

2006 Annual Review

Service de police de la Ville de Montréal

AT THE CORE OF MONTRÉAL LIFE

Montréal 



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MESSAGE FROM THE MONTRÉAL MUNICIPAL ADMINISTRATION

For the Service de police de la Ville de Montréal,
2006 was a year of achievement and success.





*“Safety is a key element
to living in a large city such as Montréal”*

As Vice-President of the Ville de Montréal’s Comité exécutif responsible for public safety, and President of the Commission de la sécurité publique, I am especially proud to be part of a successful organization that emphasizes respect for all citizens of the island, integrity in its practices and commitment to providing professional service.

I believe that safety is a key element to living in a large city such as Montréal. It is a fundamental ingredient in the quality of life of its citizens, since the desire to fully participate in the life of the city requires a sense of security.

Safety is an important factor in Montréal’s positioning as a regional, national and international tourism destination. Montréal is known for offering a panoply of activities, each more attractive than the last. This is all thanks to the safety it offers its visitors, which is a huge asset.

*I am proud to introduce to you
my colleagues from the Commission
de la sécurité publique of
the agglomeration of Montréal:*

Vera Danyluk
Vice-President
Mayor of Ville Mont-Royal

Patricia Bittar
Counsellor
Borough of Saint-Laurent

Jean-Marc Gibeau
Counsellor
Borough of Montréal-Nord

Anthony Housefather
Mayor of the Ville de Côte-Saint-Luc

Catherine Sévigny
Counsellor
Borough of Ville-Marie

Samir Rizkalla
Representative of
the Government of Québec

The SPVM’s 6,000 employees—both civilians and police—are the leading actors in maintaining the safety of the people and property on the island of Montréal. Their role is integral and it is with a great deal of respect that I pay tribute to them. I know that citizens are pleased to have access to their police officers, no matter the circumstances. The community police model adopted by Montréal almost a decade ago is one of the police service’s foundations for success.

I hope you enjoy reading this Annual Review and discovering the SPVM’s achievements in 2006.

Claude Dauphin



AT THE CORE OF YOUR LIFE

It seems that people without a vision rarely go beyond the present. They lack the tools for appreciating the past and the imagination to look beyond. In 2006, the Conseil de direction decided, among others, to provide the SPVM with a new vision that would give it a reference tool to guide it in its future activities. We have therefore drawn up for all 6,000 of our employees—civilians and police officers, crossing guards, parking agents and Bureau du taxi inspectors—a vision and a mission that we hope are engaging and inclusive:

In partnership with the institutions, socio-economic organizations, community groups and citizens of the territory of Montréal, the SPVM seeks to enhance the citizens' quality of life by working to reduce crime, increase road safety, improve their sense of security, and develop a peaceful and safe environment, while upholding the rights and freedoms guaranteed under the Québec and Canadian charters of rights.



To accomplish its mission, the SPVM has adopted this vision.
The SPVM serves as a model of professionalism and innovation at the core of Montréal life.

To bring this vision to life...

... the SPVM relies on the often-tested professionalism of its entire civilian and police staff. The Service de police de la Ville de Montréal is dedicated to the service of the citizens it has a duty to protect and serve, always ready to meet the challenges of today and preparing for those of the future. With this as its goal, the SPVM strives to be a model of innovation in police practices, fully living up to its heritage in the spirit of its mission.

Thus, SPVM employees identify themselves through the three values of

RESPECT, INTEGRITY and COMMITMENT.

We have also launched widespread consultations with our employees, elected representatives and partners with a view to defining our all-new service coverage framework that will be adopted in 2007. I am also very excited to implement the new version of the neighbourhood police that will truly be at the core of Montréal life, more so than ever before.

The year 2006 was not only one of preparation and study, it was a year of activity with the reinforcement of our unit dedicated to road safety and the introduction of a five-year plan for better managing and, ultimately, improving our road safety record, which started to take shape right from the first year.

We also welcomed newcomers to the SPVM's extended family. Parking agents from Montréal boroughs joined us at the

end of the year. They will be integrated into our overall strategy aimed at improving the sense of security of all citizens, especially by promoting smooth traffic flow through Montréal.

All of our efforts lead to a single objective: always being close to our citizens, their needs and their expectations. This is the line we took when preparing this annual review, because we want it to reflect our service: respectful of differences, integrated with our activities and committed to doing all that we can to be there for you!

In closing, I wish to say a few words about the tragic event that rocked Dawson College and the entire Montréal community. I must reiterate to all members of the SPVM how proud I am of the work they performed. They not only helped stem an extremely dangerous situation, they contributed to

maintaining the enviable reputation of our police service in the esteem of the Montréal community and the eyes of all citizens of the province, if not the entire world. But above all, I would like to call attention, once again, to the enormous contribution of all of our partners—hospital departments, Urgences Santé staff and, above all, the students and staff at Dawson—that cooperated with the SPVM during this incident. They have my full gratitude. They demonstrated, through their actions, that maintaining security in Montréal is a community responsibility, a team effort in which each plays an integral role.

Thank you.

Yvan Delorme
 Director



AT THE CORE OF YOUR LIFE... and the heart of the action

The mission of the entire police service is to “protect the lives and property of the citizens, to maintain peace and public security, to prevent and combat crime, and to uphold the prevailing laws and regulations.”¹

In 2006, the members of the Service de police de la Ville de Montréal (SPVM) demonstrated their will and ability to intervene in ensuring the safety of Montrealers at all times and protecting their life in critical situations.

We cannot overlook the events that took place at Dawson College, where an armed individual opened fire on those who crossed his path. Sadly, a young woman lost her life, several students were injured and the gunman, surrounded by police officers, finally perished. However, the quick and efficient



intervention of police officers prevented more serious loss: a mobilization base of 240 officers and investigators carried out more than four hours of searches and witness handling. At the same time, a hotline was set up for parents of students attending

Dawson as well as a respite centre for people who were present during the incident.

The rapidity and accuracy of the intervention of SPVM police officers was unanimously celebrated and heavily publicized throughout the world. Several e-mails and letters of gratitude and congratulations were sent to the SPVM, including a banner signed by a number of Dawson students and delivered to the Quartier général of the SPVM as a symbol of their recognition. This gesture was touching for the members of our organization.

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



Several other far-reaching operations² were carried out by members of the SPVM to better ensure the security of the population. For example:

- Three operations aimed at stemming the purchase of firearms online were carried out, leading to arrests of suspects and the seizure of about 30 weapons.
- Project Paravent cut off an extensive marijuana trafficking network operated by criminals of Italian and Asian groups with annual sales of \$18 million. In March 2006, this operation ended in 34 arrests during 39 searches. Also in March, the 20 searches carried out as part of Project Moustache resulted in 19 arrests related to smuggling of tobacco and narcotics

and the seizure of 34.5 pounds of marijuana, 5,029 marijuana plants, 3,109 cartons of cigarettes, 9,100 counterfeit DVDs and \$31,800 in cash.

- In May, 16 searches performed together with the Sûreté municipale de Longueuil as part of Project MAG led to several arrests for smuggling tobacco and alcohol, trafficking narcotics and possession of stolen goods.
- Moreover, Project Fouinard resulted in 14 searches and 9 arrests of individuals connected to an organized fraud ring.
- Project Colisée, a major international investigation that illustrated the criminal behaviour of members of traditional Italian-based organized

crime groups and demonstrated the multiple ramifications of this form of criminality, gave the Unité mixte d'enquête the opportunity to wrap up one of the largest police operations in Canadian history. Led by the Royal Canadian Mounted Police (RCMP), this project resulted in more than 90 searches and 70 arrests involving more than 700 police officers from the SPVM, Sûreté du Québec (SQ), Canada Border Services Agency and other partners.

2. An analysis of the evolution of the crime rate and the underlying statistics are integrated into the statistics brochure included with this report. It shows quantifiable results of SPVM activities throughout the year, namely the decrease in crime against persons and property.



AT THE CORE OF YOUR LIFE...

neighbourhoods

Photo: Nathalie Legros, PDQ 37

In addition to wide-scale operations dealing with serious criminality, members of the SPVM share in the everyday life of citizens in their living environment. They want citizens to feel safe in their neighbourhood and that they are involved in countering the elements that undermine their sense of security. To illustrate the presence of SPVM members in Montréal's neighbourhoods, a photography competition was organized. The competitors were to capture scenes that represent to them the essence of the neighbourhoods in which they work. Some of the photos selected by the jury will be used to illustrate this 2006 Annual Review.



Photo: Éric Charbonneau, PDQ 21

*Ensure courteous and friendly
police presence for citizens*

**Improved response
to emergency calls**

Naturally, citizens who regularly encounter members of the SPVM when going about their daily activities feel reassured. Above all, they appreciate knowing that police officers will be there quickly to meet their needs in an emergency situation. With this in mind, the response time for emergency calls was improved, in spite of an increase in calls received.



	2005	2006
Total 9-1-1 calls received	1,363,276	1,289,998
Time required to handle 9-1-1 calls	48 seconds	48 seconds
Total calls received by the Division du traitement des appels (DTA)	902,467	913,679
Time required to handle emergency calls	2.46 minutes	2.14 minutes
Time required to handle non-emergency calls	2.57 minutes	2.53 minutes
Average response time ³ of patrollers for extremely urgent calls (priority 1)	6.4 minutes	5.9 minutes

3. Time lapse between receiving the call at the DTA and the moment when patrollers arrive on the scene.



Improve road safety

Road safety, a priority

Road safety is one factor of utmost concern to citizens and, as a result, corresponds to one of the SPVM's action priorities.

The priorities in road safety are determined at the neighbourhood level. We therefore ensure that we meet citizens' needs by intervening where they want in order to improve road safety. As a result, the unit in charge of road safety and traffic underwent a major transformation enabling it to welcome 133 new agents, all assigned exclusively to improving the road safety record and maintaining traffic flow. This new unit works at respecting the integrated three E's approach: education, enforcement and engineering.



Awareness-raising operations increased:

Number of drunk-driving-related operations*	299	↑	50.0%
Number of individuals stopped**	41,191	↑	26.4%
Number of speed-related operations**	9,208	↑	56.8%
Number of pedestrian-related operations**	284	↑	5.0%
Number of statements of offence issued to pedestrians**	5,104	↑	69.8%
Number of statements of offence issued to drivers who did not respect pedestrians**	43,439	↑	61.7%

* Compared to the objective

** Compared to 2005



Unit members have participated actively in advisory committees to improve and harmonize police practices and plan intervention strategies on various themes related to vehicle traffic. They also studied plans to improve or maintain traffic flow on the existing road network or to better tolerate periods of construction. However, the addition of vehicle traffic resources was most noticeable in the field.

Organizational road safety campaigns made it possible to carry out prevention, awareness-raising and suppression activities to motivate users, drivers, cyclists and pedestrians to adopt safe behaviour.

For drivers, all statements of offence issued in 2006 increased 62.2% over 2005:

While moving	↑	63.1%
While parked	↑	13.3%
For speeding	↑	155.6%

Cyclists were also made aware of punishable dangerous behaviours, namely riding on the sidewalk, riding against the traffic, wearing headphones while biking, running red lights, not equipping the bike with mandatory reflectors, lights and headlights, and not coming to a full stop where required. As for pedestrians, we discouraged them from crossing on a red light or between intersections.

The increase in the number of statements of offence issued certainly has no bearing on the improved road safety record, since the statements of offence are not aimed exclusively at punishing those who adopt a punishable dangerous behaviour. These statements also have a role in raising the awareness of everyone using the road about the serious consequences these behaviours could have. Lastly, they strive to dissuade adopting dangerous behaviours by increasing the perception of risk of being caught. Various road safety record statistics appear in the brochure included with this report.



The breakdown of police cadets among neighbourhood police stations

To complete its service offer in each neighbourhood, the SPVM decided to divide its police cadets among neighbourhood police stations to support its regular personnel and increase its police visibility. The neighbourhood police stations were able to manage this significant resource to respond as effectively as possible to local problems.

Information for citizens

It is essential that citizens are informed of services they can expect and how they can access them. Concerned with adapting to citizens' need for information, the SPVM made available through its Web site access to microsites that provide local information for each neighbourhood police station. Furthermore, an English version of the site was also launched this year to reach more of our fellow citizens.



AT THE CORE OF YOUR LIFE...

lively neighbourhoods



Video surveillance

Montrealers love their celebrations and festivals. Certain neighbourhoods are well known for their liveliness. Montrealers gather there and welcome visitors from around the world. However, they are not able to let loose if they do not feel safe. It is in this frame of mind that citizens approve, according to surveys, the SPVM's use of video surveillance as a complementary tool in prevention and fighting crime in certain high-traffic areas.



Crowd control

Festivals and demonstrations of all manner attract a large number of participants and require the use of crowd control to ensure that events are held safely. In 2006, 914 crowd control operations were planned and carried out by the SPVM, most of which occurred between May and September. In addition to recurrent crowd control operations associated with the Fête nationale, Festival International de Jazz de Montréal, Francolies and Just for Laughs Festival,



Montréal also hosted the World Outgames, all to the great satisfaction to those who visited the city during this time. This is how the SPVM team contributes to promoting Montréal as one of the safest cities in North America.



AT THE CORE OF YOUR LIFE...
users of public facilities

Reach out to citizens

Citizens who leave their neighbourhood and tour the city feel reassured when they notice that the areas they visit and the public facilities they use are protected by members of the SPVM patrolling the area. With this in mind, fundamental steps were taken to close two major files on the fulfilment of an integrated proposal for public safety in Montréal.



During 2006, various activities were carried out with a view to implementing the all-new metro police unit, a 25-year-old dream that became reality in 2007, and preparing for the integration of parking agents into the SPVM's large team.



AT THE CORE OF YOUR LIFE...

Montrealers from the four corners

Photo: Martin Desmarais, PDQ 8

Consolidate our partnerships and consensus-building with the community and public organizations and services

Formation 101 cultural information sheets and articles

The Formation 101 cultural information sheets and series of articles were published in the internal SPVM employee newsletter in order to provide members of the SPVM, especially police officers, with the tools and knowledge to help them interact with various ethnocultural communities and to raise the communities' awareness of the personnel in certain aspects of cultural diversity.



Photo: Caroline Bélanger, PDQ 37

Outreach activities

In one area of the island where ethnic diversity is most prevalent, neighbourhood police station police officers decided to manage

differences by becoming immersed in the neighbourhood's customs. They held activity days with members of the Indian, Pakistani and Sri Lankan communities. Information sessions on the language and culture were offered to police officers where they learned a few key phrases in Tamil and Punjabi that will be very useful in their daily work. Members of these communities also participated by developing a short lexicon, produced as a pocket reference card, to help police officers establish initial contact with individuals who only speak these languages.



AT THE CORE OF YOUR LIFE...

youth

Youth are the most at-risk group that must be protected as they represent the future of our society. We must therefore support young people by guiding them to follow the right path, and providing positive role models and activities that enable them to develop their potential and become the leaders of tomorrow. The SPVM wants to be there for young people and reach out to them by introducing projects and participating in others. This way, they can provide young people with interesting activities that support youth while attempting to dissuade them from adopting lifestyles that place their safety at risk or mortgage their future and that of the community.



Activities of Interest to Youth

Project Pascal

An evening conference was organized for Borough of Bordeaux-Cartierville youth with the objective of offering young people the opportunity to get close to Pascal Fleury, a positive role model from the Haitian community who excelled both in sports and academics. Pascal's young audience listened attentively to his account of being a professional basketball player and how, through his determination, he was able to join the prestigious Georgetown University basketball team and the famous Harlem Globetrotters.

Project Mieux grandir par le sport

This project, better known as Gym de boxe de l'espoir, strives to offer young people from the boroughs of Saint-Michel and Montréal-Nord another avenue than juvenile delinquency. Participants have the opportunity to try their hand at boxing and to rub shoulders with big names from this particular sporting universe. Several of these personalities have become mentors, even idols.

Launch of the *Livre d'or de la jeunesse*

The opening of the Semaine de la police was the perfect opportunity to unveil this new inspirational tool intended for young Montrealers. The *Livre d'or de la jeunesse* aims at honouring young people who stand out from their peers through their remarkable actions. It reinforces young people in their positive actions. Winners of the drawing contest "Voici moi et ma gang!" were the first to sign the book.

Project Gang Pepsi

In Secteur Côte-des-Neiges, young people were able to participate in the activities of a replica neighbourhood police station, Project Miniposte 25. The intention is to demystify the role of police officers and promote a positive attitude toward them by young people through sustained and positive contact with SPVM officers. The young people, selected in co-operation with schools from the neighbourhood, participated in a rally, visited their police station (Poste de quartier 25) and walked the beat in at-risk areas of their neighbourhood. The objectives were to make young people accountable, value them and enable them to develop a feeling of belonging, all the while increasing their self-esteem. This project involved several neighbourhood partners: École Iona, parents, the Black Community Resource Centre, the Ministère des Relations avec les citoyens et de l'Immigration and the Programme d'appui aux relations civiques et interculturelles.



Promote initiatives that will create recurring contact



"The police officers are so nice, really cool... I hope to see you again because I adore you!"
These words summarize the unanimous feedback of the young people who participated.



Camp Beaux jeunes et forts à l'Académie de police

June saw the kick-off of the second edition of the day camp "Beaux, jeunes et forts à l'Académie de police." In total, 40 kids aged 10 to 12 years from ethnocultural communities participated in exciting recreational and educational activities, including a treasure hunt at headquarters, an introduction to rock climbing and martial arts, training at the Canadian Grenadier Guards centre and a first-aid



"I would like to discuss with you about this emotion-filled week since neither my friends nor my current colleagues, or even the members of my family, can understand what I experienced during this camp; only you really know, since you experienced it, too," said one of the police officers during the feedback evening.



Integrate communication activities to raise awareness of street gang field interventions carried out by operations units

course leading to certification. Accompanied by a team of host police officers, these kids were also made aware of different subjects bordering on juvenile delinquency (bullying, street gangs). The main objective of this project is to create a connection between police officers and youth. Mission accomplished, based on testimonials by participants, both kids and police officers.

Province-wide child identification clinic

Once again, the SPVM participated in the Journée provinciale d'identification des enfants, an initiative of Missing Children's Network Canada, in cooperation with McDonald's restaurants and all police services in Québec. Identification booklets with a colour photo and fingerprints, as well as safety tips, were offered to children accompanied by an adult. These booklets were designed to help parents and police in case a child is unusually late or has disappeared, and contains all the information required to help find a lost child.

Project Classe affaires

Previously known as Programme Polyglobe, the main objective of this project is to curb the dropout rate by enabling young people from schools with a low graduation rate to complete internships at companies of interest to them. For several years, the SPVM has welcomed young interns who are attracted to a law enforcement career. If they confirm their desire to become police officers, these young people learn that they must continue their studies to succeed. Their perseverance in their studies can also have a ripple effect on their community.



*Inform the public and raise awareness
about street gangs to prevent
new members from joining*

Prevention Activities for Youth

Runaway prevention

The successful result of a partnership between members of various sections of the SPVM, the organization *En marge 12-17* and the Missing Children's Network, the guide *Revenir pour rester* is given to parents when they report that their child has run away. It provides tips and resources for parents of runaways so that they know what to do and where to get help. It also aims at preventing a child from running away again.



Votre jeune est important Pamphlet

The *Votre jeune est important* pamphlet is intended for parents of children involved in an event requiring police intervention. It provides pertinent information for supporting parents whose child has been stopped by the police for their actions or is a victim of wrong-doing. This pamphlet is now available at the counter of each neighbourhood police station and provides an area to note down the contact information for organizations in the area.



Prevention of driving while impaired

Through a partnership with the Société de l'assurance automobile du Québec (SAAQ), police officers can carry out prevention activities on the dangers of speeding with new drivers who just received their learner's licence directly on the premises of this agency. These new drivers receive information on the risks of speeding and several road safety tips.

Furthermore, police officers met with young people in Secondary 5 to discuss the dangers of driving while impaired by alcohol or drugs. They were also made aware of the risks related to speeding. Several partners, including Fondation Pensez d'abord, whose mission is to prevent head and spinal cord injury, participated in this project. It offers a video that speaks volumes on the dangers of drinking and driving called *Untitled—How Could This Happen to Me?* by the world-renowned group Simple Plan, and one on speeding called *La vitesse peut vous ralentir pour la vie* by the SAAQ.

Activities and Preventive Actions for Street Gangs

Project Expose ton talent

Project Expose ton talent is intended for CÉGEP Ahuntsic's police techniques students paired up with Secondary 3 students from Polyvalente Saint-Laurent's Pavillon Émile-Legault in support of street gang prevention. Students from both schools created various tools, including an interactive board game, a Web site, documentaries, a rap song and several pamphlets on various subjects related to street gangs. These students broached a myriad of themes often linked to this phenomenon, namely bullying, taxing, membership in a criminal gang, sexual exploitation of girls for financial gain, sexual abuse, running away and unhealthy physical relationships.

“Je choisis un bon gang!” Youth bracelet

On May 4, 2006, on the occasion of the 13th Séminaire Intersection in Saint-Jean-sur-Richelieu, the Sécurité publique de Granby, Service de police de la Ville de Montréal (SPVM), Service de police de la Ville de Québec, Sûreté du Québec, Ministère de la Sécurité publique and the Montréal and Québec City sections of Info-Crime held the public launch of the bracelet “Je choisis un bon gang!” intended for young people. Of the 160,000 bracelets produced for the province, the SPVM received 50,000 in French (*“Je choisis un bon gang!”*) and 25,000 in English (*“I hang with the right gang!”*) to reflect Montréal's multicultural reality. The aim of the bracelet is to develop a positive feeling of belonging among youth, while spreading a clear message to prevent joining street gangs. The Info-Crime telephone number is also on the bracelet to enable young people to pass along information while respecting their anonymity, which can help in solving criminal investigations.



Drawing competition “Voici moi et ma gang”

This drawing competition is intended to encourage young people to reflect on the phenomenon of gangs and the importance of a healthy association with a group. It raised the awareness of about 6,000 sixth grade students in some 107 public schools—both Francophone and Anglophone—on the island of Montréal. In all, 214 classes from five public school boards in Montréal participated in the competition. A selection committee composed of school board representatives and police officers narrowed the entries down to 10 finalists and 3 winners, who all received several prizes. They then all had the honour of unveiling the SPVM’s *Livre d’or de la jeunesse*.

New sections of the Web site

Two new sections were added to the SPVM Web site’s Youth section in November: Street gangs and Runaways, missing persons and abductions.

Partnership study session

In each of the four regions of the island, the personnel assigned to youth intervention and to prevention organized a study session on the inevitable partnership in the fight against the phenomenon of street gangs. Community stakeholders and partners were asked to carry out concerted and complementary activities for young gang members to leave their gang and to prevent new members from joining.



Suppression Interventions against Street Gangs

The various operations of the project Avance III aimed at countering criminal activities related to street gangs led to 1,529 arrests. A total of 129 searches of homes, businesses and vehicles resulted in the seizure of narcotics, cash and 158 firearms. More than 5,600 investigation files related to street gangs were handled in 2006, 12 of which related to murder, 42 to attempted murder and 85 to assault with a weapon. Various police visibility strategies also contributed to countering this phenomenon.



AT THE CORE OF YOUR LIFE...
the elderly

*Fight domestic violence and abuse of youth,
women and senior citizens*

The SPVM wants to stay ahead of the game in being able to meet the special needs of the aging population. It therefore created the Comité de vigie des aînés in order to meet the commitment requirements of the members of this group. It meets regularly in order to create a representative snapshot of the situation and promote the safety of our seniors. The Comité de vigie benefits from the expertise of several partners, including the Agence de développement de réseaux



locaux de services de santé et de services sociaux de Montréal, Direction du développement social, Ville de Montréal (Dossier

des aînés), Réseau québécois pour contrer les abus envers les aînés (RQCAA), Table de concertation des aînés de l'île de Montréal, Réseau francophone Vieillir en liberté, Jeunesse au Soleil and CSSS Cavendish's Équipe de consultation sur l'abus envers les aînés (René-Cassin).



AT THE CORE OF YOUR LIFE...

citizens in need, here and elsewhere

The Service de police de la Ville de Montréal strives to support not only those who rely directly on it, but also partner organizations who come to the aid of the residents of the island. Therefore, a large number of staff members of its neighbourhood police stations are involved in organizing fund-raising activities—whether the Journée Café, a car wash or other events—to benefit organizations in their area.

The SPVM, on behalf of its employees, is also invested in the community to financially support SPVM partnerships intended for a young clientele.

Garde-manger pour tous

As an example, the director served as honorary president of the 2006–2007 Garde-manger pour tous fund-raising campaign. The mission of this organization in the

neighbourhood of Saint-Henri is to relieve hunger and promote independence of individuals. Created in 1985 through the initiative of 12 organizations in Montréal's southwest, its mission has evolved over time. Following the introduction of the program to increase nutrition in schools, it expanded its mission to offer a hot meal service. At lunch, it serves more than 2,500 meals to disadvantaged students in the neighbourhood's schools.

Omnium de golf du directeur

On September 5, 2006, more than 300 guests enjoyed a beautiful day while practising their favourite sport in support of partner organizations of the SPVM. The close to \$22,500 raised was shared among the Scouts du Montréal métropolitain, Jeunesse au Soleil and the Mission Bon Accueil. These organizations devoted to youth are also partners who support the SPVM's community service.



Opération Nez rouge

One of the objectives of Opération Nez rouge is to raise the awareness and accountability of as many people as possible regarding the dangers of driving while impaired, an objective we are getting closer to achieving, given the excellent notoriety of this operation with Quebecers. It is truly a holiday tradition! In addition to supporting youth and amateur sport by distributing the donations to the organizations that run it, Opération Nez rouge contributed to making people think twice about driving while impaired. On December 15, 2006, more than 75 of our civilian employees and police officers participated in Opération Nez rouge during the SPVM's corporate event.

Randonnée du directeur

Although the second annual Randonnée en moto du Directeur turned out to be a rainy day, more than 75 police officers and friends of the SPVM took to the winding and, at times, slippery road in the beautiful Lanaudière region for the benefit of Maison d'Haiti, which received \$3,200.



Torch Run

The Torch Run is an activity firmly rooted in the brotherhood! Every year, officers of the peace from around the world come together in support of the Special Olympics, an organization that is present in 150 countries and supported by more than 500,000 volunteers. One million athletes and their 140,000 coaches participate in more than 20,000 competitions. For several years, Montréal police officers have supported Québec's special athletes by organizing fund-raisers. New this year, several of them participated in a number of activities, namely a golf tournament, car wash and Défi 767 at Montréal's Aéroport international Pierre-Elliott-Trudeau.



Journée "fèves au lard"

On September 29, the traditional Journée "fèves au lard" of the Fraternité des policiers et policières de Montréal was held, where some 17,000 meals were served. The \$100,000 collected was distributed by the participating neighbourhood police stations among organizations serving disadvantaged citizens.

Detainees frequenting the Resto Plateau

The Direction de l'approvisionnement de la Ville de Montréal and the Direction du Service de police found a very original way to fulfil their obligation of feeding detainees at the four Centres opérationnels and the Cour municipale: Resto Plateau. This way, detainees are fed while supporting a non-profit organization that promotes social and professional integration of the unemployed.



Foreign missions and involvement abroad

Although the SPVM endeavours first and foremost to uphold the safety of Montrealers, its members share a global responsibility. It is with pride and solidarity that the SPVM continues to be involved in peacekeeping missions elsewhere in the world. In 2006, 31 Montréal police officers participated in peacekeeping missions: 30 in Haiti and 1 in Sierra Leone, Africa. In

addition to their professional assistance, some police officers used their free time to become involved in humanitarian activities for the welfare of local communities. For example, three police officers on a mission to Haiti were touched by orphans taken into the charge of a pastor and his wife with extremely limited resources. The police officers gave their time to improve their living conditions. Furthermore, they did not hesitate to call on the generosity of their colleagues and family back home to collect more than US\$7,500, which was enough for them to make urgently needed repairs to the orphanage; buy a metal door; repaint throughout; obtain beds, mattresses and sheets for every child, as well as kitchen furniture so that they no longer have to eat on the floor; and buy coal and rice, all to improve standards of living.



Policiers contre le cancer

In January 2006, Mr. Yves Charette, Deputy Director, Head of the Direction stratégique, volunteered to represent the SPVM during this annual activity, which consisted of shaving his head in exchange for donations from his entourage. The money raised was then passed on to the Canadian Cancer Society. Mr. Charette presented the Canadian Cancer Society with a total of \$5,000 accompanied, obviously, by his locks of hair.



AT THE CORE OF YOUR LIFE...
throughout the island

In order for citizens to feel safer, the members of the SPVM must be visible, everywhere, throughout the year, in all circumstances. Montrealers must keep them at the core of their life. Police visibility is an essential element in the sense of security.

Police visibility

Overall, the number of hours dedicated to carrying out foot patrol activities on the street and in the metro increased in 2006, thus heightening police visibility.

This patrol time is broken down in a way that adapts to the needs of various neighbourhoods. Certain neighbourhood police stations assigned police officers exclusively to foot patrol and even welcomed teams from the canine unit to patrol in parks. In

FOOT PATROL STATISTICS

	2005	2006
Foot patrol on the street	157,981 h	162,342 h
Foot patrol in the metro	11,517 h	7,765 h
Total (street and metro)	169,498	170,107 h

May and June, the mounted police section provided 295 hours of service at various neighbourhood police stations to help solve certain local problems. The arrival of poli-

ce cadets and the bike patrol at neighbourhood police stations made it possible to increase visibility in parks, on bike paths, in areas that are difficult to access and on busi-



Create and hold town hall committees related to major problems, such as exclusion, crime, drugs, violence, etc.

ness streets. Aside from regular foot patrol, almost 16,000 hours of police visibility were carried out during the Coupe du monde cycliste, Just for Laughs Festival, Montréal en harmonie, Tour la nuit, Festival International de Jazz de Montréal, Feux Loto-Québec, Fête des enfants, Tour de l'Île, Francofolies, Molson Indy, Saint-Jean-Baptiste, Carifête and Grand prix du Canada. Whether in the neighbourhood or during special events, the presence of police officers was welcomed by citizens who found it reassuring.

If the presence of SPVM police officers is noticed and appreciated by citizens on the island, the participation of the SPVM in numerous themed weeks or days, directly related to its mission or part of the community's concerns, is also essential if it truly wants to be at the core of community life.

Black History Month

Every year, the SPVM participates in activities during Black History Month, organized by the Service d'éducation et d'intégration interculturelle de Montréal. This forum, entitled "Un regard sur les jeunes de la communauté noire: défis d'intégration et d'identité: causes ou raisons d'une derive," was the perfect opportunity for raising awareness of the reality of young people from Black communities and their families. At the SPVM, a breakfast was held to celebrate the 15th anniversary of the SPVM's Programme d'accès à l'égalité. About one hundred guests, including 56 police officers and 11 civilian members from Black communities, accepted Director Yvan Delorme's invitation.



*Encourage the various relationships
between patrol officers and the public*

Semaine d'actions contre le racisme

Several activities were organized during the Semaine d'actions contre le racisme, namely a photo competition, the launch of the Programme d'accès à l'égalité for civilian employees and a game inspired by the game show *Génies en herbe*. Moreover, the SPVM participated in Rallye Exclusion Zéro, aimed at promoting the respect of rights and bridging cultural differences.

Furthermore, an action plan on illicit racial profiling was developed in co-operation with a committee of experts. The role of this specialized committee is to advise the SPVM on identifying prevention, detection and supervision mechanisms in illicit racial profiling. The plan developed presents three priorities of intervention: prevention and communication, detection and monitoring, and research and development. In April 2006, a new Module sur le profilage racial, under the Direction stratégique, was launched.

Semaine de prévention de la toxicomanie

In November 2006, a play entitled *Les vendredis de Sophie* made its debut. This play illustrates the dangers of drug abuse by youth. Conferences on underground laboratories and rave parties were held by experts. An activity to raise the awareness of downtown bar patrons was the subject of reports by various media.

Roundtable on mental health

In April 2006, a roundtable on mental health and intellectual deficiency entitled "Ensemble pour mieux servir" drew more than 120 people from hospital, community and police environments to Hôpital Douglas. A protocol for collaboration was signed between the Centre hospitalier universitaire de Montréal (CHUM) and the SPVM with a view to defining the roles and responsibilities of each agency and to reducing friction between police officers and medical staff. Moreover, various conference speakers shared their experiences and stories related to mental health.



Semaine de la prévention de la criminalité

In November 2006, during the Semaine de la prévention de la criminalité with the theme “Je choisis un bon gang!”, the SPVM initiated or participated in various activities, including the launch of the comic competition “Je choisis un bon gang!” for sixth grade students from Montréal-area schools, the launch of two new sections—Street gangs and Runaways, missing persons and abductions—on the SPVM Web site and the distribution of the bracelet “Je choisis un bon gang!” to young people. The media launch of this week included various presentations, such as the play *Le prince serpent* dealing with the phenomenon of sexual exploitation of young girls by gangs, the conference by Michel Dorais, author of the book *Jeunes filles sous influence*, and our new guide for prevention intended for parents of runaways entitled *Revenir pour rester*.

Semaine de la police: an opportunity for SPVM police officers to meet with the public

The 2006 edition of the Semaine de la police was especially moving for the police officers of the SPVM. Jean-Nicolas, aged 10, gave them a fine lesson in courage. Since he was 7 years old, Jean-Nicolas wanted to become an investigator, with Homicides, if you can imagine! But on February 14, Jean-Nicolas found out he had brain cancer. To help him take his mind off his battle and encourage him in his perseverance, the SPVM offered Jean-Nicolas a full guided tour of all its facilities. And so began a great adventure, both for Jean-Nicolas and for those who chose to

experience the fulfilment of his greatest dream. This beautiful story perfectly illustrates the importance of this week of coming together. However, there was no happy ending to this story as Jean-Nicolas left us after a year of fighting his illness as hard as he could. Thanks for the lesson, buddy!

In addition, an exhibition demonstrating the work of police officers was organized in downtown Montréal and at the Fairview shopping centre, in partnership with the SQ, RCMP and CN Police.



A MODEL OF PROFESSIONALISM

At the core of Montréal life, the SPVM also strives to be a model of professionalism. This must first and foremost translate into the behaviour and actions of its members, who subscribe to the values of respect, integrity and commitment.



Staff training Professional development for staff

Respectful, honest and committed police officers

The testimonials from all over following the events at Dawson College demonstrated tremendous empathy and recognition for Montréal police officers. Every day, members of the SPVM—both civilians and police officers—must continue to embody the values of respect, integrity and commitment that they share, represent the people they serve and strive to improve quality of life by ensuring that their actions increase the population’s sense of security.

An innovative human resource management strategy

Launched in 2006, the Stratégie globale des ressources humaines 2006–2010 leverages diversity to take advantage of the personnel’s values, attitudes and abilities. Its action plan “Capitaliser sur la diversité: un engagement partagé” contributes to representing the organizational values of the SPVM.

Educated police and civilian personnel

Nearly a quarter of the police personnel hold a university diploma (certificate or higher), even though more than half of these graduates are not required to hold a diploma at this level to perform their job. This illustrates the desire of the members of the SPVM to constantly upgrade their skills to better carry out their duties, even in a context where work schedules make it difficult to follow studies.

In 2006, a professional development plan for civilian employees was launched. A toolkit was made available to them to enable them to become more competent in their duties and to develop with a view to becoming qualified for other duties within the organization that are in line with their interests.

Welcoming foreign delegations

The fact that foreign delegations request to come for training or to visit the SPVM demonstrates the reputation and professionalism seen in its members. In 2006, 14 delegations totalling 38 police officers and 4 members of Congress from 6 countries were welcomed by the SPVM.

Belgium	20 police officers
France	7 police officers
Italy	3 police officers
Mexico	1 police officer
Dominican Republic	3 police officers
Switzerland	1 police officer
USA	3 police officers and 4 members of Congress



Guarantees of professionalism

The SPVM is made up of men and women representing the population they serve. Even if the SPVM is very careful in recruiting its personnel and performing its regular reviews, some individuals may still demonstrate delinquent behaviour leading to their integrity being placed in doubt, as could any individual in the community. Given the organizational values that include integrity and, above all, the fact that a police service must be above all reproach to maintain the population's trust, the SPVM must ensure that the members of the organization remain honest, investigate those who do not appear to be and see to it that delinquents are stopped. A summary of this type of intervention carried out in 2006 is presented in the statistics brochure available with this annual review.

Employees learning on the job

Furthermore, the SPVM makes sure to distribute training that enables personnel at all levels of the organization to give the best performance that Montrealers have come to expect.

Training activities in 2006:

- Presentation of the Guide des activités d'apprentissage des cadres policiers et civils
- Training on psychological harassment
- Training on managing diversity for recently promoted senior officers
- Training on the Programme d'accès à l'égalité et les droits de la personne for recruits and recently promoted supervisors
- Training for lieutenants on promotion and recognition
- Training for all civilian and police personnel on the legality of accessing CRPQ (FLAIR) network information, awareness-raising and accountability in terms of privacy of information
- Training on using an expandable baton, interception of high-risk vehicles and pursuit on foot



Furthermore, a community of practice and coaching in the appropriate use of force was introduced to enable police officers to maintain their skills in this area. They learn in action by sharing their knowledge, practices and experiences, accompanied by a coach who promotes the transfer of knowledge.

As well, supervisors participated in a day of training and renewal on the theme "Nos leaders, nos superviseurs," to develop their leadership, teamwork and communication skills. They have an integral role to play in the smooth running of the organization, where they remain vigilant, everyday, starting with the quality of services that the officers provide citizens.



Conferences

It is also in line with their expertise and professionalism that certain members of the SPVM were invited to speak at conferences almost everywhere. Studies carried out in workplace health and safety in terms of the ergonomics of the belt and its equipment were presented to the Comité policier in connection with the Association paritaire pour la santé et la sécurité du travail “secteur municipal” (APSAM), since this is a problem facing other police services. Moreover, a professional with the SPVM invited to speak about Cogent Systems’ AFIS technology at the Conférence internationale des technologies biométriques made a presentation on innovations in biometrics (AFIS) in a context of upgrading and integrating computer systems. Another professional was invited to give a keynote speech at the Security, Democracy and Cities conference held by the European Forum for Urban Safety in Zaragoza, Spain. We would also like to mention Director Delorme’s notable trip to France and Belgium where he discussed, before an audience of police commissioners, magistrates and elected officials, the benefits of the police model in Québec, especially in Montréal.

Awards and distinctions

Moreover, in addition to the expressions of congratulations received for the events at Dawson, which was already discussed, the devotion and professionalism of several SPVM members were highlighted in various ways in 2006.

A pin or plaque of recognition was presented to 370 police officers and 232 civilian employees in recognition of their 15, 20, 25, 30 and 35 years of service. A certificate of recognition was also handed out to 77 police officers and 21 civilian employees during the signature of documents approving their retirement.

The Comité d’analyse selected 221 employees for the 20-year medal and the 30-year bar for distinguished service, presented by Her Excellency the Governor General of Canada to police officers with an exemplary record.

The Médaille pour action méritoire was awarded to three SPVM police officers by the Ministère de la Sécurité publique in May 2006.

In October, SPVM police officers were honoured as semi-finalists of the Webber-Seavey Award by the International Association of Chiefs of Police (IACP) in Boston.

Dr. Norman Martin, Ph.D., Psychologist and Head of the SPVM’s Section du Programme d’aide, received recognition from a representative of France’s Direction générale de la police nationale for his co-operation in introducing a suicide prevention policy intended for French police officers.

The work of a special colleague was also recognized when Jessy, an eight-and-a-half-year-old German who shepherd recently retired from the SPVM’s canine unit, was selected by members of the Académie vétérinaire du Québec to be inducted into the Panthéon québécois des animaux, in the “professional” category, to draw attention to the exceptional work accomplished during his career dedicated to the service of humans.



A MODEL OF INNOVATION

Not only does the SPVM seek to master the best techniques in intervention and be equipped with the latest work tools, it is constantly on the lookout for new ideas, enabling it to do things differently for better performance.

DOLLARD-DES-ORMEAUX

POINTE-CLAIRE



Development and standardization of management planning and follow-up tools

A research-oriented team

Being at the core of Montréal life includes the SPVM being able to count on a research team. In 2006, it carried out a review of the environment in which the SPVM is progressing. This review makes it possible to better understand Montréal life in the dimensions that affect its safety, enabling the SPVM to orient its actions in response. There were 10 themes to be analyzed:

- Demographic, economic and social environment
- Point of view and expectations of Montrealers
- Governance
- Crime rate and victimization
- Situations of criminal and non-criminal crises
- Safety of communities with specific needs
- Use of the urban space

- Road safety and public transit
- Diversity and community relations
- Organizational and budgetary setting

The SPVM's research team also carried out extensive work to improve SPVM practices in fields as varied as street gangs, road safety, community relations, prostitution, drug abuse, backup security services, mental health and conjugal violence.

Montréal is a city of learning. The SPVM contributes to furthering knowledge and offering the know-how it has already developed to universities in order to increase the safety of Montrealers. Interactions between the SPVM research team and universities are ongoing and are fostered in several ways:

- Receiving university interns
- Writing master's and doctor's theses at the SPVM

- Joint research activities with universities and affiliated research groups
- Organizing study days with external partners
- Participating in seminars, symposiums, conferences, etc.

Some research projects were launched in 2006 on workplace health and safety:

- Defining safe operational parameters for hearing shooting-range instructors and monitors (phase 2)
- Study on fatigue during the night shift
- Ergonomics of the belt and its equipment
- Research and recommendations on safely making traffic direction signals and gestures



Optimization of management tools and integration of police data

Improved systems that work

The SPVM strives to be outfitted with the most effective management tools, which will enable it not only to improve its productivity, but also to meet the concerns of citizens head-on by speeding up and improving certain investigation procedures and the transmission of intelligence.

IDP2

IDP2 is a computer system that provides employees with the tools required to better support police operations: access to integrated information in real time, quick decision making, quick and detailed follow-up of interventions on cases and electronic exchange of information with external sys-

tems. In 2006, the detailed design phase and defining technical specifications to launch a call for tenders at the beginning of 2007 were completed.

SÉCI

In 2006, the detailed design, technical specifications and launch of the call for tenders were completed for the introduction of this paperless system, based on an electronic exchange of information with various Ville de Montréal stakeholders. This system will be used by more than 3,000 individuals for operations ranging from issuing statements of offence and entering infraction reports by police officers and parking agents to processing cases by the Cour municipale.

AFIS2

AFIS2 is a paperless system that supports bertillonage⁴ and live identification of individuals during police operations. The system takes fingerprints and palm prints on the spot, enabling the real-time identification of individuals. The system interoperates with various fingerprint systems of other Canadian police services. In September 2006, the development phase of Project AFIS2 was launched, with its introduction planned for May 2007.

4. Identification of criminals by studying measurements of the human body or body parts.



Increase our accessibility



Criminal record checks

Bill 106, which requires a check of all school staff members, led to an increase in criminal record check activities. The SPVM faced this new reality with an

innovation. A new Module de vérification des antécédents now centrally manages all of the territory's memorandums of understanding, as well as all criminal record check requests of individuals working with an at-risk clientele. Therefore, the SPVM is able to meet increased demand meticulously and continuously in analyzing responses through a specialized team, thus reducing the request process time. The community relations officers of the neighbourhood police stations were therefore assigned to this task to the benefit of police interventions.



Merging communications centres

In 2006, managers of the 9-1-1 call centre and the SPVM's Division du traitement des appels came up with an innovative new concept for improving the response to emergency calls. Therefore, the two teams of call processing clerks merged; however, calls will still be answered at both facilities to ensure the continuity of operations in the event of an outage at one of the call centres. The main advantage for the citizen will be only having to deal with a single responder.



Offer paid services related to our expertise



Fiftieth anniversary of the Groupe technique d'intervention (GTI)

A solid demonstration of the SPVM's unwavering desire for innovation over the years, the Groupe technique d'intervention celebrated its 50th anniversary. Such progress made since the beginning! But above all, such commitment and talent, such desire to stand out in tasks that leave no room for the slightest mistake. The specialized training offered by the members of this unit to SPVM patrol officers was a major contributing factor in the success of interventions during the events at Dawson College.

Directory of commercialized products and services

Like all public services, the SPVM is expanding in a context of budget constraints. Rather than accepting a reduction in its services or abandoning essential projects in order to maintain quality delivery, the SPVM looked for alternative ways to obtain funding. It therefore decided to offer its expertise, services and products in exchange for pay. Thus, in June 2006, during the conference of the Association des directeurs de police du Québec, it launched its first *Directory of Products and Services Commercialized by the SPVM*, which it backed by a marketing campaign intended for several organizations. The SPVM is the first police service in North America to publish this type of directory, which is intended primarily for other police services, as well as other clients such as film directors and special events organizers. Client response indicates the success of this search for alternate funding and confirms the reputation of professionalism of the members of the SPVM who provide these services.



Efforts for the planet

Five hybrid vehicles were acquired in 2006 in order to evaluate the reliability of this technology when used in police activities. Furthermore, the model of regular service vehicles was chosen in line with its low gas consumption, in order to reduce greenhouse gas emissions. At a glance, bicycle patrollers at Poste de quartier 20 were very successful with their very appropriate participation in Journée sans ma voiture on September 22.



SPVM territory

Thank you to our partners

The SPVM thanks its partners for helping it to be at the core of its citizens' lives, and to have a better understanding of citizens' particular problems and adapted solutions. Each neighbourhood police station has identified on its microsite its primary partners, which act locally or throughout the entire territory and contribute to the security and quality of life of Montrealers.

Credits

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Service de police de la Ville de Montréal
1441, rue Saint-Urbain, 6th Floor
Montréal, Québec H2X 2M6

Louise Boisvert, Section head
Marie Bourque, Writing and coordination
Norman Hogue, Graphic design supervision

In collaboration with:

Direction du Service
Alain Legault

Direction de l'administration
Lison Ostiguy
Josée Larivée

Direction des opérations
Chantal Julien
Lynn Pelletier
Nathalie Pelletier
Alain Simoneau

Direction stratégique
Gilbert Cordeau, Ph.D.
Marie-Madeleine Lafrenière

Design and graphics
Quatre-Quarts

Photographs
Joseph Passaseo

Division des communications
Caroline Bélanger, PDQ 37
Éric Charbonneau, PDQ 21
Martin Desmarais, PDQ 8
Nathalie Legros, PDQ 37

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