



# AGENDA OAK BAY POLICE BOARD

**Tuesday, April 7, 2026 - 4:00 PM**

Oak Bay Municipal Hall – Council Chambers

2167 Oak Bay Ave, Victoria, BC V8R 1G2

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*We acknowledge that the land on which we gather is the traditional territory of the Coast and Straits Salish Peoples, specifically we recognize the Lekwungen-speaking Peoples, known today as the Songhees and Esquimalt First Nations, and that their historic connections to these lands continue to this day.*

[Virtual Meeting Link](#)

## **1. CALL TO ORDER & LAND ACKNOWLEDGMENT**

## **2. APPROVAL OF AGENDA**

## **3. ADOPTION OF MINUTES**

Regular Meeting, of March 3, 2026.

## **4. STANDING ITEMS**

4.1. Report From the Chair

4.2. BC Association of Police Boards (BCAPB) Update (Chair Murdoch)

4.3. Board Learning/Board Policy Review

- Review and approval of Governance Committee Draft Terms of Reference (Chair Murdoch/R. Richards)

4.4. Community Survey Update

## **5. DEPARTMENT REPORTS:**

5.1. Chief Constable's Monthly Update (CC Chanin)

5.2. Deputy Chief Constable's Monthly Update (DC Rice)

5.3. Accountability Report (DC Rice)

5.4. 2025 Budget Report (CC Chanin)

## **6. ONGOING BUSINESS**

## **7. RISE AND REPORT**

**8. NEW BUSINESS**

- Ceremonial Flag Memo (CC Chanin)

**9. CORRESPONDENCE FOR INFORMATION**

- OPCC News Release – Systemic Investigations March 25, 2026
- E-Comm March 26026 Partner Update

**10. ADJOURNMENT**

*Motion to adjourn the regular meeting of the Oak Bay Police Board and go In-Camera (closed meeting) where the Board will consider confidential matters that deal with personal or private information as outlined in the Police Act, Section 69(2) (b) a matter concerning a person's financial or personal affairs, if the person's interest in the matter outweighs the public's interest in the matter; (c) a matter concerning labour contract discussions, labour management relations, layoffs, or another personnel matter.*

\*\*\* IN-CAMERA MEETING TO IMMEDIATELY FOLLOW \*\*\*



# MINUTES OAK BAY POLICE BOARD

Tuesday, March 3, 2026 - 4:00 PM

Oak Bay Municipal Hall – Council Chambers  
2167 Oak Bay Ave, Victoria, BC V8R 1G2

**PRESENT:** Mayor Kevin Murdoch, Chair  
*Christine Hall - regrets*  
Bob Plecas  
Ian Robertson

Heather Cochran  
*Winnie Lee - regrets*  
Robert Richards

**STAFF:** Julie Chanin, Chief Constable  
Paula Kully, Board Secretary

Kris Rice, Deputy Chief Constable

## 1. CALL TO ORDER & LAND ACKNOWLEDGMENT

The meeting was called to order at 4:02 pm by Chair Murdoch followed by a territorial acknowledgement.

## 2. APPROVAL OF AGENDA

***MOVED AND SECONDED THAT;*** the Agenda for the March 3, 2026, Regular Meeting be approved as presented.

**CARRIED**

## 3. ADOPTION OF MINUTES

***MOVED AND SECONDED THAT;*** THE Regular Meeting, of February 3, 2026, be approved as presented.

**CARRIED**

## 4. STANDING ITEMS

### 4.1. Report From the Chair

- Chair Murdoch noted the province's "lunch and learn" sessions are ongoing education for police boards, and a partial replacement for previous formal training.
- The province recently released a "chair's guide". The guide partially covers the responsibilities of a chair.
- An update on the police board 2026 budget was provided. While preliminary approval was granted in the fall, detailed budget work and council meetings are ongoing before the budget becomes bylaw in the spring.

### 4.2. BC Association of Police Boards (BCAPB) Update (Chair Murdoch)

Chair Murdoch provided an update from the BC Association of Police Boards noting the Surrey Police Board Replacement Issue. The recent provincial announcement to replace the entire Surrey police board, created controversy and a subsequent emergency meeting by the BC

Association of Police Boards (BCAPB). The broader implications include calls for policy clarification and the potential for significant changes in the board appointment process.

Chair Murdoch introduced the following draft resolution regarding the composition of police boards, which the Board agreed to submit to BCAPB:

***Proposed Resolution: Police Board Membership Selection***

*WHEREAS Police Boards represent the interests of the community and are expected to have local knowledge in fulfilling their civilian oversight responsibilities; and*

*WHEREAS the Province's Board information page (*

*<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/policing-in-bc/municipal-police-boards>) notes having "police boards that reflect community demographics" as the overarching goal and lists "Residence and/or business interests in the municipality served by the board" as the top criteria; and*

*WHEREAS the Province is allowing candidates to choose their Board of choice without considering those criteria;*

*THEREFORE BE IT RESOLVED THAT the Province, when making appointments to Municipal Police Boards, prioritize appointees who have residence and/or business interest in the community served by that Police Board, and strive for a target of at least 75% of Board appointees meeting this criteria.*

**2026-04**

***MOVED AND SECONDED THAT;*** *the BCAPB Resolution "Police Board Membership Selection" be submitted to the BC Association of Police Boards (BCAPB) for consideration at the annual conference.*

**CARRIED**

4.3. Board Learning/Board Policy Review

- The topic of reviewing and updating the board's policy manual was discussed and recent updates by other police boards considered. It was proposed that the Governance Committee take the lead on a revision, with staff support for research and drafting.

**5. DEPARTMENT REPORTS:**

5.1. Chief Constable's Monthly Update (CC Chanin)

In addition to the written report the Chief provided the following updates:

- Thank you to the Chair for participating in the Polar Plunge.
- Renovations at the Police Station will begin this month. Service interruptions are not expected; contingency plans are in place for front office closures.
- Lockdown drills took place at local schools, emphasizing the balance between maintaining safety and minimizing anxiety. The drills provide tactical training for officers, coordination with school staff, and the importance of familiarizing officers with school layouts.

5.2. Deputy Chief Constable's Monthly Update (DC Rice)

- DC Rice noted that the report in the agenda package was not the correct version and he has emailed the correct copy to Board Members.

- February saw a great deal of traffic and impaired driving activity and a notable increase in cyber-related fraud investigations.

**Action:** DC Rice to reach out to other agencies to determine if the recent increase in fraud cases is part of a regional trend.

- Highlighted calls of note and collaborative effort between police agencies.
- Volunteer pilot project update: volunteer coordinator is working on a framework to present to the Board and is near completion. DC Rice requested the Board's preparticipation in signing a document providing confirmation of the Board's agreement to enable the Oak Bay Volunteer Society to provide volunteer support to oversee the Block Watch Program, etc.

**MOVED AND SECONDED;** That the Board approves signing the volunteer agreement document with the Oak Bay Volunteer Society.

**CARRIED**

### 5.3. Accountability Report (DC Rice)

**MOVED AND SECONDED;** That that the February 2026 Accountability Report be approved as distributed.

**CARRIED**

## 6. ONGOING BUSINESS

The Board reviewed samples of Governance Committee Terms of References from other police departments.

**ACTION:** Rob Richards and Chair Murdoch will draft a Governance Committee Terms of Reference for the Board's review with the assistance of P. Kully.

## 7. RISE AND REPORT

New Policy directed by the province - OD 290 Profit Oriented Crime Investigations Policy was reviewed and approved at the In-Camera meeting of the Oak Bay Police Board on February 3, 2026.

**2026-06** **MOVED AND SECONDED;** That OD 290 Profit Oriented Crime Investigations Policy be approved as presented.

**CARRIED**

DC Rice provided an update on the Policy Review Project and advised that the contractor is now completing 2 or 3 policies per day. They are focusing on the highest risk policies initially. The contractor is also identifying obsolete policies and those that can be consolidated. DC Rice receives monthly reports on the policies that have been completed and a forecast of those to be reviewed in the upcoming month. It is anticipated that the project will be complete in the fall.

**8. NEW BUSINESS**

No new business.

**9. CORRESPONDENCE FOR INFORMATION**

- The E-Comm Update for February 2026 was received.

**10. ADJOURNMENT**

***MOVED AND SECONDED; That the regular meeting of the Oak Bay Police Board be adjourned at 5:02 pm and resume In-Camera (closed meeting) where the Board will consider confidential matters that deal with personal or private information as outlined in the Police Act, Section 69(2) (b) a matter concerning a person’s financial or personal affairs, if the person’s interest in the matter outweighs the public’s interest in the matter; (c) a matter concerning labour contract discussions, labour management relations, layoffs, or another personnel matter.***

**CARRIED**

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Mayor Kevin Murdoch, Chair

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Paula Kully, Police Board Secretary

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Date

## Oak Bay Police Board

### Governance Committee

#### Draft Terms of Reference

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#### 1. Purpose

In accordance with the *Police Act (British Columbia)*, the Oak Bay Police Board (the “Board”) has primary responsibility for the governance and oversight of the Oak Bay Police Department (the “Department”). The purpose of the Governance Committee (the “Committee”) is to support the Board in fulfilling this responsibility by providing focused oversight and advice on governance frameworks, policies, practices, and processes that contribute to effective, accountable, and transparent police governance.

The Committee assists the Board in strengthening its overall effectiveness, supporting Board member development, ensuring compliance with statutory obligations, and promoting best practices in police board governance.

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#### 2. Authority

The Committee is a standing committee of the Board. It has no independent decision-making authority, except as expressly delegated by the Board from time to time. The Committee makes recommendations to the Board for consideration and approval.

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#### 3. Composition

- The Committee shall be composed of **at least two (2) and normally three (3) Board members**, appointed by resolution of the Board.
- The Board shall designate one Committee member to serve as **Committee Chair**, or the Committee may elect its Chair annually, as determined by the Board.
- Committee appointments shall be reviewed annually and considered within the context of Board succession planning.
- The Chief Constable, or designate, and senior police or administrative staff may attend meetings at the request of the Committee as resource persons.

- Administrative support shall be provided by the Board's administrative officer (if applicable).
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#### **4. Meetings**

- The Committee shall meet **at least quarterly**, and more frequently as required to carry out its responsibilities.
  - Meetings may be convened at the call of the Committee Chair.
  - A majority of Committee members constitutes a quorum.
  - Meeting minutes shall be recorded and reported to the Board.
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#### **5. Responsibilities**

Subject to the powers and duties of the Board, the Committee's responsibilities include the following:

##### **A. Board Governance and Effectiveness**

1. Initiate and oversee a periodic review (at least every three years) of the Board's governance manual, bylaws, and related governance policies, and recommend amendments to the Board.
2. Receive and consider suggested amendments to the Board's governance framework from the Chief Constable or other sources, as appropriate.
1. In collaboration with the Board Chair and other committee chairs, assist in developing the annual Board and committee work plan and meeting calendar.
2. Monitor and report to the Board on changes to applicable legislation, provincial policy, and emerging trends in police governance and public-sector governance.
3. Develop and recommend processes for evaluating the effectiveness of the Board, the Board Chair, committee chairs, individual Board members, and Board and committee meetings.
4. Lead and support the annual Board evaluation process and report outcomes and recommended improvements to the Board.
5. Periodically review Board composition, skills, and competencies, taking into account short-term needs and long-term succession planning, and provide advice

to the Board regarding Board member recruitment needs and appointment criteria to be communicated to appointing authorities.

## **B. Board Member Orientation and Development**

1. Ensure appropriate orientation programs are in place for new Board members.
2. Provide or coordinate orientation support for a newly appointed Board Chair, as required.
3. Promote and support ongoing professional development opportunities for Board members to assist them in fulfilling their governance responsibilities.
4. Ensure Board members annually complete and sign required declarations or attestations, as applicable.

## **C. Policy and Rule Oversight**

1. Oversee the development, maintenance, and effectiveness of Board governance policies, including those contained within the Board's governance manual.
2. Provide oversight of Board-approved policies and rules made under the Board's authority pursuant to the *Police Act*, except where such oversight is delegated to another committee.
3. Monitor alignment of Board and Department governance policies with Provincial Policing Standards and other applicable regulatory requirements.

## **D. Compliance and Ethics**

1. Regularly review the Board's Code of Conduct and recommend amendments as necessary.
2. Monitor and report to the Board on compliance with governance-related policies and ethical standards applicable to Board members.
3. Provide governance-level oversight of processes for responding to complaints regarding police services or policies, in accordance with statutory requirements.
4. Seek assurance that appropriate procedures are in place to address alleged breaches of key administrative and governance policies, including matters related to ethics, information management, internal controls, and workplace conduct.

## **E. External and Governance Relations**

1. Review governance-level matters relating to the Board's relationships with municipal council, other police boards, and relevant governance partners.
1. Recommend resolutions or policy positions for consideration at meetings of recognized police governance associations, including the Canadian Association of Police Governance and the BC Association of Police Boards.

## **F. Other Responsibilities**

1. Stay informed of emerging and leading best practices in police governance and recommend improvements to the Board's governance framework.
  1. Review and address any other governance matters referred to the Committee by the Board.
  2. Support leadership continuity by identifying and mentoring potential future Committee Chairs, as appropriate.
  3. Review this Terms of Reference at least annually and recommend any changes to the Board for approval.
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## **6. Reporting**

The Committee shall report regularly to the Board on its activities, findings, and recommendations. Reports may be provided through written reports, meeting minutes, or verbal updates from the Committee Chair.

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## **7. Review of Terms of Reference**

These Terms of Reference shall be reviewed by the Governance Committee at least every three years, or sooner if required, and any recommended amendments shall be submitted to the Board for approval.

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*Approved by resolution of the Oak Bay Police Board on: \_\_\_\_\_*



## Oak Bay Police Department

# CHIEF'S REPORT

April 7, 2026

## Human Resources

### JI Graduation

On 2026-03-13, Chief Chanin, Deputy Chief Rice, Acting Sergeant Robson, Constable Pakosh, and Recruit Constable Bolender attended the Justice Institute graduation of Constable Carr. Chief Chanin delivered the address to the graduates and conducted the Chief's inspection. At the ceremony, it was acknowledged that Constable Carr is the first recruit to graduate from the Justice Institute in nearly 30 years.

### Recruitment Update

The OBPD has initiated a recruitment campaign targeting exempt and experienced officers to facilitate the release of two members for secondment opportunities.

## Department Update

### Reno/Building Update

Phase 1 of the building renovation is nearly complete, with the gender-neutral washroom and men's locker room renovation—Phase 2—scheduled to begin on 2026-04-06 and expected to continue through to early May. The Phase 1 renovations progressed smoothly, and the improvements have been greatly appreciated and well received.

## Community Engagement

### Teen Centre

Attendance at the Tues/Thursday OB Rec Teen Centre continues to be consistent.

### Police Camp March 14-21

Constable Matt McNichol (Community/Youth Officer) facilitated scenario-based activities during the Greater Victoria Police Foundation 2026 Police Camp. Several Oak Bay officers and Reserve Constables contributed by delivering presentations to the 60 attendees and assisting with group activities. Chief Chanin participated in the scenarios and welcomed participants at the Royal Victoria Yacht Club in Oak Bay for Marine Day. During this event, students enjoyed morning excursions aboard vessels operated by RCMP Shipriders, the Victoria Harbour Authority, CBSA, Coast Guard, Marine Search and Rescue, and Parks Canada.

### Coffee with a Cop March 18<sup>th</sup>

C Platoon and Deputy Chief Rice participated in the Coffee with a Cop event at Monterey Centre. The gathering saw strong attendance, with traffic concerns remaining a consistent topic of discussion.

### **Business Improvement Association (BIA) March 24**

Deputy Chief Rice was invited to speak at the BIA meeting, where there was a lively discussion regarding proactive policing initiatives on Oak Bay Avenue and in the business districts. Increased foot patrols have been observed and noted, and BIA members expressed their appreciation for the heightened police presence. The OBPD will attend future BIA meetings on a quarterly basis.

## **Training**

Chief Chanin, Deputy Chief Rice, and Records Manager Wilson attended the second session of the Leadership Development Program offered by the District. The focus of Session Two was on strategies for having difficult conversations.

### **Use of Force / Mandatory Firearms Training**

All OBPD officers completed their annual firearms qualification this month. Training was conducted by the department at the Malahat Rod and Gun Club, despite snowy outdoor conditions.

### **Rifle Armourers Course**

Oak Bay hosted a rifle armourers' course, which was attended by three of our officers as well as participants from across the province.

### **Major Case File Coordinators Course**

Our Major Crime Constable and Sergeant attended training for the Major Case Management File Coordinators Course.

### **Handling Change**

District is offering a Handling Change and Transition training session facilitated by Engaged HR on Tuesday, March 31. 9 OBPD staff are scheduled to attend.

Julie Chanin  
Chief Constable



# Oak Bay Police Department

## DEPUTY CHIEF'S REPORT

DATE: **Tuesday, April 7, 2026**

MEETING:  Open  In-Camera

### Call Data Review

#### March 2026 Call Data

1. Call volumes increased 15% in March 2026 vs. 2025. This increase appears to be non-criminal related calls in 15 incident categories that all contributed to this increase, most notably 'Property Found', 'Check Well-Being', and 'Property Check'.
2. Call volumes rose 10% in March 2026 compared to February, with no category anomalies observed.

#### Operational Update

During March 2026, Oak Bay Police experienced sustained service demand driven primarily by non-criminal and community safety-related calls, including wellness checks, property concerns, and public assistance requests. Officers continued to respond to a high volume of mental health-related incidents, domestic disputes, and sudden death investigations. Proactive traffic enforcement and collision response remained a priority, including investigations into impaired and dangerous driving behaviours. Despite the breadth of call demand, overall criminal activity remained manageable, with most property and theft offences being opportunistic in nature and addressed through early intervention, patrol presence, and follow-up investigation.

#### Calls of Note

#### Reporting Period: March 1 – March 31, 2026

- 1. Commercial Break and Enter**

Police responded to a commercial alarm and confirmed a break and enter at a business in the 2200 block of Oak Bay Avenue. Entry was gained after hours, and the incident was investigated with forensic follow-up. The thief took several high-end handbags from the store. CCTV has been obtained and the investigation remains ongoing. (File 2026-876)
- 2. Dangerous Driving Investigation**

At approximately 6:17 p.m. on March 29, 2026, Oak Bay Police responded to a reported road rage incident which ended in the parking lot of OBPD. It was alleged that one driver had followed another vehicle from Victoria into Oak Bay for approximately 15 minutes, repeatedly using the horn and driving in a manner that intimidated and confined the occupants of the other vehicle. Parties were separated and police submitted a high-risk driving behaviour form to RoadSafetyBC, requesting a review of the offending driver's licence. The investigation is ongoing. (File 2026-881)

## Administrative Update:

### **1. Volunteer Pilot Project – Status Update (as of March 30, 2026)**

*Board Action: None – for information only*

Governance for the Volunteer Pilot Project is now formally established through the Oak Bay Volunteer Services (OBVS), providing a clear administrative and oversight framework to support the program's development and operation. This milestone confirms OBVS as the governance body for the pilot, enabling the project to proceed with defined roles, accountability, and insurance coverage consistent with municipal volunteer programming. With governance now in place, the next step will be the preparation of a final proposal and presentation to the Police Board in May 2026, outlining the program structure, scope, and implementation plan for Board consideration.

### **2. Policy Review and Modernization Project – Status Update (as of March 30, 2026)**

*Board Action: None – for information only*

The Policy Review and Modernization Project is advancing, prioritizing high-risk administrative and operational policies. By February 2026, 40 policies have been drafted by the contractor, focusing on areas affected by provincial standards, legislative compliance, and police oversight, such as Oak Bay Police Board's Risk Register.

Policies completed or near final include Use of Force, Street Checks, Bias-Free Policing, Mandatory Training, Missing Persons, Major Case Management, Respectful Workplace, Inter-Agency Cooperation, Reserve Constable, and Profit-Oriented Crime Investigations. Some replace previous directives for better clarity and consistency.

Current efforts target high-risk areas like supervision, mental health and vulnerable persons, sudden death investigations, impaired driving, administrative driving prohibitions, search and seizure, arrest and release, and criminal harassment.



# Oak Bay Police Department

1703 Monterey Ave, Victoria, B.C., V8R5V6 Ph (250) 592-2424 Fax (250) 592-9988

## ACCOUNTABILITY REPORT – OPEN

Reporting Period: March 2026

	# New	# Ongoing	YTD	Not accepted*	Unsub.	Substantiated	File numbers
<b>OPCC Div 3 Complaints</b>	0	0	0	0	0	0	
<b>IIO Notifications</b>	0	0	0				
<b>Use of Force Reports</b>	0	0	2				2026-111 GVERT (CEW deployment) 2026-446 (BBSG display only)  <i>Previous year-end totals:</i>  2025 – 7 Files 2024 – 11 Files 2023 – 6 Files 2022 – 8 Files 2021 – 7 Files

\*Not accepted by OPCC and/or IIO

**Kris Rice**  
Deputy Chief Constable

**Year End Budget Report - 2025**  
**Prepared for the Oak Bay Police Board**

March 24, 2026

Account	Total Budget	Total Actual	Variance %	Variance \$
POLICE BOARD	\$ 12,000	\$ 13,252	110.4%	\$ (1,252)
ADMINISTRATION	\$ 796,300	\$ 884,852	111.1%	\$ (88,552)
PROTECTIVE SERVICES	\$ 4,211,143	\$ 4,377,064	103.9%	\$ (165,921)
SERVICE CONTRACTS	\$ 990,157	\$ 917,747	92.7%	\$ 72,410
TRAINING	\$ 112,900	\$ 145,747	129.1%	\$ (32,847)
BUILDING MAINTENANCE	\$ 77,600	\$ 51,092	65.8%	\$ 26,508
VEHICLE MAINTENANCE	\$ 56,100	\$ 40,090	71.5%	\$ 16,010
COMMUNITY PROGRAM	\$ 22,100	\$ 14,387	65.1%	\$ 7,713
INTEGRATED UNITS	\$ 510,000	\$ 533,549	104.6%	\$ (23,549)
RESERVE TRANSFERS	\$ 194,700	\$ 187,800	96.5%	\$ 6,900
GRANTS RECEIVED		\$ (135,447)		
<b>TOTAL OPERATING EXPENSES</b>	<b><u>\$ 6,983,000</u></b>	<b><u>\$ 7,030,133</u></b>	<b><u>100.7%</u></b>	<b><u>\$ (47,133)</u></b>



# MEMORANDUM

**DATE:** 2026-04-07  
**TO:** Oak Bay Police Board  
**FROM:** Chief Constable Julie Chanin  
**RE:** Oak Bay Police Department Ceremonial Flag

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## **Oak Bay Police Department Flag**

The Recognition Committee has created a ceremonial Oak Bay Police Department flag. To commemorate the department's 120th anniversary, the OBPD will acquire two flags, complete with poles and stands, at an estimated cost of \$900.

The flag's design incorporates traditional heraldic elements chosen to represent the department's values, history, and responsibilities. The deep navy-blue background signifies loyalty, truth, and professionalism, which are fundamental to policing in Oak Bay. Gold accents denote honour, service, and generosity, reflecting our commitment to the community. Green components symbolize growth, renewal, and steadfast service, highlighting our dedication to public well-being and safety. White and silver tones convey peace, integrity, and sincerity, underscoring our role as guardians of public trust. Together, these colors create a dignified and cohesive design that embodies both authority and responsibility.

This initiative aims to reinforce the department's identity, instill pride among members, and mark 120 years of community service. The flag will be integrated into the ceremonial guard and serve as a lasting tribute to the department's 120th anniversary.



Julie Chanin  
Chief Constable



OFFICE OF THE  
POLICE COMPLAINT COMMISSIONER

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British Columbia, Canada

## NEWS RELEASE

March 25, 2026

### **OPCC launches systemic investigation into how municipal police address workplace sexualized conduct**

**Victoria** – Today, Police Complaint Commissioner Prabhu Rajan announced his office has launched its first systemic investigation into how municipal police agencies in British Columbia prevent, investigate, and address workplace-related sexualized conduct by police officers.

“Sexualized conduct in the workplace is fundamentally incompatible with the high ethical standards expected of police officers,” said Commissioner Rajan. “Such conduct can compromise operational effectiveness, perpetuate systemic barriers to gender equality in policing, and erode public trust.”

“Sexualized conduct within police workplaces may reflect problematic policing attitudes or views and can undermine how police interact with members of the public - particularly survivors of sexual or gender-based violence,” Rajan added.

Workplace-related sexualized conduct by police officers is a recurring issue in investigations under the *Police Act*. These cases range from inappropriate communications to sexual assault and often involve significant power imbalances. Some cases raise serious concerns regarding predatory behaviours by officers in supervisory roles or positions of authority.

By examining these issues through a systemic lens, this investigation aims to support police officers by advancing best practices, fair reporting processes, and safer workplaces that protect professionalism, well-being, and trust among members.

The systemic investigation will examine and, where appropriate, make system-level recommendations about:

- policies, procedures, and practices for preventing, reporting, investigating, and addressing sexualized conduct, including processes under [Part 11 of the Police Act](#);
- access to supports and protections for individuals who experience sexualized conduct;
- potential barriers to reporting sexualized conduct;
- availability of safe, impartial, and effective complaint pathways;
- perceived or real risks of reprisal, or other adverse consequences, for individuals who report sexualized conduct;

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Prabhu Rajan  
Police Complaint Commissioner

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- training for recruits, members, supervisors, and managers related to sexualized conduct; and
- impacts of organizational culture on the practical application of policies, including norms or practices that may normalize or minimize sexualized conduct, or create barriers for identifying and addressing it.

Following this investigation, the OPCC will deliver and publicly release a report setting out findings and any recommendations.

Additional information about the investigation, including the Terms of Reference, is [available here](#). The OPCC expects to release its final report by April 2027.

### **About the OPCC and Systemic Investigations:**

- The OPCC is an independent civilian office of the Legislature that oversees complaints, investigations, and discipline involving municipal police in British Columbia.
- In 2024, the *Police Act* was amended to allow the Police Complaint Commissioner the authority to self-initiate systemic investigations.
- Systemic investigations enable the OPCC to look beyond individual incidents to examine broader patterns, risks, and practices in policing, helping drive meaningful change and strengthen public confidence.
- A systemic investigation is not focused on assigning individual blame, nor is it intended to generate complaints or result in discipline against specific officers. Instead, its purpose is to examine systemic matters, identify contributing factors, and develop recommendations to address underlying issues that affect policing practices and public trust.
- Following a systemic investigation the OPCC will issue recommendations aimed at preventing police misconduct, improving police practices, and strengthening public trust in police oversight and accountability.
- While recommendations are not legally binding, they carry significant weight as an independent assessment of systemic issues and opportunities for improvement. The OPCC monitors and tracks progress on implementations and publicly reports on that progress to support transparency, accountability, and continuous improvement in policing.
- To support cooperative and efficient systemic investigations under the *Police Act*, the Police Complaint Commissioner and 13 municipal police departments and designated units have entered into a [Memorandum of Understanding](#) (MOU).

**Media Contact:** Andrea Spindler, Deputy Police Complaint Commissioner, 250-356-7458, [media@opcc.bc.ca](mailto:media@opcc.bc.ca)

## MARCH UPDATE FOR E-COMM'S SERVICE PARTNERS

We are writing to share with you our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of our partners and the public we serve.

### SERVICE LEVELS – JANUARY-FEBRUARY 2026

- **Exceeding service level targets for 9-1-1, police call-taking:** 9-1-1 service saw 97% of calls answered in 5 seconds or less (target: 95%). Emergency police call-taking reached 92% in the Lower Mainland, and 91% on Vancouver Island (target: 88% of calls answered in 10 seconds). Non-emergency call-taking met the 80% service-level target of calls answered in 3 minutes for the Lower Mainland 85% for Vancouver Island.
- **Increases in call volumes:** 9-1-1 (+2.3%), police emergency (+2.7%) and non-emergency call volumes (8%) were all up slightly from the same period last year. Call volumes are historically lower in the first quarter of the year, peaking in the summer months.
- **Fire service levels remain strong:** Fire call-taking reached 97% (target: 90% of calls answered in 15 seconds), continuing the trend of strong service delivery for partners. E-Comm's fire team recently played an instrumental role coordinating the emergency response to a major structure fire in Mission at a retirement home. Support from multiple agencies was required, resulting in 142 residents being saved.
- **Continued reliability of radio network:** 4,473,050 radio transmissions were made with the 15,907 radios on E-Comm's network in February with no disruptions. For [World Radio Day](#) (Feb 13), we featured the work of a member of our Wireless Team who built in-house tools to detect and eliminate interference on the critical public safety radio network.

### ACTION PLAN

E-Comm continues to implement the Action Plan in response to the independent provincial review. Below are some key recommendations we advanced this month:

- **Service-based costing model:** E-Comm is developing a new model that will clearly show the cost of our services, change how corporate costs are allocated, and increase transparency and predictability through a 5-year outlook. The new financial model is expected to go E-Comm's Board for review in May 2026 so that changes can be incorporated into 2027 levies.
- **Service catalogue and service level targets:** An important step in developing the new financial model is to provide clarity on services through a service catalogue and validate the most appropriate service-level targets. We have identified potential

service-level target options for the consideration of our partners.

- **Stakeholder and engagement framework:** We have developed a new framework to begin improving our partnership and engagement with you, our local government and agency partners. An [update](#) was recently shared with partners outlining a number of upcoming engagement opportunities with a focus on service level targets and the financial model.

## **OTHER UPDATES**

- **2025 IPSOS survey:** Public confidence in E-Comm in the Lower Mainland increased five percentage points to 91% in 2025 from 86% in 2024, and near the all-time high of 92% recorded in 2017. Public awareness of E-Comm in the Lower Mainland reached an all-time high of 69% in 2025, representing a four-percentage-point increase from 65% in 2024. For 2025, we also added a survey of E-Comm across southern Vancouver Island where public awareness is at 55%, and public confidence is at 90%.
- **NG9-1-1 Update:** In February and March, E-Comm provided briefings to the BC Association of Chiefs of Police and our Regional District Public Safety Answering Point partners on the implementation of Next Generation 9-1-1. E-Comm has made good progress towards resolving the technical issues which prevented an earlier launch. NG9-1-1 is expected to roll out before the end of this year, once technical readiness of the system is confirmed. While the transition will remain voice-only for callers this year, the changes being implemented now will enable future capabilities for emergency response.

MARCH 2026 UPDATE



Ipsos Poll: Public confidence in E-Comm increased 5% in the Lower Mainland



New stakeholder framework developed to strengthen partner relationships



New south island call takers bring diverse experience



NG9-1-1 expected to roll out before the end of 2026



LOWER MAINLAND YEAR-TO-FEB 28

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	95%	99%	99%	98%	97%
Police Emergency	88%/10s	81%	92%	96%	93%	91%
Police Non-Emergency	80%/180s	51%	70%	85%	90%	81%
Fire Emergency	90%/15s	89%	95%	93%	97%	97%

VANCOUVER ISLAND YEAR-TO-FEB 28

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	95%	99%	99%	98%	97%
Police Emergency	88%/10s	92%	90%	93%	92%	90%
Police Non-Emergency	80%/180s	91%	80%	79%	86%	84%