



*POLICING*

*ANOTHER WAY*

*(Volume I)*



*Researched and Written by*  
*Richard C. WONG*  
*(An E.P.S. Training Section Project)*  
*Co-ordinated by Sergeant Mike BRADSiAW*

## FORWARD

Our Service has experienced dramatic changes to the way policing is done. The changes were necessary. A careful scrutiny of our occupation, and the well entrenched tactics that we used, demonstrated quite clearly, that much of what we were doing was accomplishing little!

What has emerged is a common sense style of policing that is geared towards being effective. Many labels are now attached, i.e. Community Policing, Problem Oriented Policing and Community Oriented Policing. There are subtle differences, however it is sufficient to say that in the future, police and citizens must work as a team to deal with problems that are common to both. The foundation stone on which policing will be built is the customers, and those at the front who deliver the service.

Richard WONG's short stories explain successes at street level. The police officers involved went beyond the traditional tactics of responding and reporting incidents that are created by problems. Although the efforts of just a few are highlighted in the booklet, I must emphasize that many others are actively involved in developing solutions to community problems. Perhaps their stories will appear in the next volume.

This document may help others grasp what it is that police must do. It may even prompt police leaders to create the environment that will allow this style to flourish.

Mike BRADSHAW  
Training Section

## PREFACE

My name is Richard Charles WONG and I am a Summer Temporary Employment Program (S.T.E.P.) Student with the Edmonton Police Service. During the rest of the year I am a student at the University of Alberta and I am pursuing a Bachelor of Arts Degree in Sociology.

I began working in the Staff Development Unit on 1991 May 06 and was assigned to a Research Project on Problem-Oriented Policing. The study was aimed at compiling a cross-reference of representative examples on this style of policing. The final product is what you see before you.

Problem-Oriented Policing has been exercised by members for a number of years. I interviewed over sixty members from almost every unit in the Service. Due to the constraints, I was unable to document all the case examples on Problem-Oriented Policing. Perhaps the most difficult part of my study was trying to secure the members time in order to conduct an interview.

Policing in todays multicultural society must reflect Peel's Seventh Principle that states "*The Police are the public and the public are the Police*". It is a concerted effort, a partnership, collaborating to find solutions to problems that lead to the decay of communities. Hence, the Edmonton Police Services' motto: "*Committed to Community Needs*"

Richard Charles WONG

## INDEX

<u>NAME</u>	<u>TITLE</u>	<u>PAGE#</u>
Cst. Rick SAUNDERS	Bikes Gone Missing	i
	Steal On The Way	2
Cst. Glen DENNIS	Rocky Road	3
	Unloading a Problem	4
Cst. Tony HARDER	Cosmetic Makeover	5
	Biker Bar	6
	Strip Club Stripped of License	7
Cst. William SPINKS	Cold Car Better Than No Car	9
	Bored Crime	10
Cst. Jim STEVENSON	Blocking Passages	11
Cst. Bob KOSTIW	Junk Yard	12
	No Needles	13
	Doctor's Derelict Creates Havoc	14
Cst. Doug STOREY & CstMark DESLAURIER	Blue Zone Parking	15
Det. Dave HUT	Fear	16
	Whore House	17
	Chinese Cooking Wine Kills	18
Cst. Dorothy SHERBURNE	Rally One Way	19
	N.B.A. Products	21
	Booze Can	22

<u>NAME</u>	<u>TITLE</u>	<u>PAGE#</u>
Det. Ray HOGAN	Sign of the Times	24
Cst. Gail DENYS	Bus Stops	25
Cst. Ron CHETNEY	Frats	26
	Frustrated Flasher	28
Cst. Darcy STRANG	Skinheads	29
	Language a Problem	30
Cst. Mark HOULE	Schizo	31
Cst. G. REEKIE	Best Behaved	32
Cst. Adrian MARR	Closer to Home	33
	Garden Thief	34
	Something To Do	35
	Management Makes It Better	37
	Crumbling Community	38
Cst. Lew EVANS-DAVIS	Hair Care	40
	Organization	41
	Students Get Poorer	42
	Operation Bank It	43
Cst. Shane LOXTERKAMP	Poor Display	44
	Convenience Banking	45
Cst Barry KAYE	Youthful Problem	47
	Students at War	48
Cst. Bob BOIDA	Darth Vader	49

\*

u

<u>NAME</u>	<u>TITLE</u>	<u>PAGE#</u>
a t. Neil DUBORD	Three For One Cancelled	50
	Beaverhill Park	51
Cat Bill NEWTON & Cst. Pete CHERNUWSKY	Regular Thieves	52
	Extortion	53
	Bella Dine	54
Cst. Mike CRUSTOLO	Mental Patient	55
	One Way Means No Way	56
Cst. Scott McMORRAN	Bar Busted	57
	Slum Receives Facelift	58
	Arcade Too Much Fun	59
Cst. Gary DZIOBA	Babysitting	60
Det. Rocky MAZE	Slum Unsightry	61
	Drummer Loses Drums	62
Cst. Dave SPIERS	Hookers Lot	63
	Fraud	64

TITLE: BIKES GONE MISSING

PROBLEM:

A RASH OF UNREPORTED BIKE THEFTS HAD OCCURRED in a community. The office was aware of the problem. Most of the bike thefts went unreported because parents felt little could be done.

SOLUTION:

The Constable studied the bike thefts and tried to find a pattern to the criminals modus operandum (method of operation). There was no set area, time or type of bike stolen. He felt the thefts were spontaneous and, in most cases, the bikes were used for a quick means of transportation. He felt that the majority of the bike thefts had been the work of kids in the area, since a large population of kids lived in his beat. It was known that joyriders normally abandoned the bikes shortly after the time of the thefts. The real problem was that kids were careless with their bikes. They often left them unattended without using a lock.

The Constable developed a Bicycle Identification Program which involved recording the serial numbers of the bicycles, as well as a general description. Pamphlets on "How to prevent your bicycle from being stolen?" and "What happens if my bike is stolen?" were distributed throughout the community. This crime prevention program informed the community that a police lost and found area for recovered bicycles existed. An estimated 2,500 bicycles exist at the police compound at any given time, with only one quarter of the bicycles returned to the owners. This program produced a reduction in bike thefts in the area and other similar programs have been implemented in other areas of the city.

TITLE:            STEAL ON THE WAY

PROBLEM:

An excessive amount of thefts from vehicles was occurring along one street. No other thefts from vehicles had been occurring in the surrounding areas. The criminals confined themselves to a two block radius. They had stolen items such as radar detectors, cassette tapes and anything of value not nailed down.

SOLUTION:

The Officer assigned to the area, checked the crime statistics and found that thefts from automobiles were a problem only in the two block radius. The habits and activities of the community members were monitored. He observed that young kids in the area were the perpetrators of these thefts. That the kids were members of two families that lived two blocks away from one another; the exact two blocks between where all the thefts were occurring. The youths were walking from one home to the other, and along the way, were committing the thefts. The parents, who were on social assistance, condoned and even encouraged their children's criminal activity.

Verbal warnings were given to the children and their parents proved to be futile. Traditional enforcement tactics such as pamphlets warning the motorist of the high crime area were ineffective. The Constable contacted Social Services, who had been funding the housing, for both families.

He explained the problem to them and it was later agreed that one family be relocated to a home in a different area. This tactic obviously worked because almost immediately the thefts from the automobiles stopped.

**TITLE:**                    A ROCKYROAD HOME

**PROBLEM:**

The Rock City Night Gub, located in the downtown, catered to problems of assaults and impaired drivers. A high number of repeat calls for service were liquor related. A Constable identified that the management would overserve liquor to patrons, reduce the price of drinks (beyond A.L.C.B. regulations) and exceed the fire capacity.

**SOLUTION:**

This Constable retargeted his enforcement efforts on impaired drivers to educating the management. To address the problems at the bar, he arranged a meeting with the following in attendance:

- 1) Owner of Rock City
- 2) Manager of Rock City
- 3) Alberta Liquor Control Board  
Inspector
- 4) Fifty-five (55) Staff Members from  
Rock City
- 5) The Constable

The policy of third party liability was discussed at the meeting. It was explained that Rock City could be responsible for the actions of impaired individuals even after they left the premises. The employees were introduced to films on third party liability as well as lectures on *"The Use of Force, Citizens' Powers of Arrest and How to Handle Drunks"*. The meeting provided an excellent opportunity to open the communication links between the Gub and Agencies involved.

The Constable brought statistics on liquor related crimes and frequency of overcapacity of patrons to the Fire Department. Consequently, the seating capacity of Rock City was reviewed and later reduced.

The outlined methods reduced the number of liquor related complaints as the bar management served liquor in a more responsible fashion.

**TITLE:**                    UNLOADING A PROBLEM

**PROBLEM:**

A loading dock for use by semitrailers was poorly designed. During unloading, the semitrailer extended onto the property of an adjacent car park. It occupied up to three parking stalls at the Imperial car park. Countless repeat calls for service were taken as the two parties could not come to a mutual agreement

**SOLUTION:**

Routine handling of the situation resulted in one of the parties being issued a tag by the investigating officers. This was only a temporary solution until the next shipment needed unloading. The Officer recognized that the situation could come to blows if the problem was not soon resolved.

The Officer arranged a meeting between the two managers of the respective companys. With the Constable acting as the mediator, it was agreed that the loading dock company would lease out the three parking stalls that extended into the car park. This mutually agreeable solution would not have been reached unless a mediator had been present and the problem-solving approach made both parties happy. No further repeat calls for service have occurred.

**TITLE:                    COSMETIC MAKEOVER**

**PROBLEM:**

The Renford Inn had been experiencing a high number of thefts from vehicles in their parkade. In fact, 90 percent of the property crimes were thefts from vehicles. Area vagrants seemed to enjoy the warmth and shelter of the parkade.

**SOLUTION:**

One Officer examined the situation at the Renford Inn and felt that changes in the physical setting would reduce the opportunity for crime, beginning in security at the parkade. Also, the lighting in the parkade and adjoining alley could be improved. A fence was erected to block the passage into the alley area, so the only access was by the front entrance.

Other changes included phony security cameras and warning signs to motorists. The most important factor was the co-operation of the hotel management. The hotel management and the police worked together to reduce the complaints from 45 a month to 3 in 6 months.

TITLE: BIKER BAR

PROBLEM:

The Commercial Hotel contained a bar which was frequented by motorcycle club members and similar patrons of an active criminal nature. This bar produced the highest number of repeat calls for service in the Old Strathcona area, including assaults, drug offences, public drunkenness, mischief, etc., and had been a problem for several years.

SOLUTION:

Initially, traditional enforcement methods were used. The Constable who worked this neighbourhood re-examined the problem and felt that one of the underlying causes was the large motorcycle club-member clientele. A plan aimed at reducing the bikers' presence was developed. It was anticipated that once they stopped attending the Commercial Hotel, criminal activity would be reduced. First the Constable liaised with the Board members of the hotel. He suggested some physical changes to the building, such as increasing the lighting in certain areas of the bar. It was hoped that the greater visibility would discourage drug deals. Locks were placed on the inside of exit doors to avoid having them used as entrances by those who sold and used drugs and consumed liquor outside. Next, armed with statistics on liquor charges, he presented the Alberta Liquor Control Board with information on liquor over-service and bar over-capacity. The owners of the Hotel were given warnings by the ALCB which generated the co-operation of the management. A local lighting petition enabled lane lighting to be installed, and several covert operations were carried out from adjacent premises, resulting in dozens of drug and other arrests.

A motorcycle parking zone in front of the bar provided convenient "on-street" parking, desired by the bikers. The Constable then lobbied City Council to have the parking zone removed, forcing the hotel to provide parking at the rear of the establishment. As parking in the lane was undesirable to the club members, the bikers resorted to parking at the meters in front of the bar. The Constable noticed that the bikers were parking several motorcycles in one metered stall. This practice directly contravened a City Bylaw, which

states that metered parking is designed "for the parking of a single vehicle at which space or section a parking meter has been installed.\* Consequently, parking tags were issued on a daily basis. With the constant bylaw enforcement crackdowns and continued assistance on drug arrests by D.A.R.T. (*Directed Activities Response Team*), the bikers became frustrated and the majority stopped attending the bar. Calls for service were reduced by half during three years of continued work on the premise.

TITLE: STRIP CLUB STRIPPED OF LICENSE

PROBLEM:

The well known strip club, Tin Lizzies had numerous repeat calls for service, 40 in one month. Problems of drug use, liquor over service, and assaults were common. It seemed the management observed and participated in the use of narcotics on their premises. Drug dealers would frequent the establishment knowing they could act with impunity. Statistics revealed that the high number of assaults could be attributed to aggressive bouncers. In addition, liquor over service to minors occurred on a regular basis. Complaints were received from neighbouring businesses that Tin Lizzies' customers would use their private parking stalls.

SOLUTION:

The OfGcer realized that the problem at Tin Lizzies (formerly Rockers Bar and Grill) was not about to alleviate itself. Something had to be done in order to reduce the number of repeat calls for service. His plan began with structural changes by increasing the lighting to alleys and parkways via Edmonton Power. Next, he instructed the neighbouring businesses

to hire Edmonton Parking Patrol to monitor their parking lots. The Edmonton Board of Health was notified of the unsanitary conditions in the kitchen area. Then, the Edmonton Fire Department was notified of the improper exits and overcapacity problem in the club.

To address the problem of aggressive bouncers, two Constables held lectures for employees. The topics discussed were the use of force, assaults, citizens powers' of arrest, and police intervention.

Edmonton Zoning was contacted regarding the insufficient parking at the strip club. The Club was required to have one parking stall for every four seats in the bar. Two options were available:

- (1) increase the number of parking stalls; or
- (2) decrease the number of seats in the club.

The management attempted to compensate for their insufficient parking by leasing spaces one block away. A meeting of the Development Appeal Board ruled that the owners of Tin Lizzies had violated section 66.5 (2) of the city's land-use bylaw. It states "that parking spaces shall not be more than one hundred and twenty metres away from the building unless approved by the DAB." Thus, the owners failure to secure adequate parking could be just cause for revocation of their business license. The club reduced the number of seats in their premises. Due to the reduced seating, the patronage decreased drastically and business suffered. The club could no longer afford to pay their employees. With no strippers, they were forced to close down. In addition, the Alberta Liquor Control Board found that Tin Lizzies was deficient in food stocks, both in quantity and variety. Liquor over service and watering down of drinks was discovered through investigations. As a result of the ALCB violations, the liquor license was permanently revoked

Then the owners resorted to opening an after hours club. Two drug/liquor raids later, the establishment was closed down indefinitely. The Sheriffs Department had seized over thirty thousand dollars in assets to pay the large debt owed to creditors. Area crime had been reduced and no further repeat calls for service have occurred.

Although one Constable was faced with the problem, the solution was developed by utilizing numerous resources and agencies.

TITLE: COLD CAR BETTER THAN NO CAR

PROBLEM:

The problem: It's -30 degrees celsius and you had to wait 10 minutes for your car to warm up. The solution was simple - leave the car running while you make a quick errand. This gave criminals the opportunity to act. It is a known fact that given the opportunity, crimes occur. To leave a vehicle running in the winter, with the doors open, was nothing more than an invitation to steal.

An area in the north side was experiencing an unusually high number of car thefts being reported to police. The perpetrators had stolen the cars for joyriding or stripping down for parts.

SOLUTION:

The problem of auto thefts was growing and needed to be stopped. A Constable discovered that the area worst hit by the car thieves was along the same street. Upon further investigation, this Officer noted that most of the victims had left their cars running unattended to do small errands. The Constable felt the problem was the lack of awareness on the part of the general public.

He posted warning signs in the business establishments in the area. The posters received widespread media attention and alerted the public of the problem. Public awareness became so great that administrators proposed the idea of a new city bylaw. It would mean that anyone leaving a vehicle running unattended could be subject to a fine. This proposal was struck down but the media attention educated the public of the existing problem. Subsequently, the number of reported stolen vehicles dropped in this Constable's area.

**TITLE:**                    **BORED-CRIME IS FUN**

**PROBLEM:**

The Edmonton Police Service responded to several calls within a small geographical area, originating at or near a townhousing complex. Complaints of vandalism, mischief, noise disturbances and property crimes were occurring at an alarming rate. Calls for service during the winter months were at low levels but there was a significant increase during the spring months.

**SOLUTION:**

The Officer examined the background of the neighbourhood residents and it was found that the residents were of a lower socio-economic status. Most residents were recipients of social assistance and were unemployed. Consequently, they had plenty of time on hand. The children in the area, with nothing to do, were constantly in trouble.

A Neighbourhood Watch Program was developed for the town homes. The Constable appointed the frequent callers to the position of block captains. Block captains were contact

persons who would liaise with the police to express the concerns of the residents in their area. Members of the program were to act as observers for the police.

The next step was to contact the property managers of the complex. The Constable recommended changes such as increasing the lighting to the courtyard and parking areas. The property owners agreed to do this.

Finally, he spoke to Edmonton Parks and Recreation. He convinced them to place playground facilities in the courtyard area (i.e. swings, merry-go-round) during summer months. This was done.

A noticeable reduction in the number of youth crimes was apparent immediately. The strategies helped lower the repeat calls for service to this area.

**TITLE:**                    **BLOCKING PASSAGES**

**PROBLEM:**

The Edmonton Police Service responded to several calls of parking complaints from neighbouring businesses of a bottle depot. Apparently, the depots' customers would line up in the alley way. This, the surrounding businesses claimed, discouraged customers and obstructed the way for vehicles unloading goods.

**SOLUTION:**

The Officer assigned to the area examined the problem. Traditional response resulted in tags being issued. The Constable contacted the management of the bottle depot. He recommended an alternative line-up route be placed adjacent to the alley. Signs were erected to notify customers of the new line up area. The sidewalk was smoothed out to allow cars to enter.

On this occasion the owner of the bottle depot simply wasn't aware that the neighbouring businesses were complaining. By explaining the problem to the owner he was able to make the necessary changes to rectify the situation.

**TITLE:**                    **JUNKYARD**

**PROBLEM:**

An empty piece of land near an apartment building which was owned by a management company had become a storage area for junk cars. Some vehicles had been abandoned at the lot for up to one year. These junk cars had been stripped and the windows were smashed. The poor cosmetic look led to vandalism and littering in the area.

It is a fact that a slummy area conveys a feeling that "*nobody cares*.\* Neighbourhood residents felt that the junkyard would attract individuals of a criminal persuasion. Concerns had been expressed for the safety of children who played at the junkyard.

**SOLUTION:**

The Officer felt residents had a valid complaint. He attempted to resolve the problem by contacting the property management company. Together, they decided that parking tickets would be issued to the junk cars as the lot was private property. The following day, fifteen vehicles were issued parking tickets. After waiting the 72 hour period, 12 of the cars had moved; the remainder were towed away. Many of the vehicles belonged to tenants who had long since moved away.

The Constable spoke to the landlord of the apartment to have him warn new and present tenants that the adjacent lot was private property and no vehicles could be left there.

This simple solution ended the problem and appeased community residents.

TITLE: NO NEEDLES

PROBLEM:

The Neighbourhood Foot Patrol Officer investigated a westend area that was littered with needles. He found that area drug users were purchasing needles from a local drug store. This presented a safety problem as young children would play with these needles. The risk of contracting a disease was great as the needles were often found in a small neighbourhood park.

SOLUTION:

The Officer contacted the owner of the drug store in the area and arranged a meeting with the staff. The problem was discussed and it was decided that the business would not sell to individuals they suspected were drug users. This virtually eliminated the needle problem in the area as the users moved elsewhere.

Since that time, a needle exchange program has been operating successfully in the downtown drag area. Intravenous users have a steady supply of sterile needles when needed. The goal is to reduce the spread of disease first and to provide assistance or counselling to users that wish to kick the habit. Obviously, the drug problem is large but many small efforts will eventually begin to impact on the big picture.

**TITLE:** DOCTORS DERELICT CREATES HAVOC

**PROBLEM:**

Soon after two old vacant apartment building were boarded up by the owner calls for service from area residents rolled in. Neighbourhood kids began to use the buildings as a play area. The boards were pried off and soon drug users and glue sniffers were constant visitors to the buildings. Area residents found empty liquor bottles, glue bottles and used needles in the buildings. An inspection by the Police revealed that the new inhabitants were lighting fires on the wood floors. It was just a matter of time before someone was killed or seriously injured.

**SOLUTION:**

The Foot Patrol Officer decided to tackle the problem. His first objective was to properly secure the premises. His second was to see the eye sores demolished.

The Fire Department was contacted and after an inspection the owner, a prominent doctor, had the building properly secured with new plywood as requested. The Constable contacted the owner and asked if the buildings could be torn down. The doctor argued that cost was prohibitive and that the City owned a piece of the property.

The Constable spoke to the Alderman and the local M.L.A, explained the problem and solicited their help. Area residents began calling the politicians' offices. Eventually, after several meetings between City officials and the doctor the slum building was torn down and zoned for a new retail mall. Needless to say, the calls for service about this problem stopped

TITLE: BLUE ZONE PARKING

PROBLEM:

A handicapped parking zone was being misused. Patrons of other businesses would use the handicap parking zone in front of the Montgomery Legion. The Edmonton Police Service received numerous complaints by the legion and issued an average of sixty tags a month. The handicapped parking allowed space for four full size cars. Two small signs identified the parking zone for "Handicapped Only."

SOLUTION:

Two Constables who patrol the area near the legion found that these parking complaints were tying-up Members who could have been dispatched to higher priority complaints. They developed a plan to curb the problem. Upon further investigation, they discovered that customers at three nearby lounges were using the handicap parking zone illegally. The Constables approached the management of the three businesses involved and presented the problem, outlining recommendations that could be used to educate their patrons.

Next, they requested that City Engineering modify the signs. To assist in raising public awareness, two additional larger signs were posted under the existing signs. The additional signs read "*Vehicles parked in violation will be towed.*"

The final phase of their plan involved placing two meters at the location and creating a one vehicle loading zone. The idea made the Legion management happy and reduced the calls for parking violations.

**TITLE:**            **FEAR**

**PROBLEM:**

A downtown underground pedway system was plagued by the fear of crime. Constant media coverage of a sexual assault and homicide in the corridor increased the public's perception of crime. Use of the underground pedway was non-existent. Even the employees of the businesses above the pedway were afraid to use the pedway. The business owners noticed a significant decrease in customers once the news stories aired.

**SOLUTION:**

The Officer identified the problem by noting the large usage of the streets on the surface level. People, who previously used the pedway, now resorted to travelling on the street level, causing problems with traffic congestion and public safety during rush hour. The foot commuters jaywalked across streets and caused accidents.

The Constable organized a meeting between all the business tenants along the pedway. Each tenant is responsible for the pedway beneath them. The result was the establishment of the Downtown Business Security Association. It is a combined effort among businesses to exchange concerns amongst one another. Each business was educated by the Crime Prevention Unit on personal safety, business security and interpersonal skills.

Once the association was formed, the ball was rolling. They looked into changing the environment in the pedway to attract more people, including installation of a music system and better lighting. The Constable liaised with the Light Rail Transit Security officers in the hope of stepping up security. In time, the public began using the pedway system again.

TITLE: WHORE HOUSE

PROBLEM:

Heavy traffic flow 24 hours a day was common in the alleyway behind a downtown motel which was infamous for housing prostitutes. The prostitutes would stand just outside the motel rooms trying to lure their customers (Johns) in. They also seemed to attract criminals: The motel was the scene of several assaults and a homicide in the past year. Neighbouring businesses complained that they were losing business, because the prostitutes scared away their customers. Area residents complained of the used condoms and syringes littered on the streets. They feared that children in the area would begin playing with the dangerous needles and contact some type of disease.

SOLUTION:

A Constable recognized that changing the physical structure of the surrounding area might discourage the prostitutes. Changes such as increasing the lighting and blocking off one side of the alleyway was considered. The Constable worked with D.A.R.T. (Directed Activities Response Team), a specialized police Unit, and the Morality Unit on a two week surveillance operation. They utilized video equipment and undercover operators. After documenting the activities within the motel, a search warrant was obtained and Officers seized hundreds of condoms, needles and body gels. The owners of the motel were charged with "*Keeping a Common Bawdy House*"<sup>11</sup> under Section 210 (1) of the Canadian Criminal Code.

The Chinese owner lost face in the eyes of the community and subsequently sold the motel. The new owners were unsuccessful. The motel was torn down and is now a parking lot. Instead of changing the physical structure of the surrounding area, the motel itself was removed. Needless to say, the parking lot has not been the location of any more complaints.

TITLE: CHINESE COOKING WINE KILLS

PROBLEM:

A high number of repeat calls regarding public drunkenness and general disturbances came from a neighbourhood near the downtown core (the DRAG). The accompanying domino effect of crimes included littering, assaults, drug dealing and property crimes.

SOLUTION:

Traditionally, police responded to the problem of public drunkenness by neutralizing the situation but not resolving the long term problem. This meant that intoxicated individuals on the streets would spend the night in jail until they sobered up. A Detective researched the problem, and discovered that Chinese cooking wine contained 38 percent alcohol per volume. Since it was inexpensive and easily accessible over the counter, it had become the drink of choice. Long term abuse of this product led to dangerous health problems. The wine was considered unpalatable because of the high salt content. An inner City doctor attributed three deaths to the deadly cooking wine.

The Detective contacted the Liquor Control Board and found that because the cooking wine had a high salt content, it could not be regulated under the Liquor Control Act; it was not deemed as alcohol. The Officer approached Canada Customs and attempted to have the importation of the product limited. This tactic proved unsuccessful since the wine was not considered alcoholic and therefore not legislated. All imported alcoholic substances face heavy taxation in order to limit the products in Canada.

A meeting was organized with: Police Commission, Representative from the Solicitor General's, Alberta Liquor Control Board Representatives and members of the Edmonton Police Service. The ALCB agreed to change their policy to include the cooking wine under its definition of alcoholic substances.

The cooking wine fell under the regulation of the Liquor Control Act that states, "no alcohol based product shall contain more than 20 percent alcohol per volume."

Subsequently, the cooking wine could not be sold over the counter until the alcohol content

was reduced from 38 percent to less than 20 percent. Because the wine was considered alcohol, it was subject to an importation tax. Eventually, the importation of this product stopped since it was banned under the Liquor Control Act.

Although the drag still has its share of chronic alcoholics, they no longer succumb to the effects of the deadly wine. The work done here was a major undertaking and involved the coordinated efforts of many agencies.

**TITLE:**                    **RALLY ONE WAY**

**PROBLEM:**

The Service had numerous complaints about prostitution in the inner City area known as the drag. The two block area was infamous for prostitutes plying their trade. Female residents of the area and visitors complained of harassment by the Johns. High traffic volumes was a spin-off effect

**SOLUTION:**

One Constable decided to do something about the problem. Firstly she contacted the city transportation department and asked them to lag a counter in the area affected to determine the number of vehicles passing through the area. On one Thursday evening the counter read over (200) vehicles per hour.

Another concern was for the young children in the area. The prostitutes would solicit their Johns directly in front of an elementary school. In the mornings the school staff found used needles and condoms in the yard. These had to be picked up almost every morning before the children arrived.

The Constable devised a number of strategies to address what appeared to be overall problems. She worked closely with the community and saw them organize a community march against the Johns. She secured additional resources from the police Service. Traffic check stops were regularly set up in the area. Traffic violations were enforced strictly to try and keep the Johns out of the area. Detectives continued with undercover morality operations to identify prostitutes and johns.

The community newsletter was used to organize a meeting with a Crime Advisory Board. All concerned residents were invited to attend. The community planned to telephone the Mayor's Office and the Police Commission in order to exert pressure on them to create change.

In the meantime the Constable met with city transportation and she proposed a series of one-ways. A public meeting was held and a vote taken. City Council passed the proposal and the one-ways were put in place.

Almost immediately there were results. Strangely, there were many complaints by Police Officers who found themselves re-routed to the Downtown Police Station which is close to the problem area. Many suggest that the police only moved the problem.

On a positive note, area residents are pleased, and since the implementation only one used condom has been found at the school yard.

Prostitution problems are difficult and, by at least trying, this Constable was instrumental in solving several smaller problems within the larger picture.

TITLE: NON-BEVERAGE ALCOHOL (NBA) PRODUCTS

PROBLEM:

Non-beverage alcohol products are household and industrial products that are consumed because they are relatively inexpensive, easily accessible and have a high alcohol content. They are more dangerous than conventional alcohol beverages because they contain dangerous chemical additives and are cheaper, resulting in greater consumption.

In 1991 Peking Ginseng Fine Brandy, with the alcohol content of 39.9%, replaced Lysol as the drink of choice among inner city alcoholics. Although prohibited by the Alberta Liquor Control Board, it was covertly being sold by businesses in the Oriental community.

The abuse became so common place and visible, that the media devoted attention to the problem and the Edmonton Police Service was continually dealing with the complaints generated by the communities within the inner city.

SOLUTION:

It was obvious that the abuse of NBA products was not a problem that could be solved strictly through enforcement. By limiting the supply of one NBA product leads to the substitution and the abuse of another (i.e. Lysol-Cooking Wine Ginseng Brandy). It was felt that the abuse of such products affected many organizations within the inner city and that a more productive approach to addressing the problem would be to solicit their involvement.

In March 1991 the Non-Beverage Alcohol Committee was formed (Edmonton Police Service, MLA representatives, George Spadey Center, Boyle/McCauley Health Center, Bissell Center, City Center Church Corp, Downtown Treatment Center, AADAQ).

Four strategies were implemented:

Continued enforcement: Continued enforcement of legislation concerning the sale of NBA's for consumption, limited the supply and ultimately their abuse. Initially, provisions of the Liquor Control Act were outlined, translated into the appropriate language, i.e. Chinese,

Vietnamese, French and delivered to the business community. When this was unsuccessful in deterring the sale of NBA products, i.e. Ginseng, an undercover operation was initiated. The two week operation resulted in a total of 47 charges being laid and 535 bottles of GINSENG being seized. (Note: All involved accused plead guilty and received fines totalling \$4,500).

Import prohibition: Customs and Excise was contacted in an attempt to scop the importation of illegal substances.

Education: Funding solicited from the Lysol company (L + F Products) was used in the production of a poster aimed at educating NBA abusers. The Lysol company donated \$2,000 to the cause in an attempt to re-establish the respect of the public.

Increase the availability of beverage alcohol in the community: The ALCB agreed to open their outlet on 96st at 0800hrs. as opposed to 1000hrs. on a trial basis.

It is recognized that NBA abuse has not been eliminated. However, it is felt that all of these strategies combined have been effective in reducing the long-standing community problem. It should be noted that the Non-Beverage Alcohol Committee continues to meet monthly.

**TITLE:**                    **BOOZE-CAN**

**PROBLEM:**

A well known "bootlegger" had bought property in the inner city and opened it as an after hours club. The club ran illegally, without City permits, and liquor was sold for inflated prices, after the local taverns had closed. This caused neighbourhood residents to file complaints relating to thefts from autos, mischiefs, vandalism and undesirables frequenting the area.

## SOLUTION:

The NFPP Officer handled several calls and decided to investigate further. A land titles search revealed that a local "bootlegger" named John had purchased the property. John was very familiar with the Liquor Control Act and had numerous convictions under the act

John was using the building as an after hours club. The City's Planning and Development Division related that John did not have any form of business licence and the ALCB stated he did not have a liquor permit for any of these activities. The City would not issue a business licence in relation to the type of business John operated and the ALCB did not condone selling liquor after taverns close.

John falsely stated to the city that he required a business permit to open a restaurant in the building. Notification was sent to the immediate community to indicate that John had applied for the licence. The police assisted in launching an appeal opposing the issuing of the licence on behalf of the outraged community. However, on the date of the appeal there was not enough community support in order to quash the application for the licence. John was issued the licence.

Even though John had a business licence for a restaurant, this did not allow him to sell liquor, especially after hours. A strategy was developed whereby NFPP Officers sat in the area of the club and caught persons who illegally purchased alcohol, thus dissuading people from using John's services. Search warrants were also executed on the premises.

Next, the police focused on John. The tax department indicated that John did not have bank accounts and he purchased the building in cash. John paid a minimum of income tax, but because of the absence of bank accounts they were unable to determine his actual income.

The lot next to John was for sale. The owner of the lot was constantly acquiring bylaw summonses for litter that accumulated from the use of the club. An agreement was made with the owner of the lot to place "Private Parking" signs on the lot, so as not to allow night club patrons to park on it. This limited the amount of people who could attend the club, but soon the signs were regularly torn down by the patrons of the club. The club owner could not afford to replace them.

A collection of garbage was visible at the back to the night club. The garbage would seldom be removed and John was fined under the bylaw. He soon participated in the neighbourly chore of cleaning up his own back yard.

John found it too difficult to operate his night club under constant police and community scrutiny. He soon closed his "business" and to date, has not re-opened.

TITLE:                    SIGN OF THE TIMES

PROBLEM:

The inner city area known as the drag was faced a high number of knife-related occurrences. One Constable investigated the problem thoroughly and revealed 50 knife related incidents occurred in 1990, all emanating from four area drinking establishments. It was reasonable to assume that the mix of alcohol and available weapons is a deadly combination.

SOLUTION:

The Constable developed a three part program to limit and eventually ban the carrying of knives in the four neighbourhood drinking establishments. Part one involved the placement of large signs outside the bars to advise persons entering that no knives will be permitted on the premises and that entry will be prohibited to those persons wishing to carry knives into the bar. Part two entailed the placement of signs on the entrance doors into the bars advising that patrons may be subjected to a search for knives. If the patrons do not wish to submit to the search, they will have to leave the premises. The final phase was a proposal to change the legislation of the LCA to prohibit the possession/carrying of knives in a licensed premises, except for the purpose of food services.

In order to implement phase one, the Constable had to contact four hotels in the inner city area. In a mutual agreement, the signs were placed in the hotels. The manufacture of the posters were funded by the Police, Provincial Government and the hotels.

In the first four months following introduction of the signs, assaults involving knives were reduced by 63%.

The final phase of the project will be addressed at the next sitting of the Legislature. Hopefully, liquor laws can be changed and knives will become a thing of the past in all drinking establishments.

TITLE: BUS STOPS

PROBLEM:

The bus station beside West Edmonton Mall was the scene of disturbances, assaults and damage to property, mostly cars. Between 3:15 p.m. and 4:00 p.m. on school days, more than 600 students congregated at the bus station waiting for buses. Rivalry between groups led to many "old scores" being settled by the youths.

SOLUTION:

An Officer assigned to the mall took this long standing problem on. The Principals of every school in the area were invited to a meeting at the West Division Station. Edmonton transit security and scheduling staff were also in attendance. During the problem solving session it was suggested that the schools alter dismissal times and buses be re-scheduled to accommodate the change. Unfortunately, this suggestion was not recommended as the exercise would have been a logistical nightmare for the schools and transit

The strategies that were discussed and implemented included:

1. A fence built on the perimeter of transit area to prevent the youths from damaging cars at the mall.
2. Mall and transit security to be visible during the problem hours.
3. Neighbourhood Foot Patrol Officers to visit area during the hours, and talk with the youth groups present
4. A security camera installed to monitor the station.
5. School sent letters to all parents.
6. The problem was addressed at school assembly and students informed that further occurrences could result in suspension and even prosecution.

The tactics listed resulted in a significant decrease of incidents at the bus station.

TITLE: FRATS

**PROBLEM:**

A university fraternity held loud TNP" (Thursday Night Parties). The community residents complained of the noise disruptions, illegal liquor sales, littering, and vandalism. These young adults seemed co-operative but failed to change their ways. Traditional police

response normally resulted in a warning or a fine being issued for violation of the City Noise Bylaw.

#### SOLUTION:

One resident, with the help of a Constable, began a crusade to resolve the situation. He sent letters to the local alderman and university faculty outlining the problems stemming from the fraternity house. The negative media attention and community outrage forced the fraternity to go to the bargaining tables. The Constable arranged a community mediation committee consisting of the fraternity council, alumni nearby residents, the Constable and a mediator. They had meetings that resulted in agreements on rebuilding damaged property, cleaning up litter and reducing the parties to once every month.

Next, the Constable organized a meeting with the president of the fraternity council, inter-frat council, campus security and the dean of Social Services. Two major breakthroughs occurred during the meeting:

- (1) They established 10 rules governing the operation of parties, including cleaning of the area by the fraternity members, key checks to party-goers and a designated shut down time.
- (2) It redefined the Universities Code of Student Behaviour which meant students could be reprimanded under the code. Penalties varied from suspension to expulsion.
- (3) The nearby residents had to be notified of the date and times any future parties were to be held.

The calls for service to this location had been virtually eliminated and area residents felt satisfied with the results.

TITLE: FLASHER FRIGHTENED

PROBLEM:

Fox the last 10 years Newton Place Parkade has been plagued by the presence of one or more "Flashers". The parkade is seven stories high with 14 levels of parking for a total of 700 hundred stalls. There are three stairwells on the east side and one on the west side. The west stairwell is the only one with an elevator and it handles the majority of the pedestrian traffic. The suspect had been active only in the west stairwell and strikes on the fourth to sixth floors. He strikes 10 or 11 times, on average per year. The flasher sees the victims riding the elevator alone, waits for the doors to open and then masturbates in front of the victim. Most times the victims try to close the door but the suspect presses the elevator call button to keep the elevator door open.

SOLUTION:

The Officer had long been aware of the flasher. Several strategies used by him to resolve the problem included:

- 1) a Crime Stoppers re-enactment
- 2) an Undercover Operation

These tactics were unsuccessful. The next step involved speaking to the management of Newton Place; however they were not interested in assisting the police. They felt that it was a police problem.

It was not until the Constable generated a media campaign that the management began co-operating with the police. The management hired a private security firm to work with the police on the problem. A hidden camera was installed in the stairwell elevator for surveillance. Weeks later, the camera recorded the suspect performing the masturbation. It gave Detectives a description of the flasher. A composite drawing was distributed to security staff.

Days later Security Staff observed a man fitting the description of the flasher loitering in the parkade. He was confronted by a security personnel, but ran away. To police knowledge this confrontation has probably scared away the flasher for good. It has been over six months and there have been no reports of his return.

TITLE: SKINHEADS

PROBLEM:

The Sunset Club attracted the skinheads of the City. These individuals had been responsible for numerous assaults in the downtown area. Many complaints were received about the activities of these people, who were known to use drugs and to attract a following of female youth.

SOLUTION:

To address these problems the Constable that worked this area organized a meeting with the owner, Manager, and staff of the hotel that housed the club. The Constable explained to the owner that if he continued to allow hookers and skinheads to frequent the hotel, it would begin to experience other problems, like mischiefs, assaults, and robberies. It would bring the Sunset club a very poor reputation, and business would decline.

The Constable, along with the owner, examined the aesthetics of the club. It was dark inside and played "*alternative*" music. He recommended that the management change the type of music that was played at the club. They agreed to switch from the alternative music to a

rhythm and blues style. They also made significant interior changes and increased lighting in certain areas. A new clientele started to show up at the hotel. The skinheads became somewhat discouraged and stopped attending the club. This action resulted in a decrease in the number of assaults in that particular area of downtown.

TITLE: LANGUAGE A PROBLEM

PROBLEM:

The Alberta Vocational College located downtown offers classes in English As A Second Language. Students attend the College to learn English. The college averaged three to five parking complaint calls per day..

SOLUTION:

A Constable who worked that area felt the problem consumed unnecessary police manpower. He organized a meeting with the staff at the College and suggested the following:

- 1) The security staff at the College enrol in the Bylaw Program which would allow them to write their own tags.
- 2) The English As A Second Language classes have a lecture (in their own respective languages) in relation to the rules of parking at the College at the beginning of every semester.

- 3) The Constable would also draft up a pamphlet explaining the restricted parking areas and "*what to do if I get a ticket*".

The implementation of these tactics almost eliminated the problem.

TITLE: SCHIZO

PROBLEM:

The case of a 20-year-old male with a mental problem came to the attention of a Neighbourhood Foot Patrol Officer. The residents in the apartment where he lived had noticed a deterioration in his condition. On one occasion he had smashed the windows out of the apartment and had chased people throughout the hallways with a crow bar.

SOLUTION:

Further investigation by the Constable revealed that the man was living by himself without any direct supervision. Police had dealt with him in the past; however, he had only been warned for his behaviour.

The Police Officer located the young man's mother and together they convinced him to seek psychiatric treatment. The Doctor discovered that the boy, who had been thought to be just unmanageable, was in fact a paranoid schizophrenic. The man was returned to his mother's home and it was agreed that he need not be committed to hospital if he fulfilled the following three conditions:

- 1) He must live with his mother.
- 2) He must take his medication.
- 3) He must see a psychiatrist on a regular basis.

Obviously, these tactics worked as there have been no further repeat calls for service about this person. It seemed that the real problem here was that this boy had been ~~misdiagnosed~~ as "*just being unmanageable*" when he had a mental illness.

**TITLE;                    BEST BEHAVED**

**PROBLEM:**

An eleven year old boy was a one man crime wave. He had committed arsons, thefts and seldom went to school, but as a young offender he could not be charged until he reached the age of twelve. He had been kicked out of school and spent the majority of his time committing crime. Anytime he was caught, the punishment took the form of a scolding by his parents, which did little to deter the youth's behaviour.

**SOLUTION:**

A N.F.P. Officer knew the boy and realized that his crimes were becoming more serious in nature. The Constable was afraid this boy would grow up to become a dangerous chronic criminal. He examined the case carefully, and he felt that the real problem lay with the parents of the boy who condoned, and even assisted, in the boy's truancy. On more than one occasion, the boy was taken out of school to go shopping with his parents.

The Constable met with the boy's parents and teacher. The parents were advised to do more to help their boy and told that should they not take some corrective action the matter

would be turned over to Social Services.

The meeting seemed to do little. The parents ignored the warning and the youth's criminal activity escalated. As a result, the Officer contacted Social Services and the boy was seized under The Child Welfare Act. This action caused the parents to eventually sit up and take notice. In a meeting with the Police and the parents it was agreed that boy would be released back to the parent's custody if four conditions were met:

- 1) He had to attend school.
- 2) He had to see a psychiatrist regularly.
- 3) He had to behave as a law abiding citizen.
- 4) The parents had to participate in counselling and parenting skills.

The boy was returned home, and within months he was winning behaviour awards at school. Even a local Newspaper published an article on this model student. This is an excellent example of intervention before the problem grew to serious extremes.

TITLE:                    CLOSER TO HOME

PROBLEM:

A Neighbourhood Foot Patrol Officer found that crimes in his area were committed by young offenders, many with extensive criminal histories. He noted that the rate of recidivism was very high among juveniles he had once charged, and most clients had been charged for wilful breach of probation orders. Probation orders require offenders to meet with their probation officers on a regularly basis. The majority of these wilful breaches were for failure to report to their probation officers. The offenders complained that the probation office was too far away to get to. If the young offenders could not see their probation officers on a regular basis, it hampered their resocialization process into the mainstream society as law-

abiding citizens. Probation officers are not just monitors but counsellors for these young people.

**SOLUTION:**

The Constable suggested that the Probation officers use his beat office for future contacts with the young offenders. Thus, the excuse of "being too far away" could not be used. In addition, it would allow the beat officer to become familiar with the faces of chronic criminals and their probation stipulations. He could inform the probation officers of where their clients were hanging out, what they were doing and who they were associating with. It was an excellent way of solving the distance problem and creating an information exchange system. It also reduced the number of breach of probation charges that were laid and subsequently forward to an already over burdened Juvenile Court system.

**TITLE:**                    **GARDEN THIEF**

**PROBLEM:**

The Edmonton Police Service responded to five calls in a three month period. A local vagrant was stealing property out of neighbourhood yards. It seemed that this thief would steal any articles left in the backyard, but the main items of theft were gardening tools.

**SOLUTION:**

The Neighbourhood Foot Patrol Officer identified and worked on this problem. Although calls for service were low, the number of incidents was much greater. Residents felt that *"there isn't much the Cops can do"*. The thief would steal garden tools and store them in a

derelict shed that belonged to a local real estate company.

The Constable contracted the vagrant's family and learned that the man has once been a millionaire. However after his wife had died he squandered his money, became a loner, and had become mentally unbalanced. Previous attempts to deal with the man by charging him with theft had accomplished nothing.

First, the Constable met with the real estate company and they agreed to demolish the shed. This tactic simply dispersed the problem. The man began to store his supplies in neighbourhood lanes and the City Engineering was required to remove the various stashes. The situation became worse when the man entered a resident's home and declared that it was now his.

Next the Constable approached the man's family, and convinced them the man needed help. He assisted them with their application for a Mental Health Warrant at Family Court, and located the man so he could be taken for a psychiatric evaluation. The vagrant was committed to the Alberta Hospital for treatment

The man was eventually released, but was never seen in the area again.

**TITLE:**                    **SOMETHING TO DO**

**PROBLEM:**

Upon taking over a Beat Office, the Officer held a community meeting to identify and outline concerns that the residents had. The Officer and 40 residents were in attendance. The open forum revealed that people were concerned that youths under 16 years of age had

nothing to do. They had been seen loitering on the streets. In past years, this problem was excessive as the youths were out of school. The Constable checked the crime stats in the neighbourhood and found that many crimes involved youths. They were perpetrators of mischief and numerous property offences.

#### SOLUTION:

The Constable held another meeting with the following in attendance:

- 1) Edmonton School Board;
- 2) Edmonton Parks and Rec.;
- 3) Community and Family Services;
- 4) Community League; and
- 5) Social Services Agencies.

They came up with the idea of implementing a youth program in the area, aimed at providing activities for kids. A Summer Temporary Employment Program (S.T.E.P.) student was hired to co-ordinate activities for the youths. The student's salary was funded half by Social Services and half by another agency. A local school was willing to donate the use of their equipment and gymnasium. The Community League donated facilities for the use of leisure activities. Various agencies identified groups that required services, i.e.: single moms, chronic juvenile offenders. The co-ordinator organized activities in various sports, field trips, arts and crafts, and games.

Initially, the program was only slated for the summer, but due to the success, the community wanted the program to continue. The Constable found an individual with a background in co-ordinating recreational activities, who was presently unemployed and on social assistance.

This individual was hired for the program. It is now a permanent program, funded by Edmonton Parks and Recreation.

Two problems were solved - he reduced the crime rate by young offenders and assisted an individual in finding steady employment. He found that his dealings with young offenders decreased considerably in the area.

TITLE:

**MANAGEMENT MAKES BETTER**

PROBLEM:

A disproportionately high percentage of crime was originating at or near a popular licensed bar, the Continental Inn. The Officer received complaints on a weekly basis. Furthermore, it had a high number of drug, liquor, mischief and disorderly conduct violations. One quarter of all calls in the area were to the Continental Inn.

SOLUTION:

The Constable examined the situation, because of the continuous repeat calls for service. Previously, the Police responded by targeting impaired drivers and drug dealers, but the real problem appeared to be the poor management practices of the bar.

A plan was developed and aimed at working with the management to develop a solution. The Constable advised the managers of their responsibilities; however, they were not interested in addressing the problem. To stir the management's interest, strict law enforcement efforts around the bar began. The bar's management filed a formal complaint with the Constable's Sergeant and Superintendent. A meeting was held between the Superintendent and the Continental Inn owners and managers, where statistics of the crime problem were revealed. The management's effort to stop the Constable had failed. The Superintendent issued a stern warning to the hotel at that time.

The Constable and his Sergeant developed an operational plan to gather evidence of the liquor violations, to be presented at a Liquor Control Board Hearing. During the crackdown, Drug Squad worked in conjunction with Technical Support to uncover the liquor offences. After three weekends of undercover observations the Units documented the following:

- 1) Liquor consumption in the washrooms;
- 2) overselling of liquor,
- 3) uncontrolled disturbances;
- 4) removal of liquor outside the premises;

- 5) drug dealing;
- 6) gambling;
- 7) alcohol consumption by bar staff; and
- 8) overcrowding.

~~This report was forwarded~~ The report was forwarded to the Alberta Liquor Control Board (ALCB) for review. The report requested a formal hearing be conducted to address the specific liquor violations at the bar. The hearing was granted, and consequently the Continental Inn was required to close down for a three day period. It was estimated that one-quarter of the bar's revenue for the week had been lost.

As a result of the closure the hotel management re-evaluated their policy and procedures. They became more co-operative with the Police. Now, continuing lectures are held to educate the employees and create an awareness of the former problems that existed. Calls for service dropped by 75 percent in and around the hotel.

**TITLE:**                    **CRUMBLING COMMUNITY**

**PROBLEM:**

It would seem to be a proven fact that when a community stops caring, crime seems to increase. A small community in the west end was crumbling, and there was absolutely no community involvement. The incidents of youth and other crime seemed to be increasing.

## SOLUTION:

A Constable working in that area decided to try and do something about the problem. When he contacted the community league he found out that there was a membership of 10 active people. He met with this core group and the lack of commitment to the community was discussed. The group decided to rejuvenate interest in the community league. Using a community newspaper and flyers delivered door to door, the entire area were made aware of the problem. Almost immediately membership swelled to over 100 people.

The injection of new blood began to work wonders almost immediately. Neighbourhood Watch was set up in the area within three months. The community league ran daycare programs, and workshops were begun in the evenings. Community members met regularly with a Constable and identified problems in the area. Many people suggested that the poor lighting on the main streets and in the back lanes may have been attracting some of the criminal element. The community and the Constable worked closely together and had Edmonton Power examine the problem. Eventually, the entire area was slated for upgraded lighting.

Next the community worked on designing a new roadway system that would restrict traffic to local areas. A consultant that was working with city planning visited the community league and plans were developed to introduce medians and narrowing of lanes of traffic to restrict traffic that used to race through the residential streets.

This type of action by police is hard to evaluate. However, community residents feel that the streets are a little safer for the kids, and renewed interest is being shown by many community residents.

**TITLE:**                    **HAIR CARE**

**PROBLEM:**

The Edmonton Police Service responded to 22 complaints within an eight month span. Investigations were conducted in missing persons, break and enter, vandalism, and indecent exposure. All 22 were generated by one person, a mentally dysfunctional individual, whom we will call Ray. Ray is a 21 year old autistic, with a limited mental capacity and an intelligence quotient below 50. A fetish for shaving off both his head and pubic hair had led Ray to commit numerous break and enters of hair salons in order to obtain hair clippers. First, Ray would escape from his group home, break into a hair salon, shave his pubic hair and expose himself in public, sometimes masturbating until ejaculation. For Ray, the status quo needed to be maintained or he would resort to fits of violence and vandalism.

**SOLUTION:**

A Constable handled one of the hair salon break and enters. Upon further review of the subject, he noted the history of the complaints. He decided to implement a problem- solving approach. To begin, he organized a meeting with the following in attendance: Ray's psychiatrist, parents, the Executive Director of Skills Training for Mentally Dysfunctional People (a private association), the Director of Social Services and three caseworkers, and the Constable. At the conclusion of the meeting, the following recommendations were made:

- (1)                    An electrically operated "buzzer lock" be installed in the basement door of Ray's Group Home .
- (2)                    A picture of Ray be circulated in the nearest Police Division along with a brief description of his mental condition.
- (3)                    Ray be required to wear a medical alert bracelet with his name and telephone number engraved on it

(4) Ray be given his own pair of shaving clippers so as to satisfy his hair fetish

(5) Ray meet with a psychiatrist for treatment and assessment of needs.

A six month diary date was set in order to review the progress of these recommendations. To date, Ray has not been the subject of any Police calls for service.

TITLE: ORGANIZATION

PROBLEM:

An Officer had 65 apartment buildings on his beat noticed that there were an excessive number of repeat calls for service to them. Normally the calls were for noise and parking complaints and Landlord/Tenant disputes.

SOLUTION:

After examining the files relating to the incidents the Constable discovered that the majority of the disputes occurred because many of the apartment managers had little or no understanding of the Landlord/Tenant Act, especially the area that dealt with eviction notices and inspections.

He arranged a meeting at a local college and invited the apartment managers. Eighty-two people attended, to his surprise. The audience was shown videos on Landlord's duties and

responsibilities and was given an opportunity to question the presenter, a representative from the Edmonton Landlord Tenant Board. A Detective addressed the group on the building security subject.

Following the meeting, a list of telephone numbers of all apartment managers was exchanged so that the apartment managers could liaise among themselves and together they could exchange information. In the months following the meeting, a 50 to 60 percent drop in the calls for service for Landlord/Tenant disputes to apartment complexes occurred.

**TITLE:                    POOR STUDENTS GET POORER**

**PROBLEM:**

Multiple thefts from a local college were an ongoing problem. This included thefts from student lockers and staff offices. The building plan was conducive to criminal activity. There were many isolated areas, combined with poor lighting and forty-four entrances, which made the building a perfect target. The college had an open door policy. This meant that the building was open twenty-four hours a day for the entire week. The doors had locks on the inside; therefore anyone could open the doors to let others in. The thieves were placing quarters in the entrances to keep the doors from closing.

Another problem was that the staff members were not challenging youths obviously too young to be attending the college. While music and dance classes were in session during the evenings, students would leave purses and valuables in hallways. In addition, thefts from a lost and found bin and coin operated machines were often reported.

**SOLUTION:**

The real problem was a poor understanding about building security by campus staff. The Constable designed an educational campaign aimed at creating awareness of the theft problems. The staff were educated on who to challenge and what action to take. The open door policy was limited to one entrance on weekends and after school hours, with a security guard stationed at this door.

A crime committee consisting of security, maintenance, instructors, and administrators was set up. The committee circulated a flyer on the do's and don'ts of crime prevention. Lectures by the Edmonton Police Services Crime Prevention Unit were conducted, and the Constable organized a poster contest. The winner, who submitted a poster depicting the theft problem, received a cash award. Another tactic included placing posters in the locker rooms, where the majority of the thefts were occurring, to create an awareness. As a result of the strategies, property crimes at the college campus were reduced considerably.

**TITLE:**                    **OPERATION BANK IT**

**PROBLEM:**

A neighbourhood had a high volume of apartment blocks within a small area - 65 apartment buildings in a 28 block radius. Mailboxes were located outside the security doors and anyone could access these boxes. Locks on the mailboxes were ineffective. A majority of the apartment residents were recipients of social assistance. The mail thieves were stealing the government cheques and fraudulently cashing them. Once stolen, phoney identification was used in order to cash the cheques.

**SOLUTION:**

One Constable decided to try some new tactics. Previous Police action resulted only in charges. This officer contacted a local newspaper, the Edmonton Examiner, to create public awareness of the mail thefts. They published an article, "Operation Bank It", which led to a television news aiory. The five minutè TV spot iifutiiucd the watchers about the problem and introduced direct deposit (Electronic Funds Transfer).

EFT transfers funds directly from social services accounts to the recipients bank account. The Constable circulated information pamphlets and questionnaires to apartment residents on EFT. They were informed on how to obtain direct deposit and who to contact. It was found that 60 percent of residents received some form of government assistance. Building managers were instructed to relocate the mailboxes behind the security doors.

The Constable wrote a letter to the Minister of Social Services and the local member of Legislative Assembly to investigate the problem. The Province issues one hundred and thirty-three thousand social assistance cheques every month, of which six hundred cheques are officially reported missing or stolen. The tactics used eliminated the damage to the mailboxes and the theft of the cheques. The monies lost by companies cashing the stolen cheques was also greatly reduced.

**TITLE:**                    **POOR DISPLAYS**

**PROBLEM:**

A downtown department store, situated in a mall to which the general public had access, had problems of numerous thefts. Most complaints had the same modus operandum(method of

operation). The stolen merchandise was usually clothing. It seemed that the clever shoplifters were reaching through the bars that closed the store after hours, and hooking clothing off the racks.

**SOLUTION:**

A Constable reviewed the numerous complaints by the stores and found that the most popular item stolen was brand name clothing. The officer spoke with the owners and managers of the stores hit the hardest. He noticed that merchandise displays were placed close to the exits. This made the clothing less visible to staff and more attractive to shoplifters.

A restructuring of the displays was suggested and implemented immediately. The displays were be placed closer to checkouts to make them more visible. Other recommendations included changing the monkey bar doors to solid doors, increasing the security staff and introducing surveillance cameras. The complaints were reduced from approximately three a week to one in two months that followed.

**TITLE:** CONVENIENCE BANKING

**PROBLEM:**

An increased number of repeat calls for service at the end of the month in the inner city concerned citizens and police. Assaults, mischiefs and thefts were directly linked to the issuance of welfare cheques. The problem was not the issuance of welfare cheques, but the lack of banking by inner city dwellers. The majority of inner city residents were on some form of government assistance; thus, they had too much cash on hand.

## SOLUTION:

One of the police Officers assigned to this area noticed that an increase in area crime occurred each month after the welfare cheques were issued. He made two proposals to the Canadian Imperial Bank of Commerce: the first was to place a bank permanently in the drag area (inner city) and the second involved a mobile bank that could provide full services. Both proposals were refused because of the cost factor. An alternative proposal by the police Service was to set up a full banking service for three days after the issuance of social assistance cheques.

A meeting was held to voice concerns about the assault problem with the following in attendance: Social Services, the Bissell Centre (a service centre to aid street people in the inner city), the C.I.B.G and the Constable.

The bank was concerned over the fights that had occurred on their premises and thus did not want to open up a bank in the area. The Bissell Centre wanted to participate in a program to improve quality of life for people in the drag area but they lacked the resources. Finally, Social Services needed a better method of issuing cheques. The result of the meeting identified that inner city residents could not produce sufficient identification to cash the cheques. A signature identification program was developed that saw all welfare recipients, without proper identification, using signatures for identification purposes. This, together with three day banking service at the Bissell Centre, led to the birth of the banking program.

It offered full banking options, including probationary accounts, banking cards and books and no service charges. In the past, welfare recipients would cash their cheques at a nearby grocery store or money mart, some of which charged up to 20 percent for cashing the cheques. Another service added was the creation of courses offered by the Bissell Centre in money management and information, "How to use banking services."

This pilot project was funded by a grant from the Muttart Foundation. It is anticipated that with people opening more savings accounts, there will be less cash on hand and therefore the number of assault will be reduced.

TITLE: YOUTHFUL PROBLEM

PROBLEM:

The Edmonton Police Service responded to 12 complaints over a two month duration. The majority of the investigations were assaults some with knives. The complaints originated from a 15-year-old youth who was constantly getting into fights and causing disturbances at junior high school. This youth's belligerent attitude towards security staff at the local mall resulted in his banishment from the premises. The youth had began associating with known criminals and was disrespectful of all authority figures. After the youth had uttered threats and obscenities to the school's principal in a confrontation, the police were called.

SOLUTION:

The Community Liaison Officer for the junior high, responded to the complaint by the principal. He was familiar with the youth's violent tendencies and police intervention had become a common occurrence. He felt the underlying problem was the youth's home life. The teenager was currently living with his grandmother because his parents could not control his aggressive behaviour. The boy's parents had an extensive criminal background themselves and did not care about the welfare of the boy. He felt further Police intervention was necessary to address the problem.

The Officer met with the boy's mother and grandmother, the school counsellor and principal and the board psychologist. They agreed that the boy's aggressive behaviour had to end. After several consultations with the boy, he began to realize the seriousness of his violent tendencies. The boy would continue to live with his grandmother and see a psychologist on a regular basis to help him realize and deal with his violent behaviour. Also, the boy would no longer be attending school; therefore his homework would be done through correspondence and private tutoring. It was conveyed to the boy that any further violent behaviour would result in police action in the form of an arrest. The steps resulted in eliminating the repeat calls for service from the school. Since the boy was no longer attending the junior high where the majority of assaults occurred, the problems ended. A little extra attention to what may have progressed to more serious incidents went a long way to solve the problem.

TITLE:                    STUDENTS AT WAR

PROBLEM:

The students at two junior high schools directly across the street from one another were causing problems. One junior high is catholic and the other is protestant. After school, the nearby bus shelter was overrun by approximately 900 students. The affect of such a large congregation led to assaults, mischiefs, theft and a general disruption in the area. Complaints were received from the Edmonton Transit Service that the assaults were becoming more serious and that other transit users were apprehensive about using the bus service.

SOLUTION:

The Officer tried liaised with the two school principals and organized a meeting. It was decided that the protestant school would change their dismissal time by 15 minutes to avoid the large excess of students in the same area. With the permission of the E.T.S., the plan went into effect. During the implementation the police Officers that worked in the area paid special attention to the bus shelter. They mingled with and spoke to the groups of students that assembled. A good relationship developed between the police and the youths.

This dual strategy virtually eliminated the complaints.

TITLE: DARTHVADER

PROBLEM:

The problem between students at a junior high and an area resident had been ongoing for over ten years. The resident, John, lives next to a back lane commonly used by the junior high students as a shortcut. John had contacted police regarding youths throwing rocks at his residence and shouting insults at him. John is well known at the Junior High and has been nicknamed "Darth Vader" by the students. John had a short fuse and took the bait each time he was taunted.

STUDENTS:

The N.F.P. Officer, decided to tackle the long standing problem. He spoke to residents, students, teachers and John. The most prominently involved students were identified. He arranged a meeting between John and several students so that they could vent their feelings. It gave John the opportunity to listen to the students and the students were able to view John in a new light. The meeting resulted in the following agreed upon conditions:

- 1) John has agreed not to confront the students
- 2) The students have agreed to stop harassing John
- 3) The School staff will implement reminders for the upcoming school term on the subject
- 4) John will record and notify the Neighbourhood Foot Patrol Officer if problems persist. He will take no personal action.

It has been three months since the meeting occurred. There have been no further repeat calls for service to date. It seems that the success stemmed from the Officer's ability to bring the parties involved together. Mediation skills were utilized as the students and John actually developed the conditions that brought this ongoing complaint to an end.

TITLE: THREE FOR ONE'S CANCELLED

**PROBLEM:**

A Officer noted that calls for service increased up to thirty percent with the implementation of three for one nights in a downtown nightclub. The "Rock City Night Club" was the scene of mischiefs and fights which seemed to increase with the extra consumption of liquor.

**SOLUTION:**

The Constable met with the club's owner of the company to discuss cancelling the three for one drinks on Tuesday and Thursday evenings. The owner refused, stating "I want to be a Millionaire before I am 40 years old".

The Constable then contacted the Fire Department and notified them of the overcrowding at the bar. The Fire Department investigated and the nightclub was fined \$1,000 at a later date.

Next, the Constable provided to "PEOPLE AGAINST IMPAIRED DRIVERS" (P.A.I.D.) with statistics on how criminal activity increased on Tuesdays and Thursdays. "P.A.I.D." informed the media of the situation and the media began a blitz to inform the public. Since the Solicitor Generals' Department did not enjoy the negative media attention the three for one drinks were cancelled in Alberta. This appeased the public and reduced the number of liquor related calls for service to the police.

With this problem it appeared that the police would not be able to solve it by themselves. The Constable developed a number of resources. A joint effort resulted in pressure being asserted at a high government level. The policy to cancel three for one drinks impacted far beyond the single licensed premises where the problem was initially identified.

**TITLE:            BEAVERHILL PARK**

**PROBLEM:**

Beaverhill Park, a small park located in the downtown core, has long been a "*ihonx in the side*" of the Edmonton Police Service. The land for the park was donated to the City by the Muttart Foundation and the intent was that people working downtown would use the park. Unfortunately the criminal element, namely drug dealers and street people, have taken over the park as theirs and it is virtually unused by the people it was meant for.

**SOLUTION:**

Over the past few years many tactics have been used to address this problem park. One Officer who worked in the area observed that the criminal element using the park were the type that probably revelled in the heavy rock music. The Constable approached the Parks Department and suggested to them that classical musk could be played in the park on a speaker system, making the place less attractive to young criminals.

The same Constable was also responsible for physical changes made to the park. Some of the benches where the street people would sleep their days away were changed to a less comfortable type. Many of the drug dealers in the area sat on a ledge at the edge of a lawn. The Parks Department were approached and they agreed to plant a number of thorn bushes close to the ledge. Needless to say, this action affected the way the loiters behaved. It was noticed that drug dealers often stashed their supplies in the plants or soil in the park. Subsequently, the sprinkler system that had been installed was often turned on at unusual hours, hoping to soak the supplies and occasionally the sellers.

These tactics, coupled with very strict enforcement in the area, have resulted in a noticeable reduction in the amount of drug trafficking in the park. Unfortunately, the problem has not yet been eliminated completely, and perhaps the final solution will be building a highrise where the park now exists.

TITLE: REGTHAR THIEVES

PROBLEM:

Police found that a high number of thefts from automobiles was occurring in the same parking lot, located near the downtown core. It was an easy target for individuals to ravage the automobiles for three reasons: the area was secluded; the victims had good incomes and expensive cars; cars were parked there for long periods of time.

SOLUTION:

Two Constables made a concerted effort to solve the problem. After reviewing the monthly statistics, and examining the pattern of the thefts, they realized thefts occurred during office hours at one parking lot. Apparently, the vehicle owners used a particular parking lot, located near the downtown core, which was free.

The Officers placed warning signs up in the nearby areas. In addition, small hand pamphlets were placed on the windshields to create awareness. The pamphlets read, "If I was a thief, you would have lost...." A Crimestoppers segment was shown on local television networks.

The Officers had special police Units conduct surveillance on the parking lot using baited vehicles. They notified the Canadian National Railway Police (CN), who owned the parking lot, to issue internal circulars to their employees with warnings. The Community Police Radio Network (CPRN) was asked to patrol the area and report any suspicious persons or vehicles. These tactics reduced the problem of theft from vehicles in the area by 70 percent

**TITLE:**                    **EXTORTION**

**PROBLEM:**

Restaurants in the Cliffland City District were frequently victimized. A tactic commonly employed by the extortionists was to eat and not pay the cheque. The extortionists were members of the Vietnamese community. The underlying problem was the lack of trust the store owners had in the police. This problem stemmed from old social and cultural roots where the police are not trusted. Thus, under reporting of these incidents was occurring. The problem became severe in an incident where a Vietnamese gang leader assaulted the wife of a restaurant owner. Police were called to intervene.

**SOLUTION:**

The Officer responded to the complaint. He recognized that the solution to extortion required more than the traditional police response of incarcerating the perpetrators. For every gang member sent to jail, another would be recruited to take his place.

The Constable attempted to organize a meeting between all the restaurant owners in the area, but they wanted no part in any meeting with the police. They tend to mistrust others and were not quick to have faith in people. To gain the confidence of the restaurant owners, the Constable located the gang leader, who had pushed the restaurant owner's wife. Instead of charging him he placed the gang leader in the middle of the restaurant to issue a public apology to the owner's wife. News of this event spread quickly and the restaurant owners began to trust the police, to a degree. Some were hesitant at first, but eventually all the Chinese restaurant owners agreed to attend the meeting with the Police.

The three hour meeting had 12 restaurant owners present. The restaurant owners agreed to proceed with prosecuting the youths to the full extent of the criminal justice system. This meant the owners would lay charges against any person trying to extort money and testify against them in Court. In exchange, the police implemented a system of enhanced response

to calls for service at the restaurants, which meant that the police would give these businesses priority over less serious calls for service. The dispatcher only needed the phone numbers of the restaurants as the addresses were already entered into the computer.

Pictures of the known gang members were distributed to other members and restaurant owners. Once known, many suspects were located and advised to reimburse the restaurant owners.

The Constable informed the gang members, all recent immigrants, that they could be subject to being deported from the country if they did not comply with the law. These tactics ended the meals by fraud scam. It also ended the extortion problem from becoming more serious.

TITLE: BELLA DINE

PROBLEM:

A bar known as "Bella Dine and Dance" was owned by a person with an extensive criminal background. The owner tried to obtain a development permit but was denied on 3 occasions. Apparently, the overwhelming police evidence of criminal activity prevented a permit from being issued. Area businesses testified that the liquor and drug problems in the area that directly linked to "Bella Dine and Dance". Since the owner was not able to operate legitimately, he opened up an "After-Hours Club". The building was fortified and access was restricted to regular customers only. The bar sold drinks at \$5 an ounce. A normal 40 ounce bottle of vodka cost \$42.

SOLUTION:

Constant police raids frustrated the owners. All drug and liquor violators were arrested on sight. A Police van was parked near the entrance of the "After-Hours Club" for several days. These tactics eventually closed down the club since customers were afraid of the constant Police surveillance. The tenants were evicted by the Property Manager in liine, and *no* further repeat calls have been taken at this establishment. Obviously, the concentrated effort of all those that were involved, played a major role in the efforts to close the bar. When the Property Manager took responsibility for the actions of the tenant and evicted them, the problem was solved for good.

TITLE:                    MENTAL PATIENT

PROBLEM:

An elderly gentleman who lived alone in his own house, seemed to have a mental dysfunction. This gentleman was easily agitated, argue constantly with his neighbours and he was known to have threatened the neighbours' children. Complaints were also received by police regarding the cosmetic look of the gentlemen's house. He did not cut the lawn and in time, the house became a slum. He refused to let anyone on his property.

SOLUTION:

One Constable, after several visits to the area, eventually gained entry to the gentleman's home. Talking to the man it was obvious that he was extremely senile. The interior of the home was filthy. Garabage was everywhere, and power and water had long since been disconnected.

The man could not care for himself so the Constable contacted Social Services, and ensured that it was made a priority. The man was taken to live in an institution where he could receive the care he needed.

TITLE: ONE WAY MEANS NO WAY

PROBLEM:

Neighbourhood residents near the downtown core were concerned over heavy traffic flow in their area. The prostitutes, who ply their trade, attracted thousands of potential customers each day. This area was characterized by chronic alcoholics and drug addicts. The heavy traffic flow into residential areas twenty-four hours a day kept neighbourhood residents awake. In addition, the residents felt that the heavy traffic flow was not safe for young children in the neighbourhood.

SOLUTION:

The Officer assigned to the area planned to put an end to the traffic problem. He had the Traffic Department install a counter that revealed interesting figures. On Friday and Saturday evenings the number of cars passing through the residential areas was over two hundred a minute. In consultation with the city's engineering department the area was rerouted into a series of one-ways. The Johns (a name given for customers of prostitutes) became discouraged by all the one-ways. In time, with no customers, the prostitutes dispersed. The problem had been eliminated using a problem-oriented approach in that area.

TITLE: BAR BUSTED

PROBLEM:

A bar located *in* the Portuguese Community had been operating without a valid liquor license. It was actually a Cafe but served liquor illegally. Previously, the owner of the Cafe was denied a liquor permit by the Alberta Liquor Control Board. The City Zoning Commission would not allow another licensed premise to open in the area. Despite the Board's ruling, the managers of the bar continued to serve liquor. This establishment attracted the normal perils of prostitution and gambling. The Officer was alerted of the situation by housewives. The wives complained that their husbands had been spending all their time and money at the Portuguese Bar.

SOLUTION:

The Constable met with the community leaders. He then outlined his concerns regarding the local bar (Cafe) in a Community Newspaper. He specifically mentioned the violations occurring at this bar and the ramifications of these violations. The publication stirred the interest of other neighbourhood residents. As a result of continual community pressures, the establishment was forced to conduct its business as permitted by its license.

The Constable realizes that liquor is still consumed in the Cafe; however, the wives that complained were happy the police did something. The Constable suggests that a permanent closure may be the only effective method to end the problem.

TITLE: SLUM RECEIVES FACELIFT

PROBLEM:

A dilapidated house created problems within a community. The landlord had allowed the rented home to deteriorate into an unsanitary wasteland and it had become a haven for criminal activity. The neighbouring residents complained that the house was so decayed in appearance that it detracted from the overall look of the neighbourhood. Area residents were irritated by the long hedges and uncut grass that extended into adjoining yards. The tenants were not concerned about the overdue yard work because they did not own the house. Constant night time activity included loud parties and cars racing down residential areas. The house was nothing more than a storage area for stolen goods and a sanctuary for runaway children.

SOLUTION:

After several repeat calls for service, one Constable began to tackle the problem. He observed that the ramshackled home had broken windows, exposed electrical outlets, leaky plumbing and mice infested walls. First, he contacted the owner of the house to inform him of the slummy conditions. He noted the criminal activity occurring in the home and recommended an eviction notice be served. The landlord wanted no part in any eviction as the house was a steady source of income.

Now, the Constable was faced with two problems: a slum landlord and a criminally active tenant. He notified the Edmonton Board of Health of the situation. After a thorough inspection by Health Board officials, the house was condemned. It was to be closed until the owner repaired the safety hazards outlined by the Board of Health. The owner, who did not want to spend the money on the renovations, sold the home. It was refurbished by the new home owners and is now one of the most attractive, well-maintained homes in the area.

TITLE: ARCADE WAS TOO MUCH FUN

PROBLEM:

The Fiesta Arcade, located in the *inr.cz* city area, was the source of numerous complaints. Area residents complained to the N.F.P: Officer that criminal activity at the arcade was escalating. To gather additional information on the arcade's criminal activity the Officer canvassed the area. Neighbourhood residents had observed drug deals and assaults at the arcade. They were concerned about the increased criminal activity which included vandalism, thefts and assaults.

SOLUTION:

The Constable organized a community meeting with nine businesses and 10 residents in attendance. This meeting allowed the community to voice their concerns and be aware that the police did care, while providing the Constable with valuable information on the arcade. Nearby businesses felt that the arcade patrons were scaring away business. Customers were afraid of damage to their vehicles. Area residents felt vandalism was on the rise.

Next, the Officer met with the arcade management to ask for cooperation in dealing with the problem of criminal activity. Management was supplied with 12 crime prevention posters to display in the arcade. Initially they were cooperative but eventually became belligerent towards the police and tore down the posters. He realized that other methods had to be employed to remove the problem.

The community newspaper ran an article on the problem and asked witnesses of criminal activity at the arcade to contact the police. Also, the Constable spoke to City licensing about how the owners condemed the criminal activity on the premises. The Fire Department was notified of a dead bolt that was placed on an exit

Finally, the Constable had enough. He located the property owner and spoke to him about implementing a number of physical changes to his property. The recommendations were as follows:

- 1) implement lighting to the alley area
- 2) increase lighting in the premises
- 3) establish more efficient parking
- 4) monitor the activities of the tenants

The owner, rather than spending the money, decided to evict the arcade owners. This eliminated the entire problem. The secret here was to get the property owner to police his own premises.

**TITLE:            BABYSITTING**

**PROBLEM:**

A low income area in the west end had a number of repeat calls for service of young children out at all hours of the night unsupervised. The children were found to be left alone by their parents. In most cases, the Police Officers simply contacted the parent and warned him/her of the dangers of leaving kids unsupervised.

**SOLUTION:**

The Officer assigned to the area, decided to hold a community meeting. He invited all residents in the area. A main issue of the meeting concerned the large number of kids left at home unsupervised. It was revealed that the kids came from single parents with low incomes and could not afford a babysitter. This led to the birth of the co-operative Babysitting Program. This program worked on a system of *you do me a favour, and I will do you one\**. Immediately following the implementation of the program, calls for service of unsupervised children were virtually eliminated.

TITLE: SLUM UNSIGHTLY

PROBLEM:

**A run down house had bec**A run down house had become a thorn in the neighborhood. The broken windows, crumbling fences, uncut grass and junk cars in the yard detracted from the aesthetics of the community. The tenants consisted of convicts, drug dealers and prostitutes. Continual repeat calls for service were received from neighbours who complained of the disregard for the caretaking of the house. They felt the constant criminal activity was attracting more "undesirables" into the general area

One neighbour had become fed up when a junk car blocked her driveway. An attempt by the neighbour to resolve the problem was unsuccessful. The habitants of the slum were normally either drunk or high on drugs. Thus, police had been called.

SOLUTION:

The Officer responded to the complaint. He spoke with the tenants in the house but found them to be unreasonable as most were incoherent of the real world. Then, he contacted the landlord and recommended an eviction notice be served, but the landlord did not want his steady income to disappear.

As a second alternative, the Constable recommended that the fences enclosing the slum be heightened to give the tenants more privacy. If the neighbours could not see the poor aesthetics, they would not complain. He also instructed the landlord to remove the junk cars from the area. A letter from Edmonton By-law Enforcement ordered the landlord to move the cars or he would face fines. He complied with the demands and moved the cars. This reduced repeat calls for service. It seemed that all these neighbours needed was a mediator. Eventually, the slum landlord did evict the troublesome tenants.

TITLE: DRUMMER LOSES DRUMS

PROBLEM:

Noise complaints were received from residents who lived directly across from a strip mall containing a lounge known as the Grinder. Every evening inebriated patrons leaving the Grinder would drum on a mailbox outside the lounge. Nearby apartment residents, who had their windows open during the summer months, complained of this loud drumming sound originating near the lounge. Patrol Officers responding to complaints usually came up empty handed as the drummers were usually long gone.

SOLUTION:

The Officer investigated the noise complaints. Fromspeaking to several complainants he learned the source of the noise came from the mailbox near the lounge. Since it was impossible to remove the bar patrons, or the lounge, the Constable felt the relocation of the mailbox was an alternative. He contacted the Canada Post to have the mailbox removed. With the consent of the mall tenants, the mailbox was relocated one block north of the lounge. Area residents could now sleep in peace as musical performances had been cancelled. This solution seems so obvious, but had the mailbox not been moved Police Officers could have been visiting the apartments on many more occasions.

TITLE: HOOKERS' LOT

PROBLEM:

Complaints of prostitution had been taken from businesses and residents in a downtown

Complaints of prostitution had been taken from businesses and residents in a downtown neighbourhood. The prostitutes would ply their trade in a parking lot behind one of the businesses. The Johns (name given to customers of prostitutes), would drive into the lot, **SOLUTION**ed area and conduct the transaction in the vehicle. It was an ideal location because of the darkness, seclusion and accessibility of the lot. Often, on the following Floor Office has signed to the area for that police Patrol did little to deter the prostitution. Neighbourhood considered the business annoyed with the being used by the prostitutes. **Discussions** several most effective residents, they decided to place a sign in the lot of the antisocial and the of the activity. Within weeks, the restricted entry discouraged the prostitutes. Residents found a noticeable reduction in the traffic flow at night as the prostitutes had moved elsewhere.

The prostitution problem is a complex one. It may take many years for police and other agencies to address the social conditions that drive young girls to prostitution. However, we can still win the small victories on a daily basis.

TITLE: FRAUD

PROBLEM:

The Edmonton Police Service responded to 37 calls k o i i e > ear at the Motor Vehicle Branch. Teenagers were attempting to gain driver's licenses by presenting themselves as someone else. Young offenders are often unaware of the seriousness of charges involving fraud or personation. The youths has been trying to obtain false identification in order to to gain admission into licensed establishments.

SOLUTION:

One Constable who worked that area felt the problem needed to be rectified. After responding twice in one day to the fraud complaints, he developed a plan to deal with the complaints. It was found that 90 percent of the charges were against young offenders. Since the detection rate of these offences was low, it can be assumed that the success rate was high. According to the Motor Vehicle Branch Advisor, the detection rate was probably only 10 percent

The Constable decided to design signs to be attached to the gate lineup. He hoped that this awareness campaign would educate the young offenders, who were still impressionable. Five signs were posted which read, "*Are you standing in tine pretending to be somebody you are not? It is a criminal offence/*" He spoke with the E.J.S. legal advisors to gain insight into the correct wording for the posters. It is hoped that the signs would educate young offenders about the ramifications for those involved in fraud crimes. A crime of fraud or personation carries a maximum penalty of fourteen years under the Criminal Code.