland (Québec)
H9H 3B5
514 280-0101

NPS 3

L'Île-Bizard, Pierrefonds, Sainte-Geneviève
2 Rue Paiement
Sainte-Geneviève (Québec)
H9H 2S5
514 280-0103

NPS 4

Dollard-Des Ormeaux, Roxboro
4139 Boul. des Sources
Dollard-des-Ormeaux (Québec) H9B 2A6
514 280-0104

NPS 5

Dorval, L'Île-Dorval, Pointe-Claire
395 Boul. Saint-Jean
Pointe-Claire (Québec)
H9R 3J2
514 280-0105

NPS 7

Saint-Laurent Borough
1761 Rue Grenet
Saint-Laurent Borough (Québec)
H4L 2R6
514 280-0107

NPS 8

Lachine, Saint-Pierre
170 15^e Avenue
Lachine (Québec) H8S 3L9
514 280-0108

NPS 9

Côte-Saint-Luc, Hampstead, Montréal-Ouest
5757 Boul. Cavendish
Côte-Saint-Luc (Québec)
H4W 2W8
514 280-0109

NPS 10

Bordeaux, Cartierville
11756 Boul. O'Brien
Montréal (Québec)
H4J 1Y8
514 280-0110

NPS 11

Notre-Dame-de-Grâce
6255 Rue Somerled
Montréal (Québec)
H3X 2B7
514 280-0111

NPS 12

Ville-Marie Ouest, Westmount
21 Rue Stanton
Westmount (Québec)
H3Y 3B1
514 280-0112

NPS 13

LaSalle
8745 Boul. LaSalle
LaSalle (Québec) H8P 1Z2
514 280-0113

NPS 15

Saint-Paul, Petite-Bourgogne, Pointe-Saint-Charles, Saint-Henri, Ville-Émard
2330 Rue Notre-Dame
Ouest
Montréal (Québec)
H3J 1N4
514 280-0115

NPS 16

Île-des-Soeurs, Verdun
3617 Rue Wellington
Verdun (Québec) H4G 1T9
514 280-0116

NPS 20

Centre-ville (Ville-Marie Ouest), Parc du Mont-Royal
951 Rue Williams
Montréal (Québec)
H3C 1P3
514 280-0120

NPS 21

Centre-ville (Ville-Marie Est), Île Notre-Dame, Vieux-Montréal
1180 Rue Sainte-Élisabeth
Montréal (Québec)
H2X 3C4
514 280-0121

NPS 22

Centre-Sud
1200 Ave. Papineau
Montréal (Québec)
H2K 4R5
514 280-0122

NPS 23

Hochelaga-Maisonneuve
4555 Rue Hochelaga
Montréal (Québec)
H1V 1C2
514 280-0123

NPS 24 Sud

Ville Mont-Royal, Outremont
1435 Ave. Van Horne
Outremont (Québec)
H2V 1K9
514 280-0124

NPS 24 Nord

Ville Mont-Royal, Outremont
40 Ave. Roosevelt
Mont-Royal (Québec)
H3R 1Z4
514 280-0136

NPS 26

Côte-des-Neiges
5995 Boul. Décarie
Montréal (Québec)
H3W 3C9
514 280-0126

NPS 27

Ahuntsic
10416 Rue Lajeunesse
Montréal (Québec)
H3L 2E5
514 280-0127

NPS 30

Saint-Michel
8930 Boul. Pie-IX
Montréal (Québec)
H1Z 4H9
514 280-0130

NPS 31

Villeray
7920 Boul. Saint-Laurent
Montréal (Québec)
H2R 2Y2
514 280-0131

NPS 33

Parc-Extension
7035 Ave. du Parc
Montréal (Québec)
H3N 1X7
514 280-0133



Your neighbourhood police stations in their boroughs

NPS 35

**La Petite-Italie,
La Petite-Patrie**
920 Rue Bélanger
Montréal (Québec)
H2S 3P4
514 280-0135

NPS 37

**Le Plateau-
Mont-Royal Nord**
209 Ave. Laurier Est
Montréal (Québec)
H2T 1G2
514 280-0137

NPS 38

Le Plateau-Mont-Royal Sud
1033 Rue Rachel Est
Montréal (Québec)
H2J 2J5
514 280-0138

NPS 39

**Borough of
Montréal-Nord**
6100 Boul. Henri-
Bourassa Est
Borough of
Montréal-Nord (Québec)
H1G 5X3
514 280-0139

NPS 42

Saint-Léonard
8181 Boul. Lacordaire
Saint-Léonard Borough
(Québec)
H1R 2A3
514 280-0142

NPS 44

**Rosemont –
La Petite-Patrie**
4160 Rue Beaubien Est
Montréal (Québec)
H1T 1S2
514 280-0144

NPS 45

Rivière-des-Prairies
8200 Boul. Maurice-
Duplessis
Montréal (Québec)
H1E 2Y5
514 280-0145

NPS 46

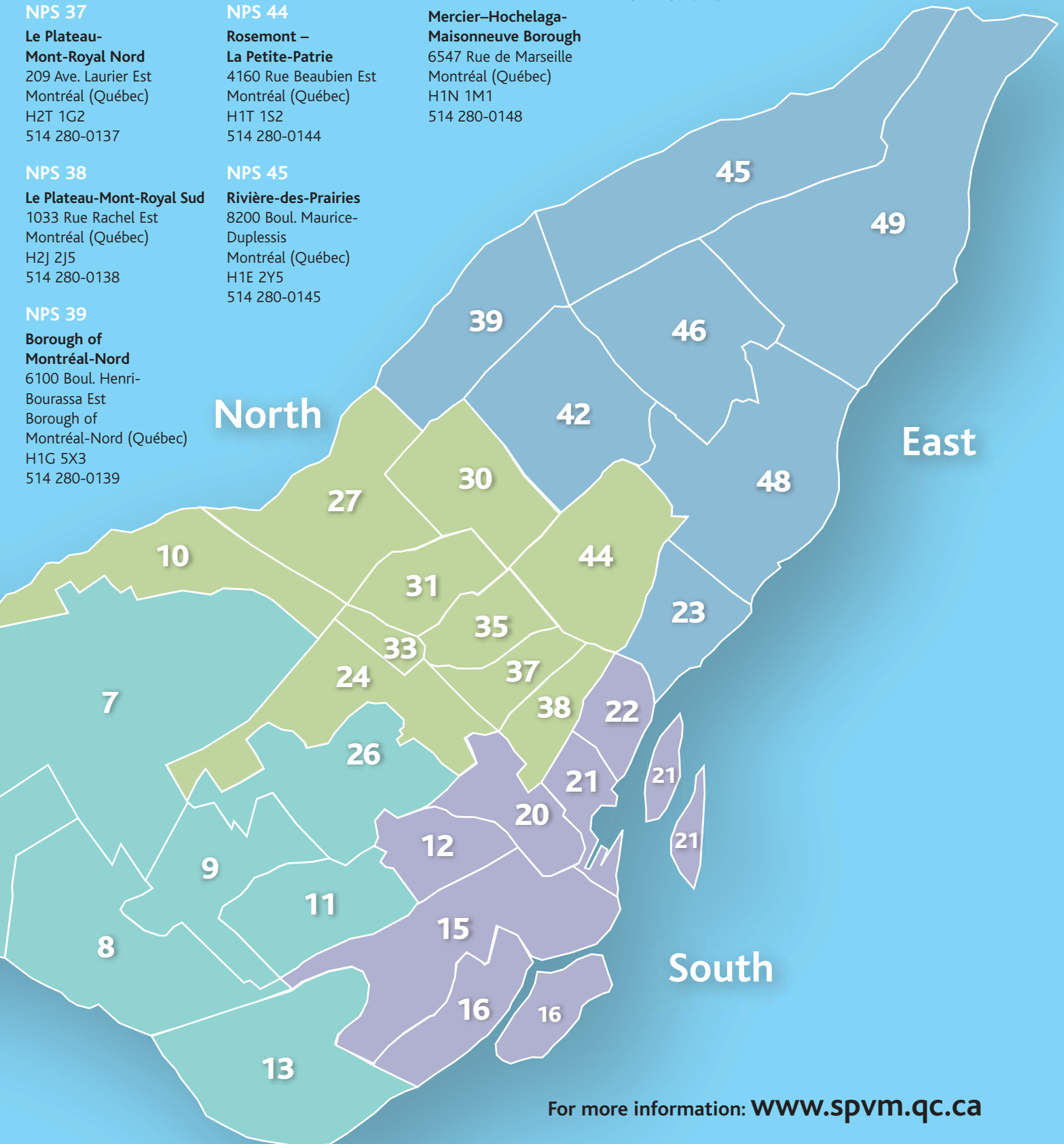
Anjou
6850 Boul. Joseph-Renaud
Anjou (Québec)
H1K 3V4
514 280-0146

NPS 48

**Mercier-Hochelaga-
Maisonneuve Borough**
6547 Rue de Marseille
Montréal (Québec)
H1N 1M1
514 280-0148

NPS 49

**Montréal-Est,
Pointe-aux-Trembles**
1498, Boul.
Saint-Jean-Baptiste
Montréal (Québec)
H1B 4A4
514 280-0149



For more information: www.spvm.qc.ca

Overhaul of citizen reception structure

To report a number of minor misdemeanours, Montrealers have always had to go to their local police station. Now that communications methods are evolving so rapidly, and considering the way the population of Montreal is aging, the fact that people have no choice but to go to the police station in person to file a report seems a bit outdated.

In the summer of 2008, at public festivals and in certain target sectors, people will be able to file reports directly at a mobile counter in a specially marked and equipped SPVM vehicle.

Using the new safer and simpler technologies, the SPVM will also be able to offer citizens the opportunity to file a report online by fall 2010.

For people who prefer to make their report in person, the service counters in 31 NPSs are open every day from 9 AM to 7 PM, and those in NPSs 20 and 21 are open 24 hours a day.

Project Action Module



The Project Action Module from NPS 15: Mathieu Choinière, Tony Panichalla, Thierry Chan, George Widz and Alexandru Mitu

To provide the best possible intervention in every neighbourhood, the SPVM has created project action modules in each neighbourhood station that bring together specialized problem solving experts, community relations officers, a sergeant-detective, a road safety officer, police cadets

and the officers who receive citizens in the station and support their colleagues in their work on the roads.

This approach is closely integrated with the daily actions of the patrollers. It provides a driving force for the unit, a platform where problems are

identified, strategies are created and the means for handling problems are deployed or coordinated.

The module's specific responsibilities are:

- information management (collection and sharing of intelligence, links with analysis, research into best practices, etc.);
- identification of local targets for crime, antisocial behaviour and public disorder;
- implementation of problem-solving strategies;
- efficiency and effectiveness of patrol plans (foot patrol).

Filing an incident report – made easy!

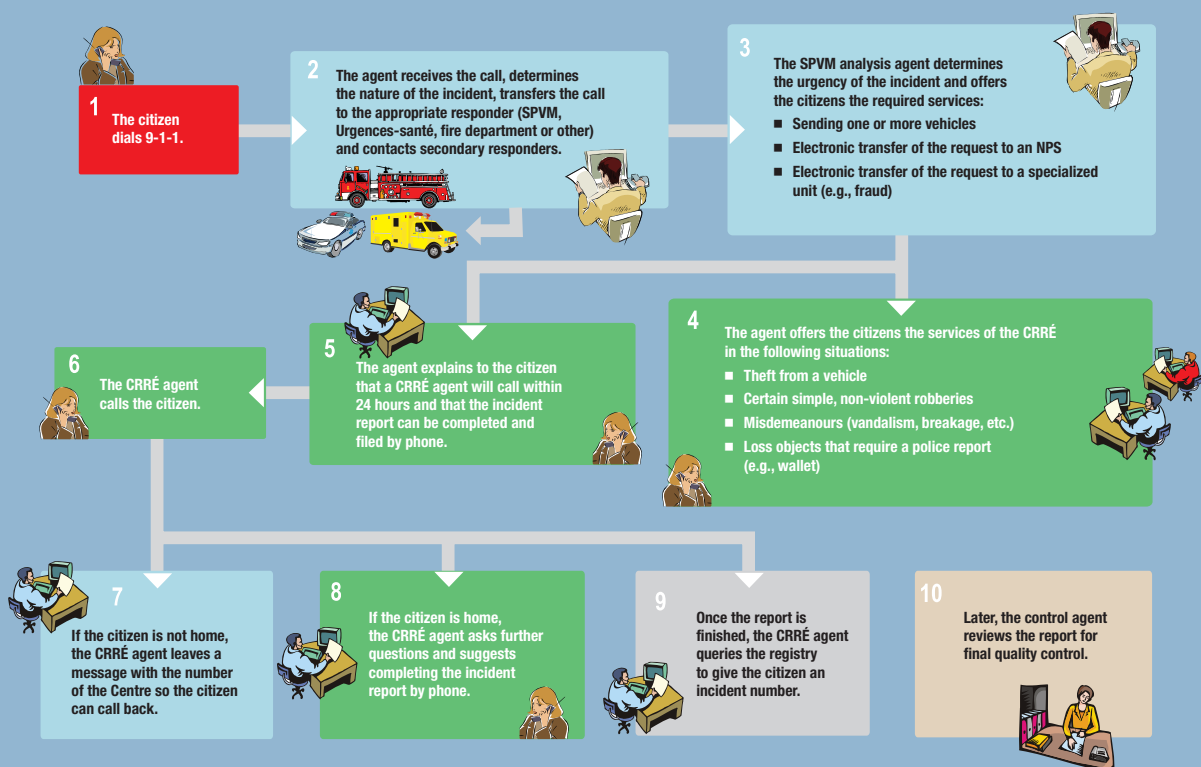
The Service de police de la Ville de Montréal (SPVM) has taken a new step forward with the development of our new generation of neighbourhood police. To provide renewed service that is better adapted to the needs of today's citizens, the SPVM now offers the opportunity to file an incident report by telephone.

Starting immediately, callers to 9-1-1 will be allowed to complete an incident report by phone 7 days a week, from 8 AM to 10 PM. The file is processed within 24 hours.

Reports can be completed by phone for any of the following situations:

- Theft from a vehicle
- Certain simple, non-violent robberies
- Misdemeanours
- Lost objects that require a police report (wallets, for example)

Operation of the *Centre de rédaction de rapports d'événements* (CRRE or report filing centre) Call processing sequence



Quizz

1. How many police officers are on the Service de police de la Ville de Montréal?

- a. 3,457
- b. 4,485
- c. 5,201

2. The Service de police de la Ville de Montréal serves all the cities on the Island of Montréal, which covers a territory of:

- a. 389 km²
- b. 567 km²
- c. 496 km²

3. The creation of the first police service in Montréal dates back to:

- a. 1865
- b. 1891
- c. 1901

4. Counting the police and civilian personnel, the parking agents, the Taxi and Towing Bureau inspectors, the school crossing guards and the police cadets, the SPVM is a big extended family of:

- a. 6,201 employees
- b. 7,126 employees
- c. 5,898 employees

5. What was the total number of foot, metro and bicycle patrol hours carried out by SPVM officers in 2007?

- a. 987,368
- b. 1,207,420
- c. 301,275



The star

The Service de police de la Ville de Montréal adopted a new visual identity in the fall of 2007.

This new logo will gradually appear on all SPVM vehicles, buildings, uniforms and so forth.

Commonly called the star, the symbol is inspired by a human silhouette combined with the shape of a star.

The star stands for excellence and authority, while the human silhouette is a reminder that people are at the heart of the daily concerns of our police officers.

ANSWERS:
1) 4,485
2) 496 km²
3) 1865
4) 7,126
5) 301,275

Si vous voulez vous procurer une copie de ce document en français, veuillez vous adresser au Service de police de la Ville de Montréal, Division des communications, 1441, rue Saint-Urbain, H2X 2M6.

The *At your police service* newsletter was produced by the SPVM Communications Division. We welcome your comments at www.svvm.qc.ca, by mail at Service de police de la Ville de Montréal, 1441 Rue St-Urbain, Montréal (Québec) H2X 2M6, or by fax at 514-280-3399. ISBN 978-2-922389-15-9, May 2008