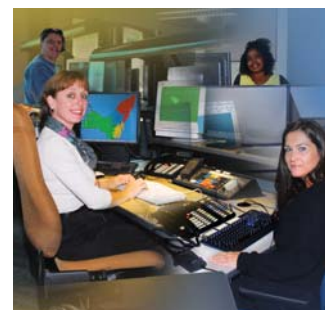




# At your police service

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## A professional service!

The people of Montréal are served by a top quality police force that is called upon to take action in a wide variety of situations more than a million times a year.

To provide this quality of service, the Service de police de la Ville de Montréal (SPVM) relies on a committed and professional team working in the four corners of the city, in the metro, in parks, around schools and on the streets. In 2007, SPVM officers carried out no fewer than 301,275 hours of patrol, by bike, on foot and in the metro.

Montréal is a diverse city recognized for extraordinary festivities that attract revellers from all over the world. In fact, since 2001, requests to the SPVM for security services at local and international events have increased by 35%!

With this as our playing field, we are working hard to provide quality services to the public and deal with the increasing complexity of crime problems by getting close to the citizens, developing a better understanding of the specific situations in each neighbourhood, and strengthening our relationships with community partners.

Because it is only through in-depth knowledge of the way the public lives and experiences the city that we can intervene effectively to uphold the safety everyone.

# Montréal, a safe city



## Members of the Commission de la sécurité publique:

### **Claude DAUPHIN**

Borough mayor for Lachine  
Vice-president of the Comité  
executive de la Ville de Montréal  
Responsable des affaires  
gouvernementales et de  
la sécurité publique

### **Vera DANYLUK**

Vice-president,  
Mayor of Ville Mont-Royal

### **Patricia BITTAR**

Councillor, Borough  
of Saint-Laurent

### **Jean-Marc GIBEAU**

Councillor, Borough  
of Montréal-Nord

### **Anthony HOUSEFATHER**

Mayor, Ville  
de Côte-Saint-Luc

### **Marc TOUCHETTE**

Councillor, Borough of Verdun

### **Samir RIZKALLA**

Québec government  
representative

With a marked drop in crime and considerable improvement in the road safety record, Montréal is safer than ever.

But these improvements did not happen on their own. They are the result of successive steps in the modernization of the neighbourhood policing model embraced in 2004. The SPVM's new measures include creating the Module d'actions par projet, adding new units, reassigning 200 officers to operational duties, hiring 133 new road safety officers, and stepping up our presence in the metro and visibility on the streets.

The results are clear: the neighbourhood policing model has proven its worth in a number of ways.

For one thing, greater police visibility and increased traffic monitoring have strengthened the city's safe image – an important asset in light of the many large-scale activities that give Montréal its reputation of a festival city. As such, Montréal is known as very attractive tourist destination, which has considerable impact on the city's economy.

For another thing, the neighbourhood policing model has become the focal point of relations between the SPVM and the people of Montréal. It not only brings the police and the citizens closer together but also leads to a better understanding of the specific situations in each neighbourhood and the particular needs of the residents.

Beyond the benefits of the neighbourhood policing model itself, the unfailing hard work of the officers who have chosen this dangerous and demanding career has also made Montréal a safe and marvellous place to live.

### **Claude Dauphin**

Borough mayor of Lachine  
Vice-president of the Comité exécutif  
de la Ville de Montréal  
Responsable des affaires gouvernementales  
et de la sécurité publique

# The Neighbourhood Police Today



It was over 10 years ago that neighbourhood policing was first introduced in Montréal. As an SPVM officer for the past 26 years and police chief since 2005, I am proud of what we have accomplished.

The Neighbourhood Police has evolved and grown, because to remain effective and up-to-date, it has to adapt to an ever-changing environment, to the growing needs of the public, and to the resources at our disposal.

In 2003 and 2007, our new service offer led to some major adjustments. We restructured the neighbourhood stations, redeployed the personnel, and consolidated the units mandated to support the stations. Our goal was to strengthen the neighbourhood

stations' capacity to take action and to put more police officers where the citizens want to see us: in the streets, parks, metros and schools.

Foot patrol is an ideal way to increase visibility, build bridges with the public, and gain a better understanding of the territory and the residents' needs. In June and July 2008, 23% of Montrealers saw an officer on foot patrol, 8% more than in the same period in previous years. In 2007, SPVM officers logged a total of 301,275 foot, bicycle and metro patrol hours.

Greater police visibility and more officers in the neighbourhood stations: since 1999, the number of permanent and temporary officers on the force rose from 4,074 to 4 599, an increase of 13%. Changes to the neighbourhood policing system over the last 11 years have increased the number of staff members in the neighbourhood stations. In 2007, for example, with the review of our service offer, we redeployed some 200 officers to neighbourhood activities. The result is that since the first neighbourhood stations opened in 1997, the number of criminal code infractions has declined by 24%. In 2007,

The number of crimes committed in Montréal was at its lowest in over 30 years. And the trend has continued in 2008, with a 6% drop in the first seven months of the year, including a

50% reduction in homicides compared to 2007. To top it off, the road safety record has improved, with the number of fatal accidents down by 29.6%, from 54 in 2006 to 38 in 2007.

## Neighbourhood policing is here to stay

Yes, the neighbourhood police is here to stay, because its advantages are clear: quality client service, lasting problem resolution, closer relations with the public neighbourhood by neighbourhood, cooperation with partners and the professionalism of some 7000 people – men and women, Quebecers from many different cultural groups – who make up the SPVM team and who each play a critical role in the organization.

The harmonious development of our communities is a shared responsibility, and the SPVM clearly takes our part very seriously.

### Yvan Delorme

Directeur, Service de police de la Ville de Montréal

# What is a ministerial policy?

## According to the Ministère de la Sécurité publique (MSP)

The expression “Ministerial Policy” is used in reference to a police investigation into events involving on-duty police officers in which someone has been injured or killed. Like any police investigation, it examines the entire event, not just the actions of the police officers involved.

To maintain objectivity and impartiality, it must be conducted by a police force other than the one involved in the event.

Following the investigation, like any other police investigation, an investigation report is produced.

This report may be used by:

- the Procureur des poursuites criminelles et pénales (*criminal prosecutor*)
- the coroner
- the Commissaire à la déontologie policière (*police ethics commissioner*), in the event of a complaint

### Objectives

To guarantee an objective and impartial police investigation when a citizen or police officer is killed or seriously injured in a police intervention.

To establish an automatic procedure that is recognized by all parties involved in order to determine the criteria that will trigger a Ministerial Policy and the police force that will be mandated to carry out the investigation.

The Ministère de la Sécurité publique must be advised of the event as quickly as possible after it occurs..

Sécurité publique  
Québec 

## Background of the Ministerial Policy

1979: Ministerial Policy comes into effect

- Any investigation into a death that occurs during or in the aftermath of the detention of an individual by a police force must be transferred to another police force.
- The police forces authorized to carry out these investigations are the Sûreté du Québec (SQ), the Service de police de la communauté urbaine de Montréal (SPCUM) (subsequently renamed SPVM) and the Service de police de la Ville de Québec (SPVQ).

1989: The obligation to transfer the investigation is extended to deaths occurring during police intervention.

- The obligation to inform the Minister of the event is also added.

1996: Policy extended to potentially fatal injuries.

2003: Policy extended to police officers who are killed or seriously injured.

2004: Policy extended to bullet wounds of any severity.

What triggers the ministerial policy in the invocation of the ministerial investigations? These are questions de la Sécurité publique that in police services in Québec are s

## An event occurs

### What happens?

First question: Did the event occur within a police intervention?

If so, we go to the second question: Did anyone...

- Die?
- Receive a potentially fatal injury?
- Suffer a bullet wound, of any severity?
- Die in police detention?



The MSP is advised if the answer to any of these questions is “yes.”

The MSP must be alerted as quickly as possible by the police service involved in the event.

Then the MSP designates the police service that will lead the investigation (only three police services in Québec are authorized to do so: the Sûreté du Québec, the Service de police de la Ville de Québec and the SPVM). The MSP entrusts the investigation to a police service that was not involved in the event.

For cases involving the SPVM, we release a statement relating the facts that have been confirmed. The SPVM statement also indicates that the MSP has invoked the ministerial policy and chosen a police service to lead the investigation. Finally, the SPVM explains that any requests for information must be addressed to the police service in charge of the investigation.

policy? Why doesn't the SPVM make public comments concerning police interventions that result in ministerial policy? What happens to the police officers who are the subject of ministerial policy decisions we have been hearing a lot lately...Above all, it is important to realize that it is the Minister who invokes the policy. And when the policy is invoked, the SPVM obeys the legal obligation that all are subject to.

rs...

The police service designated by the MSP undertakes an investigation to produce a fact summary (report) that will be submitted to the Directeur des poursuites criminelles et pénales (director of criminal and penal prosecutions or DPCP). To this end, it must...

- Examine, analyse and sometimes gather samples from the scene of the event (this may take 24 to 30 hours at a normal scene)
- Meet with witnesses and take statements (this may take two to three days)
- Study the expert reports from the Laboratoire de sciences judiciaires et de médecine légale (ballistics, toxicology, etc.) which generally take several weeks to complete after the evidence is sent for analysis
- Meet with the police officers involved

These mandatory steps may proceed one after another or overlap, but the average time for producing a fact summary (report) is **8 to 10 weeks**.

The submission of the investigation report (fact summary) to the DPCP by the designated police service signals the end of its part in the investigation process, unless the DPCP requests further investigations.



When the DPCP receives the report from the designated police service, he analyses the proof based on the information in the report.

The DPCP may at any time request further investigations, which delay completion.



The DPCP then renders a written decision concerning whether or not criminal charges will be laid against the police officers involved.

Between **4 and 10 weeks** usually pass between the time that the DPCP receives the report from the designated police service and the time that he renders his written decision.

## Note

*When the investigation report is submitted to the DPCP, the prosecutor in charge of studying it always belongs to a different legal jurisdiction than the police service involved in the event, in order to ensure complete autonomy of the decision.*

*An examination of the ministerial policies launched in the last three years shows that from four to six months generally elapse between the launch of the ministerial policy and the rendering of the prosecutor's written decision.*

## Questions and clarifications

### Why doesn't the MSP announce the launch of the ministerial policy and report its conclusion?

Initiatives are under way to have the MSP announce the invocation of the ministerial policy, since its responsibilities include invoking it and designating the police service that will be in charge of the investigation. Making the MSP responsible for communications may help eliminate certain ambiguities concerning the process origin and procedures.

### Why don't the people at the head of the police service involved in the incident speak out?

From the moment the MSP invokes the ministerial policy, the designated police service handles media requests for information. The SPVM always reiterates this in the press release announcing the ministerial policy.

While an investigation is under way, no related information can be publicly disclosed by the SPVM or its members, so as not to undermine the investigation or take a stance that may be contradicted by the evidence turned up in the investigation. Consequently, to avoid influencing the investigation and to maintain transparency, the SPVM is obliged to refrain from commenting.

### What happens to the police officers involved?

The police officers are offered immediate physical and psychological support by their supervisors. They may be referred to health care professionals and they may receive support from the police assistance program (PAPP), a parity program. Support is also offered to the officers' families and team-mates, in particular through post-traumatic briefings. Other specific measures may also be taken based on their particular needs.

The SPVM is currently negotiating a collaboration agreement with a hospital affiliated with the Centre hospitalier de l'Université de Montréal (CHUM) to offer specialized psychological care to officers following major events that trigger the ministerial policy.

# Treating every citizen with respect and dignity

Every year Montréal welcomes thousands of newcomers in search of a place where they can live peacefully and fulfil their potential. Immigration changes the face of Montréal, and the SPVM must constantly adapt to this changing reality.



Students from École Marie-Anne taking part in the Soccer à coeur project.

That's why the SPVM launched our "action strategy on intercultural competency development" in March 2008. This strategy is not only a long-term vision but a guide that will help us channel our intercultural competency development efforts over the next three years.

Our goals and efforts seek above all to acquire a better understanding of the city's diversity and plurality in order to counter and prevent illegal racial profiling. The SPVM also developed this action strategy to implement our vision of the inclusion and equality of all citizens of Quebec, because we firmly believe in the imperative of treating every citizen with dignity and respect.

The foundation of our action strategy is a training program for all police officers called "intervention in a changing society." Producing information tools (video vignettes, brochures, flyers, etc.) is another part of this strategy. Police duties sometimes require officers to pay special attention to certain individuals, based on certain defined criteria, in order to speed up an investigation. This technique is called "criminal profiling" and it is a completely legitimate criminal investigation technique that helps shed light on certain types of crime. This is a work method that:

- Uses objective proof to identify suspects, regardless of their visible characteristics

- Relies on information related to a crime committed by a person answering to a particular description whose actions (modus operandi) were observed during or after the perpetration of the crime

In 2004, the SPVM adopted a policy against illegal racial profiling to avoid any profiling of individuals by police and civilian personnel based on stereotypes, prejudice or myth. Police and civilian personnel are expected at all times to demonstrate professionalism, a sense of ethics, courteous behaviour, tact, sensitivity and respect for differences.

Likewise, to develop more in-depth knowledge of the realities of everyday life in Montréal, the SPVM counts on community liaison committees made up of representatives from the various cultural communities, as well as representatives from youth and seniors groups.

These liaison committees play an important advisory role by helping the SPVM prepare documents (information bulletins) to facilitate communications with community members or understand different facets of specific issues.

# Community relations

Developing and maintaining trusting relations between the SPVM and the public is the cornerstone of the activities in the neighbourhood stations.

The neighbourhood policing model adopted in 1997 fosters bridge-building with the public. In addition to the activities of the community relations officers, all of the police officers maintain in permanent contact with the citizens. The SPVM feels that this closeness promotes the emergence of a stronger sense of security among the citizenry.

In a city the size of Montréal, safety cannot rely solely on the police service. Although the SPVM naturally plays a predominant role in maintaining the peace and safeguarding public security, it is nevertheless true that the citizens themselves and organizations rooted in the local communities also have a critical part to play.

The SPVM firmly believes that public safety is the result of many different factors and that by understanding the daily reality of the people in every neighbourhood and explaining our own role and place in life in Montréal we can uphold peace and security for everyone and work together toward improving the quality of life of all Montrealers.



*Children meeting police officers in Parc-Extension.*



*Soccer festival in the Borough of Bordeaux-Cartierville.*

# Quiz

1. How many community relations officers work in the 33 SPVM neighbourhood stations?

- a. 33
- b. 45
- c. 71
- d. 90

2. Which of these activities is not used by the SPVM to maintain permanent contact with the public?

- a. Prevention activities with seniors
- b. Joint projects with the school boards
- c. Deltaplane competitions
- d. Police participation in cultural activities

3. When did the SPVM adopt a policy against illegal racial profiling?

- a. 1972
- b. 1984
- c. 2004
- d. 2006

4. When did the SPVM launch its Action Strategy for intercultural competency development?

- a. April 2002
- b. March 2008
- c. January 2006

5. Which of the following police services in Québec is not authorized to lead an investigation into another police service?

- a. Service de police de la Ville de Montréal
- b. Service de police de la Ville de Québec
- c. Service de police de Gatineau

6. Which of the following kinds of training is not offered at the École nationale de police?

- a. Use of firearms
- b. Use of breathalyzer
- c. Driving
- d. Investigations
- e. Tai Chi

**Oops!** In our last edition (May 2008), *At your police service* presented the new police map showing the 33 neighbourhood stations (PDQs) in the SPVM territory, but unfortunately there was an error in the map: Pierrefonds-Roxboro is served by PDQ 3, not PDQ 2. The May 2008 edition is available on the SPVM website. [www.spvm.qc.ca](http://www.spvm.qc.ca).

ANSWERS:  
1) 90  
2) Deltaplane competitions  
3) 2004  
4) March 2008  
5) The Service de police de Gatineau  
6) Tai Chi



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