

Ministry of
Public Safety
and Solicitor General

2009/10
Annual Service Plan Report



Ministry of Public Safety and Solicitor General

For more information on how to contact the British Columbia
Ministry of Public Safety and Solicitor General,
see Ministry Contact Information on page 40 or contact:

Ministry of Public Safety and Solicitor General

PO BOX 9282
STN PROV GOVT
VICTORIA BC
V8W 9J7

Visit our website at
www.gov.bc.ca/pssg/

Published by the Ministry of Public Safety and Solicitor General

Message from the Minister and Accountability Statement



I am pleased to introduce the Ministry of Public Safety and Solicitor General *2009/10 Annual Service Plan Report*. This report provides an update on the Ministry's activities and accomplishments during the fiscal year that ended March 31, 2010.

Through its many areas of responsibility, the Ministry continues its work to increase public safety for all who make British Columbia their home, and everyone who visits our wondrous province.

In 2009/10, British Columbia hosted the biggest celebration in the history of the province, the 2010 Winter Olympic and Paralympic Games. The spirit of British Columbians and the pride of all Canadians was galvanized to support our tremendous athletes and to welcome the world. Just as Canadian Olympians and Paralympians achieved unprecedented success, a network of policing partners from across the Lower Mainland, British Columbia and Canada established a 'gold standard' in peaceful, safe and secure Winter Games. The integration of local police, RCMP, transit police, military and border personnel and others, supported by fire fighters and paramedics, in a unified effort, forever transformed large-scale security operations. Also critical to this success, were all those police officers and first responders who kept their home communities safe while their colleagues were deployed to other cities and Olympic venues during the Games. The world saw not only agents of public safety, but ambassadors of a welcoming province and nation. This standard of policing and public safety remains a golden legacy of the 2010 Winter Olympic and Paralympic Games.

There were many other accomplishments in 2009/10:

- We faced the challenge of gang and gun violence head-on with tougher laws, more police and prosecutors, and investment in mentoring programs for youth;
- Through civil forfeiture, proceeds of crime were taken away from criminals and used to help fund programs for victims of crime;
- The Domestic Violence Action Plan launched by the Province enables a more integrated approach by all agencies, to help communities deal more effectively with domestic violence;
- The country's strictest impaired driving penalties were developed, and the importance of reducing driver distraction from electronic devices, like cell phones, was enforced with new penalties, making roads safer for all British Columbians; and,
- The Province provided invaluable emergency and crisis support through Emergency Management BC, including helping local governments manage emergency operations during one of the worst forest fire seasons on record, and investing in avalanche risk awareness to improve the safety of back country users during a treacherous avalanche season.

Ministry of Public Safety and Solicitor General

The Ministry of Public Safety and Solicitor General *2009/10 Annual Service Plan Report* compares the actual results to the expected results identified in the Ministry's *2009/10 - 2011/12 Service Plan Update*. I am accountable for those results as reported.

A handwritten signature in black ink, appearing to read 'M. de Jong', with a stylized flourish at the end.

Michael de Jong, Q.C.
Attorney General
Solicitor General and
Government House Leader

June 23, 2010

Table of Contents

Message from the Minister and Accountability Statement	3
Highlights of the Year	6
Purpose of Ministry	10
Strategic Context	11
Report on Performance	15
Performance Plan Summary Table	16
Goals, Objectives, Strategies and Performance Results	18
Report on Resources	37
Resource Summary Table	37
Major Capital Projects.....	39
Annual Service Plan Report Appendices	40
Appendix A: Ministry Contact Information	40
Appendix B: Hyperlinks to Additional Information.....	41

Highlights of the Year

Ensuring that people living in, working in and visiting British Columbia are safe from crime and victimization

- Since the Premier announced the seven-point Guns and Gangs Strategy in February 2009, we are already seeing success: 207 organized crime and gang members and associates have been arrested and charged with approximately 420 serious offences. Key accomplishments from 2009/10 include:
 - 168 new police officers and 10 more prosecutors dedicated to organized crime investigations and prosecutions;
 - New 16-person offices opened in Kelowna and Prince George, expanding the regional support for organized crime enforcement;
 - A new Firearms Enforcement Team to crack down on illegal firearms;
 - A new Anti-Gang Tip and Reward Program managed by Crime Stoppers;
 - \$1 million toward prevention programs to help keep kids out of gangs;
 - Legislation passed on body armour, armoured vehicles and secret, after-market compartments in vehicles, to introduce controls on the use of these items as they are used in gang violence; and,
 - The *Gunshot and Stab Wound Disclosure Act* to increase the consistency of reporting of violent injuries.
- The Ministry is leading systemic change to help first responders, support workers, the courts and communities to deal more effectively with domestic violence. The *Domestic Violence Action Plan*, launched by the Province in January 2010, will result in: strengthened partnerships; additional advanced training for police, prosecutors and other service providers; and development of an integrated, cross-agency domestic violence policy, setting out the obligations and commitments for justice system partners and service providers involved in high-risk domestic violence cases. Implementation of the plan is being supported by consultation with key community groups that provide domestic violence counselling and referral services.
- In March 2010, the Ministry announced \$250,000 from civil forfeiture proceeds to fund domestic violence initiatives, including new training for police, prosecutors and other service providers involved with domestic violence cases. This additional training focuses on the use of standardized risk-assessment guidelines to help these professionals identify whether individuals accused of domestic violence should remain in custody or can be safely released on strict bail conditions.
- In response to the recommendations of the jury at the coroner's inquest into the tragic deaths of a Victoria family, a death review panel of experts in domestic violence was convened in March 2010 by the BC Coroners Service. This review is expected to inform public safety

practices, training and standards, to improve the ability of organizations to more effectively recognize and respond to incidents of domestic violence.

- The Ministry's Office to Combat Trafficking in Persons coordinated with the RCMP, Public Safety Canada, the Vancouver Police Department, the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games and numerous community partners to incorporate anti-trafficking measures into the broader security plan for the Games.

Ensuring that individuals and communities in British Columbia receive support to prevent crime and reduce the harm caused by it

- Since 2006, the Province has committed \$3 million to its Youth Gang Prevention Strategy. This includes \$2 million over four years (2006 to 2010) from the National Crime Prevention Centre to implement *Preventing Youth Gang Violence in BC – A Comprehensive and Coordinated Provincial Action Plan*. Nearly half of the \$3 million has supported eight geographic and ethnic communities – Abbotsford, South Asian, Vancouver Urban Aboriginal, Surrey, Kamloops, Richmond, Vancouver and Prince George – in developing Community Action and Assessment Networks. These networks are made up of representatives from the local police, municipalities, school districts, youth-serving agencies and other community agencies, as well as local youth. They meet monthly to discuss local issues, develop action plans and monitor progress of any programs and initiatives underway.
- In January 2010, the Ministry dedicated \$162,500 of the funding to *Lions Pride: Inspiring Youth to be Active, Make Positive Choices and Excel*. This new partnership among the BC Lions, police and other community members focuses on keeping young people active, out of gangs and motivated to excel and reach their goals. BC Lions players fulfil a key role in the program, speaking to, mentoring and playing football with youth, with a focus on those at risk of gang involvement. Lions Pride is targeting middle- and high-school students in six communities that have been actively involved in provincial gang-prevention activities: Abbotsford, Kamloops, Metro Vancouver, Prince George, Richmond and Surrey.
- The Ministry's Office to Combat Trafficking in Persons received federal funding for the development and pilot testing of Canada's first anti-human-trafficking curriculum and associated training materials. A Training Advisory Committee comprised of 85 community organizations, social service providers, Aboriginal agencies and provincial ministries has been created to inform the curriculum content as it is developed.
- The Identification and Disaster Response Unit of the BC Coroners Service received a 2009/10 Regional Premier's Award for their development of an innovative Identification Information Management Model. This revolutionary new model includes databases of missing persons, geographic information and dental records, making cross-referencing 40 years of case information more manageable.

Ensuring that roads in British Columbia are safe for all road users

- New approaches were developed to address the increasing prevalence of impaired driving. British Columbia's new impaired driving laws include Canada's most immediate and severe impaired driving penalties, which will save lives, curb repeat offenders and give police more enforcement tools. The Ministry has announced a provincial goal to reduce impaired driving fatalities by 35 per cent by the end of 2013. For further details on these new approaches, see pages 30 to 32.
- The Road Safety Unit of the Ministry's Policing and Community Safety Branch received a 2009/10 Regional Premier's Award for their enhanced road safety law enforcement program. The initiative uses data-driven, evidence-based enforcement strategies to reduce both auto theft and traffic crashes. Through the traffic-safety helicopter, bait car and CounterAttack programs, the new model is successfully reducing traffic fatalities, injuries and auto theft costs – benefits that far exceed the programs' expenses.
- The Office of the Superintendent of Motor Vehicles undertook a comprehensive review of motorcycle safety. New motorcycle safety measures address the recommendations of the BC Coroners Service death review panel and the parent stakeholder group, Coalition of Riders Educating Youth. Changes to the *Motor Vehicle Act* focus on improved licensing requirements, training and skills development, and helmet standards.
- The Vehicle Impoundment Program has been restructured to consolidate and simplify vehicle impoundment legislation, as well as to ensure the economic sustainability of the program across the province. Changes to the *Motor Vehicle Act* also clarify the reporting requirements of medically at-risk drivers by physicians and other health care professionals. British Columbia's new driver fitness guidelines are the first in Canada to use an evidence-based approach to assessing fitness to drive.
- Changes to the *Motor Vehicle Act* that ban or restrict the use of many electronic devices by drivers came into effect in January 2010. Since February 2010, fully licensed drivers caught talking on a hand-held phone or electronic device face a \$167 fine, while those found texting or emailing will also net three penalty points. New drivers in the Graduated Licensing Program face a full ban on using cell phones and electronic devices, including hands-free units, and will receive both the fine and penalty points for any infraction.

Ensuring that emergency management in British Columbia minimizes the likelihood of emergencies and disasters and minimizes the negative impact of those that occur

- The Province supported local governments in successfully managing the consequences of the 2009 fire season, one of the worst fire seasons on record. Temporary Emergency Assignment Management System members were deployed across the province. Over 20,000 people were evacuated, 21 local emergency operations centres were activated and 17 structural protection units were deployed to protect almost 1,000 structures, including homes and businesses, with no reported losses of any protected structures.

- The Province worked closely with all levels of government, the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games, and private organizations to ensure the safety of all who participated in the Games. In preparing for the Games, the Province took part in Exercise Gold, the largest security and emergency management exercise in Canadian history. A Fire Services Operational Mutual Aid Plan for the Games was established, a temporary provincial fire department was created for the Whistler Olympic Park venue, and the Province partnered with local authorities to enhance fire rescue services during the Games. Additionally, a new Emergency Management Information System was launched to enhance inter-agency communication and situational awareness.
- The Emergency Management BC Business Continuity Management Program, which provides a central coordination role on behalf of all government, was heavily engaged in advance planning during the H1N1 outbreak in spring 2009, to ensure ministries were adequately supported in the event that the pandemic impacted services to the public. The program also developed and implemented a major cross-government business continuity planning exercise.
- The Province enhanced its support to search and rescue groups and specialty rescue volunteers. Additional funding of \$180,000 was provided to ensure adequate third party liability coverage for executive officers of the volunteers' societies and associations. In addition, six helicopter-based avalanche beacon signal receivers were purchased for search and rescue groups in Fernie, Revelstoke, Nelson, Golden, Whistler and North Vancouver to increase emergency responders' safety and the likelihood of survival for avalanche victims.
- The Province increased funding to the Canadian Avalanche Centre by \$25,000 to \$150,000 to improve forecasting and public awareness of avalanche risk. Signs were also added on major highways coming into British Columbia to encourage snowmobilers to call 1-800-667-1105 for the latest avalanche information.

Ensuring that sound regulatory measures in British Columbia promote consumer protection and fair business practices

- New regulations to protect consumers by prohibiting abusive lending practices and limiting fees and interest rates charged by payday lenders came into effect in November 2009. Compliance and enforcement is administered by Consumer Protection BC¹, a not-for-profit organization that operates at arm's length from government.

¹ Formerly called the Business Practices and Consumer Protection Authority.

Purpose of Ministry

The Ministry of Public Safety and Solicitor General works to maintain and enhance public safety in every community across the province. The Ministry's portfolio includes: crime prevention; law enforcement; adult custody and community corrections; restorative justice; victim services; addressing violence against women²; road safety; emergency prevention, preparedness, response and recovery; fire prevention, life safety and property protection; the BC Coroners Service; and consumer protection policy, including oversight of the administration of consumer protection legislation by Consumer Protection BC and the Motor Vehicle Sales Authority of British Columbia. The Ministry is also responsible for the Insurance Corporation of British Columbia (ICBC).³

The Ministry's stakeholders are the citizens of British Columbia and their representatives at all levels of government, community groups, schools, service organizations, businesses and industry associations.

Key to the Ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government.

***Working in partnership to help
British Columbians stay safe***

Services and programs are delivered either directly by Ministry staff or through contracted professionals and agencies. In all cases, the Ministry ensures that mechanisms are in place to guarantee accountability for public funds; these mechanisms include policies, legislation, funding agreements and reporting requirements.

The Ministry conducts its business in a manner that upholds government's values as identified in the *Province of British Columbia Strategic Plan*, and continues to focus on the priorities that will ensure the Ministry's success in meeting its goals.

² Responsibility for programs to address violence against women was transferred to the Ministry from the Ministry of Housing and Social Development in August 2009.

³ ICBC's service plans and annual reports are available at www.icbc.com.

Strategic Context

Many external factors and trends challenge the Ministry to continue seeking innovative ways to increase public safety. Some of these issues are discussed here to provide context regarding the environment in which the Ministry operates.

Public confidence in the justice system and in police has increased somewhat in British Columbia in recent years, according to the most recent data available from surveys conducted by Statistics Canada.⁴ In 2008, 53 per cent of British Columbians reported having “a great deal of” or “quite a lot of” confidence in the justice system, compared to 50 per cent in 2003.⁵ When asked about a variety of social institutions, British Columbians provided their most favourable assessments to the police, with 81 per cent of respondents reporting confidence in police in 2008 compared to 79 per cent in 2003.⁶ Long-term trends in public perceptions of the justice system can be viewed as indicative of its effectiveness. Citizens must have confidence in the system to ensure continued public participation and support.

The prevalence of crime is indicated by police-reported crime rates and self-reported victimization rates. Together, these rates indicate the state of public safety and provide further context regarding the environment in which the justice system is operating (also see pages 18 and 19).⁷

Although British Columbia has one of the higher crime rates in Canada, it has been generally declining in the province since peaking in 1991.⁸ In 2008, the crime rate was 95.8 *Criminal Code* offences per 1,000 population, a decrease of eight per cent from 2007 and the lowest it has been in three decades.

Although not directly comparable to police-reported crime rates, survey-based victimization data indicate that some types of crime may be more frequent than are reported to police. The divergence in crime and victimization rates in British Columbia occurs largely in household/property crime. Police-reported property crime rates have been decreasing, whereas survey-based household victimization rates increased from 1999 to 2004, the most recent years for which victimization data are available. With regard to violent crime, while police-reported

⁴ Statistics Canada, *General Social Survey on Social Engagement in Canada*, 2008 (Cycle 22) and 2003 (Cycle 17). Note that the Ministry’s *2009/10 – 2011/12 Service Plan Update* published in September 2009 reported rates of public confidence based on a BC Omnibus Survey. As the Omnibus Survey is no longer being conducted, we will report Statistics Canada data here and in future service plans.

⁵ These percentages compare to 61 per cent of all Canadians in 2008 and 57 per cent of all Canadians in 2003.

⁶ Compared to 84 per cent of all Canadians in 2008 and 82 per cent of all Canadians in 2003.

⁷ Caution should be used when considering the trends in relation to one another. The two data sources collect data from differing populations, on differing crime/victimization types, and report the data using differing scales.

⁸ Detailed information on trends in crime and victimization rates in British Columbia is available at

www.pssg.gov.bc.ca/police_services/publications/index.htm.

violent crime rates have been relatively stable in the province, survey results show violent victimization dropping from 1999 to 2004.

A multitude of factors is believed to affect the prevalence and reporting of crime, including demographics, technological change, influences on police enforcement practices, victims' responses to crime, societal responses to crime, and reporting structures of police services.

Recidivism rates are also linked to the prevalence of crime and provide a litmus test when assessing the overall effectiveness of the justice system in deterring and rehabilitating offenders. The recidivism rate is the percentage of offenders who return to BC Corrections within two years of their release from custody or commencement and/or continuation of community supervision. For 2009/10, the rate was 30 per cent, which indicates that 30 per cent of the 2007/08 cohort returned within two years.⁹ Like crime rates and victimization rates, recidivism rates are affected by a variety of individual and societal factors, while also being influenced by processes and programs within the justice system. For further discussion of re-offending, see page 20.

The complexity of crime continues to increase, reflecting rapid and transformative changes in information and communication technology and transportation. Global networks span jurisdictions, creating opportunities for multi-jurisdictional and transnational crimes. For example, the Internet allows criminals with few resources to adopt virtual identities and perpetrate crimes on numerous persons in multiple jurisdictions. Law enforcement and legislative responses to new and evolving forms of crime have become equally complex. Police training and techniques are continually adapting to respond more effectively to new forms of crime. More sophisticated responses to complex crime will be required to keep pace with technological innovations that are used for criminal purposes. Increasing complexity in the legal system, and specifically in the criminal justice system, has also significantly impacted the investigation and prosecution of crime. Court decisions in the areas of disclosure and process have necessitated that police adopt comprehensive and expensive procedures for collecting, storing and disclosing evidence during the course of investigations and trials.

Organized crime crosses community, provincial and national boundaries and is expanding into all forms of criminal activity, including illicit drug production and trafficking, precursor chemical smuggling, identify theft, payment card fraud, money laundering, cybercrime and firearms smuggling. Organized crime undermines legitimate economies and market integrity, which directly and indirectly affects all British Columbians. More visibly, gang violence has increased, particularly in the Lower Mainland, where incidents of gun violence have demonstrated the willingness of gang and organized crime members to act with impunity to defend drug and other criminal markets. With over 130 identifiable organized crime groups in British Columbia, the scope and magnitude of the issue is significant.

⁹ The recidivism rate is based on a rolling average of all offenders who have been sentenced for another offence within the two-year time frame tracked. Consequently, for any given year, the results reported are for offenders found guilty and sentenced or still under community supervision two years prior.

Trafficking in persons for sexual exploitation and forced labour is a prolific area of international criminal activity and a leading source of profits for organized crime. It is estimated that 800,000 people are trafficked across international borders each year; approximately 80 per cent of that number are females and up to half are minors.¹⁰ Human trafficking is estimated to be the third-highest generator of global criminal profits after drugs and arms. Canada is a source, transit and destination country for people trafficked for the purposes of commercial sexual exploitation and forced labour, and Vancouver has been identified as a port of significant concern, as both a destination and a transit point. Canadian women and girls, many of whom are Aboriginal, are trafficked within the country for commercial sexual exploitation.¹¹ Domestic trafficking in persons parallels international patterns of recruitment, movement, control and exploitation of victims.¹²

Domestic violence has a significant impact on families and communities. It is estimated that between 1999 and 2004, nine per cent of women in British Columbia (more than 100,000) were victims of spousal violence.¹³ Women and men both report experiencing domestic violence; however, the nature and consequences are typically more severe for women. Canadian research also shows that Aboriginal women are more than three times more likely than non-Aboriginal women to be victims of spousal violence, and are significantly more likely to report the most severe and potentially life-threatening forms of violence. Emerging best practices speak to the need for integrated cross-agency policies as a key component of an effective domestic violence response strategy.

Rising Corrections caseloads in British Columbia significantly impact Ministry operations. The current daily adult inmate population is between 2,700 and 2,850. This volume remains at critical capacity, with the Province's nine correctional centres operating at an average of 158 to 165 per cent of designed capacity.¹⁴ The increase in adults in custody has been largely driven by growth in the number of people awaiting trial or sentencing. Ten years ago, these remand inmates accounted for one-third of the provincial inmate population; now, they account for one-half.

The number of people under community supervision has increased by 31 per cent, or approximately 5,600 people, over the past five years¹⁵ and currently stands at about 23,984.¹⁶ Offenders posing a medium or high risk to re-offend make up about 74 per cent of the sentenced community offender population and this rate has not changed. This demonstrates that as the count increases, we are more likely to receive medium- and high-risk offenders – individuals

¹⁰ US Department of State, *Trafficking in Persons Report*, 2007.

¹¹ US Department of State, *Trafficking in Persons Report*, 2009.

¹² Criminal Intelligence Service Canada Central Bureau, *Strategic Intelligence Brief*, August 2008.

¹³ Statistics Canada, *Measuring Violence Against Women: Statistical Trends*, 2006.

¹⁴ Individuals who are remanded into custody or sentenced to a term of two years less a day are incarcerated in these provincial facilities. An offender who receives a jail sentence of two years or more typically remains in a regional correctional centre for up to 21 days before being transferred to a federal penitentiary. The number of cells has increased in some centres due to a revised cell counting method, not due to increases in actual cells. This leads to slightly lower rates of capacity than previously published.

¹⁵ Based on the difference between the monthly averages of April 2005 and March 2010.

¹⁶ As of May 6, 2010.

more likely to re-offend and therefore requiring more intense and complex case management – as we are to receive low-risk offenders who require less supervision.

Managing complex offenders has become more challenging, with a disproportionate number of individuals under Corrections supervision affected by substance abuse, addictions, persistent mental illnesses and/or concurrent disorders. The proportion of violent, high-risk and/or complex offenders has significant resource implications and requires specialized staff training, program development and delivery, security, and custodial and community supervision.

Over-representation of Aboriginal people in the justice system is visible in the correctional system. Aboriginal people comprise just four per cent of British Columbia's population, but make up 23 per cent of the prison population and 20 per cent of people supervised by Community Corrections. Research indicates that Aboriginal offenders are at a higher risk to re-offend and score higher on all needs dimensions, such as substance abuse and unstable employment. Aboriginal people are also more likely to become victims of crime. In a survey conducted by Statistics Canada in 2004, roughly 40 per cent of Aboriginal people aged 15 and over reported being victimized at least once in the prior 12-month period, compared to 28 per cent of non-Aboriginal people.¹⁷ Aboriginal people were also nearly twice as likely as non-Aboriginal people to be repeat victims of crime and three times more likely to be victims of violent crime.

The safety of all road users remains a top priority. Motor vehicle collisions continue to be a leading cause of accidental death and serious injury for all age groups. These deaths and injuries create enormous social and financial burdens on society. Increasingly, road crash fatalities and injuries are viewed as a major public health issue where the numbers of people negatively impacted can be significantly reduced through a combination of programs and policies.

Emergencies and disasters require coordinated prevention, preparedness, and response and recovery efforts to minimize loss of life and suffering; protect health, property, infrastructure and the environment; limit economic loss; and reduce social impacts.

The number and severity of natural disasters that challenge individuals, communities and all levels of government in British Columbia are increasing due to climate change, the popularity of backcountry recreational activities and the urbanization of rural areas. Twelve backcountry enthusiasts died and dozens were injured in avalanches during the winter of 2009/10. In summer 2009, drought conditions and pine beetle infestation resulted in the second-largest fire season on record, with almost 20,000 people forced to leave their homes. The year ended with severe storms compounded by high tides on Vancouver Island that caused the evacuation of approximately 400 homes.

¹⁷ Statistics Canada, *General Social Survey*, 2004.

Report on Performance

Changes have been made to the Ministry's goals and objectives since publication of the *2009/10 – 2011/12 Service Plan Update*. These changes do not reflect shifts in the Ministry's priorities; rather, they reflect the Ministry's ongoing commitment to improved public reporting of performance. All of the goals and objectives presented here remain consistent with the Ministry's vision of working in partnership to help British Columbians stay safe.

In this report, we present five goals rather than two, to more clearly reflect the Ministry's diverse program areas. Additionally, some objectives have been revised for added clarity. Brief descriptions are provided of key activities and initiatives undertaken to achieve the goals and objectives identified, and the 2009/10 results for key performance measures are presented.

Some new performance information is included. Measuring the performance of British Columbia's justice, regulatory, and emergency management systems is complex. Long-term outcomes, such as crime rates, victimization rates and recidivism rates, are affected by many factors and are not under the exclusive control of any one program area or ministry. These outcomes are multifaceted, involving all components of the justice system as well as other areas of government, such as health and social services. They are also influenced by many factors outside government's control.

The measures included here represent only a few indicators of performance. The degree of influence varies by measure. In some cases, a measure indicates a specific program result; in others, a measure may be the result of multiple agencies' efforts, as well as external influences. Together, these measures, along with the trends discussed in the Strategic Context section, allow readers of this plan to gauge the Ministry's progress towards its goals and objectives.

Performance Plan Summary Table

Goal 1: People living in, working in and visiting British Columbia are safe from crime and victimization For greater detail, see pages 18 to 28	2009/10 Target	2009/10 Actual
Police-reported BC crime rates (Total <i>Criminal Code</i> offences per 1,000 persons)	91.0	DATA AVAILABLE SUMMER/FALL 2010
Self-reported BC victimization rates	5% DECREASE	DATA AVAILABLE SUMMER/FALL 2010
Percentage of offenders who do not re-offend for two years following release from custody of commencement of community supervision	66%	70% EXCEEDED
1.1 Effective, innovative, integrated and accountable law enforcement		
1.2 Strengthened collaboration among justice, health, housing and social service agencies		
1.3 Effective protective programs for women and vulnerable adults, youth and children		
1.4 Prevention of trafficking in persons for sexual exploitation and forced labour		
1.5 Reduced profit motive behind crime		
1.6 An effective and professional private security industry		
1.7 Enhanced supervision and management of offenders based on court orders and risk to re-offend		
1.8 Applied and supported evidence-based case management and program delivery to address factors associated with re-offending		
Percentage of community case management quality assurance activities that meets Community Corrections' policy expectations overall	83%	88% EXCEEDED
Average number of program hours per month available to inmates in custody centres	540	547 EXCEEDED
1.9 Support for reduction of the over-representation of Aboriginal people in the justice system		

Goal 2: Individuals and communities in British Columbia receive support to prevent crime and reduce the harm caused by it For greater detail, see pages 28 to 30	2009/10 Target	2009/10 Actual
2.1 Timely information, assistance and support for victims of crime		
Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	150	229 NOT ACHIEVED
2.2 Support for community crime prevention and restorative justice programs		

Ministry of Public Safety and Solicitor General

Goal 3: Roads in British Columbia are safe for all road users For greater detail, see pages 30 to 32	2009/10 Target	2009/10 Actual
3.1 Increased road safety		
Number of traffic fatalities per 100,000 population	7.8	8.2 NOT ACHIEVED
Number of traffic injuries per 100,000 population	487.2	514.9 NOT ACHIEVED

Goal 4: Emergency management in British Columbia minimizes the likelihood of emergencies and disasters and minimizes the negative impact of those that occur For greater detail, see pages 33 to 35	2009/10 Target	2009/10 Actual
4.1 Enhanced emergency prevention, preparedness, response and recovery		
Percentage of critical Temporary Emergency Assignment Management System positions filled by qualified provincial government employees	83%	91% EXCEEDED
4.2 Promotion of fire prevention, life safety and property protection programs		
4.3 Improved community safety and quality of life through death investigations		

Goal 5: Sound regulatory measures in British Columbia promote consumer protection and fair business practices For greater detail, see page 36	2009/10 Target	2009/10 Actual
5.1 Straightforward and effective consumer protection regulation and enforcement		

Goals, Objectives, Strategies and Performance Results

Goal 1: People living in, working in and visiting British Columbia are safe from crime and victimization

Performance Measure 1: Public confidence in the justice system

Public confidence in the justice system has been eliminated as a performance indicator in Ministry service plans and annual reports because of the infrequency of data availability.

The Ministry's 2009/10 – 2011/12 *Service Plan* and the 2009/10 – 2011/12 *Service Plan Update* reported on “the percentage of British Columbians who have ‘a great deal of’ or ‘quite a lot of’ confidence in the justice system” using data from a BC Omnibus Survey conducted by BC Statistics.¹⁸ Because of resource constraints, the BC Omnibus Survey is no longer being conducted and results for 2009/10 are not available from that source.

Data on public confidence in public institutions in British Columbia, including the justice system, is now available only from Statistics Canada, from surveys conducted on the topic roughly every five years. The most recent data available from this source is for 2008.

Public confidence in the justice system remains a priority for the Ministry. Trends in public confidence are discussed in the Strategic Context section of this report (see page 11) and will be updated in future Ministry service plans and annual reports as new data become available.

Performance Measure 2: Police-reported BC crime rates

Performance Measure: Police-reported BC crime rates (<i>Criminal Code</i> offences per 1,000 persons) ¹	2007 Actual	2008 Actual	2009 Target	2009 Actual
Violent crime	11.7	11.4	10.8	DATA AVAILABLE SUMMER/FALL 2010
Property crime	51.8	45.1	42.9	DATA AVAILABLE SUMMER/FALL 2010
Other	40.8	39.3	37.3	DATA AVAILABLE SUMMER/FALL 2010
Total	104.3	95.8	91.0	DATA AVAILABLE SUMMER/FALL 2010

¹⁸ The Ministry's 2009/10 – 2011/12 *Service Plan Update* included a 2009/10 target of 46 per cent for “the percentage of British Columbians who have ‘a great deal of’ or ‘quite a lot of’ confidence in the justice system.” This target reflected a 2008/09 actual of 44 per cent based on BC Omnibus Survey results.

Data Source: Police-reported crime rates are obtained through the *Uniform Crime Reporting Survey*. Every police agency in British Columbia participates in this annual survey, managed nationally by Statistics Canada. The data are reported by calendar year. The most recent year for which data are available is 2008.

¹ The crime rate is the number of *Criminal Code* offences or crimes (excluding drug crimes and traffic-related offences) reported for every 1,000 persons. It is a better measure of trends in crime than is the actual number of offences because it allows for population differences. Police-reported crime is divided into three major categories of *Criminal Code* offences: crimes against persons (violent crime); crimes against property (property crimes); and other crimes. Offences that are not violent or property-related are classified as other crimes.

Discussion of Results

The targets identified for 2009 for police-reported crime rates were a five per cent decrease from 2008 rates. It is anticipated that 2009 crime rates for British Columbia will be available in August 2010. New results will be presented in future Ministry service plans and annual reports as data become available.

Performance Measure 3: Self-reported BC victimization rates

Performance Measure: Self-reported BC victimization rates ¹	2004 Actual	2008 Actual	2009 Target	2009 Actual
Violent incidents	108	DATA NOT AVAILABLE	5% DECREASE FROM 2008	DATA AVAILABLE SUMMER/FALL 2010
Household incidents	376	DATA NOT AVAILABLE	5% DECREASE FROM 2008	DATA AVAILABLE SUMMER/FALL 2010

Data Source: Victimization data are obtained through the *General Social Survey on Victimization*, administered by Statistics Canada. The most recent year for which data are available is 2004.

¹ The rate of violent incidents is the number of sexual assaults, physical assaults, robberies and robbery attempts per 1,000 population, 15 years and older. Incidents of spousal sexual and physical assault are included. The rate of household incidents is the number of household crimes per 1,000 households. To determine this rate, individuals were asked about four crimes that might have occurred to their household: break and enter, theft of household property, motor vehicle/parts thefts or attempts, and vandalism.

Discussion of Results

The 2009 targets established for self-reported victimization rates were a five per cent decrease from 2008 rates. It is anticipated that new victimization rates for British Columbia, based on data collected by Statistics Canada in 2009, will be available in August 2010. New results will be reported in future Ministry service plans and annual reports as they become available.

A limitation in the use of police-reported crime rates and self-reported, survey-based victimization rates as performance indicators is that current data are often unavailable. At this time, the most recent crime rate data available for British Columbia are for 2008 and the most recent victimization data are for 2004. Despite this limitation, crime and victimization rates provide a broad indication of the safety of individuals and communities, particularly if trends in the rates are considered over the long term. (For more information on trends in crime and victimization rates in British Columbia, see pages 11 and 12.)

Performance Measure 4: Rate of non-re-offending

Performance Measure	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage of offenders who do not re-offend for two years following release from custody or commencement of community supervision	67%	66%	66%	70% EXCEEDED

Data Source: BC Corrections is using a new data management system. The methodology for calculating the measure uses a two-year tracking period which begins at custody sentence release or community sentence start. It is based on a rolling average of all offenders who have been sentenced for another offence within the two-year time frame tracked. Consequently, for any given year, the results reported are for offenders found guilty and sentenced or still under community supervision two years prior.

Discussion of Results

The non-re-offending rate is the percentage of offenders who do not return to BC Corrections within two years of their release from custody, commencement of community supervision, or continued supervision by community corrections. Each year's rate is based on the cohort two years prior. In other words, the 2009/10 rate is based on offenders admitted and/or released in 2007/08. This overall rate is used as a litmus test when assessing the overall effectiveness of the justice system in deterring and rehabilitating offenders. The target for 2009/10 was to remain stable with 2008/09 actual results.

BC Corrections has changed business intelligence systems; therefore, the 2009/10 actual rate is not directly comparable to previous rates generated by the legacy information management system for 2007/08 and 2008/09, and the 2009/10 target. Those rates are approximately one per cent lower than the equivalent time periods when evaluated in the new system (e.g., 2007/08 in the new system is 68 per cent rather than the 67 per cent reported above). Hence, what appears as a four per cent increase is more likely a three per cent increase in rates of non-reoffending from 2008/09 to 2009/10. Overall, these results indicate that fewer individuals who in 2007/08 were released from custody, commenced a community sentence, or continued under community supervision, returned to BC Corrections.

Ministry Response

Criminal behaviour is a highly complex phenomenon involving a variety of individual and societal factors. Research demonstrates that changes in rates of non-re-offending are not directly attributable to the activities of any one component of the justice system. The effectiveness of particular programs is best assessed through evaluative research.

The Ministry continues to strengthen its evidence-based strategies to increase rates of non-re-offending. Projections indicate, however, that the inability to meet the resource demands associated with the growing volume of clients and inmates over the past two years will negatively impact future rates.

Objective 1.1: Effective, innovative, integrated and accountable law enforcement¹⁹

Strategies

- The Ministry continues to combat gang and gun crime through a robust strategy that includes more resources, enhanced criminal justice capacity, new laws and prevention support. As well as the successes identified in the Highlights of the Year section (see page 6), British Columbia is negotiating to take over administration of the Firearms Program from the federal government to crack down on firearms.
- The Ministry continues to support intelligence-led, evidence-based policing. This approach combines research on effective crime reduction strategies with using timely and accurate data to analyze crime problems and deploy resources efficiently to prevent and reduce crime.
- The Provincial Standards for Municipal Police Departments are being updated to increase consistency of police services among municipalities.
- The Ministry accepted all 19 recommendations of Justice Braidwood's report, *Restoring Public Confidence – Restricting the use of Conducted Energy Weapons in British Columbia*. The release of the Braidwood Report introduced a new era in the development of policing policy in British Columbia wherein the Province will take a greater role in setting provincial police standards.
- Amendments to the *Police Act* were passed in October 2009 to ensure effective oversight of and public confidence in the municipal police complaint process and British Columbia's municipal forces.
- Integrating specialized and capital-intensive police services continues to strengthen responses to the cross-jurisdictional, cross-border nature of organized crime.
- The Ministry continues to work with police agencies and municipalities to ensure that appropriate infrastructures are in place so that police have the most modern technologies to help combat crime.

Policing in British Columbia

Residents of British Columbia receive police services from an RCMP provincial force, 58 RCMP municipal forces, 11 independent municipal police departments and two First Nations forces. The RCMP federal force, the Combined Forces Special Enforcement Unit, and the Canadian National and Canadian Pacific railway police forces also provide law enforcement within the province. The South Coast British Columbia Transportation Authority Police Service is a designated police unit in the Lower Mainland, and there are also enhanced police services at the Vancouver International Airport.

¹⁹ This objective replaces two objectives that were included in the *2009/10 – 2011/12 Service Plan Update*: enhanced effectiveness of policing; and strengthened public confidence in police.

Objective 1.2: Strengthened collaboration among justice, health, housing and social service agencies²⁰

Strategies

- The Ministry continues to work with justice partners and other stakeholders to develop a holistic approach to reducing crime by applying integrated approaches to breaking the cycle of crime. Key initiatives supported through 2009/10 include:
 - Prolific Offender Management Project: Enforcement agencies (police, corrections and Crown counsel) work with a range of health and social service partners to reduce the amount of crime committed by a small number of prolific offenders in six pilot communities. The six pilots will reach the end of their two-year pilot phase in summer 2010 and will be evaluated to determine how effective the project has been and whether the offenders targeted have reduced their criminal behaviour. Early evidence suggests many offenders are obtaining help and addressing the underlying factors that have driven their recidivism, and that those who continue to offend are receiving a stronger response from the justice system.
 - Downtown Community Court in Vancouver: The main objectives of these newly-founded ‘problem-solving’ courts are to better assess and understand offender needs and collaborate with partner agencies to address them; to achieve tangible results for offenders and communities in an efficient manner; to improve the quality and quantity of information available to the court; and to promote criminal justice changes more generally. An evaluation to measure success in meeting these objectives is currently underway in partnership with the Ministry of Attorney General and researchers at Simon Fraser University.
 - Drug Treatment Court of Vancouver: This court was created as a response to the particular needs of substance-dependent offenders and drug-related offences in Vancouver’s Downtown Eastside. The addicted population of the Downtown Eastside is recognized as facing a variety of health and social challenges, including chronic and acute illnesses, as well as unstable employment and housing. The Drug Treatment Court of Vancouver is envisioned as a means of directing motivated drug-dependent individuals into a structured, health-enhancing treatment program as an alternative to the existing administration of justice. The Ministry is currently collaborating with Simon Fraser University to conduct an evaluation to measure the success of the initiative in meeting its objectives.
 - Vancouver Intensive Supervision Unit: This is a specialized supervision team comprised of probation officers and mental health professionals that provides intensive interventions in Vancouver’s Downtown Eastside to reduce hospital and jail admissions.
 - Bail Reform Project: The project was launched in late 2008 in three communities in the Peace District, and in Surrey and Delta in early 2009 to better inform decisions on bail, to

²⁰ The wording of this objective has been revised for increased clarity since publication of the Ministry’s 2009/10 – 2011/12 Service Plan Update.

provide earlier access to counsel to expedite hearings, and to facilitate the use of video-conferencing to avoid transporting accused for hearings. An evaluation completed in 2009/10 showed a reduction in prisoner transports and highlighted the effectiveness and efficiency of video-conferencing technology. The project continues to operate in the pilot communities.

- The Ministry continues to strengthen partnerships between Community Corrections and other ministry agencies and community resources to enhance the delivery of services, such as mental health, addictions, housing and employment services, targeting individuals demonstrating high needs and utilizing services from multiple providers.

Objective 1.3: Effective protective programs for women and vulnerable adults, youth and children

Strategies

- The Ministry maintains the Protection Order Registry, a confidential database containing all civil and criminal protection orders issued in British Columbia. The intent of the registry is to help reduce violence against women and vulnerable adults, youth and children through support of the enforcement of protection orders.
- Under the *Criminal Records Review Act*, anyone who works with children or who has unsupervised access to children must submit to a criminal record check. The Criminal Record Review Program protects children from individuals whose criminal record indicates they pose a risk of committing physical or sexual abuse. Following 2009 amendments to the Act, the Ministry has expanded this program to include those who work with vulnerable adults, including seniors and individuals with physical, mental or developmental disabilities, in order to protect them from physical, sexual or financial abuse.
- The Ministry provides protective measures such as home alarms and relocation expenses through the Crime Victim Assistance Program to address the safety concerns of victims of domestic violence and to prevent further abuse.
- The Ministry supports the Provincial Protective Measures Unit, which specializes in assisting victims at risk of serious injury or death as a result of domestic violence, and Domestic Violence Units and Elder Abuse Units, which are partnerships between Victim Services, police and other service providers to ensure rapid follow-up on high-risk domestic violence cases reported to police and to support older, vulnerable adults.

Objective 1.4: Prevention of trafficking in persons for sexual exploitation and forced labour

Strategies

- The Ministry promotes awareness about human trafficking through public education and information sessions for community members.
- The ability to identify trafficked persons is being strengthened through training programs for law enforcement agencies, immigration and border officials, Citizenship and Immigration Canada, and Crown counsel, and by unique Canadian first-responder training for front-line service providers.
- Work continues with Canada Border Services Agency, Citizenship and Immigration Canada, provincial law enforcement agencies, Crown counsel and Victim Services to contribute to the successful prosecution of traffickers.
- The Ministry is collaborating with Aboriginal organizations, relevant provincial ministries, the BC Teachers Federation and others to inform teachers and youth of the dangers and indicators of trafficking.

Objective 1.5: Reduced profit motive behind crime

Strategies

- The Ministry continues to enhance pursuit of the forfeiture of assets acquired through, or used in, crime and other illegal activities. Proceeds recovered under the *Civil Forfeiture Act* are used to compensate eligible victims, fund crime prevention activities, remedy the effects of crime and cover the costs associated with administering the Act.
- Training and orientation programs on civil forfeiture for police and other enforcement agencies continue to be implemented and are being bolstered to strengthen existing collaborative partnerships and increase the use of services provided by the Province to enforcement agencies through the Ministry's Civil Forfeiture Office.

Objective 1.6: An effective and professional private security industry

Strategies

- The Ministry continues building and maintaining relationships with all private security industry stakeholders to ensure they obtain the level of service required to fulfil their various mandates, and to ensure that training and requirements for the industry remain current and appropriate.

- By maintaining an effective compliance and enforcement strategy, the Ministry ensures that only qualified security workers, who have undergone the requisite background checks, training and licensing, provide security services in British Columbia.
- The Ministry ensures that all complaints are recorded and investigated in a timely manner, that appropriate action is taken to address complaints, and that regular updates and conclusion reports are provided to complainants.

Objective 1.7: Enhanced supervision and management of offenders based on court orders and risk to re-offend

Strategies

- The Ministry continues to develop new infrastructure to effectively address the increased inmate population. To expand jail capacity across the province, \$185 million in capital is being invested between 2008/09 and 2013/14. In the interim, a way of responding to the increased number of adults in custody has been to double-bunk inmates, or when required in emergency situations, utilize the gyms at custody centres.

Correctional Facilities in British Columbia

The Ministry operates nine correctional centres – two on Vancouver Island, two in Greater Vancouver, three in the Fraser Valley, one in the Interior and one in the North. The Ministry also operates over 50 community corrections offices that provide service to more than 400 communities across the province. To learn more, please go to www.pssg.gov.bc.ca/corrections/index.htm.

- The primary resource for managing offenders in the community is the staff. The 31 per cent increase in clients has progressively exceeded staffing resources over the past five years.
- The Ministry applies risk/needs assessments to sentenced offenders supervised in the community to provide information on the rehabilitative needs of offenders and their risk to re-offend. The Ministry is also planning to expand the application of risk/needs assessments to sentenced offenders in custody.

Objective 1.8: Applied and supported evidence-based case management and program delivery to address factors associated with re-offending

Strategies

- The Ministry continues evidence-based community case management and engages in ongoing quality assurance activities, ensuring adherence to the principles of risk, need and responsibility.

- Correctional programs are provided that are responsive to the needs of distinct offender groups, focus interventions on offenders most likely to re-offend, and address factors known to contribute to re-offending.
- Work has continued on developing correctional programs to increase essential skills, such as life skills, literacy and employability, and increasing inmate access to programming in custody centres.
- A response to the increase in the Community Corrections caseload has been to focus the more intensive case management and programming on higher-risk offenders.
- To enhance and specialize case management skills, the Ministry has continued the work on various initiatives and pilot projects, such as the Integrated Offender Management, Prolific Offender Management, Domestic Violence Maintenance, and Community Programs for Women pilot programs. The Ministry also continues to actively engage in national research, such as the Strategic Training Initiative in Community Supervision. Implementation of these programs will proceed when additional resources become available.
- The Ministry continues to strengthen partnerships with social, health and justice agencies to deliver integrated services that provide basic living essentials to higher-need offenders, with the aim of reducing re-offending.

Performance Measure 5: Quality of community case management

Performance Measure	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage of community case management quality assurance activities that meets Community Corrections' policy expectations overall	DATA NOT AVAILABLE	DATA NOT AVAILABLE	83%	88% EXCEEDED

Data Source: Results for this measure are derived from the Corrections operating system. Quality assurance activities include the reviews completed by local managers of probation officers' work in the program areas of Alternative Measures, Bail Supervision, Core Facilitation, Interviewing, Pre-Sentence and Community Assessment Reports, and Risk/Needs Case Management. Ratings associated with reviews of Conditional Sentence Order Calculation will be added in 2010/11.

Discussion of Results

This is a new measure, with consistent data collection starting September 2009. Data for prior years were not collected. The percentage reported for 2009/10 is based on partial year data. This percentage establishes a baseline to inform future year targets and against which future year results may be compared.

The measure provides information on the steps taken to ensure high-quality and resource-effective case management. Local managers assess the case management work of probation officers with offenders to determine whether casework meets Community Corrections' policy expectations. This is the integral first step in breaking the cycle of criminogenic behaviour and

reducing recidivism. It is critical for probation officers to work with offenders to address factors associated with re-offending behaviour.

Performance Measure 6: Availability of correctional programs

Performance Measure	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Average number of program hours per month available to inmates in custody centres	DATA NOT AVAILABLE	DATA NOT AVAILABLE	540	547 EXCEEDED

Data Source: Results for this measure are derived from the Corrections operating system. Programs included for male offenders are Substance Abuse, Violence Prevention, and Respectful Relationships. Programs included for female offenders are Substance Abuse, Emotions Management, and Relationship Skills. Multiple programs may run at the same time.

Discussion of Results

This is a new measure, indicating the level of access inmates have to correctional programming linked to behavioural change that is provided in correctional centres across the province.

Accepting the premise that inmates who complete correctional programming are less likely to re-offend, the ultimate long-term outcome associated with this measure is reduced recidivism.

Trends in recidivism rates are discussed in the Strategic Context section (see page 12).

Objective 1.9: Support for reduction of the over-representation of Aboriginal people in the justice system

Strategies

- The Ministry continues to work with other ministries, Aboriginal agencies and community representatives to address the root causes underlying the incidence of criminal behaviour and victimization within Aboriginal populations, to engage communities in the management of offenders, and to promote community healing.
- Thirty-two Aboriginal Justice Programs operating in communities across the province provide a range of services, from court diversion to the re-integration of offenders back into the community. Of these programs, two are funded solely by the Ministry and 30 are jointly funded with the federal Department of Justice.
- Substance Abuse Management and Respectful Relationship Programs are jointly delivered by Aboriginal service providers and probation officers in 22 British Columbia communities.
- Aboriginal service providers in all provincial custody centres provide spiritual leadership, counselling and cultural programming, and maintain contacts with Aboriginal communities to facilitate the re-integration of Aboriginal offenders.
- The Aboriginal Courtworker Program has been operating in the province for 35 years to provide services for Aboriginal people who come into contact with the court system. Jointly

funded with the federal Department of Justice, the program operates in 22 British Columbia communities and covers 74 per cent of the courts, including Vancouver's Downtown Community Court.

- The Ministry funds 14 programs in British Columbia that are specifically designed to serve Aboriginal victims of violence. This is in addition to 50 programs that serve areas with high Aboriginal populations, reserves and/or specific First Nations. Programs include Victim Services Programs, Stopping the Violence Counselling Programs, Children Who Witness Abuse Programs, and Outreach Services for women fleeing violence.

Goal 2: Individuals and communities in British Columbia receive support to prevent crime and reduce the harm caused by it

Objective 2.1: Timely information, assistance and support for victims of crime

Strategies

- The Ministry supports VictimLINK, a 24/7, 1-800 helpline that provides crisis support to victims of family and sexual violence, and provides information, referrals and assistance to victims of all crimes. Service is provided in 130 languages, including 17 Aboriginal languages.
- Support is provided to 161 police-based and community-based victim service programs, which offer information, referrals, practical support, court accompaniment and other services to victims of crime and their families.
- Funding and support is provided to 68 outreach and multicultural outreach programs, and 188 counselling programs for women fleeing violence in their relationships and for children who witness abuse.
- The Ministry provides eligible victims of violent crime and their family members with financial assistance and other benefits through the Crime Victim Assistance Program.
- Through the Victim Safety Unit, the Ministry provides victims of crime with access to information about an accused or offender in their case, including whether or not the person is incarcerated, when they may be released, and what conditions they must follow in the community.
- To strengthen victim service delivery in the criminal court process, the Ministry has developed a Victim Court Support Program that is currently operational in Port Coquitlam and Surrey and in Vancouver's Downtown Community Court. The initiative assists victims of crime to understand and participate in the justice process through information, court accompaniment, and referrals to other justice and community services.

- The Office to Combat Trafficking in Persons continues to collaborate with community service organizations and all levels of government to ensure that trafficked persons in British Columbia are provided with the supports and services required to ensure their protection, aid their recovery and reduce their risk of being re-trafficked. In 2009/10, the Office assisted more than 50 potentially trafficked persons and saw two Temporary Resident Permits granted by Citizenship and Immigration Canada to trafficked people in the province.
- Service networks for trafficked persons are being developed outside of the Lower Mainland (Vancouver Island, Interior and North).
- The Ministry is also developing protocols with key partners (RCMP, municipal police and others) to better coordinate services for trafficked persons.

Performance Measure 7: Timeliness of victim financial assistance claim adjudication

Performance Measure	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	161	159	150 ²¹	229 NOT ACHIEVED

Data Source: Results for this measure are derived from the Electronic Victim Information System and manual records, taking into account the dates claims were received, the dates they were completed, and the cases that remain outstanding.

Discussion of Results

This is a new measure indicating the level of client service and system efficiency in administering the *Crime Victim Assistance Act*, providing victims and others impacted by violent crime with access to financial assistance and other benefits to assist in reducing the impact of crime.

To determine claimants' eligibility for benefits, the Crime Victim Assistance Program must obtain supporting information from third parties, such as police and medical professionals. This reliance on third parties to provide information results in the majority of claims generally being adjudicated within approximately five months; urgent cases requiring immediate assistance are expedited.

The result of 229 days for 2009/10 is higher than anticipated because there was a four-month period during the year when hiring processes resulted in the program operating with a 20 per cent reduction in the number of adjudicators. However, this result remains indicative of a ambitious effort to maintain high levels of service despite continued increases in the number of applications

²¹ The Ministry's 2010/11 – 2012/13 Service Plan published in March 2010 included a forecast of 150 days for 2009/10.

(a 20 per cent increase since 2006). This 229-day average compares to a two-year timeframe in Ontario.

Objective 2.2: Support for community crime prevention and restorative justice programs

Strategies

- The Ministry continues to work with the federal government to implement crime prevention strategies to address issues such as youth gang violence and sexual exploitation, and to support community-based crime prevention and remediation initiatives.
- With support from the National Crime Prevention Centre, the Ministry hosted five workshops on evidence-based approaches to crime prevention across the province. These workshops profiled evidence-based model programs, as well as innovative programs and practices, and discussed the benefits and challenges of undertaking evidence-based initiatives. Workshops were held in Abbotsford, Burnaby, Nanaimo, Vancouver and Williams Lake.
- The Ministry supports the Youth Against Violence Line, a toll-free, multilingual phone line and e-mail service available 24/7 for youth to report crime or seek help from local police or service providers.
- The Ministry supports Crime Stoppers, a toll-free tip line and secure, online tip-taking program allowing citizens to anonymously report information about a crime or potential crime to the police without fear of reprisal.

Goal 3: Roads in British Columbia are safe for all road users

Objective 3.1: Increased road safety

Strategies

- Under changes to the *Motor Vehicle Act* developed in 2009/10:
 - Drivers who provide a failing breath sample above 0.08 per cent blood alcohol concentration, or refuse to provide a breath sample at the roadside, will face an immediate, 90-day driving ban and a \$500 fine. As well, they will have their vehicle impounded for 30 days and they will have to pay \$250 to have their licence reinstated. They may also face criminal charges.
 - Drivers caught once in the ‘warn’ range (between 0.05 and 0.08 per cent blood alcohol concentration) in a five-year period will face an immediate, three-day driving ban and a \$200 fine; a second time, a seven-day ban and a \$300 fine; and a third, a 30-day ban and a

\$400 fine. They may also have their vehicle impounded and will have to pay \$250 to have their licence reinstated.

- Drivers who blow once in the ‘fail’ range, or three times within five years in the ‘warn’ range, will also be required to participate in the rehabilitative Responsible Driver Program. They must also use an ignition interlock device, which tests a driver’s breath for alcohol every time they operate their vehicle, for one year.
- The Ministry continues to support CounterAttack for RCMP and independent municipal police to combat impaired driving, as well as the Impaired/Intersection Night-time Seatbelt Traffic Enforcement Project, through which the RCMP deploys officers at key times and locations to observe vehicles for signs of impaired driving or unbelted occupants. These efforts support other initiatives to remove drinking drivers from the roads, such as the Ignition Interlock Program.
- The Enhanced Traffic Enforcement Initiative brings together RCMP and independent municipal police officers in Integrated Road Safety Units, using targeted, data-driven, intelligence-led enforcement to identify and apprehend dangerous drivers.
- The Ministry continues to build on the success of the Integrated Municipal Provincial Auto Crime Team, bait cars, traffic safety helicopters and the Automated Licence Plate Recognition Program, which maximizes officer efficiency and safety by scanning licence plates to detect unlicensed, uninsured and prohibited drivers, as well as stolen vehicles.
- Aggressive driving at intersections is being curbed through expansion of the Intersection Safety Camera Program and installation of digital cameras at 140 high-risk sites, enabling targeted enforcement at individual sites during periods when the risk is greatest.
- Regulations under the *Motor Vehicle Act* are enforced to protect child passengers, including infant restraint configurations and booster seat requirements. British Columbia now has one of the most comprehensive sets of requirements in North America for booster seat use.

Performance Measures 8 and 9: Traffic fatalities and injuries rates

Performance Measure	2007 Actual	2008 Actual	2009 Target	2009 Actual
Number of traffic fatalities per 100,000 population	9.7	8.1	7.8	8.2 NOT ACHIEVED
Number of traffic injuries per 100,000 population	603	502.5	487.2	514.9 NOT ACHIEVED

Data Source: Data for these measures are collected from police-attended collisions involving injuries and/or fatalities. Collision data are collected by police and individual reports may be subject to error. Collisions involving only property damage and collisions unattended by police are not included. As policing priorities do not allow officers to attend all collisions, it is estimated that police reports may not include up to 20 per cent of injuries. These data are reported by calendar year.

Discussion of Results

The rates for 2008 have been updated based on the most recent (November 2009) population estimate from Statistics Canada. The rates for 2009 are preliminary only until the various data sources (police, ICBC, the BC Coroners Service and Statistics Canada) have been fully reconciled and the final rates are approved.

Targets for 2009 were established based on a three per cent annual reduction in traffic fatalities and injuries. These targets were not achieved.

As the rates are affected by random variations from year to year, trends in the rates are most meaningful when considered over the long term. The influence of factors external to government programs must also be taken into account. For example, reductions in traffic injury and fatality rates that occurred across North America from 2007 to 2008 may have been significantly influenced by downward economic trends and increases in the cost of fuel.²²

Despite these considerations, reductions in fatalities and injuries over the long term remain the best indicators of road safety improvements.

The Ministry is also developing a methodology for tracking British Columbia's progress toward reducing the impact of impaired driving. The Province has established a target to reduce motor vehicle fatalities where alcohol and/or drugs are a factor by 35 per cent by 2013. The baseline period is from 2005 to 2009.

²² The 2007 rates for British Columbia were 9.7 fatalities and 603 injuries per 100,000 population.

Goal 4: Emergency management in British Columbia minimizes the likelihood of emergencies and disasters and minimizes the negative impact of those that occur

Objective 4.1: Enhanced emergency prevention, preparedness, response and recovery

Strategies

- The Ministry continues to work with and provide support to emergency management stakeholders, such as local governments, First Nations, federal departments, other jurisdictions, industries and volunteers, to support the four main pillars of emergency management – prevention, preparedness, response and recovery.
- The Ministry, in advance of the 2009 fire season, coordinated inter-agency calls throughout British Columbia to maximize preparedness and promote integrated response activities. A similar role was utilized during the successful response, and in support of community recovery measures, including drinking water and slope stability initiatives.
- Multi-agency emergency management plans are prepared and updated as required to ensure that effective strategies are in place to address many possible types of emergencies and disasters. These plans foster cooperation among multiple organizations focusing on public safety, human consequence management, infrastructure and property protection, and managing the aftermath of events. The *BC Pandemic Influenza Consequence Management Plan* was prepared and released in 2009/10 and provided the provincial framework for a coordinated, cross-government response to the H1N1 outbreak.
- The Province's ability to recover funding from the federal government Disaster Financial Assistance Arrangement Program was maximized through claims for all eligible events. Over \$4 million was paid out to British Columbians to assist with property losses and the restoration of residences that experienced flood damage based on eligible events that occurred in 2009/10.

Public Safety Lifeline Volunteers

About 13,000 people across the province volunteer their time and expertise in preparing for and responding to emergency situations. Registered volunteers participate in Search and Rescue, Emergency Social Services, Emergency Radio Communications, Provincial Emergency Program Air Search and Rescue, BC Road Rescue Service, and General Services. For more information, see www.pep.bc.ca/volunteer/volunteer.html.

Performance Measure 10: Positions filled in the Temporary Emergency Assignment Management System

Performance Measure	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage of critical Temporary Emergency Assignment Management System positions filled by qualified provincial government employees	DATA NOT AVAILABLE	DATA NOT AVAILABLE	83% ²³	91% EXCEEDED

Data Source: Results for this measure are derived from records kept during training and operational deployments.

Discussion of Results

The Temporary Emergency Assignment Management System is a staffing system that maintains a resource pool of provincial government employees from various ministries who, through formalized training and on-site mentoring, have achieved a high level of emergency management expertise and experience. Members fill key functional positions within the British Columbia Emergency Response Management System in Regional and/or Provincial Emergency Coordination Centres across the province when they are activated in support of local communities responding to emergencies and disasters.

Qualified members of the Temporary Emergency Assignment Management System include those who have developed and maintained their skills in either an exercise or field deployment scenario in the past 12 months, and who are registered with the program and available for rapid deployment.

The Ministry has begun to track the number of members registered with the program as well as the average number of training and operational (deployed) days per member as an indicator of the readiness of the provincial emergency management structure. The number of qualified members currently required for a full provincial complement is 120.

²³ The Ministry’s 2010/11 – 2012/13 Service Plan published in March 2010 included a forecast of 83 per cent 2009/10.

Objective 4.2: Promotion of fire prevention, life safety and property protection programs

Strategies

- Relationships among the Office of the Fire Commissioner, partner agencies and stakeholder groups continue to be strengthened, and the Ministry continues to enhance the support provided to fire departments, local governments and the public to ensure effective fire safety and prevention.
- The Ministry continues to work with the Ministry of Forests and Range and the Union of British Columbia Municipalities to provide structure protection during wildfire seasons, primarily in regions of the province with no local authority fire departments.
- The Flood Protection Program continued to provide funding to eligible applicants for projects that aim to reduce the flood hazard in British Columbia, including both structural enhancements and gravel removal. This was the first year under the Building Canada Fund umbrella agreement, with 14 projects approved at a total cost of \$27 million.²⁴ Projects completed in 2009/10 include the Duncan Bateson Flood Control Pump Station upgrade in the District of Kent (\$1.5 million) and the Tulameen Dike upgrade in the town of Princeton (\$275,000).

Objective 4.3: Improved community safety and quality of life through death investigations

Strategies

- The BC Coroners Service continues to build on its use of investigative protocols and advanced technology and statistical surveillance measures.
- The expertise of the BC Coroners Service's Child Death Review Unit continues to be further developed to review the deaths of all children 18 and under in British Columbia. The intent of these reviews is to better understand how and why children die, and to use those findings to prevent other deaths and improve the health, safety and well-being of all children in the province.
- The Ministry works with the Ministry of Health Services and other agencies to ensure availability of timely pathology and toxicology services.

²⁴ Announced in 2007, Building Canada is the Government of Canada's infrastructure plan that commits an unprecedented \$33 billion in funding, from 2007 to 2014, to infrastructure projects that deliver results in three areas of national importance: a growing economy, a cleaner environment and more prosperous communities. More information can be found at www.buildingcanada-chantierscanada.gc.ca.

Goal 5: Sound regulatory measures in British Columbia promote consumer protection and fair business practices

Objective 5.1: Straightforward and effective consumer protection regulation and enforcement

Strategies

- The Ministry provides oversight of the administration of consumer protection legislation by Consumer Protection BC and the Motor Vehicle Sales Authority of British Columbia, and continues to work with these agencies to enforce consumer protection legislation and protect consumers' interests.
- Research and collaboration is undertaken with other jurisdictions on emerging consumer issues, such as enforcement best practices and alternative consumer credit, and areas requiring new or strengthened consumer protection legislation and regulation are reviewed.

Report on Resources

Resource Summary Table

	Estimated ²⁵	Other Authorizations ²⁶	Total Estimated	Actual	Variance
Operating Expenses (\$000)					
Corrections	235,215	1,684	236,899	235,684	(1,215) ²⁷
Policing and Community Safety	327,072	169	327,241	337,305	10,064 ²⁸
Emergency Management BC²⁹	33,549	3,356	36,905	31,186	(5,719) ³⁰
Office of the Superintendent of Motor Vehicles	5,631	0	5,631	6,939	1,308 ³¹
Executive and Support Services	23,964	513	24,477	20,039	(4,438) ³²
Emergency Program Act³³	20,975	3,126	24,101	24,101	0
Statutory Services³⁴	14,316	(1,129)	13,187	13,029	(158)
Adjustment of Prior Year Accrual	0	0	0	(2,813)	(2,813)
Total	660,722	7,719	668,441	665,470	(2,971)

²⁵ The “Estimated” amount corresponds to the *Estimates* as presented to the Legislative Assembly on September 1, 2009.

²⁶ “Other Authorizations” includes \$5.7 million from Contingencies (All Ministries) and New Programs and \$3.1 million from Statutory Appropriation – within vote.

²⁷ Corrections operating variance is primarily due to implementation of fewer than planned facilities projects by fiscal year end.

²⁸ Policing and Community Safety operating variance is primarily due to additional costs for the RCMP and for the Crime Victim Assistance Program.

²⁹ Emergency Management BC includes Integrated Planning and Mitigation, the Provincial Emergency Program, the Office of the Fire Commissioner and the BC Coroners Service.

³⁰ Emergency Management BC operating variance is primarily due to some project costs in the flood mitigation program that were funded through other ministries, partially offset by caseload pressures in the BC Coroners Service.

³¹ Office of the Superintendent of Motor Vehicles operating variance is primarily due to the structural deficit related to workload under current mandate.

³² Executive and Support Services operating variance is primarily due to efficiency measures and targeted discretionary expenditure reductions.

³³ The *Emergency Program Act* provides for response and recovery from emergencies and disasters, and for hazard mitigation initiatives.

³⁴ Statutory Services includes the following Special Accounts: Civil Forfeiture Account, Corrections Work Program Account, Forfeited Crime Proceeds Fund and Victim Surcharge.

Ministry of Public Safety and Solicitor General

Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Corrections	0	0	0	1,177	(1,177) ³⁵
Policing and Community Safety	0	0	0	90	(90)
Emergency Management BC	0	0	0	24	(24)
Office of the Superintendent of Motor Vehicles	0	0	0	305	(305) ³⁶
Executive and Support Services	8,826	0	8,826	0	8,826 ³⁷
Emergency Program Act	0	0	0	134	(134)
Statutory Services	0	0	0	3	(3)
Total	8,826	0	8,826	1,733	7,093

³⁵ Corrections capital budget delegation was \$6.2 million. The under-expenditure was primarily due to Information Management/Technology project delays and the Mandatory Operating Equipment expenditures that were incurred by the Ministry of Citizens' Services Accommodation and Real Estate Services.

³⁶ The Office of the Superintendent of Motor Vehicles capital budget delegation was \$1.5 million. The under-expenditure was due to delays developing the Core Operating System.

³⁷ For the *Estimates*, the Ministry's capital budget was presented in the Executive and Support Services core business. Subsequently, the budget was delegated to other programs within the Ministry.

Major Capital Projects

The Corrections Capital Asset Management Plan (CAMP) Phase 1 is part of a multi-year plan to address dangerous levels of inmate overcrowding and meet future capacity demands in correctional centres in British Columbia.

CAMP Phase 1 includes a total of \$185 million in capital between 2008/09 and 2013/14 for three separate projects. Of these, the building of a correctional remand centre will add 180 cells to the current provincial capacity by mid-2013. In March 2009, the Ministry, assisted by the Metro Vancouver Mayor's Committee, identified various suitable sites for the new remand centre. Three municipalities submitted proposals. In October 2009, the Ministry announced that the existing Surrey Pretrial Services Centre would be expanded to add the 180 cells.

Benefits of the projects include: reduced overcrowding; reduced risk of inmate disturbances, staff assaults and liability to lawsuits; and increased staff safety and ability to meet the needs of inmates and families. Challenges include possible project delays, which could lead to cost escalation and risks to staff and public safety due to prolonged overcrowding.

Annual Service Plan Report Appendices

Appendix A: Ministry Contact Information

Ministry of Public Safety and Solicitor General Communications Office
PO Box 9282 Stn Prov Govt
Victoria, BC V8W 9J7
Phone: 250 387-0520 Facsimile: 250 387-1753

BC Coroners Service.....	604-660-7745
Civil Forfeiture Office.....	250-356-1560
Corporate Policy and Planning Office.....	250-387-0306
Corrections.....	250-387-5059
Crime Victim Assistance Program.....	604-660-3888
Deputy Solicitor General.....	250-356-0149
Emergency Management BC.....	250-953-4002
Minister of Public Safety and Solicitor General	250-356-7717
Office of the Fire Commissioner.....	250-356-9000
Office of the Superintendent of Motor Vehicles.....	250-387-7747
Office to Combat Trafficking in Persons.....	250-953-4970
Policing and Community Safety	250-387-1100
Provincial Emergency Program.....	250-952-4913
Victim Services and Crime Prevention.....	604-660-5199

Enquiry BC

In Vancouver.....	604-660-2421
In Victoria.....	250-387-6121
Toll-free elsewhere in British Columbia.....	800-663-7867
Outside British Columbia.....	604-660-2421

Office to Combat Trafficking in Persons Toll-free, 24/7 Help Line..... 1-888-712-7942

VictimLINK provides help and information for victims of family and sexual violence and all other crimes.

Call toll-free 24 hours a day, seven days a week.....1-800-563-0808

Appendix B: Hyperlinks to Additional Information

Access to Justice Network: www.acjnet.org/splash/default.aspx

BC Coroners Service: www.pssg.gov.bc.ca/coroners

BC Corrections: www.pssg.gov.bc.ca/corrections

Community Safety and Crime Prevention: www.pssg.gov.bc.ca/crimeprevention

Consultations on Policy and Legislation: www.pssg.gov.bc.ca/legislation

Consumer Protection BC: www.ConsumerProtectionBC.ca

Criminal Record Checks: www.pssg.gov.bc.ca/criminal-records-review

Federal Solicitor General: www.publicsafety.gc.ca

Guide Animal Certification: www.pssg.gov.bc.ca/guideanimal

Insurance Corporation of BC: www.icbc.com

Justice Institute of BC: www.jibc.ca

Ministry Legislation: www.leg.bc.ca/PROCS/allacts/pssg.htm

Ministry Subjects and Services: <http://www.pssg.gov.bc.ca/subjects.htm>

Motor Vehicle Sales Authority of BC: www.mdcbc.com

Municipal Police Forces in BC: www.pssg.gov.bc.ca/police_services/forces

National Parole Board: www.npb-cnrc.gc.ca

Office of the Fire Commissioner: www.pssg.gov.bc.ca/firecom

Office of the Superintendent of Motor Vehicles: www.pssg.gov.bc.ca/osmv

Office to Combat Trafficking in Persons: www.pssg.gov.bc.ca/octip

Police Services: www.pssg.gov.bc.ca/police_services

Provincial Emergency Program: www.pep.bc.ca/index.html

RCMP: www.rcmp-grc.ca

Security Industry Licensing: www.pssg.gov.bc.ca/securityindustry

Victim Services: www.pssg.gov.bc.ca/victim_services

Victim Services Directory: www.pssg.gov.bc.ca/victim_services/directory

