

Vancouver, BC

April 23, 2012

(PROCEEDINGS RECONVENED AT 9:34 A.M.)

THE REGISTRAR: Order. This hearing is now resumed.

MS. BROOKS: Good morning. This morning's panel is Ms. Rae-Lynne Dicks, she was a former communications operator at the Vancouver Police Department Communications Centre, and later E-Comm; and Ms. Sandy Cameron, who was the Missing Persons Unit clerk.

THE COMMISSIONER: All right.

MS. BROOKS: Ms. Cameron's counsel, Karlene Bateman, is also appearing today.

THE COMMISSIONER: All right, thank you.

MS. BROOKS: Mr. Commissioner, you should have before you a brief of documents --

THE REGISTRAR: Should have, will have.

THE COMMISSIONER: Thank you.

MS. BROOKS: -- for the panel this morning. I would like to mark that as an exhibit (NR) please.

THE REGISTRAR: Those documents shall be marked as 147(NR).

(EXHIBIT NO. 147(NR): Black binder of documents prepared by commission counsel labelled "Panel - VPD/E-Comm Reporting, Documents")

THE COMMISSIONER: Yes, Mr. Ward.

1 MR. WARD: Yes, just before we start, Mr. Commissioner, Cameron
2 Ward, counsel for the families of 25 missing and
3 murdered women. We have in the past and we
4 continue to object to proceeding by way of panels.
5 I simply say that so that we can -- we are not
6 going to be said later to have conceded that a
7 panel approach to hearing factual evidence is
8 appropriate. So --

9 THE COMMISSIONER: You have no authority for that, of course.

10 MR. WARD: Of course, of course I do, and I will -- I plan to
11 make a sustained objection before the next panel
12 of five witnesses, because, in my respectful
13 submission, hearing from five factual witnesses of
14 the nature we are going to hear later this week,
15 is completely unprecedented, completely
16 inappropriate, offends the principles of natural
17 justice and fairness, and furthermore, is
18 insulting and offensive to the families. And I
19 will have authority for those propositions. I am
20 planning to make a sustained objection.

21 I'm simply at this point objecting to the
22 panel approach, and the reasons will be elaborated
23 on with the, the next panel, which has -- is going
24 to have five people in a witness box that
25 accommodates two or three. It's going to be then

1 when I plan to make the formal objection. Thank
2 you.

3 THE COMMISSIONER: All right. Proceed.

4 THE REGISTRAR: Did you wish to have the witnesses sworn, to
5 start?

6 MS. BROOKS: Yes.

7 THE REGISTRAR: Good morning. Would you just turn on your
8 microphones please? Thank you.

9 **SANDRA CAMERON, affirmed:**

10 **RAE-LYNNE DICKS, affirmed:**

11 THE REGISTRAR: Would you state your name please?

12 MS. CAMERON: Sandra Cameron.

13 THE REGISTRAR: Thank you.

14 MS. DICKS: I swear. Rae-Lynne Dicks.

15 THE REGISTRAR: Thank you. Counsel.

16 **EXAMINATION IN CHIEF BY MS. BROOKS:**

17 Q Ms. Cameron and Ms. Dicks, I am going to start by
18 taking you through your respective backgrounds,
19 and Ms. Cameron, I will start with you. And I am
20 focusing on the work at the Vancouver Police
21 Department.

22 So, I understand you were hired in July of
23 1976 and you worked in Patrol as secretaries to
24 the inspectors in charge of District 1 and
25 District 2?

1 MS. CAMERON: Yes.

2 Q And then you started work as the Missing Persons
3 clerk in the Missing Persons Unit in September of
4 1979?

5 MS. CAMERON: Yes.

6 Q You worked there until 2001 and then you applied
7 for a position in the archives?

8 MS. CAMERON: Yes.

9 Q And you stayed in that position until you retired
10 in 2005?

11 MS. CAMERON: Yes.

12 Q And so you have spent approximately -- you have
13 spent 22 years then in the Missing Persons Unit?

14 MS. CAMERON: Yes, just a little over.

15 Q And you are currently enjoying retired life, are
16 you?

17 MS. CAMERON: I am retired.

18 Q Okay. And Ms. Dicks, you were hired by the
19 Vancouver Police Department in November of 1995 as
20 a 911 call taker?

21 MS. DICKS: October '95, correct.

22 Q And you worked out of the Vancouver Police
23 Department's Communications Centre?

24 MS. DICKS: Yes.

25 Q That was at 312 Main Street?

1 MS. DICKS: Yes.

2 Q And then in June of 1999, when the Communications
3 Centre was replaced by E-Comm, which was the
4 Regional Communications Centre, you transferred to
5 E-Comm?

6 MS. DICKS: Yes.

7 Q And were many of the same staff hired by E-Comm at
8 that time, that were working at the Vancouver
9 Communications Centre?

10 MS. DICKS: Yes. It was called a transition and staff moved
11 over to the new location, and then from there, new
12 hires were brought in by E-Comm, yes.

13 Q Was that eight new hires?

14 MS. DICKS: No, no.

15 Q Oh.

16 MS. DICKS: I said new hires were brought in by E-Comm.

17 Q Oh. And where was that centre located?

18 MS. DICKS: 3301 East Pender.

19 Q You worked for E-Comm until 2004?

20 MS. DICKS: Correct.

21 Q And I should also just point out that, for most of
22 1998, as I understand it, while you were at the
23 Vancouver Communications Centre, you were on a mat
24 leave; is that right?

25 MS. DICKS: That's correct, for about 11 months or so, yes.

1 Q And what are you doing now?

2 MS. DICKS: I'm currently in my final semester of my bachelor's
3 degree at Kwantlen University -- Polytechnic
4 University majoring in criminology, and in
5 September, I am going to be getting my master's
6 degree at University of Fraser Valley.

7 Q So, now what I am going to do is, is ask you some
8 questions about the different units and centre
9 that you worked in, what the mandate was, what
10 training you had, what your role was and things
11 like that.

12 So, I am going to start with you, Ms. Dicks.
13 You worked at the Vancouver Communications Centre,
14 but let's start with the training that you
15 received before you started that position as a
16 call taker. I understand that you took some
17 formal education. Can you just tell us a little
18 bit about the program that you were involved with?

19 MS. DICKS: I took the emergency communications course at
20 Kwantlen, then it was a college, located in
21 Richmond at that given year. Uhm, it was two
22 semesters and it encompassed not only the
23 technical aspects of taking reports, uhm, but also
24 we did sections on psychological, psychology,
25 sorry, and human behaviour. And it was -- we

1 learned a lot about police, ambulance and fire.
2 We did an emergency medical dispatch brought in by
3 King County. Yeah, we had to have our typing
4 speed up to speed.

5 We did mock call-taking sessions, learning
6 how to speak to disadvantaged people, people who
7 are under stress. In the human behaviour part, we
8 did sections on compassion and empathy, but also
9 recognizing a person who may have a mental or a
10 speech impediment, mental disability or speech
11 impediment, versus someone who is intoxicated, how
12 to take control of a call.

13 Q So, part of the education, that in becoming this
14 emergency communications operator, was to
15 understand the diverse backgrounds that callers
16 may have?

17 MS. DICKS: Yes, along with the wide variety of situations that
18 we may be confronted with.

19 Q And callers would be phoning in in various kinds
20 of emotional states?

21 MS. DICKS: Yes.

22 Q And so part of your learning was how to deal with
23 that?

24 MS. DICKS: Yes.

25 Q And, and you would have to learn specific skills

1 about that, how to be assertive and not come
2 across as aggressive?

3 MS. DICKS: Correct. And to show empathy and compassion for
4 people who are having difficulty in their most
5 traumatic times of their lives, right? So,
6 recognizing that it may become commonplace for us
7 to deal with traumatized persons, but it is very
8 likely the first and only time they have ever
9 called 911.

10 Q And just to explore that a little bit, because I
11 think it's important that we understand the kinds
12 of calls that you were dealing with and what it's
13 like to be a call taker, but I expect that there
14 would be some balance in there between that role,
15 as someone who has to be very compassionate and
16 empathetic, and then at the same time, you
17 couldn't be a therapist or a counsellor to the
18 person.

19 MS. DICKS: Yes. So, it's not giving people advice on how to
20 deal with their lives. It's getting information
21 from them in order to have police attend or take a
22 report or, you know, depending on what the call
23 type is, right? Uhm, so, you know, you run the
24 gamut of people calling because their power is
25 out, to people calling because there is a murder

1 in progress.

2 Q And so learning to deal with people in various
3 states of crisis, was that, was that a big feature
4 of the program? Was that an important piece?

5 MS. DICKS: Yes.

6 Q And so after your program ended, you were hired by
7 the Vancouver Police Department to work as -- was
8 it a call taker? Is that the title?

9 MS. DICKS: Call taker, correct. Communications Operator 1.

10 Q And are you taking both emergency and
11 non-emergency calls?

12 MS. DICKS: Yes.

13 Q And what -- how are they different?

14 MS. DICKS: Uhm, well, when we were at VPD, we would have, when
15 you came in for a shift, you start off --
16 everybody starts off as auxiliary, and you had to
17 log 1,500 hours as auxiliary before you could
18 compete for an available full-time position, and
19 then that would be done on a competitive basis.

20 Uhm, so in those years of auxiliary, you give
21 them your availability and they book you,
22 sometimes in advance, sometimes by callout. You
23 keep a running schedule, right, and you can work
24 as many or as little hours as you wish.

25 But when you come in for a shift, sometimes

1 you will be working on a non-emerg line, sometimes
2 you will be working on the emergency line. Uhm,
3 sometimes you would be working on the
4 non-emergency line, it would get really busy and
5 they would switch you over to emerg. So, you had
6 to be able to wear both hats.

7 Q And sorry, I just want to go back to the training
8 for a moment. Can you just tell us a bit about
9 the techniques that you did learn? So, I
10 understand that you were trying to, to balance
11 that role as being somebody who was compassionate,
12 empathetic, and at the same time --

13 MS. DICKS: At Kwantlen, --

14 Q -- responsive --

15 MS. DICKS: -- yeah, we learned about the psychology of human
16 behaviour, when people are in traumatized
17 situations, when they're viewing something
18 horrific. For instance, people whose first
19 language is not English, often resort to their
20 native tongue when they're under duress, or under
21 stress. Uhm, we are dealing with family relations
22 and the dynamics of domestic violence, uhm, the
23 cycle of domestic violence, uhm --

24 Q Those are good examples. And so what are some of
25 the kind of techniques though that you actually

1 applied? How do you deal with issues when you
2 have language barriers or someone calling you and
3 they're -- and to bring it home to, to our work,
4 you know, really quite emotional and upset about a
5 missing loved one, how do you -- what kind of ways
6 do you deal with that?

7 MS. DICKS: We would learn -- well, at Kwantlen, we learned
8 that, that, most of the time, in most 911 centres,
9 that there is, uhm, a translator line available.
10 So, we didn't get into the specifics of how to use
11 that translator line, because obviously this is
12 not specific to a department, and everyone is a
13 little bit different. But we learned how to
14 recognize the difference between somebody speaking
15 an Oriental language, somebody speaking a European
16 language, those kinds of things. So, you learn to
17 recognize the differences there and how to ask a
18 person, you know, simple, in very simple language,
19 right, "Mandarin, Chinese?" Usually when you give
20 a person under duress, whose first language isn't
21 English, the name of a language, they recognize
22 that and will tell you what language they speak.
23 So, then you would go and get your translator on
24 the line and ask for that language and then you do
25 the best you could.

1 Q And what are some of the specific techniques that
2 you learned in terms of dealing with people? And,
3 and just using the example of someone who is
4 reporting a missing person and they're really
5 anxious and upset, how do you work through that
6 call with them?

7 MS. DICKS: Somebody reporting a person missing?

8 Q Hm-hmm.

9 MS. DICKS: Uhm, well, first off, is empathy. You're also
10 using empathy and compassion. Usually if someone
11 has gone missing, it's a person that they care
12 about, whether it's a family member or not. Yeah.
13 And then you take the details from them, file a
14 report and --

15 Q What happens if the call starts to gets
16 confrontational or nasty, what kind of tools do
17 you draw on? Is there somebody that can take the
18 call for you or do you -- what kind of internal
19 resources can you rely on?

20 MS. DICKS: Well, if I am making a simple missing persons
21 report, if I'm taking the report, it doesn't
22 usually become nasty and confrontational. If
23 somebody is angry, obviously they're very upset,
24 you acknowledge that they're upset and that you
25 understand why they're upset, and explain to them,

1 you know, "There is a process here that I have to
2 go through, I have to go through these details so
3 we have as much information as possible and can
4 help you find your loved one."

5 Q Now, tell us about the Communications Centre
6 itself. Where was it? It was located at 312
7 Main?

8 MS. DICKS: At 312 Main on the second floor.

9 Q Can you just give us a sense of what it was like,
10 just the physical space?

11 MS. DICKS: It was a dungeon. No windows, no fresh air. The
12 air intake vent came from the alley. So, if a
13 wagon was parked in the lane, we often got exhaust
14 fumes. Uhm, it was old.

15 Q And how many call takers were there?

16 MS. DICKS: It would depend on the given shift. Uhm, two,
17 four, six, eight -- it could be as many as 10, 12,
18 14.

19 Q And did the public have access to the --

20 MS. DICKS: No.

21 Q So, what positions are there in the call centre?
22 There is obviously the operators and, and what --

23 MS. DICKS: So, there is non-emergency who take non-emergency
24 reports from a non-emergency line; there is the
25 911 operators who take calls; and then

1 dispatchers, uhm, there were four dispatchers for
2 the city of Vancouver; and a chief dispatcher; and
3 then there would be the shift sergeant.

4 Q Is that a sworn member?

5 MS. DICKS: Yes. A chief dispatcher is usually a corporal or a
6 sergeant. Sometimes a sergeant would fill in up
7 there. And then the radio room sergeant. And
8 then we would usually have one Comm 3,
9 Communications Operator 3 that would be kind of,
10 like, they do the training for people who are
11 promoting. They deal with issues of, you know, if
12 somebody makes a mistake or if you need to go and
13 ask for advice, you would ask either the sergeant
14 or the Comm 3.

15 Q Okay. And who was your -- who were you reporting
16 to? Who was your supervisor?

17 MS. DICKS: What do you mean?

18 Q Was that a sergeant?

19 MS. DICKS: A police officer?

20 Q Yes.

21 MS. DICKS: A sergeant.

22 Q Okay. And what kind of training did you get
23 in-house with, with the Department before you
24 started your role?

25 MS. DICKS: We did two weeks in the classroom up at -- on

1 Cambie I guess, headquarters. And then we did,
2 during that two-week process, or after the two
3 week, I'm not sure, either during or after, we did
4 a block of double plugging. So, you would plug in
5 with an experienced operator and listen, uhm, and
6 then kind of do the gradual switchover. So, maybe
7 you would listen for a couple of hours, and then
8 you would do the CAD entry while they talked, and
9 then switch around so that you were doing the
10 talking, they were doing the CAD entry and --

11 Q What's the CAD entry?

12 MS. DICKS: It's the computer-aided dispatch. Yeah. So
13 then --

14 Q And that generates an incident report?

15 MS. DICKS: It generates an incident number and it goes to
16 dispatch.

17 Uhm, and so it became a gradual process,
18 where eventually you were doing the talk and type
19 and they were listening.

20 Q And in terms of the training in the classroom,
21 what were you learning there? How to do forms or
22 learning the policies and practices?

23 MS. DICKS: Policy and procedure manual, practising, role
24 playing, uhm, report filling out, all the
25 different kinds of reports, the boxes that need to

1 be filled in, those kinds of things, questions to
2 ask.

3 Q Hm-hmm?

4 MS. DICKS: You know, it was all the technical side of the job.

5 Q And what -- did you learn anything about the kinds
6 of communities that you would be delivering this
7 service to?

8 MS. DICKS: No.

9 Q Uhm, in terms of your shift, I understand you
10 worked 12-hour shifts?

11 MS. DICKS: Yes.

12 Q Right. And so 10 and-a-half of those hours you
13 were taking calls?

14 MS. DICKS: Yes.

15 Q And how many calls would you average a day?

16 MS. DICKS: Uhm, it depends on the shift. If you are just call
17 taking, you could take anywhere between 40 and 120
18 calls a day.

19 Q How many of those would be missing person reports?

20 MS. DICKS: Oh --

21 Q Would you do one a day?

22 MS. DICKS: You could do one a day. You could do five in a
23 day. It depends on where you are sitting and how
24 -- which calls you get. So, there is no regular
25 prediction there. There might be a day where I'd

1 take, where I'd have four or five people call in
2 and say the missing person has returned. You
3 might have a day where you have absolutely nothing
4 to do with missing persons. There is no
5 prediction.

6 Q When you transferred to the E-Comm centre, did
7 anything about the practices change or the
8 policies change?

9 MS. DICKS: Uhm, policy itself didn't change, but there wasn't
10 -- I mean, it didn't have a sergeant to go and ask
11 questions of. So, instead of a sergeant, I had a
12 team manager.

13 Q And that's a civilian position?

14 MS. DICKS: A civilian position, yes.

15 Q So, were there any sworn members of that E-Comm
16 centre?

17 MS. DICKS: No, not after the initial transition. I believe we
18 had a sworn member there for maybe up to a month.
19 Don't quote me on that. I am not exactly sure how
20 long they were there, so. But eventually they
21 were phased out and it was replaced by civilians.

22 Q So, Ms. Cameron, I want to ask you some questions
23 now about the Missing Persons Unit, and then we
24 will take a close look at the actual policy, and I
25 would like you both to walk us through how reports

1 are, are received. So, so the Missing Persons
2 Unit was also in 312 Main?

3 MS. CAMERON: Yes.

4 Q And what floor was it on?

5 MS. CAMERON: We were on the third floor, annex.

6 Q And was Homicide also on that floor?

7 MS. CAMERON: Yes.

8 Q And just tell us a bit about the office. What did
9 it look like? Describe it physically for us.

10 MS. CAMERON: We were in three different locations.

11 Q So, describe it for us during our terms of
12 reference then, which is '97 to 2002.

13 MS. CAMERON: Okay. I believe at that point we were in an
14 office space that was constructed over the
15 breezeway, over the alley between the main
16 building at 312 and the annex. So, the alleyway
17 was beneath us.

18 Q And how big was the office? How many desks were
19 there?

20 MS. CAMERON: Uhm, 10 by, 10 by 20 maybe.

21 Q So, it was a small space?

22 MS. CAMERON: A small space with three desks, and then an
23 office area blocked off in there as well, with a
24 desk, and that's where the coroner's liaison sat.

25 Q But it was a pretty intimate space?

1 MS. CAMERON: Yes.

2 Q And everyone would be able to hear each other's
3 phones calls, for example?

4 MS. CAMERON: Yes.

5 Q What did you understand, when you first started
6 working at the unit, about the mandate of Missing
7 Persons?

8 MS. CAMERON: You mean when I got transferred into that
9 position?

10 Q Yes.

11 MS. CAMERON: I was transferred up there in '79 to answer the
12 phone. Strictly answer the phone.

13 Q And what did you understand the function of the
14 Missing Persons Unit was? Was it to process
15 reports? Was it to locate people? Was it to
16 investigate? What did you -- what understanding
17 did you have about what the role was?

18 MS. CAMERON: My understanding was that if someone reported
19 someone missing, that they wanted the police to do
20 something about it.

21 Q And what did they expect and what did the -- what
22 were the -- what was the unit offering?

23 MS. CAMERON: From '97 --

24 Q Well, if it changed, then take us through the
25 evolution.

1 MS. CAMERON: Because I want to be really clear here, of what
2 started in '79 and how it, it evolved over the
3 years.

4 Q Please.

5 MS. CAMERON: In 1979, when I came in, it was a job assigned to
6 a light duties constable, uhm, that would make a
7 few phone calls in the morning and then he would
8 busy the line up for the rest of the day.

9 Q What does that mean, "busy the line up"?

10 MS. CAMERON: It means he would pick up the phone and put the
11 phone on hold, and hang it up, and I guess he
12 would be gone. I assumed he was out on the street
13 doing something.

14 But when they brought me upstairs, it was
15 specifically said that the phone line would not
16 get busied out anymore, and then I would be there
17 to answer the phone and take messages for him, and
18 that's what the job was supposed to be when I
19 first went there.

20 Q And how did those -- how did that evolve?

21 MS. CAMERON: Over the years, it evolved, because the position
22 was assigned to detectives who were going to be
23 retiring and, uhm, it, it just evolved over the
24 years, that more and more of the responsibilities
25 of doing the clerical and the paperwork all came

1 my way as well.

2 Q I still want to understand exactly what you
3 thought a function of a unit was though. Was it a
4 place where, where reports were actually actively
5 investigated, or was it a place where someone
6 would just call and you'd say, "Okay, we have your
7 report," and effectively just a report processing
8 unit? Were you, were you given any advice or
9 instruction about, about the role?

10 MS. CAMERON: I had no, no training. I wasn't -- no, I was
11 taught nothing. The reports came in and I believe
12 they just went to the constable who was there at
13 the time.

14 Q And when you say you believe, the reports would,
15 would come in, the reports that are initially
16 given to the Comm Centre?

17 MS. CAMERON: Yes.

18 Q And they would come to you?

19 MS. CAMERON: Yes.

20 Q And then you would hand them over to the
21 detective?

22 MS. CAMERON: It was a constable at the time, and then it was a
23 detective, yes.

24 Q Okay. And then -- and you are not clear on what
25 they did with the, with the report after that?

1 MS. CAMERON: No, because I don't believe there was a job
2 description written up for the clerk for Missing
3 Persons at that time. It wasn't -- it was
4 something, prior to me coming up there, there was
5 only a light duties constable assigned to it.

6 Q Was there only ever just one constable and then
7 later a detective assigned to the unit --

8 MS. CAMERON: Yes.

9 Q -- and yourself?

10 MS. CAMERON: Yes.

11 Q Who was your supervisor?

12 MS. CAMERON: There would be the sergeant in charge of
13 Homicide.

14 Q What about the constable or detective working in
15 the unit, were you accountable to them?

16 MS. CAMERON: Yes.

17 Q So, I would like to just spend some time
18 understanding exactly what your duties were,
19 because I understand that that's, that that's an
20 issue here. So, let's go to the job description
21 and I would like to just work through with you.

22 And if you can go to the brief of documents
23 in front of you, to tab 13. There is a job
24 description there, and I understand it was drafted
25 or revised in 1987, and that this was the job

1 description that was in place for you during our
2 terms of reference. Have you seen this job
3 description before?

4 MS. CAMERON: Yes, I have.

5 Q Now, did you have any training like the kind that
6 Ms. Dicks described --

7 MS. CAMERON: No.

8 Q -- for us? Do you have any training on how to
9 complete reports or how to manage cases or how to
10 deal with the public, anything like that?

11 MS. CAMERON: I believe I, at one point, and I don't know when,
12 I took a course in Stanley Park on customer
13 contact skills. I believe that was the only
14 thing.

15 Q When, sorry, when did you say you took that
16 course?

17 MS. CAMERON: I don't, I don't recall. I have the certificate
18 at home but I --

19 Q And what did you learn at that course?

20 MS. CAMERON: Just how to deal with the public, because I would
21 be answering the phones and --

22 Q Who was the course offered to?

23 MS. CAMERON: Uhm, I think it was offered to anybody within 312
24 Main that had dealings with the public, --

25 Q Okay.

1 MS. CAMERON: -- which was a majority of the staff.

2 Q Okay. So, let's just look at this job description
3 and, and, well, I would like to -- I do want to
4 spend a bit of time on it. I think it's important
5 we understand what your duties were and, and what
6 other kind of tasks you, you had to take on and
7 the kinds of support that you had in doing that.
8 So, just looking at Part A, it states this:

9 The position of Clerk 3, in relation to the
10 missing persons function, is a multi-clerical
11 role, which is directly accountable to the
12 Missing Persons detective. The skills
13 required to perform the necessary duties
14 include the ability to type and file.

15 The incumbent must possess outstanding
16 telephone skills and effective oral and
17 written communication skills.

18 And you are saying that you didn't have any
19 specific training on how to develop those
20 outstanding telephone skills and, and written and
21 communications skills, aside from the Stanley Park
22 course that you took?

23 MS. CAMERON: That's correct.

24 Q The incumbent must also possess a working
25 knowledge of CPIC, VPD reporting procedures,

1 VPD regulations and both VPD missing persons
2 procedures and investigative policies.

3 And did you have any direction or training on
4 those policies?

5 MS. CAMERON: No, that was information that I went and learned
6 myself.

7 Q Did you have to -- did somebody present you with a
8 manual when you first started working there and
9 take you through what they were?

10 MS. CAMERON: No.

11 Q Do you know where to even find them?

12 MS. CAMERON: No.

13 Q Did you ever have a copy of them on, on your desk?

14 MS. CAMERON: No.

15 Q Further, the incumbent must be capable of
16 demonstrating initiative and judgement on a
17 daily basis. The incumbent must be reliable,
18 mature and capable of maintaining a positive
19 working relationship with both civilian and
20 sworn staff.

21 So, this, this outlines the role. Is there
22 anything that's missing from this description of
23 the role that, that, that you think should be
24 included in that you were doing?

25 MS. CAMERON: Well, I think it's very broad in the language,

1 but it probably encompasses what the job is about.

2 Q So, turning then to the duties and
3 responsibilities that you had. The first one
4 deals with:

5 Collecting all new missing persons reports,
6 including CPIC messages, miscellaneous
7 reports and outside correspondence.

8 So, where did you, where did you collect those?

9 MS. CAMERON: On the second floor of the main building at 312
10 in case reports. It's called "central records".

11 Q And these would be reports that would be deposited
12 there from the Communications Centre or --

13 MS. CAMERON: Yes.

14 Q -- later E-Comm?

15 MS. CAMERON: Yes.

16 Q And was it a mailbox or were they faxed in or --

17 MS. CAMERON: It was a large desk like this with about three or
18 four tiers with mail slots for all different
19 departments.

20 Q And so you would go down there every day, would
21 you?

22 MS. CAMERON: Yes.

23 Q And you would pick up the missing persons reports?

24 MS. CAMERON: Yes, and anything that was in the box.

25 Q Okay. How many, approximately, reports would you

1 receive a day?

2 MS. CAMERON: It would, it would, it would change daily, but
3 Monday morning was always, uhm, probably the most,
4 because the paperwork had been sitting there for
5 Friday, Friday afternoon, Saturday and Sunday.

6 Q So, no one was picking up any missing person
7 report that was made over the weekend?

8 MS. CAMERON: No, Missing Persons was closed and there was
9 nobody assigned to do the work.

10 Q So, if you reported a loved one missing on a
11 Friday, nobody at Missing Persons Unit would even
12 be looking at that report until Monday?

13 MS. CAMERON: That's correct.

14 Q And would you go once a day?

15 MS. CAMERON: In the beginning, I would go once a day; and then
16 later on, I would try and go down maybe twice a
17 day around, you know, after lunch, see if there
18 was anything there.

19 Q Is that because the volume increased or --

20 MS. CAMERON: Yes.

21 Q In terms of actual reports made or just
22 correspondence?

23 MS. CAMERON: Correspondence. And sometimes I was looking for
24 a report that, that an officer had made, might
25 have submitted, that I was looking for it to go

1 with the missing persons report, so I would go
2 down there and look and see if it was there.

3 Q So then next, it says:

4 On a daily basis, ensure that all incoming
5 missing persons-related reports, messages,
6 correspondence are received by the Missing
7 Person detective.

8 So, this seems to be saying that what you
9 just collected you should pass on to the
10 detective?

11 MS. CAMERON: Yes.

12 Q Is that something that you did as part of your
13 job?

14 MS. CAMERON: In the, in the beginning it was, it was like
15 that. But then what happened was is that there
16 was so much correspondence and some reports. So,
17 I would marry them up with the reports that it
18 would go with.

19 Q So, you would organize --

20 MS. CAMERON: Yes.

21 Q -- the correspondence that you received --

22 MS. CAMERON: Yes.

23 Q -- and the reports. But did you provide -- were
24 you always providing copies of everything that you
25 received to the detective?

1 MS. CAMERON: No, because sometimes it would be a Form 19 that
2 was concluding a file. So then the file would be
3 concluded and then the detective wouldn't have to
4 look at it. So, they were only looking at the
5 stuff that was still coming in that was remaining
6 open.

7 Q So, there is some, some exceptions?

8 MS. CAMERON: Yes.

9 Q There is some things that you didn't pass forward?

10 MS. CAMERON: Yes.

11 Q And that would be if a file was concluded?

12 MS. CAMERON: Yes.

13 Q So, if the detective -- how would the detective
14 learn that the file was closed?

15 MS. CAMERON: Because if, if -- it's hard, it's very hard to
16 explain because we're -- in a lot of the
17 instances, they were juvenile reports that were
18 coming in. The -- if the detective was actually
19 working on a file, they, they would be the one
20 that would conclude it, and it would be something
21 that was still sitting on my desk.

22 Q So, were there some files then that you were
23 managing and some that the detective was managing?

24 MS. CAMERON: Yes. Because if the detective was going through,
25 and some detectives that I worked with did go

1 through the paperwork every day, and they would
2 take the file if it were maybe of a suspicious
3 nature, and they would give me back the ones that
4 were mostly, mostly -- I dealt mostly with the
5 juveniles that were, that were --

6 Q I think that's described in this policy, and it's
7 in the next, the next item, as the routine cases?

8 MS. CAMERON: Yes.

9 Q Okay. So, so, so do I understand then that you,
10 you would manage the routine cases, and there
11 might be steps taken on those cases that the
12 detective wouldn't know about, including that the
13 file had closed?

14 MS. CAMERON: Yes.

15 Q Uhm, so, the next, and I think we can, we can
16 explore that a bit further as we move through,
17 through these responsibilities. So, the next one
18 reads:

19 As directed by the Missing Persons detective,
20 make appropriate follow-up inquiries in
21 relation to routine missing persons cases.

22 So, what, what, what would be a routine case then?

23 MS. CAMERON: It would be to, to telephone the reportee, see if
24 the person has come home. Because many people who
25 are reported missing do return within the first 24

1 or 48 hours.

2 Q Okay. That would be an example of one of the
3 follow-up inquiries you had to make, but what
4 would constitute a routine case book?

5 MS. CAMERON: Something of a non-suspicious nature.

6 Q Anything non-suspicious --

7 MS. CAMERON: Yes.

8 Q -- you would do all the follow-up on?

9 MS. CAMERON: Yes.

10 Q And so the follow-up that you stated, that would
11 include calling the reportee?

12 MS. CAMERON: Yes.

13 Q What other kinds of things would you be --

14 MS. CAMERON: And then sometimes if I am talking to a mom, you
15 know, I would say, "Well, do you know have any
16 numbers of their friends?" Maybe I could call
17 their friends and see if anybody has heard from
18 them, or check with the school, see if they've
19 showed up at the school.

20 Q So, follow-up inquiries might include you actually
21 taking initiative to go out and try to track down
22 this person?

23 MS. CAMERON: Just by telephone, yes.

24 Q How often would cases, missing person cases be
25 resolved on their own without requiring any

1 further investigation?

2 MS. CAMERON: I think the percentage would be pretty high. You
3 are probably looking at about 70 percent.

4 Q What other kind of follow-up? What other examples
5 of follow-up inquiries would you be making on the
6 routine cases? Did you do any field work? Would
7 you --

8 MS. CAMERON: No, no.

9 Q So, you never left the office?

10 MS. CAMERON: No. Oh, well, I shouldn't say I never left the
11 office. I would go, I would further on, if you
12 ask me, I would leave the office to just, to
13 distribute posters and stuff sometimes in the
14 Downtown Eastside. But I wouldn't go out and do
15 investigative work, no, that was not my job.

16 Q Did you have any kind of checklist or guidelines
17 about what these sort of follow-up things might
18 include for routine cases?

19 MS. CAMERON: It's difficult for me to say that here, because
20 when I am sitting at the desk and you look at each
21 individual file, if it's, if it's a missing
22 juvenile, then schools, friends and stuff like
23 this. If it was a missing adult who hadn't come
24 home overnight, you know, you would check and see
25 if -- you know, sometimes, usually by the time

1 that we get the call, the reportee has probably
2 already checked their work, to see if they have
3 gone to work. So, each, each one was different.

4 Q And I should just tell you, part of the reason why
5 we are interested in, in this is because we are
6 interested in making the system better.

7 MS. CAMERON: Yes.

8 Q And so we really want to understand what, in
9 practical terms, it looked like. And so things
10 like the training that you received and the
11 guidelines and checklists and all of that are
12 important for us to know, whether you had the
13 benefit of those kinds of tools.

14 So, would a missing woman case, with the kind
15 of profile of the women that are on our missing
16 women list, be considered a routine case?

17 MS. CAMERON: No.

18 Q It wasn't treated as a routine file?

19 MS. CAMERON: No.

20 Q So, that's not a file that you would be making
21 follow-up inquiries on?

22 MS. CAMERON: No.

23 Q Because that would be handed over to the
24 detective?

25 MS. CAMERON: Yes.

1 Q Okay. So, I just want to -- let's just go through
2 a bit more in terms of laying out what your duties
3 were. If you go to the next page, uhm, the, the
4 next item says:

5 Immediately following each follow-up
6 telephone contact, document all details
7 relevant to the case on either the missing
8 persons return portion of the missing persons
9 report or the attached log.

10 So, this is, this is dealing with how to
11 document the file?

12 MS. CAMERON: Yes.

13 Q And so, and so just tell us what, what was
14 involved here.

15 MS. CAMERON: So, if, if you call the mom sometimes or you'd
16 call the reportee, whoever it was, uhm, and they
17 say that they found their missing person, then we
18 would conclude the file on the bottom section of
19 the missing persons report where it would say that
20 "the missing person has returned home, everything
21 is okay," information from the reportee, and then
22 the file would be concluded.

23 And so if the person hadn't come home, I
24 would attach a log sheet to each file, and I would
25 write the comments down of the conversation that I

1 had with the person on the phone.

2 Q You were -- you would write down every call that
3 you ever made on the file --

4 MS. CAMERON: Yes, if I --

5 Q -- received?

6 MS. CAMERON: -- called and there was no answer, I would put
7 "no answer." I would call, you know, I had left a
8 message. I documented every call I made.

9 Q And you said that if the reportee called and said
10 that the person had been found, then you'd fill
11 out the return portion of the form. And, and, and
12 are you satisfied at that point that the person
13 has, in fact, been found or, or are there
14 additional steps required before the file would be
15 closed?

16 MS. CAMERON: No, I am pretty satisfied, because normally they
17 would call and they would have the incident
18 number. And so the file would be concluded. And
19 then I would -- it would go down into -- I had a
20 file folder on my desk with concluded files and,
21 and then, at the end of the day, they would go
22 down and they would be removed from CPIC.

23 Q So, it wasn't part of your practice, that you
24 needed to actually ID the missing person before
25 the file would have to be closed?

1 MS. CAMERON: No, no.

2 Q And then the next item says:

3 Immediately following notification of return
4 [then the form is complete] the missing
5 person, forward the completed missing persons
6 report to CPIC.

7 So, so you would do that obviously. And why,
8 why, what's CPIC and why do you notify them?

9 MS. CAMERON: CPIC, it's the Canadian Police Information --

10 MS. DICKS: Centre.

11 MS. CAMERON: -- Centre. And it was, it was important because
12 about once a year the RCMP would audit police
13 departments on their entries on CPIC. So, it's
14 really important that if someone is found, it has
15 to come off the system.

16 Q The next item states:

17 Ensure that all unreturned missing person
18 reports are placed in the appropriate file to
19 be dealt with as other procedures dictate.

20 So, what's an unreturned? Is that someone
21 that hasn't been located?

22 MS. CAMERON: Yes.

23 Q And so what if -- so, the person hasn't been
24 located and then the direction here is, is to do
25 what with it? To place it in the appropriate

1 file?

2 MS. CAMERON: Yes. What, what I instigated over time was I
3 would have file folders -- I would have a box on
4 my desk with two shelves, and I would divide the
5 file into -- by month, the month that they were
6 reported missing -- January, February, March,
7 April, May -- and they would all be kept on the
8 desk. They were never in a locked cabinet. They
9 were on the desk in the tray.

10 Q That would be the missing person report in a log?

11 MS. CAMERON: Yes.

12 Q You organized it by month reported missing?

13 MS. CAMERON: Yes.

14 Q And, and that's what the, this "unreturned" refers
15 to?

16 MS. CAMERON: Yes.

17 Q And that means active?

18 MS. CAMERON: That means they're still missing. Yes.

19 Q Still missing.

20 MS. CAMERON: Active, yes.

21 Q So, you would have all of your active, and these
22 would be what you consider to be the routine
23 cases?

24 MS. CAMERON: Yes.

25 Q Because the detective did something different with

1 the suspicious cases?

2 MS. CAMERON: Yes.

3 Q So, your routine cases would sit on your desk?

4 MS. CAMERON: Yes.

5 Q And then did you have some way of, of knowing, you
6 know, is January -- would the January folder have,
7 could conceivably have people missing from a
8 couple of years ago, you know, to last week in
9 that, in that folder?

10 MS. CAMERON: No, because from year to year, I would start a
11 new file. So, if I had a file folder for January
12 1995, I would have another one for January 1996.
13 They -- it didn't carry on. So, you could look --
14 you could immediately look in the file and see
15 what you had outstanding.

16 Q And what kind of bring-forward system did you have
17 to ensure that the files are being reviewed
18 regularly?

19 MS. CAMERON: Just what was sitting on my desk.

20 Q So --

21 MS. CAMERON: Because I would review them. I would, I would
22 look through them, because it got to, it got to a
23 point where many of the file folders, for some of
24 the months, would be empty because everyone had
25 been found that month.

1 Q Okay. But was there any sort of, again, just
2 looking at the systems, was there any kind of
3 guidelines or checklists or anything that required
4 you to, every day, review certain files so that
5 you knew that they were being continuously
6 monitored?

7 MS. CAMERON: Well, I, I would be calling the reportee on each
8 file at least every two days to keep updates going
9 on the files. And then if the person was still
10 missing after 30 days, there was a supplemental
11 report that had to be attached to it.

12 Q And would that no longer then be treated as a
13 routine case?

14 MS. CAMERON: That would not be my call. That would be up to
15 the detective who was to review the files.

16 Q Was there a time period where, after the person
17 had been gone for a particular amount of time, you
18 would then -- you were required to pass the file
19 over to, to the constable or the detective?

20 MS. CAMERON: Well --

21 Q Did you have a rule that governed that?

22 MS. CAMERON: No, no. No, there was no rule.

23 Q Did you use a rule for yourself?

24 MS. CAMERON: Yes, I would say, "we still have two missing
25 from" whatever month it was. I mean, the

1 information was there. The detective's job was to
2 review those files, and it would be really
3 difficult for a detective to review it when there
4 was no detective in the office for weeks or months
5 on end.

6 Q And that's something that we see in the documents
7 that are in the brief before you, that, uhm, that
8 the detective being absent from the office was a
9 big issue --

10 MS. CAMERON: Yes.

11 Q -- for you?

12 MS. CAMERON: Yes.

13 Q And --

14 MS. CAMERON: I wrote many memos about it.

15 Q You didn't have -- there was no relief to come in
16 when someone was away for an extended period of
17 time?

18 MS. CAMERON: No.

19 Q And when that happened, what happened to the
20 detective's file load?

21 MS. CAMERON: I don't know. The cases that the detective had
22 taken over I guess would just be on his desk.

23 Q And those were the serious, the suspicious ones?

24 MS. CAMERON: Yes.

25 Q Uhm, so I just want to move then to the next, the

1 next item, which is, is of great interest to our
2 work.

3 Immediately bring to the attention of the
4 Missing Persons detective or Major Crime
5 Section NCO all cases where, in the
6 circumstances, suggest that the disappearance
7 may be suspicious.

8 So, this is obviously a very critical
9 discretionary decision that you have to make?

10 MS. CAMERON: Yes.

11 Q And, and it requires judgement?

12 MS. CAMERON: Yes.

13 Q Was there any, again, guidelines, checklists,
14 policies, that would help you determine whether a
15 case was suspicious?

16 MS. CAMERON: No.

17 Q So, how did you make that assessment? What
18 factors did you consider?

19 MS. CAMERON: I had been in Missing Persons for a number of
20 years by then, and I don't know if you want to
21 call it intuition or just a sense that sometimes
22 things didn't sound right, information you were
23 getting didn't sound right, and I would go to my
24 NCO or the detective, if I had one in the office,
25 otherwise, I would go to the sergeant in charge of

1 Homicide.

2 Q Okay. So, that's a -- I appreciate that you rely
3 on, on intuition, but it's a bit, a bit vague --

4 MS. CAMERON: Yes.

5 Q -- for our purposes.

6 MS. CAMERON: Yes.

7 Q So, can you just sort of try to articulate exactly
8 what considerations you had? For example, you
9 would obviously consider the profile of the person
10 who was being reported missing and who they were,
11 were they a child, were they elderly, were they
12 from a vulnerable group; those kinds of things.

13 MS. CAMERON: Oh, okay, yes. First of all, well, if it was a
14 child under the age of 12, the Communications
15 Centre would have probably sent a unit out to, to
16 do the investigation. So, that would be handled
17 by a Patrol, the same as an elderly who would walk
18 away from a nursing home or from a hospital,
19 because we had lots of people walk away from the
20 psych. wards at VGH and St. Paul's. So, that
21 would be handled by Patrol units.

22 Q So, is it the case that, by the time you are
23 getting the report, it's really, the bulk of your
24 cases are dealing with juvenile runaways?

25 MS. CAMERON: Yes.

1 Q So, if it wasn't a juvenile runaway that you would
2 be taking, you would be looking at the file with,
3 with interest obviously.

4 MS. CAMERON: Sorry?

5 Q Not that you would treat the other files
6 differently. But what was it about a file that
7 didn't involve a juvenile runaway that would cause
8 you to feel like it should be handled by a
9 detective?

10 MS. CAMERON: You would make calls on it. You would try to get
11 some information, and sometimes it just didn't
12 sound right. And then I would think, I would
13 think that the detective should really be taking a
14 look at this and I would pass it over --

15 Q And so --

16 MS. CAMERON: -- but my notes would be attached to it.

17 Q Okay. But I am still just trying to really
18 understand what "it doesn't sound right" looks
19 like. So, let me ask you this. If you, if you
20 received a file and the missing person was a woman
21 involved in the sex trade in the Downtown
22 Eastside, would you understand that to be a
23 suspicious case that should be handled by the
24 detectives?

25 MS. CAMERON: I would look at that as very high risk, yes,

1 absolutely.

2 Q Why?

3 MS. CAMERON: Uhm, I, I've, I've worked down at the corner of
4 312 Main for years and, uhm, I know a lot of
5 people that live down there and I just think it
6 can be a very dangerous place. I knew it was a
7 dangerous place. And I feel that because of
8 the -- because most of those -- the -- it's hard
9 to describe it, but it's just easy to say that
10 they were, in my view, a high risk that something
11 would have happened to them.

12 Q And is that a view that you held at the time of
13 our terms of reference, in 1997 and -- or is that
14 a view that you have now come to understand?

15 MS. CAMERON: No, I, I felt that for a long time. Yeah, prior
16 to '97.

17 Q And, and I will just ask you this, because I will
18 take you to some places, I will take you later to
19 some evidence that we've heard that, about some
20 comments that the families have said that you have
21 made about their, their loved ones missing. But
22 there seems to be a, a view that you might have
23 told some of the family members that their
24 daughters were just out partying, that they would
25 show up again, that, that kind of thing. That

1 wasn't a view that you held or expressed to
2 anyone?

3 MS. CAMERON: No.

4 Q Is that what you're saying?

5 MS. CAMERON: No. No, it's not, no.

6 Q So, after the file was then -- it's your evidence,
7 as I understand it, that you assessed a file that
8 involved women in the sex trade as being
9 suspicious, you would pass it over to the
10 detective, and is it your understanding that the
11 detective then investigated that file, or when
12 would Homicide become involved?

13 MS. CAMERON: To my understanding, I would give the file to the
14 detective in Missing Persons, if there was one in
15 the office, and Homicide would never get involved.

16 Q Why did you -- why not?

17 MS. CAMERON: Because it was an unwritten policy of the
18 Vancouver Police Department, no body, no homicide.

19 Q Were there occasions when you, you actually asked
20 Homicide, "I think this, this is suspicious, foul
21 play it looks like might be involved here, can you
22 take this file" and you were refused?

23 MS. CAMERON: There were times that I think when the detective
24 was not there and not available to me, that I
25 would take it down to the sergeant in Homicide,

1 and then they would say, well, they will just
2 leave it and wait for the detective to come back.

3 There were a couple of instances, because
4 there was information to follow up, I can think of
5 two in particular, that went to Homicide, that
6 they followed up, because I actually, on one, I
7 actually was put in a very awkward position. If
8 you would like me to tell you about it, I will.

9 Q Does it relate to a missing women file?

10 MS. CAMERON: No, it doesn't. But I was, but I was involved
11 with interviewing someone, which was not part of
12 my job, and when I come out of the interview room,
13 the detective not assigned to Missing Persons
14 said, "What, what do you think?" And I said,
15 "Well, I think he's killed her." So, Homicide
16 assigned two detectives to the file.

17 Q So, you're telling us an example, and I think the
18 example that you give is, is in the documents as
19 well, where you were actually asked by the
20 detective to conduct an interview of a potential
21 person of interest or a suspect?

22 MS. CAMERON: Yes.

23 Q Is that the only time that happened or did that
24 happen often?

25 MS. CAMERON: I would, I would interview people if people came

1 into, if people came into the public information
2 counter and wanted to talk to someone in Missing
3 Persons, if there was no detective, then I would
4 go and talk to them, yes.

5 Q Did you ever talk to any of your supervisors, the
6 sergeant in charge, for example, that you were
7 given these investigative tasks that you didn't
8 have any training or resources to, to manage and
9 handle?

10 MS. CAMERON: Well, they knew.

11 Q And they knew because you told them or you wrote
12 memos about it?

13 MS. CAMERON: I just, I am going to say I assumed that they
14 knew that I had, that I had just come up to -- I
15 was the clerk. I was not the investigator. That
16 wasn't my job. That was the detective's job.

17 Q And this, obviously, is important for us to, to
18 understand, because it sounds like there were
19 files, suspicious files that were left in a sort
20 of a, a bit of a never-never land, because you
21 have a detective, as you say, working in the unit
22 who may be away for some period of time and that
23 Homicide is refusing to take it. So, that's -- is
24 that what your evidence is?

25 MS. CAMERON: Yes.

1 Q And did Homicide have resources that the detective
2 in the Missing Person Unit didn't have, are you
3 able to comment on that, in terms of being able to
4 pursue a rigorous investigation into these
5 suspicious cases?

6 MS. CAMERON: I don't, I don't know.

7 Q We've heard -- well, for example, Detective
8 Constable Shenher said that when she first arrived
9 in the unit, she didn't have a computer, there was
10 difficulty getting access to a car. Are you able
11 to comment on those kind of resource issues?

12 MS. CAMERON: Yes, those problems, the problems did occur. I
13 think it's, it's really important to understand
14 that Missing Persons was not an important function
15 to most of the people assigned to Homicide and
16 Robbery and --

17 Q It wasn't a priority, is that --

18 MS. CAMERON: No.

19 Q -- what you mean?

20 MS. CAMERON: No, no, it wasn't. Never. If it had been a
21 priority, they would have put a replacement in
22 when the detective was away on holidays. They
23 would have put a body in there, someone to help.
24 But they had a very difficult time trying to get
25 detectives to come into Missing Persons to work

1 there.

2 And what happened was, is to, prior to the
3 missing women incidents, all of these terrible
4 cases, what happened was, is that a detective
5 would be told that if he came and did six months
6 in Missing Persons, he could get the backdoor into
7 Homicide. So, I had detectives coming through
8 every six months. So, files were all over the
9 place. I would -- the detective would have the
10 serious files, and when you have got one detective
11 there for six months and then he's gone and
12 someone new comes in, I don't know what would
13 happen to the file. They were not under my
14 control. But I didn't control the files. They
15 weren't on my desk, which is what I mean by
16 "control". They were, as you said, in never-never
17 land. I don't know where they were.

18 Q The next, the next duty is a -- it also states
19 this:

20 Immediately bring to the attention of the
21 Missing Persons detective or Major Crime
22 Section NCO any new information which
23 suggests that more sophisticated avenues may
24 be required.

25 So, this is contemplating the scenario where

1 you are handling a routine case and then you learn
2 of something and a more rigorous investigation
3 needs to be pursued; is that right?

4 MS. CAMERON: Yes. And I had one instance where I made the
5 routine calls on a file, and just learning and
6 gleaning some of the information I was getting
7 from the people that I was talking to on the file,
8 it started to not sound good. So, it was turned
9 over to the NCO in charge of Homicide, I believe,
10 and it was assigned to a detective from the
11 Robbery Squad.

12 Q Was that a missing women's file or --

13 MS. CAMERON: No. No. I am just giving you an example.

14 Q And what would be, from your perspective, a
15 sophisticated avenue? Anything beyond just sort
16 of making a telephone call? Is that, would that
17 be a sophisticated avenue?

18 MS. CAMERON: Well, I think they would have to get out of the
19 office and get in a car and go out and start doing
20 some legwork.

21 Q So, anytime something like that was required,
22 then, again, you would have to bring that to --

23 MS. CAMERON: Yes.

24 Q -- the immediate attention of the detective --

25 MS. CAMERON: Yes. And I would have to bring it to the

1 attention of the NCO because -- if, if there was
2 no detective available.

3 Q So, just looking at the other tasks that were
4 required of you. So:

5 As directed by the Missing Persons detective,
6 make a minimum of two followup telephone
7 inquiries in relation to those routine cases
8 assigned for telephone resolution within
9 seven days of receipt of the missing persons
10 report.

11 So, this is just saying that, after you
12 received a report, within seven days, you have to
13 make two followup calls?

14 MS. CAMERON: Yes. I would, I would call them the day I
15 received the report, and I would make sure that
16 they had the number for the Missing Persons office
17 to call if they had more information.

18 Q Was that number available to the public, the
19 Missing Persons Unit?

20 MS. CAMERON: No, I don't believe it was published in the phone
21 book, no.

22 Q People weren't calling you to make reports, or
23 maybe they were, but it wasn't in your, the unit's
24 role to receive the report, --

25 MS. CAMERON: No, we didn't --

1 Q -- the initial report?

2 MS. CAMERON: -- take missing persons reports in the office.

3 It all went through the Communications Centre.

4 Q Then the next one deals with making other
5 telephone inquiries based on the new information.

6 Uhm, if -- number 11 states that, on a daily
7 basis, you bring to the attention of the detective
8 or the Major Crime NCO any missing person who has
9 been missing for more than seven days from the
10 receipt of the report. And so that's a timeframe
11 then that's, that's mandated by you, that that,
12 that that meant you need more -- the file might
13 need more resources than you would be able to
14 offer; is that right?

15 MS. CAMERON: I'm sorry, could you --

16 Q Well, I am just wondering if -- it wasn't a very
17 -- it was a poorly worded question, but I am just
18 wondering if the seven-day period seems to reflect
19 some concern that it might not be routine any
20 longer and should be brought to the attention of
21 the detective?

22 MS. CAMERON: I think they picked seven days because most
23 missing persons cases would resolve themselves in
24 48 to 72 hours.

25 Q And then the next, the next duty is to receive the

1 incoming calls from the public, uhm, directing
2 media inquiries to Missing Persons detective.

3 In those circumstances [number 14] where
4 accepted missing persons reporting procedures
5 cannot be applied, initiate and complete a
6 missing persons report.

7 So, what does that refer to?

8 MS. CAMERON: The way, the way that I look at it, I don't
9 really understand it, but we would take missing
10 persons reports if someone was calling long
11 distance, because you didn't want them to sit in
12 the wait line at the non-emergency number. We
13 would, we would initiate missing persons reports
14 if we received information from outlying agencies,
15 like, a report, a CPIC or something from Calgary,
16 and --

17 Q So, were there some occasions when you would take
18 a report?

19 MS. CAMERON: Yes. And if someone, if I was notified by the
20 public information counter that there was someone
21 downstairs that wanted to make a report, I would
22 go downstairs and take the report.

23 Q And then the next one relates to correspondence:
24 Preparing correspondence for the signature of
25 the detective and Major Crime NCO inspector.

1 And then number 16:

2 To maintain statistics and correlate the same
3 on a monthly end basis.

4 And you did that?

5 MS. CAMERON: Yes, the statistics were kept on a daily basis.

6 And when I, I think it was back in the '80s, I was
7 writing monthly reports, and the monthly report
8 would go to the, the detective, the NCO and the
9 inspector. And then I don't know who it was and I
10 don't know when, but they changed that policy from
11 monthly to quarterly.

12 Q And, and we'll come to this, but it was, it was
13 your tracking of these statistics that, that
14 caused you to become concerned about an increased
15 number of missing women from the Downtown
16 Eastside?

17 MS. CAMERON: Yes.

18 Q And then the last item here is:

19 To perform any other missing persons-related
20 clerical functions as required.

21 Are there any other tasks that you were
22 performing that we haven't already reviewed that,
23 and that aren't on this job description?

24 MS. CAMERON: The two that I can think of is I, I would do up
25 the missing persons posters at the request of the

1 detective, if we had a picture of the missing
2 person. I would make sure that they saw it,
3 agreed to it. I would take it down to the machine
4 room on the second floor and I would have him run
5 me off a hundred copies. I would hand deliver, if
6 they were the missing women from the Downtown
7 Eastside, I would hand deliver them to the
8 Carnegie Centre, the needle exchange, 44 Cordova,
9 St. James, the United Church, Lookout. I just
10 covered the area and asked them to put the posters
11 up. It was just the fastest way to get them out.

12 And then another time on -- I would be
13 working trying to find out who the dentist was in
14 cases that looked suspicious, and request the
15 dentist to send us all of his x-rays and dental
16 charts that he had. And then it was -- the charts
17 were originally sent to a Dr. Cheevers, who had an
18 office on Commercial Drive. And when he retired,
19 I don't know how it came about, but I developed a
20 relationship with, a working relationship with Dr.
21 David Sweet up at the University of British
22 Columbia, and he started doing the charts. So, we
23 would send the charts to him to get charted onto
24 the proper CPIC form, they would come back to the
25 Missing Persons office and then I would take them

1 down to CPIC and make sure they were entered onto
2 the system.

3 Q And you provided that kind of service to the
4 Missing Women Review Team as well, didn't you?

5 MS. CAMERON: Yes. I had been waiting for some dental charts
6 to come in on a file, and I'm sorry, I don't
7 remember which one it was, but I never received
8 them.

9 Q Was it a missing woman's file?

10 MS. CAMERON: It was a missing woman's file. And it was in the
11 Review Team down in the classroom off of the
12 Homicide office.

13 So, I went down there, and I didn't want to
14 touch their files. I said, "I'm looking for some
15 dental charts and I have the name of the person
16 that," and I'm sorry, I don't have that
17 information today. So, I looked in the file, and
18 it was a big black binder like these, and I looked
19 in the binder and the dental charts were there.
20 So, I asked the detectives that were assigned to
21 the project, "Have these dental charts been sent
22 out to David Sweet at UBC to be charted for CPIC?"
23 And I was told, no, they didn't know what to do
24 with them. They just put them in the file.

25 So, I went through the binders and I found

1 two more sets of dental charts that had come in
2 that had not been sent out. So, I sent those up
3 to David Sweet at UBC for charting.

4 Q And you got kind of upset there. What was -- why?

5 MS. CAMERON: Because they should have known what to do with
6 them. It was important to get that information on
7 the computer.

8 Q So, I would like to go to you now, Ms. Dicks, and
9 talk about the report-taking process. And, and,
10 and if you could have before you the policy, which
11 is at tab 1.

12 MS. DICKS: Hm-hmm.

13 Q And this, I understand, is the VPD Communications
14 Section policy that was in effect in 1997. Are
15 you familiar with this policy?

16 MS. DICKS: Yes.

17 Q And we understand that, that it was later amended,
18 and if you could go to tab 11, this is the amended
19 version, and it's dated on the second page,
20 amended May 24th, 2001. Have you -- are you
21 familiar with this amended policy?

22 MS. DICKS: Uhm --

23 Q At tab 11 there.

24 MS. DICKS: If I am looking at the right one here? Okay.

25 Q It says "Part 1" --

1 MS. DICKS: "Part 1 Order - 014."

2 Q Yes.

3 MS. DICKS: Okay, I haven't seen this before.

4 Q That's okay. Let's focus on the --

5 MS. DICKS: On the first one first --

6 Q Yes.

7 MS. DICKS: -- and then we will look at that? Okay.

8 Q I understand that this one wasn't in effect until
9 May of 2001.

10 MS. DICKS: Hm-hmm.

11 Q So, I want to ask you some questions about the
12 policy, and in particular, I want to focus on some
13 of the, uhm, concerns that we've heard about with
14 respect to, to how it's been applied and, and so,
15 I would like to just go through that with you.

16 So, we'll start with the first paragraph.
17 And then this is a qualifying paragraph, as I
18 understand it, about, about who the report could
19 be taken from. So, only those persons who are
20 missing as residents of Vancouver shall qualify,
21 uh, for a report by this department.

22 MS. DICKS: That's correct.

23 Q Okay. So, this is the, this is the residency
24 requirement?

25 MS. DICKS: That's the residency requirement, yes. Uhm, if a

1 person did not have a resident -- residence within
2 the City of Vancouver, they were, therefore, not a
3 resident and, uhm, we were to refer the person to
4 the police department where the missing person
5 lives.

6 Q What did you understand "resident" to mean?

7 MS. DICKS: A home address.

8 Q You needed a home address?

9 MS. DICKS: A home address.

10 Q And so if you were last seen in Vancouver and you
11 didn't have a home address, would you qualify?

12 MS. DICKS: No.

13 Q And that was how this policy was explained to you?

14 MS. DICKS: Yes.

15 Q And that's how you implemented it when you took
16 calls?

17 MS. DICKS: Yes.

18 Q So, tell me more about the situation of the no,
19 not having a fixed address, because I understand
20 that that was something that was of particular
21 concern to you and that you experienced some
22 frustration from callers about you not being able
23 to take a report if they didn't have a fixed
24 address.

25 MS. DICKS: Yeah, in those early years, uhm, it was a big bone

1 of contention for me, uhm, because if a person
2 didn't have a home address in the City of
3 Vancouver, I was to refer them to, uhm, another
4 police department where they did reside, if they
5 have a home address elsewhere. But if they were a
6 person with no fixed address, I would then turn
7 and go to my sergeant and ask -- give him the
8 details, that, you know, this person may be a
9 missing street worker or homeless, and the answer
10 was always, "no home address, don't take the
11 report." Quite simple. It was cut and dried.

12 Uhm, there were times when, if the person
13 would be talking to the reportee, the person
14 phoning in, uhm, would say, "Well, if they
15 received Welfare, they would pick up Welfare on a
16 regular basis." Okay. So, then they were to call
17 their social worker and find out what the home
18 address was listed, because you have to have a
19 home address for a Welfare cheque, right? So,
20 once we could find that out, then they could call
21 back and we would go ahead and take the report.
22 Uhm, yeah. The arguments that I would have with a
23 sergeant was, it was horrific. We got people who
24 are homeless and living in the City of Vancouver,
25 uhm, my hands were tied. It was, it was awful.

1 Q And what about the situation where someone calls
2 in, their loved one, who's a, who's a woman that
3 lives in the Downtown Eastside and they may not
4 know where they live? They may know that they,
5 uhm, are -- but that they have been living in the
6 Downtown Eastside and they can't give you an
7 address, what, what do you do with those calls?

8 MS. DICKS: It, well, it's specifically again, no home address,
9 we don't take the report. The answers that were
10 given to me, uhm, from sergeants, you know, if it
11 was known that the person was a street worker,
12 uhm, well, it doesn't matter, that, well, and I
13 will read directly off of here.

14 At one point in time, Sergeant Ron Joyce's
15 words were, "Who cares? It's just another
16 hooker." Another one, Sergeant Ted
17 Yeomans --

18 MR. HERN: Excuse, excuse me. I just, I want to raise an
19 objection.

20 THE COMMISSIONER: Yes.

21 MR. HERN: First of all, I don't know what the witness is
22 reading off of, and --

23 MS. DICKS: My will say statement.

24 MR. HERN: So, I understand that this witness has a number of
25 statements that she wants to attribute to

1 officers --

2 THE COMMISSIONER: Yes.

3 MR. HERN: -- from 15 years ago.

4 THE COMMISSIONER: Yes.

5 MR. HERN: And I have no trouble with commission counsel
6 seeking to explore the evidence about what
7 policies were in place and how they were applied
8 and, in fact, how the work was done. But there is
9 a fairness issue with this witness, and I
10 understand she has got a number of statements that
11 she's going to attribute to specific individual
12 officers who she wants to name today in 2012 from
13 15 years ago. Now, there's a fairness issue as
14 to, uhm, (a) that, that evidence is peripherally,
15 at best, relevant to the issues. What's really
16 relevant here is how these things were applied and
17 how they weren't.

18 THE COMMISSIONER: Why is it peripherally relevant? Surely,
19 surely it indicates -- I mean, I don't know how
20 accurate it may be, but the fact is that this is
21 evidence which you can draw the inference that --
22 as to what kind of reception the Vancouver Police
23 had when they received these complaints, what
24 their approach was. So, what's wrong with that
25 evidence?

1 MR. HERN: Well, there is a distinction between how the -- what
2 the policy was and how it was applied and what
3 they did with it.

4 THE COMMISSIONER: Yes.

5 MR. HERN: And so the relevance that you are referring to is a
6 comment made or attributed to an officer, a
7 general comment, --

8 THE COMMISSIONER: Yes.

9 MR. HERN: -- that may have a general implication back on the
10 Department as a whole. You might be able to draw
11 an inference to the Department as a whole from
12 something that this witness said, some officer
13 said to her one day.

14 THE COMMISSIONER: Yes.

15 MR. HERN: That is -- that's why I say it's peripheral. I'm
16 not suggesting that it's not relevant. But my
17 understanding is that commission counsel has not
18 sought to ascertain whether these statements are,
19 in fact, true; has not contacted -- I have never
20 been asked to, to provide contact information for
21 the individuals who they're said to have been
22 attributed to. And so there is a fairness issue.

23 I mean, it's the same thing as, for example,
24 I mean, your office is dealing with, with some
25 allegations of things said today, and you have

1 implemented an independent process to inquire into
2 those so that it's fair and properly dealt with in
3 a timely manner. This situation is like you
4 getting a phone call in 2027 saying, "Oh, someone
5 said something about you." And so there is a
6 fairness issue as to how the officer who is being
7 named in this instance, 15 years later, is, is --
8 can respond to this. This is a unionized employee
9 and I understand there were no complaints made
10 over these statements and so on.

11 So, in, in my submission, these, these kind
12 of statements are not fair and not necessary to
13 raise here. This witness's evidence is important.
14 There is a lot of important stuff that commission
15 counsel can elicit from it. But calling people
16 out that many years later, over statements that
17 they can't --

18 THE COMMISSIONER: All right.

19 MR. HERN: -- properly defend themselves is, in my submission,
20 not fair.

21 THE COMMISSIONER: All right. Thank you, Mr. Hern. I am going
22 to allow the evidence because it goes to the
23 approach the Vancouver Police took and the
24 response that they had when this witness raised
25 that with the police.

1 Now, your point about it being 15 years later
2 may well go to the weight that ought to be
3 attached to it. But clearly, it's evidence that's
4 relevant, it's why we're here and that's why it
5 ought to go in. Thank you.

6 MR. WARD: Sorry, Mr. Commissioner, Cameron Ward, counsel for
7 the families.

8 THE COMMISSIONER: Yes.

9 MR. WARD: Just one very small point. I didn't catch, and I
10 know some of my friends didn't either, the name of
11 the officer referred to just a moment ago.

12 THE COMMISSIONER: Yes. Could you tell us who it was that said
13 that?

14 MS. DICKS: The first one here is Sergeant Ron Joyce. And to
15 clarify, these are statements that I heard more
16 than once with regards to more than one file.
17 Uhm, I, I have prepared them as a quotation, to
18 the best of my recollection, the basis of them and
19 it's, it's exact. So, this is not a one-time
20 thing that one person said to me. It was regular
21 and ongoing.

22 MS. BROOKS:

23 Q And Ms. Cameron, we've heard from Ms. Dicks about
24 difficulties that she had in taking reports that
25 didn't fall strictly within this rigid residency

1 requirement. Did you also hear, in your role,
2 about reports not being accepted by the
3 Communications Centre?

4 MS. CAMERON: Yes.

5 Q And what, and, and, and what would you do when,
6 when a person came in and, and told you about
7 their difficulty reporting?

8 MS. CAMERON: Well, I would like to say that the first time I
9 ever heard about the non-residency was last
10 Wednesday in your office. I had never heard that
11 before. I assumed that the Communications Centre
12 would take everything. If someone has called up,
13 someone wants to find a missing person, you take
14 the report.

15 So, what would happen is, is that they would
16 be denied in the Communications Centre. They
17 would call my office and they would say, "I want
18 to report someone missing. I have just tried to
19 report them missing and they won't take it." I
20 would say, "I'm sorry, but I need you to call back
21 to that number. Please say you spoke with Sandy
22 Cameron in Missing Persons and that they are to
23 take that report."

24 And it actually got to a point where I sent
25 an interoffice, a Form 68 I believe it was, called

1 down to the Communications Centre requesting that
2 when someone calls in to report a missing, please
3 not to, to argue with the caller and just take the
4 reports, and we would get them --

5 Q And just on that point, if you could turn in the
6 brief of documents to tab 41. This is a missing
7 person report of Heather Bottomley, the last tab
8 of the brief. She was reported missing on
9 November 29th, 2001. The address on the report
10 says "no fixed address". And then if you, if you
11 go to the "remarks" section, you will see that the
12 call taker has actually wrote something that seems
13 to confirm what you're saying.

14 Advised by Sandy Cameron to call in report
15 even though missing female [and then I think
16 this says] address is vague.

17 MS. CAMERON: And I need to thank the operator for putting that
18 on because it verifies what I have been saying.

19 Q Now, there are some -- oh, and by the way, we have
20 heard evidence here from different witnesses,
21 including Marion Bryce, who said that she did try
22 to go to the front counter and report her
23 daughter, Patricia Johnson, missing, and she was
24 told she had to call 911 when she was at the
25 counter. And we heard a similar complaint by Ms.

1 Purcell, the mother of Tanya Holyk, and this is in
2 the documents and we will get to her complaint,
3 because there are things that I know you would
4 like to, to speak to, and she also said she went
5 to the front counter and was told to call 911 and
6 then referred to the Missing Person Unit. So, we
7 have heard evidence from the family members of
8 them being bounced around, and that's something
9 that you both can attest to?

10 MS. DICKS: Yes. They were times when we had a family member
11 try to phone a person in Missing with no fixed
12 address and, uhm, I would be advised by the
13 sergeant on duty, uhm, that, "No, we're not going
14 to take a report, but if they're really, really
15 insistent they want to talk to a cop, tell them to
16 phone the Missing Persons Department or they can
17 attend the front counter 312 Main."

18 Uhm, one time specifically then the family
19 member did come to the counter, uhm, and speak to,
20 I am guessing who works at the public information
21 counter, and it came back to me, and my sergeant
22 got mad and gave me heck because he didn't
23 actually expect me to tell a person to do that
24 and, you know, "it wasn't going to accomplish
25 anything anyways, so why did you even bother."

1 Q And is it both of your view that it was this no
2 fixed address that was -- well, I know, Ms.
3 Cameron, you spoke to this, it wasn't -- it was
4 some other reason. But from your perspective
5 then, Ms. Dicks, was it the no-fixed-address
6 barrier that was causing this confusion?

7 MS. DICKS: Absolutely. There were many, many arguments I was
8 having with more than one sergeant. It was, you
9 know, where, "If they don't live here, you know,
10 don't have a residence here, a resident address
11 here, that they don't live here. They're just
12 hookers. For all we know, they're in Toronto by
13 now."

14 Uhm, you know, they didn't care. It was, it
15 was systemic. It didn't matter. They were
16 marginalized women. Most of them were aboriginal.
17 And as far as I was getting from the Department, I
18 was being told to stop being a bleeding heart.
19 "Follow policy. Grow up." Right? "These people
20 are scum of the earth. We're not going to spend
21 valuable time and money trying to find them.
22 They're hookers."

23 Q What did you understand the problem to be, Ms.
24 Cameron? You were shaking your head when I said
25 the fixed address. What did you understand was

1 going on here?

2 MS. CAMERON: I don't know. When I was in your office last
3 Wednesday and Rae-Lynne said that, about not
4 having an address, I think my jaw hit your table,
5 because I had never heard that before.

6 Q So, what did you think --

7 MS. CAMERON: I was shocked.

8 Q -- was going on? Why were people being bounced
9 around?

10 MS. CAMERON: By, by the time -- sometimes when they would get
11 to my office, to, to my telephone line, you know,
12 they were highly, highly agitated. There was a
13 lot of yelling and cursing and swearing and, and
14 belief I think was starting to form that the
15 Vancouver Police Department was not interested in,
16 in working on or taking these files.

17 And so that's why I really wanted to stress
18 for them to go back to the Communications Centre
19 and file it, because they have the forms, they
20 have the case numbers, they have the computers to
21 access everything into the computer and
22 everything. I don't know.

23 And to be turned away from the public
24 information counter, I know the public information
25 counter was, was civilianized at some point in the

1 '90s, I believe. So, the sworn members were taken
2 off the counter and civilians were put in, into
3 the counter. And there was a huge turnover of
4 staff there. And I don't, I don't know why anyone
5 would turn anyone away from the counter. It would
6 -- whoever they spoke to at the counter would be
7 the one saying, "Well, you've got to call." I
8 don't know what the policy at the PIC counter, but
9 I just assumed that, if someone came in, that they
10 would call me, because I had lots of calls to go
11 down.

12 Q And we saw in the missing women report of Heather
13 Bottomley that we just reviewed, that that was
14 taken in November 2001. And so, Ms. Dicks, did
15 you ever get any memo or instruction that there
16 was an increased number of sex trade workers going
17 missing, so be alert to that if they make these --
18 if you get a call --

19 MS. DICKS: I don't remember seeing that, no.

20 Q -- reporting them missing?

21 MS. DICKS: Not that I recall seeing. Generally, we would have
22 memos and policy change that would be attached to
23 a clipboard so when you came in to, to, sign in
24 for your shift, you would have a look through
25 them. Uhm, I did notice that a shift, it could be

1 around 2001, 2002, from my team managers. So,
2 when I would go to my team managers, civilian and
3 E-Comm, and say, "I have got a missing person,
4 possibly street worker," you know, then it would
5 be now VPD is our client, we provide them with a
6 service, we will take the report and it will be up
7 to them as to whether or not they're going to
8 proceed with it.

9 Uhm, to my knowledge, that was still, you
10 know, it was going against this policy that's here
11 in front of me, but I would do what my team
12 manager told me to do, right? I knew that the
13 report needed to be taken, and it didn't matter
14 whether the person had no home address or not.

15 Q Because this commission is interested in, in
16 policy and, and policy change, what is your view
17 on whether the policy would be -- some of those
18 issues could be cured by the lack -- the
19 jurisdiction where the person was last seen having
20 conduct over the investigation? Like, would that
21 have been preferable to you? Do you have a
22 comment on that?

23 MS. DICKS: So, I'm sorry, could you say that again?

24 Q If the person was last seen in Vancouver, --

25 MS. DICKS: Hm-hmm.

1 Q -- would that cure these issues about no fixed
2 address that --

3 MS. DICKS: Absolutely.

4 Q -- we've heard about?

5 MS. DICKS: Absolutely. It shouldn't matter whether a person
6 resides in Vancouver. If they have gone missing
7 in Vancouver, you know, there are suspicious
8 circumstances about it or, or not, they're still
9 last seen in the City of Vancouver and our police
10 should do something about it.

11 Q Ms. Cameron?

12 MS. CAMERON: I believe somewhere in this binder, and I believe
13 my lawyer will raise it later, that that was an
14 issue that was discussed. But they wanted to put
15 boundaries on it because they -- when SkyTrain
16 came into being, I think it was a real problem
17 with the juveniles being reported missing, because
18 if they were -- I remember having a discussion
19 with an RCMP officer in Burnaby who would advise
20 the mother that, because the child had been last
21 seen in downtown Vancouver, that we should take
22 the file. So, I phoned and spoke to him and I
23 said, "Well, I am sitting here with about 15 kids
24 who were last seen at Metrotown. So, would you
25 like to have those ones?" And they went, "Oh, no,

1 no, no, wait a minute. We have to get something
2 figured out here." So, that's when they were
3 really trying to stick to a Vancouver address.

4 MS. DICKS: And I would go to a sergeant with a situation such
5 as that, and, and a response would be, "Well, give
6 it 10 minutes and they will be back out of the
7 city again. So, no, we're not doing it."

8 MS. BROOKS: Mr. Commissioner, I am going to move into a new
9 topic now. I am happy to take the break.

10 THE COMMISSIONER: All right, we'll take the break.

11 THE REGISTRAR: The hearing will now recess for 15 minutes.

12 **(PROCEEDINGS ADJOURNED AT 11:00 A.M.)**

13 **(PROCEEDINGS RESUMED AT 11:17 A.M.)**

14 THE REGISTRAR: Order. This hearing is now resumed.

15 MS. BROOKS:

16 Q Ms. Dicks, I understand that you wanted to clarify
17 something about the training that you received
18 from the in-house VPD Comm Centre?

19 MS. DICKS: Yes. I wanted it to be, you know, well-known that
20 the selection process for 911 operators is very
21 stringent. Hundreds apply. And in my class
22 specifically, 12 of us were hired. The training
23 was intense for that two-week period, uhm,
24 including a final written exam and a final
25 practical exam. We had to achieve a 90 percent or

1 better in order to begin working. And it's my
2 understanding that with the -- for the development
3 of E-Comm with their training centre, that it's
4 more stringent now and further developed. So, the
5 standards are really, really high.

6 Q Thanks. So, now I would like to turn to another
7 aspect of the practice that we understand may have
8 occurred in some cases, and that's about
9 restrictions around who can make a report.

10 And if you can turn to tab 30, we've heard
11 some evidence that people were refused on the
12 basis of who was, was making the report. And this
13 is a memo that was written by Sergeant Cooper to
14 Inspector Biddlecombe, it's dated January 9th,
15 1998, and it's referring to some discussions with
16 Freda Ens and Morris Bates of the Native Liaison
17 Society. And Ms. Cameron, are you familiar with
18 the Native Liaison Society?

19 MS. CAMERON: Yes, I am.

20 Q You know Morris Bates and Freda Ens?

21 MS. CAMERON: Uhm, I have, I have met them.

22 Q Did you have dealings with them when they worked
23 at the --

24 MS. CAMERON: Very little.

25 Q -- society?

1 MS. CAMERON: Yes, very little.

2 Q Were you aware that they were assisting some of
3 the family members in trying to locate their
4 missing loved one? Were you aware of that?

5 MS. CAMERON: I don't know if I was aware personally, but I was
6 aware, once a complaint had been filed against me
7 by Freda Ens, yes.

8 Q So, this, I will just read some of the relevant
9 aspects of this memo. So, it states -- and it's
10 referring to Ms. Ens and Mr. Bates:

11 Both have received complaints in the recent
12 past from people who have been rebuffed by
13 staff at both the Public Information Counter
14 and Communications when attempting to file
15 Missing Persons Reports. Among the reasons
16 supplied for not taking reports are:

- 17 1. That the reportee is only a friend
18 of the missing person as opposed to
19 a relative.
- 20 2. That the person must be missing for
21 24 hours before a report can be
22 taken.
- 23 3. That just because the reportee has
24 not seen the person doesn't mean
25 they are missing.

1 This situation has become a source of great
2 frustration for these people and has
3 reinforced the impression that because they
4 are Native or residents of the Downtown
5 Eastside, the police don't care about them
6 and apply a different standard. While these
7 people tend to live a transient and more
8 unstable life-style than most, if they care
9 enough to contact the police they should be
10 listened to and taken seriously in the first
11 instance.

12 And this is Sergeant Cooper writing, and over
13 onto the second page, he states this:

14 It should be borne in mind that in many of
15 these cases [sorry] that any of these cases
16 could be a potential homicide and often the
17 first step identifying victims is a Missing
18 Persons Report. This was particularly true
19 in a series of hooker murders 2 years ago
20 when 3 of the bodies were found in the
21 Agassiz area.

22 In terms of existing policy, the R & P
23 Manual makes no reference to who can report a
24 person missing and is also silent on time
25 limitations. The Communication Section

1 Policy [and that's the policy at tab 1] makes
2 no reference to who can report a missing
3 person but does require a 24-hour time lapse
4 in the case of persons between the ages 18
5 to 65.

6 And he states:

7 In order to correct this situation, I request
8 that Planning and Research be asked to
9 examine present Vancouver Police Department
10 Policy governing Missing Persons. In the
11 meantime I would ask that the 24 hour
12 requirement be suspended and staff at both
13 the Public Information Counter and
14 Communications be instructed that Missing
15 Persons Reports are to be taken in all cases.
16 At present we average 3 - 4 Missing Persons
17 Reports every 24 hours and it is therefore
18 unlikely that this would create an onerous
19 burden on Communication staff.

20 And, and Ms. Cameron, Ms. Ens gave evidence
21 that she, in fact, tried to report, make a missing
22 a report of a missing women, Mary Lidguerre, in
23 1995, and she was told by you that she couldn't
24 report her missing because, "she wasn't family,
25 and furthermore, that she would show up behind a

1 pint of beer at Sunrise." Do you recall Ms. Ens
2 attempting to file a missing report for Ms.
3 Lidguerre?

4 MS. CAMERON: No.

5 Q Do you recall having any discussions with her
6 about that missing woman?

7 MS. CAMERON: First of all, I would like to say I would never
8 make those comments that she has attributed to me.
9 And second of all, if she had tried and wanted to
10 file a missing persons report, uh, I would have
11 given her the procedures that the family could, or
12 anyone could report her missing to the
13 Communications Centre. And I would hope that they
14 would have that policy in their office so they
15 could give it to people that were calling them to
16 get the information. They, they could explain to
17 their clients how to file the missing, that would
18 call the Native Liaison office.

19 Q But it's your evidence then that, that you didn't
20 tell her that you wouldn't take a report because
21 she wasn't family?

22 MS. CAMERON: No. No, no. In all the years that I have been
23 there, we've had missing persons reports filed by
24 nurses in hospitals because the patients walked
25 away, from landlords, from social workers, from

1 friends, from teachers. Uhm, there was no limit,
2 as far as I knew, of who could file a missing.
3 No.

4 Q And Ms. Dicks, it's, it's not stated in the policy
5 that it should be refused on that basis. Were you
6 provided with any instruction to not take reports
7 if the person wasn't family?

8 MS. DICKS: Our, our training was that you took the missing
9 persons report from next of kin. Now, be that,
10 you know, a person responsible for. So, if you
11 have got an elderly person who is living in an old
12 age home and a nurse calls in to phone -- report
13 someone missing, then yes, you would take that
14 report. That's the person who is responsible for
15 the care and well-being of the elderly person.

16 If you have, you know, a friend of someone
17 calling to report that person missing, then we
18 would ask the questions of, "Do you know any of
19 their next of kin, you know, a parent, a brother
20 or sister, who would have access to and regular
21 contact?" And if that person is just merely a
22 friend, just because the friend hasn't been seen
23 for a day or two doesn't mean that they have
24 actually gone missing, right?

25 So, we, we -- yeah, it was guided towards

1 getting a next of kin or a person responsible for
2 to take the report. Right? It, it would be, it
3 would be innocuous for us, if you have got friends
4 who live in different addresses in the City of
5 Vancouver and one hasn't seen their friend for a
6 couple of days, the person is not answering their
7 phone, you are going to take a missing persons
8 report for them? They have no idea whether or not
9 that person is simply not answering their phone,
10 or if they're home sick with the flu or something
11 like that, and is not in their regular mode of
12 travel to work and school and that kind of thing.

13 Q So, from what you're saying, it sounds like there
14 was some consideration given to who is making the
15 report?

16 MS. DICKS: Absolutely.

17 Q And Ms. Cameron, you are saying that you had no
18 regard for that?

19 MS. CAMERON: No. Anyone could file a missing persons report.

20 Q But you weren't taking them anyway?

21 MS. CAMERON: No. No, I didn't take reports. No.

22 Q So, going back to the policy then, another
23 restriction built in here is the 24-hour
24 restriction. And so, I will just highlight those
25 sections for you. It's at tab 1.

1 MS. DICKS: Yes.

2 Q Persons who are reported missing, whose age
3 is between 18 to 65 years, shall be missing
4 for a period of 24 hours before a Missing
5 Person Report is taken, unless special
6 circumstances indicate to do so earlier.
7 (See below).

8 MS. DICKS: Yes.

9 Q And then:
10 Persons defined in the following categories,
11 regardless of the time period they have been
12 missing, shall receive a Missing Person
13 Report and a field unit response to
14 investigate circumstances:

- 15 a) children of tender years (age 12
16 and under);
17 b) Senior citizens (age 65 and over);
18 c) Persons whose mental or physical
19 state may place them at risk to
20 themselves or others. (This would
21 include persons with memory loss,
22 handicaps, retardation, blindness,
23 muteness, or suicidal tendencies
24 (sic).

25 So, if a person fell into that category, if

1 the 24 hour, it didn't matter if it was 24 hours
2 or one hour, they would get a report filed and a
3 field response?

4 MS. DICKS: Yes.

5 Q And the incident would be broadcasted on all the
6 radio channels as well? Is that your
7 understanding?

8 MS. DICKS: Yes, general broadcast could be made on all radio
9 channels. More specifically, the channel relative
10 to where the person went missing from. So, their
11 home address.

12 Q And in exercising the discretion under the (c)
13 category, "someone who may place themselves at
14 risk from others," was it ever, and when you were
15 exercising your discretion, did you ever include
16 women that were involved in the sex trade or that
17 had serious drug addictions in that group of
18 people?

19 MS. DICKS: No, not unless they had suicidal intentions. No.

20 Q And it's not contemplated, as far as I can see, in
21 this particular policy. At tab 2 though, there is
22 a procedure that's laid out, uhm, after an
23 immediate investigation is requested, uhm, and it
24 seems to suggest that there can be circumstances
25 beyond those considered for when the 24-hour

1 period would be lifted, sending out Patrol or a
2 unit?

3 MS. DICKS: Hm-hmm.

4 Q Did you ever -- was it part of your process that
5 you would make that kind of risk assessment even
6 if the 24-hour period, and you were beyond the
7 24-hour period, about whether to send out a field
8 unit?

9 MS. DICKS: If there was suspicious circumstances, yes. Then,
10 then, yes, a field unit could be assigned.

11 Q And how --

12 MS. DICKS: Absolutely.

13 Q And again, would women who were involved in the
14 sex trade that were, had serious drug addictions,
15 when they were reported missing, would they be the
16 kinds of cases that you would decide fell within
17 that category of requiring immediate response?

18 MS. DICKS: I, I personally would go to my sergeant in charge
19 and lay out the information for them and take
20 their guidance on it.

21 Uhm, you know, quite often, it was, when we
22 were dealing with sex trade workers, and they
23 partner up, they buddy up, their friends keep
24 track of each other. So, if I had a friend
25 phoning in that, that their buddy hadn't returned

1 from, from a date, uhm, you know, we would get
2 caught up in the, in the next of kin thing, uhm,
3 but I would then turn and, and go to my sergeant
4 and say, "Okay, here's the details. What do I
5 do?"

6 Q And that would be your usual practice?

7 MS. DICKS: That would be my usual practice.

8 Q And do you have any recollection of any occasions
9 when you actually did have a discussion like that?

10 MS. DICKS: Yes, it was common. It was common. "They're just
11 hookers. Uhm, you know, when scum of the earth
12 goes missing, we're not going to spend valuable
13 time and energy trying to find them." That was
14 the response, uhm, you know. And --

15 Q And this was, this was a response to you saying,
16 "I have a situation here. I am concerned about
17 this woman being at risk."

18 MS. DICKS: Hm-hmm.

19 Q "Can we send out a field unit?" And your evidence
20 is that that was the reception you got?

21 MS. DICKS: That would be the reception that I would get, yes.
22 It would be rejected because it wasn't next of kin
23 calling. It would be rejected, secondly, because,
24 "Yeah, okay, they went out on a date, but for all
25 you know, they're still on a date," you know.

1 "For all you know, they came back and their pimp
2 took them and now they're in Toronto." So, there
3 were all kinds of excuses and reasons of why we
4 should not take these reports. And when I would
5 argue the fact, I was a bleeding heart, I was told
6 to grow up and follow policy and that was it.

7 Q There was aspect of the policy on the, in the
8 second paragraph that appears to be another
9 discretionary area, and it's in the last line of
10 the second paragraph, and it's another requirement
11 that the call taker -- another determination that
12 the call taker needs to make, and it states that:

13 The call taker shall establish a missing
14 status rather than just lost before the
15 report is taken.

16 Did you get any --

17 MS. DICKS: Yes.

18 Q -- guidelines on how to determine missing versus
19 lost?

20 MS. DICKS: Yes. Missing versus lost would be the
21 determination between, you know, if you have got a
22 teenager who has gone out with her friends and she
23 was supposed to be home by 10 o'clock and, you
24 know, it's now midnight and she's not home, well,
25 they have been downtown, but they actually live in

1 southern Vancouver. They may just be having
2 difficulty finding their way home, right? So, at
3 this point, there is nothing suspicious to be
4 concerned about.

5 Q And this, this --

6 MS. DICKS: They're 18 years old.

7 Q This would be an area that would require
8 judgement --

9 MS. DICKS: Yes.

10 Q -- on the part of the call taker?

11 MS. DICKS: Absolutely.

12 Q And that judgement would be informed by a whole
13 number of factors?

14 MS. DICKS: All kinds of factors, yes. And there would be --

15 Q Their assumptions -- and their own personal
16 assumptions and beliefs about people's lifestyles?

17 MS. DICKS: Uhm, I mean, personally, I try to put those aside,
18 because it's not for me to judge another person's
19 lifestyle. We're all human.

20 Q And it also is human to rely on stereotypes --

21 MS. DICKS: Yes.

22 Q -- often to understand a situation. And so I, I
23 am interested in knowing what sort of training you
24 had to make sure that people had the most kind of
25 accurate assessment about people's lifestyles to

1 be able to make that kind of determination. And I
2 should just say that, of course, this is in the
3 context of, of our victim group --

4 MS. DICKS: Yes.

5 Q -- and the kind of stereotypes that we've heard
6 are applied to them, particularly when they went
7 missing.

8 MS. DICKS: Hm-hmm.

9 Q And so, was there anything in your training, or
10 any guidelines that you were given, to understand
11 the lives of women in the Downtown Eastside?

12 MS. DICKS: Within our training, yes. It was, it was to
13 confront your own personal biases and understand
14 and acknowledge them so that you would be aware
15 and not make assumptions with regards to a
16 person's standing in the community or their, their
17 ethnic status, uhm, sexual gender determination,
18 you know, personal preferences; those kinds of
19 things. Uhm, you know, so that was the training
20 that I received, both at Kwantlen and through the
21 training provided by our Comm 3s at VPD.

22 Uhm, it was in direct conflict with what the
23 responses I would get from a sergeant, okay? It
24 was quite -- on several occasions, aboriginal
25 women were depicted as being always drunk, they

1 were mimicked, they, uhm, they were, they were --
2 people would, would pretend to be a drunk, a
3 sergeant specifically would pretend to be a drunk
4 aboriginal woman and make funny jokes about how
5 they speak or talk or those kinds of things.

6 So, yeah, it was in direct conflict to the
7 training that I had received and to my own
8 personal sense of sensibilities. You don't talk
9 about people like that. You don't make
10 assumptions that just because somebody is
11 aboriginal and a street worker, uhm, that that
12 means they're lesser than. It was wrong. And it
13 was, it was systemic. It happened all the time.
14 All the time.

15 MS. CAMERON: Yeah.

16 Q And you are agreeing with that, Ms. Cameron?
17 What, what do you have to say about that?

18 MS. CAMERON: I mean, it was throughout the Department, but I
19 worked mostly in the detective office, and for
20 eight years, I had also been assigned and working
21 for the Sexual Offence Squad. But they were terms
22 -- I just hate to say these words, but --

23 MS. DICKS: "It's just a hooker."

24 MS. CAMERON: Well --

25 MS. DICKS: That's a big one. I'll never forget --

1 MS. CAMERON: What I said in your office, "They're, they're a
2 waste of space."

3 MS. DICKS: Yeah.

4 MS. CAMERON: Uhm, "Oh, a hooker can't report getting raped.
5 It just -- she's only reporting it because she
6 didn't get paid."

7 Q So, who was making these comments?

8 MS. CAMERON: Anybody in the building. I mean, it was
9 everywhere.

10 MS. DICKS: I took -- that brings up --

11 MS. CAMERON: But not from the detectives in the Sexual Offence
12 Squad. They treated those investigations very
13 seriously. But there were detectives outside of
14 that who -- and some patrol units in the Downtown
15 Eastside. It -- to say -- to name a name to it, I
16 couldn't do it, but it was heard regularly by
17 staff throughout the building.

18 MS. DICKS: Yeah. I have a specific call that is just
19 atrocious that I will never forgot for the rest of
20 my life. A young woman phoned in from a pay
21 phone, crying, trying to give me information.
22 She's sounding weaker and weaker by the moment.
23 She gave me a partial plate, three letters, OHO,
24 and then she passed out. I heard her fall to the
25 ground. I heard the phone clattering. The clerk

1 in the gas station gets on the phone and starts
2 yattering at me about this stupid hooker that's
3 taking up space and bleeding all over his floor.

4 We sent police and ambulance obviously and we
5 went quickly. She was a working girl. She had
6 been ripped between her anus and her vagina with a
7 tennis racquet.

8 One of the constables assigned to the call
9 started sending me messages on CAD asking me what
10 the OHO stood for and I said, "I'm not exactly
11 sure but I think it's a partial plate." His
12 response, one of the comments that he made on the
13 CAD messaging system, "It's just a hooker.
14 Hookers don't get raped."

15 Two and-a-half years later I met that young
16 woman in a courtroom because I went to testify at
17 her trial. They caught the guy. She was 14 years
18 old when that happened to her. At that point in
19 time, she already had a child who was living in
20 foster care and the child was from a john and had
21 been taken away from her because of her heroin
22 addiction.

23 At that point in time, the system worked.
24 They got the guy. He did time. Of that I am
25 happy, absolutely. And it gave me a little bit of

1 closure, which we very rarely ever get. She was
2 living outside of the Lower Mainland, reunited
3 with her family. She had her daughter back and
4 she was going to university, trying to get her
5 Grade 12 and actually become a productive member
6 of society.

7 But I'll never forget those comments made.
8 "She's just a hooker. She can't get raped."
9 What? You're a human being before you're anything
10 else in this world. I don't care whether you're
11 male, female, green; male or female, green,
12 yellow, purple. Rape is rape. It's a violation
13 of your personal body space by a human being.

14 Q So, that was -- I am going to ask you, Ms.
15 Cameron, about some of the things that we've heard
16 that you have said, and we've heard a number of
17 concerns about your dealings with family members,
18 including lack of responsiveness and respect for
19 them, and the use of derogatory language, uhm,
20 things that the families have said that made them
21 feel like their reports weren't taken seriously,
22 and I want to give you an opportunity to respond
23 to that. I know that that --

24 THE REGISTRAR: I don't know what's causing that. Does
25 somebody have a cellphone close-by or on the

1 phone?

2 MS. BROOKS: Okay, there we go.

3 THE REGISTRAR: Try it again.

4 MS. BROOKS:

5 Q So, if you could turn to tab 29. This is a letter
6 that was written by Freda Ens to the Chief
7 Constable of the Department. It's dated January
8 23rd, 1997, and she states this:

9 Dear Sir:

10 We have recently received a complaint from a
11 mother that I feel is very serious. It is
12 regarding Sandy Cameron from the Missing
13 Persons Department. This is not the first
14 time we have had complaints about her.

15 And then she says:

16 In October 1995, when a grandmother tried to
17 report her 12-year-old granddaughter missing,
18 she was told by Ms. Cameron that they were
19 not a baby-sitting service and not to bother
20 them again.

21 I then assisted the grandmother and we were
22 able to bypass Ms. Cameron and have the
23 missing person report filed.

24 I know of other instances where people have
25 complained about the treatment they have

1 received from Ms. Cameron of the Missing
2 Persons Department. I am concerned for other
3 people who may try to report a missing
4 person.

5 Are they prejudged before there is an
6 investigation?

7 So, if we turn the -- if you turn the page,
8 there is the letter, and you have had an
9 opportunity to read this letter?

10 MS. CAMERON: I have read it. I have read it and responded to
11 it.

12 Q Okay. And if you turn to tab 29, or sorry. Oh,
13 it's in this tab, pardon me, you will see your
14 response?

15 MS. CAMERON: Yes.

16 Q And it was a memo that you wrote to Sergeant
17 Cooper on February 27th, 1997?

18 MS. CAMERON: Yes.

19 Q And I just want to, to put on the record what she
20 said, and I will just highlight some, some parts
21 of her letter here. So she said:

22 [She] went to police station to report Tanya
23 missing and they told me to call 911 and they
24 referred me to Sandy Cameron whom I thought
25 was a police officer.

1 And I will just stop there, because we've
2 heard from other, other family members that they
3 also had the impression that you were a police
4 officer, and they said it was because of the way
5 that you described your role in the Department,
6 talking about "her constables," for example. Uhm,
7 Ms. Hamilton said that you actually represented
8 yourself as a police officer and identified
9 yourself as holding the rank of sergeant. Uhm,
10 Freda Ens said that you spoke, uhm, in this way.
11 You said, "We'll investigate that." Detective
12 Constable Shenher said you would answer the phone
13 "detective office," and those were some of the --
14 that's some of the evidence that we heard with
15 respect to that issue.

16 Were you aware that people thought -- were
17 under the impression that you were a police
18 officer?

19 MS. CAMERON: I, I knew that people had thought it because it
20 said it in the complaint here, yes.

21 Q And so did you --

22 MS. CAMERON: But if someone --

23 Q -- represent yourself --

24 MS. CAMERON: If someone called the office and said, "Are you a
25 detective?" No, I am not a detective. I never

1 answered -- I answered the phone, "detective
2 office, Missing Persons." The same as the clerks
3 who worked in Homicide would answer the office,
4 "detective office, Homicide."

5 Q And did you ever tell anyone you were a police
6 officer?

7 MS. CAMERON: No, that's a federal offence I believe.

8 Q Once you learned that there was some concern
9 around this perception, did you take steps to
10 ensure that people that you spoke with knew that
11 you weren't a police officer?

12 MS. CAMERON: Yes. It got to a point where I would say that
13 I'm -- "I am Sandy Cameron. I am the clerk here."
14 And, uhm, I also had business cards that I had --
15 Inspector Biddlecombe had wanted me to make up for
16 the contact parties that we had at Homicide and
17 I'd meet people from different agencies, and I
18 typed it up and I put, "Sandra Cameron, Missing
19 Persons coordinator," and in brackets I put
20 "civilian." And he said, "You don't need to put
21 'civilian' on there," and I said, "Oh, yes, I do,"
22 and I said, "because too many people think that I
23 am an officer and I'm not."

24 Q Did anyone, any of your supervisors ever come and
25 speak with you about the fact that you may be

1 representing yourself as a police officer? Was
2 that ever a concern that was ever raised to you by
3 your supervisors?

4 MS. CAMERON: No. And in fact, in one of the cases that had
5 been turned over to a robbery detective of my, of
6 one the missing persons cases, I had one
7 assumption. He had another. My assumption was
8 correct. He was embarrassed. And detectives in
9 the Homicide Squad started calling me "Detective
10 Cameron" as a joke.

11 Q So, turning back then to this letter by Ms.
12 Purcell, she states:

13 I told her when Tanya went out and described
14 her and the clothes she was wearing. She
15 asked me if she had a drug problem and I told
16 her Tanya was in a rehab program before baby
17 was born. She called a few days later and
18 told me that Tanya was a coke head that
19 abandoned her child. She went on and on
20 about it and said she was going to call
21 Social Service to apprehend the baby, which
22 made me feel even worse and I swore at her
23 and told her to shut up, that I'm the one
24 calling in and she had no right speaking
25 about my daughter that way. She finally shut

1 up and told me to go ahead. She called me
2 one day and told me I must not care too much
3 about Tanya because I haven't been calling
4 her regularly. I was busy out trying to find
5 her and figured if she had heard anything
6 she'd call me. I had a phone call around
7 early in the morning and called her that I
8 did a [and then there is a number]. I gave
9 her the number and she called and the girl on
10 other end and said Aerial (sic) [or sorry, I
11 don't know what that word says] was there
12 partying. Sandy asked if this woman was with
13 Tanya and she said yes. Sandy called me back
14 and said Tanya was out having fun doing drugs
15 and did abandon her child and the police were
16 not going to waste their time trying to find
17 her. I asked her if it ever occurred to her
18 that this woman set the call up so the police
19 and everyone else would stop looking for her.
20 She told me again Tanya's a coke head that
21 abandoned her child and hung up on me.

22 So, Freda Ens provides a copy of this letter
23 to Sergeant Cooper. Does he come then and talk to
24 you about the complaint?

25 MS. CAMERON: I believe so, because I responded to it.

1 Q And we have a copy of your response. Tell us what
2 you want to say about what happened here.

3 MS. CAMERON: Uhm, should I read my response?

4 Q No. Just, you can just tell us what's important
5 to you, that the commissioner knows about this
6 discussion you had with Ms. Purcell and why it
7 seemed to go sideways.

8 MS. CAMERON: Uhm, I remember speaking with Mrs. Purcell, and
9 actually, I don't have the missing persons report
10 in front of me here, but, uhm, she advised me that
11 she felt that Tanya was out having a break from
12 the baby and, uhm -- I'm trying to go from memory
13 here -- that she had just, I think she said she
14 was having a holiday from the baby. I write
15 down --

16 Q I can take you to the log. So, at tab 28 --

17 MS. CAMERON: Okay.

18 Q -- is the missing person report, and behind it is
19 a typed-out log of your conversation with her.

20 MS. CAMERON: Yes. So, what I do is when, when I am speaking
21 with a reportee, I take notes of what they say to
22 me.

23 Mrs. Purcell had told me she's probably just
24 having a holiday from the baby as she is with
25 the baby day after day.

1 Now, Tanya had been reported missing before
2 on two previous occasions. So I had dealt with
3 Mrs. Purcell before, when she was younger. She
4 had been reported twice.

5 Q Did you tell -- did you, did you say that Tanya is
6 a cokehead and had abandoned her baby?

7 MS. CAMERON: No, no.

8 Q Did you threaten to call Social Services --

9 MS. CAMERON: No.

10 Q -- to have the baby apprehended?

11 MS. CAMERON: No. No, I think it says here in the notes that
12 she told me that the baby's father came and picked
13 up the baby that day.

14 Q Did you call her back and tell her that she must
15 not care about Tanya, because she hadn't been
16 calling you regularly?

17 MS. CAMERON: No, I never did.

18 Q Did you close the file because somebody phoned and
19 said that they had seen her at a party?

20 MS. CAMERON: What happened was Mrs. Purcell phoned me in the
21 morning and she had done a *69 on her phone and
22 come up with a number, and I phoned the number and
23 a woman answered the phone and I said, "Oh, it was
24 the Vancouver Police Missing Persons Unit
25 calling," and I think I identified myself as the

1 Vancouver Police Missing Persons. And she said,
2 yeah, that -- the woman who answered the phone, I
3 think in my notes here actually said, "Well, Ariel
4 was here with a girl named Tanya." I don't
5 believe I provided the name "Tanya" to her. I
6 think I was only asking about Ariel. And she
7 said, yes, she was there with a person named
8 Tanya.

9 I phoned Mrs. Purcell back. We talked about
10 it. I said, on the basis of that, and in
11 hindsight maybe we were wrong, maybe I was wrong,
12 but on the basis of that, we, and she agreed, that
13 we would cancel the report. And then what I would
14 tell her is that, "If you don't hear from her
15 again," because I think Christmas was coming up,
16 that "to let us know and we could reactivate this
17 file or she could file another new one."

18 Q Did you have a supervisor review that decision to
19 close the report?

20 MS. CAMERON: I don't know if there was a detective in the
21 office at that time.

22 Q So -- okay. And one of the things you told us
23 earlier was that you handled the routine cases?

24 MS. CAMERON: Yes.

25 Q And did all of the follow-up on the routine cases?

1 MS. CAMERON: Yes.

2 Q And if there was anything suspicious, that you
3 would give it to a detective?

4 MS. CAMERON: Yes.

5 Q And you said that you treated all sex trade worker
6 files as ones that deserved the detective
7 attention. Was a detective ever involved in any
8 of the steps in this file?

9 MS. CAMERON: Well, I don't think, I don't think that, at that
10 time, that Ms. Holyk was identified as a sex trade
11 worker.

12 Q Okay. But you knew she had a serious drug
13 addiction?

14 MS. CAMERON: Yes. Many of our missing people that get
15 reported have.

16 Q And she lived in the Downtown Eastside?

17 MS. CAMERON: No, she lived with her mother on the, on -- at an
18 address.

19 Q Uhm, okay. Is there anything else that you want
20 the commissioner to know about your dealings with
21 Ms. Purcell? Do you recall it being
22 confrontational with her?

23 MS. CAMERON: Well, it's, you know, it's hard to say. I mean,
24 you have to interpret someone's words and, and
25 stuff. I think people could get very defensive,

1 because sometimes maybe they're thinking that they
2 did something wrong or -- I don't know. But most
3 of the conversations with her that I had were
4 good. I don't remember any confrontation with her
5 at all, no.

6 Q What happened after you provided Sergeant Cooper
7 with a written response? Was there anything
8 further done on this matter?

9 MS. CAMERON: No, I never heard the outcome of it.

10 Q And nobody ever came to you and said, "We should
11 sit down and look at this file," and, you know,
12 "This is a serious complaint, we need to figure
13 out what's going on here"?

14 MS. CAMERON: No.

15 Q Okay. If you could go to tab 35. And this is an
16 e-mail from Erin McGrath, who is Leigh Miner's
17 sister, and Leigh is a woman that's on the missing
18 women list. She was last seen in December 1993.
19 And she says this about her dealings with you.
20 And this e-mail is sent to Dan Dickhout on July
21 3rd, 2001. On the second page, in the third-last
22 paragraph from the bottom:

23 It is paramount for my family to deal
24 effectively with these issues. We are and we
25 will always be polite to a fault but we will

1 not be passed by and forgotten again by your
2 department. The way in which Sandy Cameron
3 had dealt with us in the past is
4 reprehensible. She was rude and sarcastic
5 and she didn't follow through with promises
6 made. I appreciate your sensitivity to our
7 case and I am thankful we no longer have to
8 deal with Sandy.

9 There is not a day that goes by when we don't
10 think about my sister and wonder what has
11 happened to her. It is the worst feeling in
12 the world not to know.

13 And I have a copy of her missing persons
14 report and the log, if that assists your
15 recollection. Do you recall dealing with any
16 members of Leigh Miner's family?

17 MS. CAMERON: I see one phone call that I might have had with
18 her.

19 Q And looking at the document, which -- what, what
20 date entry is your writing?

21 MS. CAMERON: Uhm, everything is my writing except the March
22 18th.

23 Q Okay.

24 MS. CAMERON: Oh, sorry, March 21st and March 23rd are not
25 mine.

1 Q And so, this log, it begins in February 28th,
2 1994.

3 MS. CAMERON: Yes.

4 Q The missing persons report was taken February
5 24th, 1994. So, the first call is made four days
6 later; is that correct?

7 MS. CAMERON: Yes.

8 Q Okay. It's made to the Regent Hotel; is that
9 correct?

10 MS. CAMERON: Yes.

11 Q Okay. Well, just take us through the steps,
12 because there is not very many here that occurred
13 on this file. So, perhaps you can just read for
14 us what you did on this file.

15 MS. CAMERON: Well, I think the address where she was living
16 was the Regent Hotel.

17 Q Okay, can you just read out the entry and take us
18 through what you did on this file?

19 MS. CAMERON: I called the Regent Hotel and I spoke to a Ron.

20 Q Doesn't matter the name.

21 MS. CAMERON: Okay.

22 Hasn't been here since before Christmas. Was
23 asked to leave the hotel. He told me that
24 she was into the usual skid row stuff.
25 I was to try John Shombra --

1 Q Is it --
2 MS. CAMERON: Sorry?
3 Q Well, the entry says:
4 Was asked to leave. Into usual skid row
5 stuff.
6 So, your evidence is he told you that?
7 MS. CAMERON: Yes.
8 Q That's his words?
9 MS. CAMERON: Yes.
10 Q Okay.
11 MS. CAMERON: And then I thought I would try my contact over at
12 Welfare and his line was busy.
13 I called Welfare that afternoon. Uhm, it had
14 been negative since November. She did not
15 pick up her December cheque.
16 I wrote that she is a hype.
17 Q And what does that mean?
18 MS. CAMERON: That means that she is a drug user.
19 Q Is that a -- I have never heard that word before.
20 It that a slang term?
21 MS. CAMERON: No, it's not a slang. It's just a term that, you
22 know.
23 Q A hype? Okay. So, keep going.
24 MS. CAMERON: Uhm, and then I pulled the file in '93 for a
25 B & E. I think -- I don't know if she was the

1 victim.

2 A photo available at Main and Powell.

3 So, that might have been the Welfare office. They
4 had a picture of her.

5 And than on March the 4th she was re-entered
6 due to information we received from Edmonton.
7 Someone was arrested and gave missing person's
8 name as her name. In fact, she was, in fact, a
9 cousin of the missing person. And the person
10 arrested, her mother was an aunt of the missing
11 person. And then it says there is an "R" which
12 means that the reportee is to contact relatives in
13 Edmonton to see if they have heard from her.

14 Q So, is this the call that was -- this is the
15 contact that you had with a family member then?

16 MS. CAMERON: Yes.

17 Q Okay. So, that call occurred on March the 4th?

18 MS. CAMERON: The 4th, yeah. Well, I just see it now as I am
19 reading along there, yes.

20 Q Okay.

21 MS. CAMERON: So I wrote, "suspicious circumstance" and then
22 the file was discussed with Detective Jim
23 Steinbach, who was in Missing Persons at the time.

24 Q Okay.

25 MS. CAMERON: And then the next entry is not mine.

1 Q Do you know whose entry that is?

2 MS. CAMERON: No, I don't.

3 Q And it says that the mother called.

4 MS. CAMERON: Does not believe that Leigh is in contact
5 with her cousin.

6 Q Okay.

7 MS. CAMERON: The 21st of March, that's not mine.

8 Q And that's doing a criminal history of the missing
9 person?

10 MS. CAMERON: Yeah.

11 Q Okay.

12 MS. CAMERON: The 23rd of March is not mine.

13 Q And then the next entry is 1999, July of 1999.

14 MS. CAMERON: Yes.

15 Q So, what happened to this file? It's -- you have
16 identified suspicious circumstances --

17 MS. CAMERON: I don't know.

18 Q -- on March 4th, 1994 and nothing happens until
19 1999 again.

20 MS. CAMERON: I don't know. With the turnover of detectives, I
21 don't know where, where it went or what would have
22 happened to it.

23 But I know that my last contact with, with
24 her mother, she was wondering if the missing
25 person could have been connected to the missing

1 women and we discussed DNA testing and she was
2 very agreeable to having some DNA samples taken.

3 Q So, the mother calls in 1999 --

4 MS. CAMERON: Yes.

5 Q -- and wonders if there is a connection --

6 MS. CAMERON: Yes.

7 Q -- to the missing women?

8 MS. CAMERON: Yes. And she was --

9 Q Otherwise, is it the case that --

10 MS. CAMERON: And I spoke to her then.

11 Q -- the file was just sitting in abeyance for all
12 of those years?

13 MS. CAMERON: That would be my assumption, yes.

14 Q Uhm, so, we've also heard from Marion Bryce. She
15 is the mother of Patricia Johnson, and she
16 testified that she called the Missing Persons Unit
17 the day after she reported her daughter missing
18 and she was told by the woman at the Missing
19 Person Unit that, "She'll show up eventually.
20 She's out partying and she has a drug habit. She
21 will show up eventually." Do you recall having
22 any discussion with Marion Bryce?

23 MS. CAMERON: No, I don't.

24 Q Does that conversation ring a bell for you at all?

25 MS. CAMERON: No, I would never say anything like that. No.

1 Q We heard from Morris Bates that he, he was doing
2 his own searching for some of his clients, for
3 their missing loved ones, and one of those women
4 was Ada Prevost and he testified that when Ada
5 Prevost was found in Phoenix -- do you know the
6 Ada Prevost file?

7 MS. CAMERON: The name sounds familiar, but that's all.

8 Q So, he's told us that when she was found, you went
9 into the Native Liaison office and you threw the
10 file at the woman behind the desk and you said,
11 "Tell Morris we found one of his whores."

12 MS. CAMERON: That never happened. And I, and I don't know why
13 I would go down there and tell him that anyways,
14 or, or have any dealings with him at all on that
15 file.

16 Q I want to take you to one other, one last e-mail,
17 it's at tab 33, and this is an e-mail that you
18 wrote Detective Constable Shenher on June 30th,
19 1999. Can you just read the e-mail out for us
20 please?

21 MS. CAMERON: Yes.

22 See incident #142011. I tried to call the
23 reportee. He just made a report at 0030
24 today, number not in service! [And it says]
25 Hooker, oops, sorry, SEX TRADE WORKER

1 missing since June 28th Downtown Eastside
2 come and see me or I will come and see
3 you, whatever see ya chickypoo.

4 Q So, we're into June of 1999?

5 MS. CAMERON: Yes.

6 Q And at this time, Detective Constable Shenher is
7 working on the Missing Women Review Team?

8 MS. CAMERON: Yes.

9 Q And so she is down the hall from you?

10 MS. CAMERON: Yes. She's in and out of the office, yes.

11 Q And what did you -- did you have an understanding
12 of what the review team was doing?

13 MS. CAMERON: Well, I knew they -- all the missing persons
14 files of the women from the Downtown Eastside had
15 gone down there. So, I knew that they were
16 reviewing it and, uhm, hopefully, they were
17 working on them.

18 Q And were they using you in any way in helping
19 them?

20 MS. CAMERON: No. No, I had no contact with those files.

21 Q And we've heard about how, in 1999, uhm, there was
22 a belief that the missing women had stopped, that
23 the missings had stopped. Uhm, what can you tell
24 us about the system that was in place to ensure
25 that new reports that fit the profile of the

1 missing women were then handed over to the Missing
2 Women Review Team for investigation?

3 MS. CAMERON: I don't know what the policies were or what had
4 been changed, but I know when I was interviewed
5 last year by Deputy Chief Evans, and I was asked
6 about that, and I really was perplexed because I
7 said, "I don't remember seeing any reports after
8 1999." So, I had to assume that Detective Shenher
9 was taking them out of the Missing Persons and
10 taking them down the hall to the review team,
11 because I just didn't see any more.

12 Q So, you don't recall having any discussions where
13 it was your responsibility to identify new reports
14 that fit the profile and provide them to the
15 Missing Women Review Team?

16 MS. CAMERON: No, that was, that was still the task of the
17 detective assigned to Missing Persons.

18 Q Okay. And this e-mail seems to suggest though
19 that you are identifying a file that falls within,
20 within that victim profile group, and that you're
21 asking, you know, to connect with her in some way
22 about it; is that right?

23 MS. CAMERON: Yes, because the phone number that -- it says
24 "see incident." So, that seems that she's, she
25 must have the report. But the phone number was

1 not in service.

2 Q And you have said something here that I, I have to
3 ask you about. You have said, "hooker, oops,
4 sorry, sex trade worker."

5 MS. CAMERON: Yeah.

6 Q Uhm, so was there discussions in the, in the
7 department about language, about using terms like
8 "hooker" and --

9 MS. CAMERON: No, because it was -- you know, I find the word
10 offensive and I apologize for this comment. But
11 it was, it was a common word used throughout the
12 Department, and it was until the day I left there
13 in 2005.

14 Q And you say, "oops, sorry, sex trade worker" --

15 MS. CAMERON: Yes, I apologized for it, yes, because, because
16 we were getting to the proper terms. We had gone
17 from "hookers" to "prostitutes" to "sex trade
18 workers."

19 Q It sounds a bit like you're being a bit cute
20 though, but that's not what you're saying? You
21 were sincerely saying --

22 MS. CAMERON: Oh, absolutely, yeah. No, that was -- no.

23 Q So, we've heard these, and, and some other
24 concerns raised by the families that aren't
25 necessarily, they weren't able to attribute it

1 directly to you. But in your course in the
2 Missing Persons Unit, aside from the Dorothy
3 Purcell file, did you ever receive any formal
4 complaints about your dealings with the families?

5 MS. CAMERON: Well, there -- Freda Ens' letter was a two-part
6 complaint, which I responded to as well.

7 Q The grandmother?

8 MS. CAMERON: Where they said I, I did nothing on the file, and
9 there is four or five pages of work there that I
10 did on that file, and I was in contact with the
11 grandmother almost on a every day or every two
12 days, and sent tons of messages out. I did -- we
13 did a lot of work on that file.

14 Q And what I want to know from you though is, we've
15 heard these concerns from families of the missing
16 women.

17 MS. CAMERON: Yes.

18 Q And did anyone ever, your supervisors, the
19 detectives in your unit, the detectives in
20 Homicide, come and speak with you about those
21 concerns?

22 MS. CAMERON: Once I believe, and I think it was after one of
23 the family meetings in, it could have been 2001, I
24 think, or 2000.

25 Q Right. After -- that's, that's right. In

1 November of 2001, uhm, Carl --

2 MS. CAMERON: Sergeant Hetherington.

3 Q -- Sergeant Hetherington comes to speak with you
4 because the families at the family meetings, that
5 were organized by Evenhanded, --

6 MS. CAMERON: Yes.

7 Q -- raised some concerns about their dealings with
8 you?

9 MS. CAMERON: Yes.

10 Q And so was that the first time that you had heard
11 that there were these concerns?

12 MS. CAMERON: Yes. Yes, it was the first time. And even then,
13 I had never been told -- I was not told of any of
14 the direct comments that were being said, uhm,
15 just that there were comments being made about me.
16 But I also had people that I was, I was friends
17 with who were involved in some of the family
18 meetings, who came to me and told me that I should
19 watch my back, that shit rolls downhill, and that
20 I am a civilian and I am going to be the easiest
21 person to blame.

22 Q So, I want to give you an opportunity to say
23 something about that, because I know that that's
24 important to you, but let me just ask you this.
25 So, at tab 40, there is a response that you wrote

1 to the concerns that were raised via Sergeant
2 Hetherington to you. Is that, is that what this
3 is, this document is?

4 MS. CAMERON: Yes.

5 Q Okay.

6 MS. CAMERON: This -- no, actually, what this is came out of my
7 frustration that I felt with the lack of support
8 from the NCOs and inspectors and higher up for
9 when I was in Missing Persons. They just blew
10 Missing Persons off. And I wrote this. I had
11 documents that I had saved and I submitted this
12 report, out of deep frustration of what was going
13 on with Missing Persons.

14 Q And what do you mean, "they blew Missing Persons
15 off?"

16 MS. CAMERON: I don't believe that the Vancouver Police
17 Department seriously took -- didn't take Missing
18 Persons seriously. If they would have, if, in
19 this report here that I have supplied, which had
20 not been supplied to Jennifer Evans, the deputy
21 chief from Peel Regional last year, I supplied her
22 with my copy. When the Project Evenhanded came to
23 me at 312 Main and when I was in Archives and
24 said, "We heard about this report you wrote, can
25 we get a copy of it?" and I said, "Well, I sent

1 that report to Sergeant Hetherington and I would
2 prefer you get it from him," they came back to me
3 and they told me that Sergeant Hetherington said
4 he couldn't find it. And I said, "Well, he should
5 find it," because if I had written -- if I had
6 been a sergeant, which I am not, or I had received
7 a report like this, I would have sent it up the
8 chain of command.

9 Q Okay. And we have the report.

10 MS. CAMERON: Yes.

11 Q We can read it read it for ourselves, but just
12 tell us what is in this report that is important
13 for us that we know about? Highlight for us what
14 you think some of those chief --

15 MS. CAMERON: Can I go --

16 Q -- problems were?

17 MS. CAMERON: Can I go -- do you want me just to do it off --

18 Q I don't want you --

19 MS. CAMERON: -- the top of my head or just --

20 Q Well, you can refer to it, if you'd like, but --

21 MS. CAMERON: Okay, thank you. It says -- well, I am, I am
22 concerned about the comments raised in the
23 meetings between the Missing Persons Review Team
24 and families of the missing sex trade workers.
25 Many of these family members were and still are

1 highly emotionally critical of how the police
2 department has handled the investigation into the
3 disappearance of their loved ones.

4 I was the one constant in Missing Persons
5 from 1979 until 2001. On many occasions, I would
6 have to tell them that the investigator they were
7 looking for had been transferred or was off sick.
8 There was -- this was something that nobody wanted
9 to hear. They wanted to know what was happening
10 with their file. Sometimes I didn't know where
11 the files were. This increased their anxiety.

12 My telephone calls were taped at my request,
13 not at Sergeant Cooper's. I would speak, on
14 average, to over 2,000 to 3,000 people a year. I
15 cannot remember every conversation I had with
16 every person because that's why the logbooks were
17 attached to the Missing Persons, so that you could
18 actually look and see who you spoke to.

19 But I think the issues with the Vancouver
20 Police Department and Missing Persons, there are
21 documents that I submitted that go back to 1987
22 talking about, that were submitted by other acting
23 inspectors and so on about the lack of personnel,
24 how hard it was to get someone to go in there.
25 Nobody wanted to do it. It was a dead-end job.

1 And they talk about manpower issues from 1987 up
2 until 1998, but nothing ever changed.

3 Q And Ms. Cameron, I know that it was -- you told me
4 it was important for you to be able to tell the
5 commissioner that you, you think that you're being
6 scapegoated here; is that right?

7 MS. CAMERON: Absolutely.

8 Q Can you tell the commissioner why you think that?

9 MS. CAMERON: I am the easiest person to blame here. The
10 detectives, Detective Shenher, other detectives
11 who came in and out through the office, it was
12 disappointing because some of them were just there
13 because they had to find a place to put them
14 because they were sick.

15 I had three and-a-half years with a Detective
16 Jim Steinbach who worked diligently on these cases
17 and very, very hard. He had a terrible back
18 problem. He went off for three months. He came
19 back, and shortly afterwards, he was transferred
20 out, and I don't know why. He cared deeply about
21 these files. He knows that I cared deeply about
22 missing persons, and after he left, things went to
23 hell in a hand basket.

24 They needed to put someone in there who
25 wanted to be there and wanted to do the work. You

1 couldn't make it a dead-end job for somebody just
2 to sit there until they retired. You couldn't put
3 someone there who was on sick leave. One
4 detective got transferred in, one was transferred
5 in on paper. I never saw him, not one day.

6 Q Well, what about Detective Constable Shenher?

7 MS. CAMERON: She came in in 1998.

8 Q Hm-hmm. Was she, was she hardworking and
9 diligent?

10 MS. CAMERON: I think when she came in, I think she had been
11 the only one that had applied for the job, because
12 I had brought it to the attention of Inspector
13 Biddlecombe that the numbers were starting to
14 spike again. He requested another body.

15 She really, really wanted -- she expressed
16 great interest. I think she was very, very
17 enthusiastic when she came in. But whatever she
18 was doing with her cases and her role was not
19 something that she ever discussed with me. So,
20 when she came in, we discussed, you know, our
21 private and personal lives, and I thought we
22 became sort of acquaintances, as well as
23 coworkers. Uhm, I felt she could come to me on,
24 on anything. She could ask questions. But when
25 she came in, she never really asked any questions

1 on, "what's the procedures?" or "where do you get
2 the mail," you know.

3 Sworn members sometimes at 312 Main have a
4 hard time taking guidance or instruction from a
5 civilian. And it's not that I was going to give
6 her instructions, but I was going to try and help
7 her and show her how the, how the job gets done,
8 how the process works. But if you are a civilian
9 at 312 Main, you are a second-class citizen and
10 you are not allowed to give orders or to, or what
11 they assume is orders.

12 I mean, at one point, I wanted a detective
13 who was in Missing Persons to deliver something
14 over to one of the hotels in the Downtown Eastside
15 because I needed a reportee to call me, and he
16 flat out told me, "I don't take orders from a
17 civilian." It wasn't an order. It was a request,
18 "If you are going out, could you drop this off
19 over at the hotel?" So, I took it.

20 Q So, let's try to leave this on a bit of a note of
21 promise. Uhm, Ms. Dicks, what -- the commission
22 needs to make recommendations about making things
23 better. You have a particular experience with the
24 report-taking process. Is there anything that you
25 can offer us in terms of recommendations on how

1 that process could be improved?

2 MS. DICKS: Uhm, I am not privy to the standards or the
3 training processes that they have at E-Comm now.
4 I know that they have advanced and developed since
5 moving to E-Comm, uhm, which can only be a good
6 thing.

7 Uhm, but I really think that it's important
8 for a communications operator to understand and
9 have both compassion and empathy for marginalized
10 people. Not, not even just marginalized people.
11 For the gay and lesbian community. For, for
12 anybody who is not, you know, 6 foot 1, white,
13 Caucasian, blue-eyed, blonde-haired with a
14 university education.

15 Everybody has backgrounds and baggage that
16 they bring with them through life. Everybody
17 encounters circumstances that change who they are
18 and how they perceive the world. And when they're
19 calling in a 911, because the absolute worst thing
20 that they have ever experienced is happening to
21 them right now, the person on the other end of the
22 line needs to understand. They have to have the
23 technical ability, which, which E-Comm is second
24 to none in teaching the, the technical ability,
25 but they have to have compassion and the ability

1 to communicate with someone who is unable to
2 communicate at that point in time. Uhm, and that
3 requires a background knowledge of psychology and,
4 and what happens to people when they go through
5 the, and I am going to call it a process, it's not
6 really a process, but people who live in homeless
7 situations of the sex trade workers of the
8 Downtown Eastside. They weren't born there.
9 They, they have come from families somewhere and
10 there are circumstances that put them there, some
11 beyond their control. We need to recognize that
12 and we need to acknowledge that and we need to
13 have compassion and understanding for those
14 people.

15 Uhm, and I'm not indicating in any way that
16 the 911 operators over the years didn't do that.
17 I am not saying that in any way, shape or form.
18 Uhm, but I, in, in my training, I wasn't given
19 that psychological training and the background on
20 human behavior from my employer. I, I got it from
21 Kwantlen. So, you know, it would be beneficial
22 for more knowledge, more education. Uhm, yeah.

23 Q And Ms. Cameron?

24 MS. CAMERON: I guess, again, all, all I can reiterate is that
25 Missing Persons to me is very important. It was a

1 job that I worked hard at and I loved it. You
2 love putting people back together. You love
3 reconnecting people. I was in there for 22
4 and-a-half years.

5 Not everyone that I spoke to was polite to
6 me, or quite possibly maybe I wasn't polite to
7 them, but I would never make derogatory statements
8 of any nature. These are people that were
9 reported missing because someone loved them,
10 someone wanted to find them. And the problem is,
11 with the Missing Persons Section at the Vancouver
12 Police Department, with me there as the constant,
13 and detectives coming through saying, "Oh, you
14 come and give us six months and we will put you in
15 Robbery or we will put you in Homicide," which was
16 the carrot that was dangling before them during
17 the '80s and the early '90s I believe.

18 Uhm, you, you have to have someone in there
19 who has a real passion and wants to do that work.
20 And I have to tell you, the three and-a-half years
21 I worked with Detective Jim Steinbach, he had a
22 passion, he had a desire. He worked many, many of
23 our other files that were in Missing Persons into
24 homicides. There are other homicides in those
25 files.

1 And with Jim's assistance, we were -- when
2 the Historical Homicide was set up, there was one
3 particular file that I wanted them to read. They
4 came and they said, "Well, you know, it doesn't
5 fit our mandate." And I said, "But just read the
6 file. Just read the file and see what it says."
7 They read the file and they said, "This is a
8 homicide," and I said, "Yes." And there is a
9 whole bookcase full of them in Missing Persons
10 that no one would do anything with because there
11 was no body. That's not right. And they need to
12 look at those cases and they need to put someone
13 in there that wants to be there, not someone who
14 is going to retire, not someone on light duties,
15 not someone with health issues. Someone who wants
16 to do the work.

17 Q And just before I finish my exam, I think, Ms.
18 Dicks, did you -- you indicated you wanted to --

19 MS. DICKS: Hm-hmm. With regard to recommendations and
20 whatnot, in 2004, at the time that I was leaving
21 E-Comm, uhm, you know, there were, there were
22 minimum standards of numbers of bodies who needed
23 to be on the floor for call-taking purposes, and
24 it's, it's my honest opinion that there weren't
25 enough. Uhm, that minimum standard needs to be

1 increased, meaning there needs to be more funding.
2 And simply because of that call ratio.

3 When you're dealing with emergency services
4 and, and sitting in what someone called a hot
5 seat, because calls are randomly trunked down
6 through, so you have no choice. You get the next
7 call that comes in, you know, according to who has
8 been sitting with nothing for the longest, right?
9 So, you get a rotation of people through working
10 during a course of a shift, who, you know, it
11 feels like you are sitting in the hot seat. So,
12 all the shit that's happening in the city that day
13 is what you are talking to, is who you are talking
14 to. And, and that takes a toll on a person.
15 There is, there is only so much trauma that you
16 can listen to before it's going to affect you.
17 And if there are more people in the room, then
18 that means that percentage of call ratio wise is
19 going to be spread out a little bit more, and
20 those operators are going to be a little less
21 traumatized themselves, right?

22 There have been times when, uhm, and I am not
23 saying that these are specifically traumatizing
24 calls, but I have taken five confirmed holdups
25 before my morning coffee break. That's a lot.

1 That's a lot. I have talked to three or four
2 suicide people in the period of two hours. That's
3 a lot. That's a lot of trauma to listen to. And
4 there is only so much that a human being, no
5 matter how educated you are, can handle.

6 And I honestly think that there aren't enough
7 call takers in the room on the floor that -- and
8 as a result, operators are becoming traumatized
9 and suffering stress-related injuries, and those
10 stress-related injuries, because they're
11 accumulated, are not compensable by WCB, and
12 that's just plain wrong. Just plain wrong.

13 MS. BROOKS: Mr. Commissioner, those are my questions. I
14 wonder if we could take the break so we can work
15 out some time estimates for cross-examination?

16 THE COMMISSIONER: All right. Thank you.

17 MR. HERN: Just a couple of things I wanted to raise with you,
18 Mr. Commissioner.

19 THE COMMISSIONER: Yes.

20 MR. HERN: One was that Ms. Dicks had mentioned an, and I think
21 the incident in which the -- she had an exchange
22 with a primary investigator that was ugly, and I
23 wanted to ask you to direct her to provide to me
24 the name of the constable, the victim and, and the
25 date, so that -- because I know that Mr. Ward and

1 Mr. Gratl are going to ask me for those documents
2 shortly.

3 THE COMMISSIONER: Sorry?

4 MR. HERN: I know that Mr. Ward and Mr. Gratl are going to ask
5 me for any documents relating to that incident
6 shortly, so I want to be able to deal with that
7 over the lunch break, if I can.

8 And the second thing I wanted to raise was
9 that you have chosen to hear the evidence from Ms.
10 Dicks, which is certainly within your mandate.
11 And I wanted to raise that in the, in the gallery,
12 there is the sergeant, of whom she attributed the
13 words that, that "sex trade workers are the scum
14 of the earth"; and there's also a woman from --
15 who worked at the Comm Centre, and then from
16 E-Comm, who remains working there today, she's
17 worked there since 1990. And they can offer you a
18 different perspective on -- a fuller perspective
19 on those issues, and I would respectfully submit
20 that they should be added to the panel for the
21 afternoon so they can respond.

22 THE COMMISSIONER: All right. Well, that's something that
23 counsel needs to think about. I agree with you
24 that, in fairness, that, that they should have the
25 right to respond. I agree with that. Thank you.

1 All right, we will adjourn.

2 THE REGISTRAR: This hearing is now adjourned until 1:45.

3 (PROCEEDINGS ADJOURNED AT 12:25 P.M.)

4 (PROCEEDINGS RESUMED AT 1:52 P.M.)

5 THE REGISTRAR: Order. This hearing is now resumed.

6 THE COMMISSIONER: So, I have received the estimates for
7 cross-examination and, not surprisingly, they are
8 well beyond the, the time available for cross-
9 examination. So, what I've done here is assigned
10 times according to the exposure, if you will, of
11 the evidence of both witnesses. And it's clear
12 that the, the Vancouver Police Department has been
13 -- has received a larger proportion of the
14 exposure, if you will, in that there -- the
15 evidence of both witnesses is critical of the
16 policies of the Vancouver Police Department. And
17 at the other end of the spectrum, the evidence
18 given by both witnesses, in examination in chief
19 at least, basically supports the position of the
20 families in that it corroborates what the families
21 have said as to how their complaints were received
22 by the Vancouver Police Department.

23 So, keeping those factors in mind, what I've
24 done is assigned the following times. Ms.
25 Bateman, who is counsel for Ms. Cameron, will get

1 45 minutes; Mr. Ward, counsel for the families,
 2 will get one hour; Mr. Gratl, 45 minutes; Ms.
 3 Narbonne, for aboriginal interests, with 45
 4 minutes; and the Vancouver Police Department will
 5 get one hour, so that's Mr. Hern; and the
 6 Department of Justice five minutes. All right?
 7 Ms. Bateman.

8 MS. BATEMAN: Good afternoon. I have a brief of documents to
 9 hand up to the registrar.

10 MR. HERN: Mr. Commissioner, Sean Hern for the VPD. I just
 11 want to, just so that members of the public aren't
 12 confused about where that last exchange you and I
 13 left off, I understand the commission counsel
 14 don't feel that it's appropriate to add witnesses
 15 to this panel.

16 THE COMMISSIONER: Well, I'm not so sure that you have to add
 17 them to the panel, but you will, you will be given
 18 an opportunity for you to call the witnesses in
 19 reply. So, it may not be -- so, in any event, you
 20 will get full opportunity to reply, rather than
 21 have them contained in the same panel.

22 MR. HERN: I understand that. I just wanted the members of the
 23 gallery to know where that stood and that will
 24 probably be, I guess, two weeks or something down
 25 the road before you hear the rest of the evidence

1 and --

2 THE COMMISSIONER: No, no, and I --

3 MR. HERN: -- can keep an open mind than anybody else.

4 THE COMMISSIONER: Yes. No, I appreciate that much of what is
5 said in evidence here is in dispute. There has
6 been no finding of fact made by anyone and you
7 will have a full opportunity to reply.

8 MR. HERN: All right.

9 THE COMMISSIONER: All right?

10 **CROSS-EXAMINATION BY MS. BATEMAN:**

11 Q Karlene Bateman, counsel for Sandra Cameron.

12 I just wanted to start off with a couple of
13 questions for Ms. Dicks. We heard a bit about
14 your work area, Ms. Dicks. So, did you all work
15 in close proximity to one another at the
16 Communications Centre at 312 Main?

17 MS. DICKS: Yes.

18 Q And how about after the move to E-Comm? The same
19 proximity --

20 MS. DICKS: No.

21 Q -- to coworkers?

22 MS. DICKS: The main room at E-Comm is substantially larger
23 than, than the Communications Centre at 312. So,
24 consequently, there is more space between call
25 takers and dispatchers. But the team manager at

1 the time was in a central position, so she could
2 be -- you know, we would have easy access to her.

3 Q So, at 312, could you hear your coworkers when
4 they were on-calls?

5 MS. DICKS: Sometimes, yes. Not always, but yes.

6 Q How about at -- after the move to E-Comm?

7 MS. DICKS: Not always, no. You could generally hear those who
8 were in the same pod as you, is what we called
9 them. So, it was an area that would have three
10 call-taker positions back to back; and then on the
11 other side of that partition, there would be six
12 more right back to back, so.

13 Q Did you ever have occasion to hear any of your
14 fellow operators be short with people on the
15 phone?

16 MS. DICKS: Yes, myself included.

17 Q Rude or what, I know that's subjective, but what
18 you might consider to be rude?

19 MS. DICKS: Yes. Again, myself included.

20 Q Are you aware if any callers ever filed complaints
21 or -- complaints against you?

22 MS. DICKS: Yes.

23 Q And what was the outcome of those?

24 MS. DICKS: Uhm, one of them, when I went through it with the
25 team manager, she had a listen to the call. She

1 had said that I had followed policy and procedure,
2 uhm, that I had been surprisingly compassionate,
3 in consideration that she could hear the 911
4 alarms. So, when we had 911 calls holding, an
5 alarm system would go off. She could hear that
6 through the telephone, so she knew I was under
7 duress. I was dealing with a complainant who did
8 not have an urgent matter and that basically the
9 complaint was unfounded.

10 Q So, was it just one complaint made against you in
11 your time there?

12 MS. DICKS: There was one more with regards to when I went over
13 to the fire side, and we had civilianized in the
14 Vancouver Fire Rescue Service, and I was in that
15 initial training class there. Uhm, and that was
16 made by a firefighter on the, the Sunshine Coast.
17 He was making the accusation that I had made
18 mistakes with regards to paging out fire hall, et
19 cetera, et cetera, when actually what had happened
20 was the repeater on the island had malfunctioned.

21 Q So, that, that complaint wasn't to do with
22 your demeanor on the telephone?

23 MS. DICKS: No.

24 Q Okay. Are you aware of any complaints that were
25 made against any of your coworkers because of the

1 demeanor on the phone?

2 MS. DICKS: I wouldn't be made aware of that.

3 Q Did they ever discuss it with you?

4 MS. DICKS: No.

5 Q I think Ms. Cameron already addressed the topic of
6 the gender and her bargaining unit. Did you
7 mostly work with males or females?

8 MS. DICKS: Mostly female.

9 Q And did you have the ability, as an operator, to
10 conclude files?

11 MS. DICKS: Ah, you know, I am trying to remember those parts
12 of things. Uhm, there would be times when calls
13 would be closed. If you take a suspicious
14 circumstances and it's going to be a paper trail
15 that was attending, then yes, you would conclude
16 the call and the paper would go off to wherever it
17 needed to go.

18 Q How about a missing person report where somebody
19 -- did somebody ever call in and say, "they came
20 home"?

21 MS. DICKS: Yeah. Then I would go and pull the missing person
22 and I would put the details of their return on the
23 bottom of it, and I would put additional, the same
24 details into the CAD entry, and then it would go
25 off in the box to CPIC and eventually to Sandy.

1 Q Okay. In your time, did you hear operators refer
2 people to Ms. Cameron specifically or to the
3 Missing Persons Unit without taking a missing
4 persons report?

5 MS. DICKS: What do you mean?

6 Q If somebody called to make a missing persons
7 report, did you or any of the other operators
8 refer people, not take the report and say, "You
9 have to call Missing Persons or Sandy Cameron"?

10 MS. DICKS: I never said you had to call Sandy Cameron. I
11 said, "You need to call Missing Persons if you
12 would like more information or you could attend at
13 the front counter at 312 Main.

14 Q And these would be instances where there was the
15 no-fixed-address issue or --

16 MS. DICKS: Hm-hmm, or it was not within the 24-hour period or,
17 you know.

18 Q Or not a family member?

19 MS. DICKS: (Nod)

20 Q Okay. Ms. Cameron, we've heard that you've
21 retired and that was in 2005?

22 MS. CAMERON: Yes.

23 Q April, was it?

24 MS. CAMERON: Yes.

25 Q So, at the time of your retirement, you were no

1 longer in Missing Persons, were you?

2 MS. CAMERON: No, I was not.

3 Q Do you remember when you left Missing Persons?

4 MS. CAMERON: I left Missing Persons in late November, early
5 December, 2001.

6 Q And could you tell us why you left Missing Persons
7 in November/December 2001?

8 MS. CAMERON: Well, I left probably for, probably a threefold
9 reason. Uhm, 9/11 had an impact on my life
10 because we have firefighters in the family, and I
11 live -- I don't live in downtown Vancouver. I
12 spent a lot of time driving on the road. I wanted
13 to spend more time with my husband.

14 Uhm, I was concerned with the complaints that
15 were being raised against me. I, I felt under
16 attack. And I had been trying for seven years to
17 get the four-day work week, which the detective in
18 Missing Persons, when there was one there, had. I
19 was there for five days a week. The detective was
20 there for four.

21 Q So, were you successful in getting the four-day
22 work week?

23 MS. CAMERON: No. The four-day work week, no.

24 Q Sorry, I meant in your change to Archives?

25 MS. CAMERON: Yes. I applied for the position and I took a pay

1 cut, I went to a four-day work week and I was
2 successful in obtaining the position. But
3 Homicide would not -- Homicide, Major Crime
4 actually, would not let me go for 30 days. They
5 held me back for 30 days before I could take the
6 new position.

7 Q Do you know why?

8 MS. CAMERON: No, I don't.

9 Q So, were you removed from your position in the
10 Missing Persons Unit?

11 MS. CAMERON: No, I was not.

12 Q Were you asked to leave?

13 MS. CAMERON: No, I was not.

14 Q Did you hear that families of the missing women
15 were told that you were removed from your position
16 because of their complaints?

17 MS. CAMERON: Yes, I had.

18 Q And while you were in Missing Persons, had you
19 applied for other postings as well, other than the
20 Archives?

21 MS. CAMERON: Yes, I had applied for two others.

22 Q And could you tell us what the results of those
23 applications were?

24 MS. CAMERON: The, the first position I applied for, which I
25 believe was in late '80s, early '90s, was filled

1 from within the Central Records Division. And the
2 second one I applied for, which I believe was
3 after Detective Steinbach left, I'm not sure
4 exactly when I applied for it, uhm, during the
5 interview process, Deputy Chief Paul Battershill
6 was in the interview room and said to me, "Well,
7 if, if you got this job, what would happen to
8 Missing Persons?" I said, "Well, that was not my
9 concern. That was a departmental issue." So, I
10 was not successful in getting that job.

11 Q Do you think you weren't successful in getting
12 that job because the Department was concerned
13 about what would happen in Missing Persons if you
14 left?

15 MS. CAMERON: Yes.

16 Q While you -- you were a civilian worker at the
17 VPD. We've established that. You were a member
18 of a union during your entire tenure at the VPD?

19 MS. CAMERON: Yes. We had originally been members of the
20 VMREU, the Vancouver Municipal and Regional
21 Employees Union, and they went broke. And, and so
22 in 1995, the VMREU was going to take all of the
23 city employees to join CUPE. And we decided, as a
24 small bargaining unit down at 312, that we didn't
25 want to do that. So, we shopped around and, uh,

1 we found a lovely home with Teamsters.

2 Q And were you a shop steward ever during -- while
3 you were a civilian and with the Teamsters?

4 MS. CAMERON: I became a shop steward when we joined the
5 Teamsters, and I was elected by my peers and sat
6 on three bargaining committees.

7 Q Uhm, so we heard some testimony about how your
8 position evolved from answering telephones and,
9 and the like. So, obviously, when you started, it
10 was not a full-time position in the Missing
11 Persons Unit. Could you tell us when you recall
12 it becoming a full-time position?

13 MS. CAMERON: I believe --

14 Q Clerk position in the Missing Persons Unit?

15 MS. CAMERON: I believe it was sometime in early 1992 that --
16 sometime between '88 and '92. I am not a hundred
17 -- I'm not sure.

18 Q And after -- you had also mentioned about the
19 different, the many constables and detectives who
20 had been in there before that time. Uhm, after
21 you became full time in the unit, do you recall
22 who was the detective, the first detective who was
23 in the unit for a long period of time with you?

24 MS. CAMERON: Detective Jim Steinbach.

25 Q Do you recall the period that he was there?

1 MS. CAMERON: I believe he was there from '93 till '96.

2 Q And do you recall who was there after Detective
3 Steinbach?

4 MS. CAMERON: Well, there was a Detective Dickhout, and then
5 there was a Detective Howlett. Then there was a
6 Detective Ralph Hutton, and then there was a
7 Detective Frank Spalding. There was a number of
8 them coming through.

9 Q And up until --

10 MS. CAMERON: Detective Shenher.

11 Q -- Detective Shenher. And I think you mentioned
12 you would report to the detective and then the
13 sergeant, correct?

14 MS. CAMERON: Yes, that's correct.

15 Q Was the sergeant located in the Missing Persons
16 Unit office with you?

17 MS. CAMERON: No.

18 Q We also heard some testimony about the taking of
19 missing persons reports, and I think you've
20 described a couple of instances where you would
21 take missing persons reports?

22 MS. CAMERON: Yes.

23 Q If the public information, the PIC counter called
24 you?

25 MS. CAMERON: Yes. If they called from downstairs and someone

1 was going to report someone missing, I would go
2 down and put them in an interview room and take
3 the report.

4 Q And how about other instances?

5 MS. CAMERON: If someone was calling long distance, outside of
6 the Lower Mainland, I would take the report,
7 because it would be very difficult for them to sit
8 on the non-emergency line in a hold line waiting
9 to get through.

10 And sometimes we would receive CPIC messages
11 from outlying police departments that they had
12 taken the missing there, but the person was
13 actually missing in Vancouver. So, I would get a
14 printout of their entry on CPIC, transpose that
15 information onto a missing persons report, and
16 then notify the other detachment that they could
17 remove their entry once we had ours entered.

18 Q So, if you took a report, a missing persons report
19 in one of those three instances, what would you do
20 with the report after you would fill it out? Was
21 there a process that you had to go through?

22 MS. CAMERON: I would have to walk it down to the
23 Communications Centre and get an operator to
24 assign a case number to it, enter the information
25 into CAD, and then take it over to CPIC so it's

1 entered onto CPIC, and then distribute the three
2 copies and keep my copy.

3 Q So, it appears as though there is quite a few
4 steps to be taken when a missing persons report is
5 taken?

6 MS. CAMERON: Yes.

7 Q And that would be the justification for having it
8 go through the non-emergency or 911?

9 MS. CAMERON: Yes.

10 Q Did you have to -- what about after E-Comm came
11 into existence, did you do this same type of
12 practice for those exceptions?

13 MS. CAMERON: I don't remember taking any, because E-Comm was
14 down at the corner of Hastings and Cassiar. So,
15 it, it would have proven much more difficult.

16 Q I think you may have mentioned a couple of
17 examples when you would refer people to
18 Communications --

19 MS. CAMERON: Yes.

20 Q -- for reporting? Could you just mention those
21 very briefly again? Why you would refer someone
22 to call 911 or the non-emergency number to place a
23 missing persons report?

24 MS. CAMERON: So that it could go through the process.

25 Q Yes. Was there any other instances why you would

1 do that?

2 MS. CAMERON: I'm sorry, I don't --

3 Q Did you have access to dispatch and radio?

4 MS. CAMERON: Oh, no, I'm sorry, yeah. No. Oh, if, if someone
5 was calling me and it was a child under the age of
6 12, or if it was someone from a hospital or
7 something, we would definitely want them to call
8 the Communications Centre, because then they would
9 dispatch a unit, as would -- and my understanding
10 was that was the policy to do for a youth or the
11 elderly or the mentally ill.

12 Q And also routine, or what I am referring to as
13 routine, but for people who lived in Vancouver who
14 were reporting somebody from Vancouver?

15 MS. CAMERON: Yes.

16 Q You would refer them as well?

17 MS. CAMERON: Yes, yes.

18 Q What if somebody was calling you from out of town
19 about somebody gone missing, and the last place
20 they were seen was not in Vancouver?

21 MS. CAMERON: Was not in Vancouver?

22 Q Right.

23 MS. CAMERON: I would probably advise them to contact their
24 local police department, who could assist them and
25 send the information to wherever it should go.

1 Q So, would you ever refuse to take a report --

2 MS. CAMERON: No.

3 Q -- from somebody? You would, you would provide
4 them with the proper procedure?

5 MS. CAMERON: Yes, I would give them the procedures and, uhm,
6 hopefully, have them go back through the 911
7 number.

8 Q So, did you have instances where, uhm, someone
9 would call you and they had expressed frustration
10 over trying to report a missing person --

11 MS. CAMERON: Yes.

12 Q -- by calling?

13 MS. CAMERON: Yes.

14 Q What would you tell them?

15 MS. CAMERON: I would tell them that -- I would tell them that
16 I wanted them to, to please call back to the 911
17 operator, please saying that they spoke to me in
18 Missing Persons and that operator was to take the
19 report.

20 Q Now, the process after filing, you heard about
21 that, where you would go to Central Records and
22 gather all of the correspondence in the morning.
23 And you mentioned I believe Form 19s, that those
24 would be in the correspondence?

25 MS. CAMERON: Yes. Those are just -- those are follow-up

1 reports submitted by the units on the street.

2 Q So, are those forms that would say that somebody
3 had been found?

4 MS. CAMERON: Yes.

5 Q Okay. So, you mentioned that you would attach
6 those and, and close the file. So, if, if this
7 was a file that a detective had, would you let
8 them know that it had concluded, that a Form 19
9 had been received?

10 MS. CAMERON: Yes.

11 Q If the file was assigned to you by a detective
12 and, and you had done some work and felt it was
13 suspicious or that something more needed to be
14 done with it, what would you do with it?

15 MS. CAMERON: I would return it to the detective.

16 Q Just to go back to this mailbox. Was there -- or
17 mail slot. Was there a mailbox at the Missing
18 Persons Unit office?

19 MS. CAMERON: Yes. I had requested that one be placed on the
20 wall outside of the Missing Persons office
21 because, uhm, in the evenings and over weekends,
22 police officers would attend and they would supply
23 us with Form 19s or CPIC messages and they would
24 slide them under the door, and maintenance would
25 be coming in to clean, so I thought it would be

1 handier if they weren't on the floor and they
2 could be placed in the box.

3 Q So, were missing persons reports put in that
4 mailbox?

5 MS. CAMERON: No.

6 Q Prior to, I think you had mentioned this, but
7 prior to Detective Shenher coming to the unit in
8 1998, uhm, there were -- were there periods of
9 time where there was no detective in the unit?

10 MS. CAMERON: Yes.

11 Q And in those instances, would a detective be
12 assigned to the unit on a temporary basis?

13 MS. CAMERON: No.

14 Q So, when there was no detective and you had some
15 suspicious reports or reports that you were
16 working on but felt needed further follow-up and
17 there was no detective there, what would you do
18 with those reports?

19 MS. CAMERON: Take them to the attention of the NCO in charge
20 of Homicide.

21 Q It's been, there's been some suggestion made that
22 you prioritized missing persons reports
23 differently and would work on them in terms, or
24 prioritize them in terms of the follow-up or the
25 type of follow-up that would be given to them.

1 Could you comment on that?

2 MS. CAMERON: There was no prioritizing, but if -- in the
3 morning, if I came in the morning and there was a
4 report there of a child missing from overnight
5 that was, oh, five, six years old, it didn't
6 matter what age, anything under 12, then I would
7 contact the Communications Centre and go down, or
8 see if there was any updates, see if the child had
9 been found in the interim that the report was
10 sitting in the mailbox.

11 Q So, children would --

12 MS. CAMERON: Yes.

13 Q -- take precedence?

14 MS. CAMERON: Yes.

15 Q Okay. And then, I am gathering, it would depend
16 upon the circumstances?

17 MS. CAMERON: Yes. Each one had to be looked at, yes.

18 Q So, would you prioritize the missing persons
19 reports and the work that needed to be done on
20 them based -- on the basis of race or any other
21 factor?

22 MS. CAMERON: No, no.

23 Q The basis of race of the missing person I mean.

24 MS. CAMERON: No.

25 Q Or the reportee?

1 MS. CAMERON: No.

2 Q So, you did mention that there was just a few
3 instances where you would take the missing persons
4 report. In those instances when you would take
5 the report or be asked to take a report, were you
6 selective about who you would take a report from?

7 MS. CAMERON: No.

8 Q While you were in Missing Persons, were there also
9 instances where people would contact the unit
10 because they were looking for somebody who wasn't
11 technically missing, perhaps they were looking for
12 a long-lost relative or a friend that they went to
13 school with that they thought lived in Vancouver,
14 did you get those inquiries as well?

15 MS. CAMERON: Yes, we did. There was people trying to connect
16 with, with old friends and stuff. So, we would
17 ask them to -- I should say -- I keep saying "we"
18 but if it was I was answering the phone, I would
19 request that they send a letter with the
20 information in it, and then we could look into it
21 for them.

22 Q So, did you assist people in locating people in
23 this manner?

24 MS. CAMERON: Yes. And I could refer them to other, other
25 agencies that could help them as well.

1 Q Uhm, Ms. Cameron, were you allowed to write policy
2 for the office, the Missing Persons Unit?

3 MS. CAMERON: No, I was not.

4 Q Were you involved in any policy writing at all?

5 MS. CAMERON: No. I may have made suggestions to the, to the
6 sergeant of what might make the system better, but
7 I would certainly be not writing it myself, no.

8 Q Did you set up a system to fax reports back and
9 forth from group homes with respect to chronic
10 runaways so you wouldn't have to bother the
11 detectives with this matter?

12 MS. CAMERON: This was an idea that was put forth by a, a, a
13 communications operator named Karen Hay, and she
14 did all the work on it. She, she was -- the
15 problem that was happening in 911 is that some of
16 the group homes in Vancouver were reporting the
17 same child missing, uhm, almost daily, sometimes
18 twice a day, and they were looking for a way to
19 alleviate it and, and keep the 911 lines a little
20 freer. So, she came up with the idea. She came
21 up with the plan, she ran it by me, and I
22 supported her plan, and it was instigated, because
23 of her. And I believe she received a commendation
24 for it.

25 Q And do you know what Ms. Hay's position was at the

1 VPD?

2 MS. CAMERON: She was a communications operator, Comm Op 3 I
3 believe.

4 Q Was she a civilian?

5 MS. CAMERON: Yes.

6 Q So, you did -- that was not your system that you
7 set up?

8 MS. CAMERON: No.

9 Q Did you develop the missing persons policy for
10 E-Comm?

11 MS. CAMERON: No.

12 Q Or the Communications Department?

13 MS. CAMERON: No.

14 Q Are you aware of the circumstances surrounding
15 Detective Shenher coming to the Missing Persons
16 Unit?

17 MS. CAMERON: Yes. I had brought to Inspector Biddlecombe,
18 we'd been talking, and I said that there was an
19 increase in the number of missing women and, uh, I
20 think he has, he has said that it was because I
21 brought it to his attention that he requested
22 another body for Missing Persons, a second
23 detective.

24 Q So, how were you aware of these numbers, these
25 figures?

1 MS. CAMERON: Because I maintained daily statistics and I had
2 monthly reports and quarterly reports that I kept.

3 Q And when Detective Shenher came to the Missing
4 Persons Unit, was there another detective in the
5 unit at that time?

6 MS. CAMERON: There was a detective assigned to Missing
7 Persons, but he was not there all the time.

8 Q Was he on sick leave at any period?

9 MS. CAMERON: Yes, I believe he was off and on on sick leave.

10 Q In her testimony, Detective Shenher stated that
11 you were basically running the office as kind of
12 your own little world there. Would you comment on
13 that?

14 MS. CAMERON: I wasn't running the office, but when she came
15 in, it was going to be her duties to, to take over
16 and be reviewing the forms. I guess you could say
17 I was, I was running the office when there was no
18 one else there but me.

19 Q But you were always accountable to somebody?

20 MS. CAMERON: Yes.

21 Q If you didn't have a detective there, who were you
22 accountable to?

23 MS. CAMERON: The sergeant in charge of Homicide.

24 Q When Detective Shenher came to the unit, did she
25 tell you she would be the one to go through the

1 reports and decide what she thought she would take
2 and what you would take? Did she tell you that?

3 MS. CAMERON: I don't know. Yes, I think she did, yes.

4 Q But you had mentioned that was her duty --

5 MS. CAMERON: Yes.

6 Q -- to do that, in any event?

7 MS. CAMERON: Yes.

8 Q So, did you and she go through the reports on a
9 daily basis and agree on how they would be
10 distributed?

11 MS. CAMERON: No.

12 Q So, every -- you didn't sit with her and go
13 through the reports together?

14 MS. CAMERON: No.

15 Q So, how did you get the missing persons reports
16 that you were going to deal with? How were they
17 assigned to you?

18 MS. CAMERON: I think that she took out the ones that she was
19 going to work on and then I got the rest.

20 Q Did Detective Shenher ever tell you that making,
21 you making the decision as to whether you or a
22 detective dealt with the report was not -- that
23 that was not appropriate?

24 MS. CAMERON: For me to make the decision?

25 Q Yes.

1 MS. CAMERON: It wasn't my decision to make.

2 Q Did she ever tell you that, that it wasn't
3 appropriate?

4 MS. CAMERON: I don't remember. But that was, that was her
5 job.

6 Q Was your workload reduced when she came to the
7 unit?

8 MS. CAMERON: Yes, a little.

9 Q Just to go back to that previous question, might
10 she have told you that it wasn't your decision to
11 make or that it wasn't appropriate for you to make
12 a decision as to whether you or a detective dealt
13 with a matter when there was no detective
14 available?

15 MS. CAMERON: That -- I mean, the instructions I had, which are
16 in my, which were in my job description, was if
17 there was no detective, I would bring it to the
18 attention of the NCO.

19 Q Okay. When Detective Shenher came to the unit in
20 1998, did she take over all of the contact with
21 the missing women's families so that you wouldn't
22 have any contact with them?

23 MS. CAMERON: Yes.

24 Q Okay. And did she do this because that was tasked
25 to her?

1 MS. CAMERON: I think that was the plan, yes.

2 Q Did she do it specifically so they wouldn't have
3 to speak with you?

4 MS. CAMERON: Not that I was aware of, no.

5 Q Do you recall if you had any contact with the
6 families after Detective Shenher came to the unit
7 in 1998?

8 MS. CAMERON: I may have. I can't say for sure. I would have
9 to refer to the log notes on each individual file
10 to see if I did have contact with them.

11 Q Was there another detective in the unit at the
12 time when -- while Detective Shenher was involved
13 with the missing women's review -- Missing Women's
14 Review Team?

15 MS. CAMERON: When she came in, there was a Detective Al
16 Howlett was there, but he was off and on for a
17 period on sick leave. So, there, I guess there
18 was one, yes.

19 Q But after she became involved with the review team
20 in, I believe it was '99, May '99, was there
21 another -- do you recall if Detective Howlett was
22 still there?

23 MS. CAMERON: I don't remember.

24 Q Did Detective Shenher maintain a desk in the unit
25 with you after the Missing Women's Review Team was

1 established?

2 MS. CAMERON: I think -- hmm, I don't remember. She would, she
3 would come in and out, so.

4 Q And you mentioned she was on a, or the detectives
5 were on a four-day work week?

6 MS. CAMERON: Yes.

7 Q Do you recall how long she was in the unit?

8 MS. CAMERON: I think she left in 2000.

9 Q Could you tell us, from your perspective, what --
10 about your relationship with Detective Shenher?
11 You mentioned a bit about it --

12 MS. CAMERON: Well, just a little bit, when she first came in,
13 we introduced ourselves to each other. We shared
14 a little bit of background information on our
15 personal lives and she, she was just, she was just
16 getting out of a long-term relationship and she
17 was telling me about that. And she was telling me
18 a lot of private stuff that went on in her private
19 life so I felt like we were developing an
20 acquaintance.

21 Q Okay. Did you feel as though your relationship
22 with her was such that she could come to you with
23 a work-related issue or any concerns that she
24 might have about your work or about you at work?

25 MS. CAMERON: Yes, and I think it goes back to the, the e-mail

1 this morning when I said, "see you later,
2 chickypoo," or something, it was because -- yeah.
3 She would -- I think I actually got that term from
4 her.

5 Q There's been some discussion through a couple of
6 witnesses about the phone lines in the Missing
7 Persons Unit, specifically about the recording of
8 the line. Is that the case --

9 MS. CAMERON: Yes.

10 Q -- what was reported? Could you tell us how that
11 came to be, from your understanding?

12 MS. CAMERON: From my understanding, and to the best of my
13 memory, was that a letter had come in, a complaint
14 that I had been rude to someone on the phone. I
15 believe it was from a woman, uhm, I believe of
16 Asian descent. I'm not sure. And she was talking
17 about something in the complaint, and that I
18 didn't know what she was really talking about,
19 some, a game show of some sort. I didn't
20 understand it. And I did not have the best
21 relationship with my sergeant in Homicide, and I
22 felt that more complaints could come my way. So,
23 I felt, for my own protection, I wanted the phone
24 line taped.

25 Q Do you recall what year this was?

1 MS. CAMERON: Well, it was before he was transferred out. So,
2 it could have been '95/'96, I'm not sure.

3 Q So, just to be clear, you requested that the line
4 be recorded?

5 MS. CAMERON: Yes.

6 Q There was a, a suggestion made that the line was
7 recorded as a result of Ms. Dorothy Purcell's --
8 that's Tanya's Holyk's mother -- as a result of
9 her complaint about you in January of 1997.

10 MS. CAMERON: No, I don't believe that was the letter, no.

11 Q To your knowledge, was having the line recorded of
12 use to you and to the Department?

13 MS. CAMERON: It proved to be certainly useful for me, yes.

14 Q Can I turn you to tab 6 of the brief? Do you have
15 that, that I've provided?

16 MS. CAMERON: Yes.

17 Q It's a letter dated October 19th, 2000. Have you
18 seen that letter before?

19 MS. CAMERON: Yes, I have.

20 Q The first page, if you go down to the bottom
21 paragraph, it starts:

22 On October 5, 1999 the Vegreville RCMP phoned
23 the Vancouver Police and spoke with Missing
24 Persons Coordinator (Ms. Cameron) wanting to
25 file a missing person report, --

1 I won't go through it all, but it, over to
2 the next page and the next few paragraphs, it sets
3 out some very specifics with respect -- very
4 specific things with respect to you and the file.
5 Where would this information have come from for
6 this letter?

7 MS. CAMERON: I would -- probably the log notes attached to.

8 Q And I guess I should actually say, this is a
9 letter to some people who had lodged a complaint,
10 and the letter is from Inspector Eldridge from the
11 Internal Investigations Section.

12 MS. CAMERON: Yes.

13 Q So, apparently, the family made an issue of the
14 investigation, including your treatment of them,
15 and apparently that you had identified yourself as
16 a detective. Uhm, so, obviously, you have just
17 said that your notes were attached here, or from
18 the file. Were you aware of these allegations
19 that were made against you?

20 MS. CAMERON: I, I must have been made, against them, because
21 this is the response to the complaint. I don't
22 have a copy of the original complaint.

23 Q But were you involved in -- were you -- did
24 Internal, or did the investigator come to you and
25 talk to you about it?

1 MS. CAMERON: Yes.

2 Q Okay. And on page 3, the Department responded by
3 saying, at paragraph 1 there, it says:

4 On December 15, 1999 you wrote to Sergeant
5 Field and included a number of other
6 questions in your correspondence:

7 1. Your first two questions deal with Ms.
8 Cameron and the treatment that you say
9 you received from her. Further, you
10 allege that during the telephone
11 conversation she identified herself as a
12 detective.

13 And then the italicized portion I am
14 presuming was the response?

15 MS. CAMERON: It was the response from Internal, yes.

16 Q And it says:

17 *Ms. Cameron is not a police officer,*
18 *therefore she does not come within the*
19 *jurisdiction of the Police Act. However, the*
20 *tapes of the telephone conversation between*
21 *you and Ms. Cameron have been reviewed.*
22 *No where does Ms. Cameron identify herself as*
23 *a detective during her conversation with you.*
24 *In fact, her demeanor while speaking with*
25 *you was empathetic and professional.*

1 And were you -- did you refer Internal to the
2 tapes?

3 MS. CAMERON: Yes.

4 Q And were there other occasions that you recall
5 where you referred Internal, or anybody
6 investigating a complaint, to the tapes?

7 MS. CAMERON: Yes.

8 Q Was there only the one phone line in Missing
9 Persons?

10 MS. CAMERON: No, there was two.

11 Q Were both of those lines used for the public?

12 MS. CAMERON: No, just the one.

13 Q That was the main line?

14 MS. CAMERON: The main line, and that would be the number if
15 you called, uhm, the reportee or someone involved
16 in the missing persons file, the only number you
17 would give them to call you back on was the
18 665-2172, which was the taped line.

19 Q So, what was that second line used for?

20 MS. CAMERON: The second line, the decision was made by the
21 powers that be, that that line not be taped
22 because I was going to be able to use it to call
23 in-house, to call, do follow-up calls on the
24 missing persons, to have my personal calls, and
25 they didn't want to record my personal calls.

1 Q When you say "follow-up calls to missing persons,"
2 what do you mean?

3 MS. CAMERON: Oh, if I was going to call a bank or a credit
4 card company.

5 Q And that was because there was private
6 information?

7 MS. CAMERON: Yes, but usually, it was usually just used for
8 in-house.

9 Q So, did you ask for the second line and that it be
10 unrecorded?

11 MS. CAMERON: Did I ask for it?

12 Q Yes.

13 MS. CAMERON: No. I think they had told me they weren't going
14 to record it. It wasn't my decision.

15 Q Did you use the second not-recorded line for
16 contacting reportees or family members about
17 files?

18 MS. CAMERON: Well, no, because it would defeat the purpose of
19 having the tape on the line.

20 Q And that was for your protection?

21 MS. CAMERON: Yes.

22 Q Did you use call forwarding to avoid using the
23 taped line?

24 MS. CAMERON: I would if I knew how to use it. No. I don't
25 know how to use call forwarding and I don't know

1 how to use it at home. I have it on my phone at
2 home. I just don't know how to use it. I have
3 never used it.

4 Q So, were you the sole person responsible for
5 answering the phone in the Missing Persons Unit?

6 MS. CAMERON: Not all the time. If I was on, if I was on
7 holidays or on vacation, there would be someone
8 else in there replacing me that would be answering
9 the phone. There were other clerks coming
10 through.

11 Q But when you were there, was that your
12 responsibility?

13 MS. CAMERON: Yes.

14 Q Okay. And how many calls a day would you estimate
15 that you would have? I know it's hard to think
16 back.

17 MS. CAMERON: I mean, I could say anywhere from 30 to a
18 hundred.

19 Q Now, Constable Shenher said she heard you
20 misrepresent yourself on the phone as a police
21 officer. You have answered before, but I will ask
22 you again, did you ever present yourself as a
23 police officer?

24 MS. CAMERON: No, never.

25 Q Constable Shenher said that she confronted you

1 about this, representing yourself as a police
2 officer. Did she ever?

3 MS. CAMERON: No.

4 THE REGISTRAR: Ms. Bateman, you have reached five minutes with
5 your time allocation. Thank you.

6 MS. BATEMAN:

7 Q In conversing with people, would you say something
8 to the effect of, "We'll get on that," or, "We'll
9 investigate that"?

10 MS. CAMERON: Yes.

11 Q And what would you mean when you said that, when
12 you would say "we"?

13 MS. CAMERON: The Vancouver Police Department, the Missing
14 Persons Unit.

15 Q Did Detective Shenher ever tell you she got calls
16 for Inspector Cameron?

17 MS. CAMERON: No.

18 Q Detective Shenher also made some comments with
19 respect to her hearing you make racial comments or
20 insensitive comments to people trying to
21 communicate information. I don't have any
22 specifics of what these were, so it's difficult to
23 ask you, but did she ever come to you and say she
24 overheard a conversation and that you, the
25 comments that you made were insensitive?

1 MS. CAMERON: No.

2 Q Or that they were racist?

3 MS. CAMERON: No.

4 Q Did you make racist comments?

5 MS. CAMERON: No.

6 Q Did she ever come to you and say that she felt
7 your comments were inappropriate?

8 MS. CAMERON: No.

9 Q Did she ever come to you and tell you that she
10 thought you were abusive?

11 MS. CAMERON: No. No.

12 Q Were you abusive to people on the telephone?

13 MS. CAMERON: Not that I remember, no.

14 Q Now, would every phone call be pleasant and --

15 MS. CAMERON: No, not all, not all the calls that came to
16 Missing Persons were pleasant. People were in
17 highly agitated states sometimes. And I, and I am
18 saying all missing persons that get reported,
19 people are, you know, they're upset. They want
20 answers. They want it solved. They want, they
21 want action.

22 Q So, would you sometimes, would you respond perhaps
23 in a way that was -- could be considered as rude
24 by some?

25 MS. CAMERON: Yes. I think that goes to interpretation,

1 because sometimes I have a big voice and sometimes
2 I have a little voice, and I think sometimes,
3 sometimes I would raise my voice if someone was
4 calling and they were yelling and swearing and
5 calling me "a fucking bitch" and "do something for
6 me," and this and this. Then I would raise my
7 voice and I would say, you know, "I can't talk to
8 you while you are in this state. You need to calm
9 down. You need to calm down so we can discuss the
10 file."

11 Q So, you would agree that you were not always
12 pleasant on the telephone?

13 MS. CAMERON: Yes.

14 Q But you would not agree that you were abusive?

15 MS. CAMERON: No, no.

16 Q Detective Shenher has also testified that she
17 heard you shouting into the phone, "This is
18 Canada, speak English," that type of thing and
19 then hanging up the phone.

20 MS. CAMERON: Hm-hmm.

21 Q Can you comment on that?

22 MS. CAMERON: Well, actually, I had a, I had a headset that
23 comes around that the communications operator
24 wore. I never picked up the handset. I could
25 just dial with this and --

1 Q What about the comments?

2 MS. CAMERON: Sorry?

3 Q What about the comments?

4 MS. CAMERON: And then I would get off -- sometimes if I am
5 calling and there is no one speaking English, then
6 they would hang up on me and I would go, "Oh, God,
7 I wish they could speak English," because now I
8 had to go through a different process to try and
9 get an interpreter to call.

10 Q So, was this out of frustration because of -- that
11 you would say, "I wish they could speak English,"
12 because of the communication barrier?

13 MS. CAMERON: Yes, yes.

14 Q And not because of their race?

15 MS. CAMERON: No.

16 Q Did you ever tell Constable Shenher that, if they
17 can't speak English, they should go back to their
18 country?

19 MS. CAMERON: No. I have lived in foreign countries. No.

20 Q Did she ever bring that up to you?

21 MS. CAMERON: No.

22 Q Did you pick and choose who you dealt with based
23 on their race?

24 MS. CAMERON: No.

25 Q Did she ever bring up any issues or concerns she

1 had with your telephone demeanor with you?

2 MS. CAMERON: No, not that I remember, no.

3 Q Did you provide any lifestyle advice to families
4 of missing persons or women, missing women?

5 MS. CAMERON: No.

6 Q Did you suggest to family members that their
7 parenting strategies had failed and that, and that
8 they couldn't make a complaint or that you
9 wouldn't listen to them?

10 MS. CAMERON: No.

11 Q Were you discriminatory against drug users?

12 MS. CAMERON: No.

13 Q And given your relationship, or your perspective
14 of your relationship with Detective Shenher and
15 the fact that you were accountable to her, would
16 you expect that she would have brought any of
17 these or she could have brought any of these
18 issues or concerns with your conduct to your
19 attention?

20 MS. CAMERON: Yes.

21 Q Detective Dickson apparently told Deputy Chief
22 LePard that he had overheard you saying on the
23 telephone, "We don't look for missing hookers."
24 Did you ever say that?

25 MS. CAMERON: No.

1 Q If you had, would you have expected him to say
2 something to you?

3 MS. CAMERON: Oh, absolutely.

4 Q Were you ever of the view that the missing women
5 were not missing, that they had just moved or were
6 working in another city?

7 MS. CAMERON: No.

8 Q That they had committed suicide?

9 MS. CAMERON: No.

10 Q That the fact that the missing women from the
11 Downtown Eastside, that they weren't of -- the
12 fact that there were missing women from the
13 Downtown Eastside wasn't a big problem? Were you
14 of that view?

15 MS. CAMERON: No.

16 Q Now, with respect to any of these comments that
17 were attributed to you by your superiors, if a
18 detective or sergeant or anybody felt that
19 something you said to somebody was inappropriate,
20 would you expect them to address it with you?

21 MS. CAMERON: Yes.

22 Q Did Sergeant Field ever discuss with you not
23 taking a report, a Missing Persons Unit report
24 from someone who was not a family member?

25 MS. CAMERON: No.

1 Q Did she ever discuss any complaints about your
2 telephone demeanor or conduct with you?

3 MS. CAMERON: No.

4 Q Did she ever address any work issues with you?

5 MS. CAMERON: Just the letter that she wanted me to do a job, a
6 job description for.

7 Q But anything with respect to your work --

8 MS. CAMERON: No.

9 Q -- and how you were --

10 MS. CAMERON: No.

11 Q -- how you were working?

12 MS. CAMERON: No.

13 MR. REGISTRAR: You've reached your time. Thank you.

14 MS. BATEMAN: Could I respectfully ask for an extension? It
15 wasn't my understanding that I would have been
16 limited to this when, when we came, --

17 THE COMMISSIONER: Well, --

18 MS. BATEMAN: -- when we were first --

19 THE COMMISSIONER: -- how much more time do you want?

20 MS. BATEMAN: Fifteen minutes?

21 THE COMMISSIONER: No, no. I will give you five minutes. Mr.
22 Ward is next, and, you know, we, we just have to
23 put time limits on people.

24 MS. BATEMAN: I respect that, but --

25 THE COMMISSIONER: I mean, you need to plan your cross-

1 examination so that, you know --

2 MS. BATEMAN: Well, it's actually, well, it's more of my
3 direct. She's -- I am representing her, and
4 with --

5 THE COMMISSIONER: I know that.

6 MS. BATEMAN: -- respect, the VPD I believe has an hour.

7 THE COMMISSIONER: Yes, I know. I know that. I will give you
8 five -- look, we don't have unlimited amount of
9 time here.

10 MS. BATEMAN: Hm-hmm.

11 THE COMMISSIONER: The fact is, it is a form of cross because
12 the examination in chief here was led by
13 commission counsel, and so it is a form of
14 cross-examination that you are doing now. The VPD
15 obviously is in a far different position from you.
16 I mean, the VPD has been criticized for their
17 conduct and so they're in a different position.

18 MS. BATEMAN: As has Ms. Cameron as well.

19 THE COMMISSIONER: I know that. But in any event, I'll give
20 you, I'll give you another five minutes. Mr. Ward
21 is, is, is -- you know, I'm -- we have to -- I
22 mean, you have just come in here today. You know,
23 we can't get finished if we get counsel who can't
24 keep to the time. That's all. So --

25 MR. WARD: Mr. Commissioner, I arise. Cameron Ward, counsel

1 for the --

2 THE COMMISSIONER: Yes.

3 MR. WARD: -- families of 25 missing and murdered women. And I
4 arise to support my friend's request for
5 additional time. This commission has the
6 obligation to treat all participants, all
7 witnesses fairly and in accordance with the
8 principles of natural justice.

9 The uncomfortable sensation I have been
10 having now for some weeks is that we are rushing
11 to a conclusion in, in circumstances in which
12 participants and their counsel are not being
13 afforded an adequate opportunity to do their work
14 on behalf of their clients. It's manifesting
15 itself repeatedly. The, the government's schedule
16 for the completion of your work is, as I have said
17 many, many times, with respect, an inadequate
18 schedule. And this commission's work is important
19 and must be done properly, and I strongly submit
20 that all counsel be afforded an adequate
21 opportunity to represent their clients' interests.

22 THE COMMISSIONER: You know --

23 MR. WARD: And just on the point of not sticking to the time
24 estimates, --

25 THE COMMISSIONER: Yes.

1 MR. WARD: -- time estimates were just imposed on counsel just
2 an hour ago, less than an hour ago. We all
3 prepared cross-examinations before we had these
4 limits imposed on us. Lawyers cannot work, cannot
5 do their jobs in these circumstances. A cross-
6 examination, as many esteemed jurists have pointed
7 out, is not something that just happens. It
8 requires careful preparation, and it requires
9 structure and, and to stand up and say, "Well, you
10 are only going to get this amount of time,"
11 completely defeats the purpose of cross-
12 examination which, of course, Wigmore said is the
13 greatest engine yet devised to get to the truth.

14 THE COMMISSIONER: All right. Thank you --

15 MR. WARD: I'm sorry for making a speech, but I, I feel most
16 strongly about this point --

17 THE COMMISSIONER: Well --

18 MR. WARD: -- and the imposition of these restraints is
19 problematic.

20 THE COMMISSIONER: Cross-examination also requires some form of
21 discipline, and that's what's wrong with the
22 system out there now, is that people take forever
23 to cross-examine. Why don't we get to some of the
24 issues here? I mean, I went over a lot of -- you
25 went over a lot of material that really was not of

1 help to me.

2 I understand you have to respond to certain
3 things and you want your, your client to respond.
4 And it's just that we have other counsel that --
5 this is an inquiry. It's not a trial. So, we --
6 I want you to have a fair opportunity to answer
7 all the allegations and you have -- but you only
8 recently got to them. So, I will give you another
9 five minutes, but let's get moving on it.

10 MS. BATEMAN: All right.

11 Q Do you know a lady by the name of Dorothy Purcell?
12 I think you have already responded to her, the
13 letter that she had written.

14 MS. CAMERON: Yes.

15 Q Detective Shenher stated that she had brought Ms.
16 Purcell into the office to meet you. Do you
17 recall this meeting?

18 MS. CAMERON: No, I don't recall it.

19 Q I don't think your mic is on.

20 MS. CAMERON: Sorry. No, I don't recall that happening.

21 Q Do you have any recollection of ever meeting Ms.
22 Purcell?

23 MS. CAMERON: No, I don't. And I believe that if that had
24 happened how she described, that she, she actually
25 should have gone and got an NCO or a detective or

1 someone to go in the room with her.

2 Q And you are talking about what, apparently, Ms.
3 Purcell said to Detective Shenher in that meeting,
4 that she was very upset and crying and --

5 MS. CAMERON: Yes.

6 Q -- referring you to making racist diatribes?

7 MS. CAMERON: Yes, yes.

8 Q Did Detective Shenher ever come to you after this
9 meeting or at any time and tell you about any
10 conversations that she had with Ms. Purcell in
11 this regard?

12 MS. CAMERON: No.

13 Q How about how upset Ms. Purcell was?

14 MS. CAMERON: No.

15 Q And again, would you have expected Detective --

16 MS. CAMERON: Yes.

17 Q -- Shenher to address this with you?

18 MS. CAMERON: Yes.

19 Q Do you know a lady by the name of Sandra Gagnon?

20 MS. CAMERON: Yes, I do.

21 Q That she is the sister of Janet Henry?

22 MS. CAMERON: Yes.

23 Q Could you tell us quickly about your relationship
24 with Ms. Gagnon?

25 MS. CAMERON: Ms. Gagnon is a, she is a lovely woman and she

1 cared deeply for her sister, as all the families
2 cared for all of their relatives. But she would
3 call the office almost daily. I would be on the
4 phone with her sometimes for an hour, an hour
5 and-a-half, because Constable Shenher, or
6 Detective Shenher would say, "Well, you know, I'm
7 busy, I can't talk to her right now." So, I spent
8 a lot of time talking to her on the phone and I
9 think we had a good relationship. She would come
10 in the office.

11 Q Did Ms. Gagnon have difficulty trying to
12 communicate information about her sister's --

13 MS. CAMERON: No.

14 Q -- file with you?

15 MS. CAMERON: No.

16 Q And did Detective Shenher ever bring up any
17 concerns like this with you?

18 MS. CAMERON: No.

19 Q Was there any racist treatment on your behalf with
20 respect to Ms. Gagnon?

21 MS. CAMERON: No.

22 Q Did Detective Shenher ever ask you who you had
23 blown to manage to retain your job all those
24 years? It's a quote from her manuscript.

25 MS. CAMERON: No, my husband found that in the transcripts of

1 this hearing approximately three weeks ago. That
2 is the most offensive thing anyone could ever say.
3 It was just deplorable behaviour. And if she had
4 said that to me, I would have lodged a complaint
5 against her immediately.

6 Q The commission also heard some testimony from an
7 officer, a Sergeant Dammann of the Campbell River
8 RCMP. Can I just quickly turn you to tab 4? At
9 page 1, there is a document there dated January
10 13th, 1998?

11 MS. CAMERON: Yes.

12 Q Just quickly, what is that?

13 MS. CAMERON: It's a CPIC I sent to Campbell River in
14 relationship to one of the missing women, advising
15 them what we had done, and then I signed it with
16 my name, "Sandra Cameron, Missing Persons."

17 Q Is that how you would sign off a letter?

18 MS. CAMERON: Yes.

19 Q In your experience, would a sworn member include
20 their rank in correspondence?

21 MS. CAMERON: Yes.

22 Q And then if you could flip the page, there is a
23 memorandum there from Inspector Stright and
24 Corporal Miskow of the Campbell River Detachment.

25 MS. CAMERON: Yes.

1 Q Did you ever see this document before these
2 proceedings?

3 MS. CAMERON: No, I haven't.

4 Q It's dated August 6th, and it refers to you as
5 "Detective Sandra Cameron".

6 MS. CAMERON: Yes.

7 Q And it's to Detective Shenher?

8 MS. CAMERON: Yes.

9 Q Did Detective -- or in any of your dealings with
10 officer Dammann, did you ever represent yourself
11 as a sworn member?

12 MS. CAMERON: No.

13 Q And did Detective Shenher ever ask you why
14 Inspector Stright and Miskow referred to you as
15 "detective"?

16 MS. CAMERON: No.

17 Q And there was some quick discussion or --

18 MS. CAMERON: But I will say that -- is this the gentleman who
19 gave the testimony here at the hearings who said
20 that he had assumed I was a detective?

21 Q I believe so.

22 MS. CAMERON: And he retracted this? Yes.

23 Q Now, do you recall having discussions with Jamie
24 Lee Hamilton?

25 MS. CAMERON: I'm -- I think I maybe had a conversation with

1 her, yes.

2 Q Can I just turn you to tab 5, last page? Now, Ms.
3 Hamilton testified that she had a telephone
4 discussion with you and you presented yourself as
5 a police officer. Would you have done that?

6 MS. CAMERON: No.

7 Q A sergeant I believe.

8 MS. CAMERON: No.

9 Q She also testified that she spoke with Detective
10 Shenher and Detective Shenher told you that --
11 told her that she had been the rude one and that
12 it would be in her better interests to issue a
13 written apology to you. Did Detective Shenher
14 ever tell you about this conversation?

15 MS. CAMERON: No.

16 Q Do you recall the circumstances surrounding why
17 you received this letter dated February 25th from
18 Ms. Hamilton?

19 MS. CAMERON: No, I don't, but obviously I had a conversation
20 with her and she felt that she wanted to write me
21 a letter. So, she sent me a letter.

22 Q Did the public have access to the Missing Persons
23 Unit? Could they walk into the Missing Persons
24 Unit?

25 MS. CAMERON: No.

1 Q Okay. I just want to touch on some testimony from
2 Mr. Bates very briefly. Uhm, it appeared from
3 some of his testimony that somebody in Missing
4 Persons had to take the report. Is that the case?

5 MS. CAMERON: No.

6 Q You mentioned that you had attended the PIC
7 counter to take reports. When you did that, would
8 you profile the reportee?

9 MS. CAMERON: No.

10 Q Or the person being reported?

11 MS. CAMERON: No.

12 Q Mr. Bates also stated in response to a question
13 that:

14 We have one person upstairs, which takes the
15 missing persons report, and anybody should
16 know her name. Her name is Sandy Cameron.
17 Okay, she was in charge.

18 So, were you the one upstairs taking missing
19 persons reports?

20 MS. CAMERON: No.

21 Q And were you in charge, as Mr. Bates --

22 MS. CAMERON: No.

23 Q -- stated?

24 MS. CAMERON: No.

25 Q Did you decide whether somebody would be reported

1 missing or not?

2 MS. CAMERON: No.

3 Q And were you in charge of deciding who would be
4 put on a missing persons poster?

5 MS. CAMERON: No.

6 THE REGISTRAR: I need to ask you to wrap up, Ms. Bateman.

7 MS. BATEMAN:

8 Q You have heard many comments with respect to the
9 families or from Ms. -- sorry, there were some
10 comments made by Ms. Ens about detective -- filing
11 a complaint with Detective Steinbach. Were you
12 ever made aware of that?

13 MS. CAMERON: No.

14 Q Did you ever tell anybody that -- sorry. With
15 respect to Ms. Purcell and her comments about
16 being angry and telling you to shut up, if she was
17 angry, would you have made a note of that in your
18 notes?

19 MS. CAMERON: Yes.

20 Q Did you ever tell any of the family members that
21 their loved ones were probably on vacation?

22 MS. CAMERON: No.

23 Q And that if they wanted to be found, they would be
24 found?

25 MS. CAMERON: No.

1 Q That they were probably on a holiday?

2 MS. CAMERON: No.

3 Q Uhm, just briefly, the memo, the Hetherington memo
4 that you wrote, which is at tab 7, Sergeant
5 Hetherington, was he your sergeant at the time?

6 MS. CAMERON: Yes.

7 Q And when -- the first paragraph says, you have
8 mentioned that was in response to comments or
9 complaints that he had brought to your attention
10 by some of the families. Did he give you any
11 specifics of the complaints?

12 MS. CAMERON: No.

13 Q Were you provided with any documentation
14 concerning the complaints?

15 MS. CAMERON: No, because if I had have, I would still have it.

16 Q After this, did you receive any further
17 information from the VPD about your memo that you
18 wrote?

19 MS. CAMERON: No, they never responded to it. And the first
20 time I actually heard what all the comments were
21 being said about me were here in the testimony at
22 the commission hearings.

23 Q Was there any further discussions with you from
24 management about your conduct or complaints from
25 families?

1 MS. CAMERON: No, not that I, not that I remember.

2 Q In your time at the VPD, would you say, in being a
3 shop steward, was there a barrier to members --
4 was it difficult for management to discipline
5 members of the bargaining unit?

6 MS. CAMERON: No.

7 Q One also about the Cooper memo, the memo that you
8 sent to, or sorry, to, to Cooper, Sergeant Cooper
9 about the complaint filed by Ms. Ens and Ms.
10 Purcell, did you ever receive a response from a
11 Sergeant Cooper about that?

12 MS. CAMERON: No.

13 Q What did you think happened with it?

14 MS. CAMERON: I, I don't know. I had responded to them before
15 and never got a conclusion from them, so.

16 Q And then quickly, just at tab 8, there is a bunch
17 of cards and letters. Can you tell us just
18 briefly what those are?

19 MS. CAMERON: These are, over the years, uhm, people would,
20 would send thank you letters to me. I probably
21 received about 2 or 300. Those were supposed to
22 be sent to me for me to sign and then sent for
23 file, and, uhm, when I noticed that some of them
24 were disappearing, I started keeping copies and
25 keeping the originals myself.

1 Q There's -- I will leave them for people to read,
2 but at number 3, it refers -- that's a letter from
3 a family and they were referring to you as
4 "Constable Sandy Cameron," and I think they did a
5 few times in there, and down at the bottom left,
6 it says, "original to Ms. Dowds."

7 MS. CAMERON: Yes.

8 Q That was your maiden name?

9 MS. CAMERON: Yes.

10 Q "Copy to personnel file" and it's signed by, it
11 looks like --

12 MS. CAMERON: Chief Constable Stewart.

13 Q -- "well done." Did anybody ever bring to your
14 attention that you were referred to as a, or why
15 you were being referred to as a police officer?

16 MS. CAMERON: No.

17 Q I understand that you interviewed with Detective
18 LePard about the missing persons report. Did you
19 know that's what it was for, you had the interview
20 with him?

21 MS. CAMERON: Deputy LePard had -- he had approached me and
22 told me that he was going to be writing a review
23 and he asked me actually how far back he thought
24 he should go. And I suggested that maybe he
25 should go, like, back to 1990 or '92, and he said,

1 oh, no, he wasn't going back that far. He was
2 only going to go back to '97 or '98.

3 I was called in to have a meeting with Deputy
4 Chief LePard and three lawyers from Farris &
5 Company, including Sean Harris (sic), and I had
6 sent a, an e-mail to Deputy LePard requesting that
7 I be allowed to have representation at that
8 meeting and I was denied. And so I sat there with
9 the three lawyers and the Deputy Chief LePard, no
10 recorder, and Deputy Chief LePard sat there and
11 took notes on a computer.

12 Q So that was the interview that you had. While you
13 were at the VPD, at any time up to your
14 retirement, were any complaints or allegations
15 regarding discrimination or racism ever brought up
16 with you?

17 MS. CAMERON: No, not that I remember, no.

18 Q Is it possible it's somewhere?

19 MS. CAMERON: No, I think I would remember that. No.

20 Q Did you have any contact with the VPD after your
21 retirement?

22 MS. CAMERON: I have had one telephone call and that was last
23 year. I received a call from Superintendent Sims
24 of Human Resources requesting that I phone Sean
25 Harris (sic) and speak to him.

1 Q Sean Harris?

2 MS. CAMERON: I'm sorry, the gentleman over there.

3 Q Sean Hern?

4 MS. CAMERON: Sean Hern, I'm sorry. And requesting that I call
5 him and speak to him before I spoke to anyone at
6 the commission.

7 Now, I had already received a letter from the
8 commission stating that their firm was not going
9 to be representing me. So, I, I didn't really
10 know why they wanted me to call them. So, I
11 thought, well, I'll call him because maybe they
12 have changed their mind. And I called and left a
13 message and he never got back to me.

14 So, two weeks later, when I had an
15 appointment set up to come into the interview I, I
16 phoned Superintendent Sims back at the police
17 department and I said, "You know, I haven't heard
18 from him and" -- but I, I did not advise him that
19 I had already had the date and everything all set
20 up to come and to talk to Deputy Chief Evans. And
21 he says, "Well, I don't know, because he wants to
22 talk to you." And I have my notes of the
23 conversation and everything, that I have supplied
24 to you. And Mr. Hern called me about 10 minutes
25 later, after Mr. Sims contacted him, and, uhm, I

1 really don't know why he wanted me to call him.

2 But, but I have my thoughts on that.

3 Q All right. Well, I need to wrap up, but I just
4 want to quickly ask you, you have heard a lot of
5 things being said about you in the past months
6 through this inquiry. Is there anything that you
7 would like to say and to let this commission know?

8 MS. CAMERON: For myself, this is something that I will
9 probably get over with, but it's, it's never going
10 to go away for the families. My sympathies lie
11 with the families.

12 What's happened to me in the, in the
13 newspapers and the media, and the comments being
14 said, and Mr. Hern, this morning you made a
15 comment that, how could someone remember what they
16 said or what was said to them 15 years ago, that's
17 what's been happening to me in the press. That's
18 what's been happening to me in the media, and it's
19 been allowed to continue.

20 I have a sister who lives in Winnipeg, who
21 called me very upset, and I have family all across
22 the country. This has affected my life. And
23 people have been allowed to say whatever they
24 want, including members of the Vancouver Police
25 Department, with no documentation.

1 As I said, I have been living with this for a
2 year. The families have to live with their
3 anguish for the rest of their life. But the
4 Vancouver Police Department has to take some
5 responsibility, and what they have done to me has
6 been really unfair, and I feel like I have just
7 been used and it's easy to blame me.

8 Q Ms. Cameron, I just have one last question, I'm
9 sorry. Other than you have had the letter from
10 Ms. Ens with the complaints, from Ms. Mack, the
11 grandmother, and from Ms. Purcell, which you have
12 responded to. And then as well, general comments
13 brought to your attention by Sergeant Hetherington
14 with respect to complaints by the families, but
15 very general, which you responded to, were there
16 any other instances or any other things brought to
17 your attention with respect to complaints of your
18 conduct in dealing with the families or friends or
19 associates of the missing women?

20 MS. CAMERON: If something had been put in writing, I would
21 have a copy of it and I don't have it.

22 Q How about verbally?

23 MS. CAMERON: No. I, I, I don't recall. No, I don't remember.
24 I remember the one conversation with, with
25 Sergeant Hetherington.

1 Q And that was the one that you recalled?

2 MS. CAMERON: Yes.

3 Q Thank you very much.

4 THE COMMISSIONER: Thank you. We will take a break.

5 THE REGISTRAR: This hearing will now recess for 10 minutes.

6 (PROCEEDINGS ADJOURNED AT 3:02 P.M.)

7 (PROCEEDINGS RESUMED AT 3:15 P.M.)

8 THE REGISTRAR: Order. This hearing is now resumed.

9 MR. VERTLIEB: Mr. Commissioner, apparently Ms. Narbonne has
10 agreed to let Ms. Livingston take five minutes of
11 her time --

12 THE COMMISSIONER: Yes.

13 MR. VERTLIEB: -- so that Ms. Livingston can do it right now
14 for five minutes and then --

15 THE COMMISSIONER: Okay.

16 MR. VERTLIEB: Because she's here right now and she isn't here
17 tomorrow.

18 THE COMMISSIONER: Yes.

19 MR. VERTLIEB: Thank you, and then Mr. Ward, please.

20 THE REGISTRAR: Excuse me, before we start, Ms. Bateman, did
21 you want your document marked?

22 MS. BATEMAN: Oh. Yes, thank you. If we could mark that as an
23 exhibit. Thank you.

24 THE REGISTRAR: That will be a NR, non-redacted?

25 MR. HERN: Correct.

1 THE REGISTRAR: Non-redacted. The number will be 148(NR).

2 Thank you.

3 MS. BATEMAN: Thank you.

4 (EXHIBIT NO. 148(NR): Black binder prepared by
5 Ms. Bateman labeled "Brief of Documents, Sandra
6 Cameron")

7 THE COMMISSIONER: Ms. Livingston.

8 CROSS-EXAMINATION BY MS. LIVINGSTON:

9 MS. LIVINGSTON:

10 Q Hi. My name is Ann Livingston. I represent the
11 Vancouver Area Network of Drug Users to ensure
12 that drug use -- or the condition of drug use. I
13 also am a sister-in-law of Elsie Sebastian, and I
14 just, I called you personally a number of times
15 from 1993 until 2002. Do you remember me talking
16 to you?

17 MS. CAMERON: No, I'm sorry. I remember hearing you on CKNW
18 but I had left Missing Persons in 2001.

19 Q Okay.

20 MS. CAMERON: And if I'd had a conversation with you, with all
21 due respect, with the amount of people that I
22 speak to, it would be on my log notes attached to
23 the original missing persons report.

24 Q Okay. So, I am actually mistaken. It was 2001, I
25 think.

1 MS. CAMERON: Okay.

2 Q So, do you remember when people called, that you
3 would say that they weren't a close enough
4 relative to be allowed to make a missing persons
5 report?

6 MS. CAMERON: No, Ms. Livingston, I believe that anybody could
7 make a report, from, from lawyers, to doctors, to
8 teachers, to nurses. There was no -- I was
9 shocked that that was the policy in the
10 Communications Centre.

11 Q Do you remember telling people that they had
12 called you and that you, in fact, were Missing
13 Persons but the reports needed to go to 911?

14 MS. CAMERON: Yes.

15 Q And do you remember people calling back and
16 saying, "I just spoke to 911 and they won't take
17 my report and they told me that you have to take
18 the report"?

19 MS. CAMERON: Yeah, no. What I would, what I would explain,
20 and on one of the Missing Persons Unit's reports
21 that I was shown this morning as, as a piece of
22 evidence stated that the Communications Centre
23 took the missing persons report as per my
24 instructions because I had spoke to the mother, or
25 the reportee on that file. Because I didn't have

1 the computer access or the equipment to, to take
2 the missing persons. I could take the paper copy.
3 But all missing persons reports went through the
4 Communications Centre, because they had to issue
5 the case number, they had to put it into the
6 computer and it had to get onto the CPIC system.

7 Q Right. So, the confusion, certainly in my
8 experience, and in many of the family members who
9 all speak to one another, is that they were
10 convinced that 911 would not take the call and you
11 wouldn't take the call either, and wasn't it true
12 that they would get kind of upset with you and get
13 into --

14 MS. CAMERON: Absolutely.

15 Q -- conversations and --

16 MS. CAMERON: Yes.

17 Q -- then they'd try to convince you?

18 MS. CAMERON: Yeah. But I, I would -- I did, I sent a memo to
19 the Communications Centre saying to please take
20 all missing persons reports and not to get into a
21 an argument or a discussion with the caller, just
22 to take everything.

23 Q Okay. And were you aware that 911 continued not
24 to take the reports?

25 MS. CAMERON: No, I was not.

1 Q Okay. So, one of my other questions is, in these
2 long discussions that would say, you know, "I have
3 called the morgue and I have called the prisons
4 and I've called," these kind of -- do you remember
5 that nature of discussion when people would talk
6 about where else they could go, and do you
7 remember giving that kind of advice or having that
8 kind of discussion with family members?

9 MS. CAMERON: No, I don't recall. I would -- if someone had
10 written a letter to us and they were looking at --
11 I could say, "You could phone Vital Statistics,
12 you could do that." But I don't think I would be
13 telling a family member, or someone trying to
14 report someone missing, that they should be
15 calling the morgue. No.

16 Q So, even if they said they had called. I mean, I
17 remember --

18 MS. CAMERON: Oh.

19 Q Anyway, the question I had was, why did you not
20 refer people to your boss when they became more
21 and more agitated with you and, and obviously
22 feeling like 911 would keep referring them back in
23 these kind of circular --

24 MS. CAMERON: Yes, I understand. It's very difficult for
25 someone outside of what was happening, so I'm

1 going to say that there were long, extended
2 periods of time that I did not have a detective in
3 Missing Persons. I didn't have someone I could
4 just say, "hold on and I will transfer your call,"
5 because he would be sitting there.

6 And the sergeant that I was dealing with was
7 down in Homicide, and in hindsight, I probably
8 should have. But what I did was what I did in, in
9 most instances, or all instances of someone saying
10 that they had dealt -- I really wanted everything,
11 we really needed everything to go through the
12 Communications Centre, and that's why I would say,
13 "Please call back, please say my name and please
14 say that I really want them to take that report."

15 Q The last question I have is, the posters that came
16 out at that time were quite scant posters and they
17 had "VPD" at the top, and if they had a
18 photograph, they put the photograph on, and it was
19 a phrase that was used. Do you recall the phrase?
20 It's --

21 MS. CAMERON: Well, in the, in the beginning I put out missing
22 persons posters on the missing women. But when it
23 went to the Project Evenhanded, I believe, the
24 clerk in there redid all the posters and did them
25 all so they were all uniform.

1 Q I am speaking of the earlier ones where the phrase
2 was used that these women had put themselves at
3 risk. Do you, do you recall this phrase that's on
4 the posters?

5 MS. CAMERON: What was the phrase?

6 Q About the women putting themselves at risk?

7 MS. CAMERON: No.

8 Q Okay, thank you.

9 MS. CAMERON: No.

10 THE COMMISSIONER: Thank you. Mr. Ward?

11 **CROSS-EXAMINATION BY MR. WARD:**

12 Q Yes, thank you. It's Cameron Ward, counsel for
13 the families of Dianne Rock, Georgina Papin,
14 Marnie Frey, Cynthia Dawn Feliks, Cara Ellis, Mona
15 Wilson, Helen Mae Hallmark, Dawn Crey, Angela
16 Hazel Williams, Jacqueline Murdock, Brenda Wolfe,
17 Andrea Joesbury, Elsie Sebastian, Heather
18 Bottomley, Andrea Borhaven, Tiffany Drew, Angela
19 Jardine, Stephanie Lane, Tanya Holyk, Olivia
20 Williams, Debra Jones, Janet Henry, Maria Laura
21 Laliberte, Sereena Abotsway and Diana Melnick.

22 Mr. Commissioner, from time to time, I recite
23 the names of the deceased women, whose families I
24 represent, because it seems to me, from time to
25 time, that some don't recall that they were human

1 beings with families and loved ones and that they
2 have interests, their loved ones at least have
3 interests in ensuring that this commission
4 conducts a bona fide inquiry into the subject
5 matter that it's mandated to investigate.

6 My first few questions are for Ms. Dicks and
7 they relate, Ms. Dicks, to your time spent working
8 in the 911 radio rooms, firstly, the one operated
9 by the VPD up until 1999; and secondly, the E-Comm
10 radio room thereafter. Did the ethnic makeup of
11 those radio rooms reflect the demographics of the
12 City of Vancouver or the Lower Mainland?

13 MS. DICKS: Are you referring to people who worked within the
14 Comm Centres?

15 Q Yes.

16 MS. DICKS: In the early days at VPD, no. Uhm, the majority of
17 us were Caucasian. Uhm, I seem to remember there
18 may have been one constable in the radio room for
19 a short period of time who was of Asian descent.

20 Q And just with respect to that radio room, the VPD
21 911 dispatch room, the activities of staff like
22 yourself were supervised by VPD sergeants and VPD
23 corporals, correct?

24 MS. DICKS: Correct.

25 Q And my understanding, based on one of your prior

1 statements provided to us, is that the sergeants
2 in particular, the VPD sergeants who supervised
3 the employees, conducted themselves in a way that
4 was both racist and sexist; is that fair?

5 MS. DICKS: Yes. It was, it was prolific. It was systemic. I
6 won't say that it was every single one of them,
7 but the majority of them, yes.

8 Q And those of lower rank who were police officers,
9 or civilians, were deferential in their attitudes
10 towards the sergeants because of the higher rank,
11 right?

12 MS. DICKS: That's correct. A corporal either joined in or, or
13 remained silent.

14 Q In your view, based on your decade working in
15 those rooms and from your perspective, did racism
16 and sexism within the 911 centres affect the
17 investigations into the disappearances of my
18 clients' loved ones?

19 MS. DICKS: Uhm, very clearly, reports were not taken on
20 missing women who were street workers and/or
21 aboriginal, usually based on the criteria of no
22 fixed address. That did change sometime around
23 1999 when we were moving over into E-Comm, and the
24 dynamics there changed as well. We were no longer
25 a part of the Department. We, we were now -- you

1 know, VPD was our client. Uhm, so we were
2 accountable to VPD, versus before we were,
3 although the lowest rung on the ladder, we were
4 part of the police department.

5 Q With respect to the period before the
6 transition, --

7 MS. DICKS: Hm-hmm.

8 Q -- you testified about some statements that you
9 heard.

10 MS. DICKS: Yes.

11 Q And one of them was by a sergeant supervising the
12 911 dispatch centre.

13 When scum of the earth goes missing, we are
14 not going to spend valuable time and money to
15 go looking for them.

16 MS. DICKS: Yes, that's correct.

17 Q And that was a reference to missing aboriginal
18 women who were drug addicted?

19 MS. DICKS: That's correct.

20 Q And the sergeant was Sergeant Ted Yeomans?

21 MS. DICKS: That's correct. And on more than one occasion.

22 You know, it may not have been those exact words
23 every single time, but it was that intent.

24 Q And he, as a joke, would imitate drunk, aboriginal
25 women --

1 MS. DICKS: Yes.

2 Q -- in manner and speech?

3 MS. DICKS: Yes.

4 Q To elicit laughs from those around?

5 MS. DICKS: Yes.

6 Q And I suggest that the racism within the room,
7 perpetuated by VPD sergeants, was not restricted
8 only to aboriginals, but it also applied to other
9 people of colour --

10 MS. DICKS: Yes.

11 Q -- who immigrated to Canada from elsewhere,
12 correct?

13 MS. DICKS: Yes.

14 Q And --

15 MS. DICKS: And homosexuality and, uhm, there would be comments
16 made about dumb blondes. There would be, you
17 know, yeah.

18 Q And so this was -- is it fair to say that this was
19 a pervasive culture within the male, the ranks of
20 the male VPD members you worked with, over the
21 course of your time handling 911 calls, such that
22 they were demeaning towards women, towards people
23 of other races, towards the less fortunate, --

24 MS. DICKS: Absolutely.

25 Q -- in both thought and action; is that right?

1 MS. DICKS: In both thought and action, absolutely. Even
2 within the Department, if you had, you know, to
3 make a discernment between a corporal and a
4 civilian, uhm, you know, it was very, very clear
5 that if it has boobs, it is to blame.

6 So, the corporals that worked with us were
7 mostly male. You know, if it's civilian, it's
8 wrong and we were always to defer to the uniform.
9 Uhm, if we had two police officers side by side
10 and there was a dispute over who was right and who
11 was wrong, the female lost. That was -- it was
12 very clear. Even female police officers within
13 the Department were not given the respect
14 accorded.

15 Q And you observed these things?

16 MS. DICKS: Absolutely.

17 Q Now, Ms. Dicks, I am looking at a statement
18 published by Chief Constable Jim Chu two months
19 ago, February 16th, 2012, indicating that several
20 members up to the rank of inspector, males, I
21 think 15, may have breached the VPD's e-mail and
22 Internet policies by sending, reviewing and
23 receiving inappropriate, offensive and/or
24 pornographic images. Are you aware of that matter
25 that's been publicized recently?

1 MS. DICKS: Briefly in the news, yes.

2 Q Now, here is a question for you, given your study
3 of criminology, and you're working towards a
4 master's in that field, and given your experience
5 within this milieu of male-dominated, racist,
6 sexist police officers, going forward, do you have
7 any suggestions on recommendations that might be
8 made to change the attitudes of people like that
9 towards women and minorities?

10 MS. DICKS: You need to break down the old boys' club. Break
11 it down. Then put a number of women at the top.
12 You take a look at the hierarchy in Vancouver's
13 Police Department, and I am not exactly certain of
14 the specifics of it, I haven't been there in a
15 number of years, but of how high ranking is the
16 highest ranked female police officer in the
17 Department? That speaks for itself right there.

18 Q Were you aware, during your time in the 911 radio
19 dispatch room working with VPD members, that the
20 male members had an annual event to which women
21 officers were not invited? The regimental dinner.

22 MS. DICKS: Yes.

23 Q And from, based on your own observation and
24 experience with the male officers that you
25 encountered, how significant do you think were

1 these ingrained attitudes of the old boys' club in
2 relation to the failure to investigate, in any
3 sustained way, the disappearances of the dozens of
4 female, aboriginal sex trade workers that went
5 missing from the streets of Vancouver?

6 MS. DICKS: I would --

7 MR. HERN: How can she possibly answer that question --

8 MR. WARD: Because she was there.

9 MR. HERN: -- on the basis of an investigative capacity? Now
10 Mr. Ward is putting in every possible salacious
11 nuance to this witness he can come up with,
12 including a completely irrelevant introduction
13 about Mr. Jim Chu, and eliciting answers from this
14 witness which are just simply incorrect, because
15 we know Carolyn Daley was the deputy chief at that
16 time, you know. So, I really think that there's
17 got to be -- counsel introduced it as if she was
18 going to be an expert criminologist. You know,
19 can we please narrow the questions so that
20 they're --

21 THE COMMISSIONER: No, I agree --

22 MR. HERN: -- appropriate?

23 THE COMMISSIONER: -- with you, that the question has to be
24 more narrow than that. It's unfair for you to put
25 it in those terms. So, I would ask that you

1 confine yourself to the terms.

2 MR. WARD: I'm sorry, which terms?

3 THE COMMISSIONER: Well, the terms within our, our terms of
4 reference. I mean, you're going -- you have to be
5 a little bit more precise in the question, that's
6 all.

7 MR. WARD: Okay. Thank you.

8 THE COMMISSIONER: It's cross-examination. You are getting
9 latitude to ask the question, but, but that
10 question was, I think it was, it requires -- you
11 need to be a little more precise.

12 MR. WARD:

13 Q You have said in the prior statement I have been
14 given, Ms. Dicks, that, from your perception, the
15 bias against sex trade workers maintained by the
16 male members of the Vancouver Police Department
17 came from the top and the lower ranking officers.
18 Can you explain what you meant by that?

19 MS. DICKS: Absolutely. It's a top-down in the systemic issues
20 such as at the VPD. Uhm, you know, everybody --
21 it's, it's hierarchical. So, if somebody senior
22 makes a comment or a statement that somebody
23 junior doesn't agree with, they're not going to
24 talk out about it. They're not going to speak out
25 about it. They're going to defer to the senior

1 officer or, or the senior operator. You know,
2 it's all very, very hierarchical. Uhm, and, and
3 that, in many ways, you know, it's a paramilitary
4 organization, and in many ways, it's necessary to
5 have that hierarchy within a police department for
6 the safety and well-being of the officers. So, I
7 understand its motivation. But when it comes to
8 things such as racism and sexism, uhm, you know,
9 that needs to disappear. It needs to be dealt
10 with.

11 Q Did either of you two witnesses personally
12 experience sexual harassment from male police
13 officers?

14 MS. CAMERON: Yes, I did, and it was well-known throughout the
15 Department.

16 Q Was anything done about it?

17 MS. CAMERON: Uhm, I will give you the circumstances. My staff
18 sergeant gets drunk, comes to my house, and I
19 won't let him in, and then my problems start at
20 work. And it went on for probably a year before I
21 did anything about it. And I had another staff
22 sergeant, who was a friend of mine, who said, "You
23 have to do something about this. It's never going
24 to end."

25 So, I finally made a complaint to the

1 superintendent in charge of the division. Uh,
2 during that time, letters of complaint were
3 solicited on me. They were investigated and found
4 to have been solicited. Uhm, I got the union
5 involved at the time. It was the VMREU. It was
6 not the Teamsters. I chose not to use the
7 information in my complaint within the Department
8 of the fact that he had come to my house. But my
9 staff sergeant from Patrol Division learned about
10 it and he went upstairs and told the
11 superintendent himself what was going on. And I
12 remember he came down and he said, "Oh, we're in
13 trouble. She's got us by the short and curlies."
14 And the binder that the staff sergeant who had
15 come to my house, he was told to destroy it and
16 shred it, get rid of it.

17 The complaint ended up going all the way to
18 city hall to personnel there, and I met with the
19 director of personnel, Don Pollard at City Hall,
20 and told him that I had not included in my
21 original complaint the fact of the staff sergeant
22 coming to my house, because I really thought that
23 they could, they could make a decision that I was
24 being harassed in the office without having to
25 bring that up. But when I spoke to Mr. Pollard

1 with my union rep, he said, uhm, "Does
2 Superintendent Larkin know about this?" and I
3 said, "Yes, he does. He's known for about six
4 weeks." And he says, "Well, I have known for" --
5 he said, "I just met with him two weeks ago and he
6 never mentioned this to me," and I said, "Well,
7 then he wasn't being forthcoming with you."

8 So, needless to say, he did not get
9 transferred. He remained my staff sergeant for
10 another two years. And other officers that came
11 in behind him were friends of his. So, I was in a
12 very precarious position for a while.

13 Q You have testified earlier today that you were
14 concerned or distressed by feeling you were being
15 made a scapegoat. Did that matter play into your
16 current view, that you had been scapegoated?

17 MS. CAMERON: There's been a lot of things that have happened,
18 but I believe it was after the episode in 1988
19 that I applied for other positions and I wanted to
20 leave. Uhm, the, the, the hierarchy of the NCOs,
21 and not the inspector, just the sergeants, was,
22 uhm, was -- it was like I was living in a world of
23 paranoia, because once you've done something to
24 one of theirs, they're going to get you.

25 Q Now, you, you referenced something about files

1 being shredded or destroyed. What was that
2 pertaining to? Just a moment ago you said
3 something about a file being shredded.

4 MS. CAMERON: Oh, that was -- yes. My understanding was, is
5 the staff sergeant who had come to my residence
6 was maintaining a binder in his drawer. He was
7 micromanaging. He was accusing me of taking five
8 minutes longer on coffee breaks. I was doing all
9 sorts of strange things. I was seen eating my
10 cereal at my desk, which was -- and he disciplined
11 me for eating my lunch at my desk, which everyone
12 else was doing as well. It was becoming almost
13 intolerable.

14 But when, when the information came out about
15 the fact that -- the superintendent was advised
16 that he -- by my other staff sergeant, and I know
17 that's a little complicated, but there was two
18 staff sergeants, and when my staff sergeant from
19 Patrol North went and told Superintendent Larkin
20 what he had, I guess he interviewed the, the staff
21 sergeant who came to my house and he says, "Oh,
22 well, I have got all this binder on her," and he
23 says, "Well, I am going to tell you right now, get
24 rid of it."

25 Q Now, I want to, I want to get back to the missing

1 women investigations about the issue of documents.

2 You have produced at tabs 29 and 40, very

3 recently, documents that were prepared --

4 MS. CAMERON: I'm sorry, I don't have anything.

5 Q Oh, I'm sorry, this is the commission's binder.

6 And by the way, has it been marked as an exhibit
7 yet?

8 THE REGISTRAR: Yes, it is 147(NR).

9 MR. WARD: 147? I'm sorry, Mr. Registrar.

10 Q Exhibit 147, tabs 29 and 40. I just want to
11 understand the circumstances of the -- relating to
12 the creation of these documents. As I understand
13 it, tab 29 is a memorandum that you wrote and
14 delivered to Sergeant Cooper in February of 1997
15 responding to concerns raised by Freda Ens about
16 your handling of missing women's cases?

17 MS. CAMERON: That's correct.

18 Q And tab 40 is a document that you prepared in
19 November of 2001 and delivered to Sergeant Carl
20 Hetherington responding to a, a complaint that had
21 been lodged about your handling of other cases.
22 Is that -- do I have that right?

23 MS. CAMERON: It responds a little bit to the case, but it was
24 a report that I wrote out of the frustration I had
25 felt over the years, yes.

1 Q Yes.

2 MS. CAMERON: Yes.

3 Q And you testified about that. Now, you were
4 interviewed by Deputy Chief LePard back in
5 November of 2003 in the presence of Mr. Hern and
6 others, right?

7 MS. CAMERON: Yes.

8 Q And these documents that I have just referred to
9 you, were produced not by the Vancouver Police
10 Department, but by yourself just a short while
11 ago, correct? You produced one of them to Deputy
12 Chief Evans?

13 MS. CAMERON: Yes, the November, November document from
14 November 2011, Deputy Chief Evans had requested
15 that I send her a copy of it, because she didn't
16 have it in her documents. And the response to the
17 complaint I produced and gave to my lawyer last
18 week.

19 Q Can you explain why these two memoranda, dealing
20 as they do with issues pertaining to the
21 investigation of the missing women, the subject
22 matter of this inquiry, can you explain why they
23 were not disclosed by the Vancouver Police
24 Department?

25 MS. CAMERON: I don't know. You would have to ask them.

1 Q Now, you referred, Ms. Cameron, to, as I
2 understood your evidence, some difficulties that
3 were created in the way the Missing Persons Unit
4 operated by two factors: one, the assignment of
5 officers who were nearing retirement who were ill;
6 and two, it can be related, but frequent
7 absenteeism of those officers?

8 MS. CAMERON: That's correct.

9 Q Did absenteeism, or lack of interest by officers
10 leading to retirement, play a role, in your view,
11 in the manner in which the investigations into the
12 disappearances of the missing women were handled?

13 MS. CAMERON: Yes.

14 Q Can you elaborate on that and give some examples,
15 if possible?

16 MS. CAMERON: Well, it's, it's very difficult when you have
17 reports come in and you have no one there to
18 investigate it. I was not the investigator. I
19 was the clerk, or as, I believe I was called in
20 some of the transcripts, I was called the lowly
21 clerk. So, I was not the investigator. I could
22 only bring it to the attention of the, of the
23 people above me to have something done, but if
24 there was no detective there, it made it
25 difficult.

1 Q I take it that, as a result of your lengthy
2 experience, over 22 and-a-half years in Missing
3 Persons, that you would accept that it would be
4 good police practice once a report of a missing
5 person comes in, for someone to go and investigate
6 that person's last-known address, talk to their
7 friends and relatives, try to gather evidence that
8 might be related to the disappearance, fair?

9 MS. CAMERON: Yes.

10 Q And the quicker that's done, the better?

11 MS. CAMERON: Yes.

12 Q Now, if a missing person report came in, and there
13 was no sergeant or other detective around, what
14 would happen?

15 MS. CAMERON: So, the detective is gone now and the sergeant is
16 gone?

17 Q And just before you go on, how, how common was
18 that occurrence?

19 MS. CAMERON: Oh, it happened a lot. They were all on the
20 four-day work week. Uhm, every sworn member was
21 on a four-day work week. It was the civilians who
22 were not.

23 Q And, and you have touched on the weekends. Did I
24 understand you correctly? If someone went missing
25 on a weekend, a three-day weekend, say a Friday

1 night, --

2 MS. CAMERON: Hm-hmm?

3 Q -- and a report came in about the disappearance,
4 no VPD detective would do those essential
5 investigative steps?

6 MS. CAMERON: If it was a suspicious one that was coming in,
7 that came into the Communications Centre, they
8 would assign, my understanding is they would
9 assign a unit.

10 But I can go back a few years, and I don't
11 know to, to where exactly, that, I believe that it
12 might be in a document that my lawyer has, that at
13 one point, Major Crime was trying to get a
14 homicide team to work Wednesday, Thursday, Friday,
15 Saturday I think, so that there would be somebody
16 there on a Saturday. But I don't think that, I
17 don't think that lasted very long.

18 So, if you were looking at a, a long Easter
19 weekend of a Friday, Saturday, Sunday, Monday,
20 uhm, unfortunately I have to tell you that you are
21 probably correct. The report, unless it was,
22 something was dispatched from the Communications
23 Centre or Car 10 was notified, no, it would have
24 to wait.

25 Q And Ms. Dicks, I am going to offer you an

1 opportunity to address that same question in a
2 moment, but just as a preamble to it, would you
3 agree, based on your experience in the 911 call
4 centres over the decade that you worked there,
5 that weekends, Friday night, Saturday nights, wee
6 hours of the morning on weekends, are a time when
7 many police -- emergency incidents occur?

8 MS. DICKS: Absolutely.

9 Q And from your perspective taking calls, can you
10 address what would happen when a missing person
11 report came in on a weekend?

12 MS. DICKS: The criteria wouldn't change. We would still
13 follow the policy and procedure, whether it would
14 be on a weekday or a weekend. So, from our
15 vantage point, if it was not a suspicious
16 circumstances, not a person 12 years of age or
17 younger, uhm, you know, no mental health issues,
18 et cetera, et cetera, then, at VPD, we filled out
19 the form, created the CAD file, put it in the
20 tray. Uhm, the sergeants would take it from the
21 tray once a couple had compiled, and off they went
22 to CPIC, and then eventually to the missing
23 persons report or stolen autos division or
24 wherever they needed to go, right?

25 So, once we were over at E-Comm, and

1 initially the procedure was to fax them over. We
2 would fax over to CPIC, and then with the paper
3 report itself, we would fax it over to CPIC. CPIC
4 would enter it, and then I believe that they would
5 put it over to Missing Persons, a copy. And then
6 the paper, the actual Missing Persons paper trail
7 would follow on the next day that paperwork came
8 from E-Comm to VPD.

9 Q So, in practical terms, how much time might elapse
10 before some detective or other investigating
11 officer actually commenced an investigation?

12 MS. DICKS: If a report was taken Friday night, it could be
13 Monday. If it wasn't sent to dispatch, it could
14 be Monday.

15 Q Okay. You, you have said in the statement I have
16 reviewed, that when you were in dispatch with the
17 VPD, you believe you had a minimum of 10 reports
18 from friends or family members of the missing
19 women who had called 911 endeavoring to file a
20 missing persons report?

21 MS. DICKS: I believe in the years that I was at VPD, that I
22 spoke to at least 10 families who were missing --
23 reporting aboriginal missing women missing.

24 Q And what -- just so I understand this, are these
25 women who were subsequently found to have been the

1 victims of Robert William Pickton?

2 MS. DICKS: Two were confirmed that they were reports that I
3 took, yes.

4 Q And do you remember those names?

5 MS. DICKS: Uhm, Cindy Fobese (phonetics) and I believe --

6 Q Cindy Feliks?

7 MS. DICKS: Feliks, yes.

8 Q Yes?

9 MS. DICKS: And Johnson or Johannson.

10 Q Patricia Johnson?

11 MS. DICKS: Patricia Johnson, yes.

12 Q And were those cases where you were unable to, to
13 process, process them at all because there was a
14 lack of an address, a home address, or do you
15 recall?

16 MS. DICKS: Well, the one in the case of Ms. Feliks, uhm, it is
17 noted there on the report itself, it's a not-known
18 address. So, I either, when I was speaking with
19 the commission lawyers earlier, I asked for VPD to
20 possibly produce the CAD entry, which is not
21 available at this point in time. That would tell
22 me whether I received permission from my sergeant
23 to take the report because of the circumstances,
24 or whether I went ahead and did it anyways because
25 he wasn't in the room and I knew that a report

1 needed to be taken.

2 MS. BROOKS: So, sorry to interrupt, Mr. Commissioner, I just
3 thought I could be helpful here. At tab 25 is the
4 report of Cynthia Feliks that Ms. Dicks took, and
5 that's in, in the brief marked for -- marked as
6 147. And in that tab, there is also the CAD
7 report, which we did receive for it. And at tab
8 27 is Patricia Johnson's --

9 MS. DICKS: That's not CAD. That's a CPIC report.

10 MR. HERN: Last page.

11 MS. BROOKS: Sorry, tab 27 is Patricia Johnson's report and --

12 THE COMMISSIONER: Twenty-five is the report of Cindy Feliks.

13 MS. BROOKS: So, 25 and 27 are the two reports that I
14 understand that Ms. Dicks took with respect to two
15 of the missing women.

16 MS. DICKS: Hm-hmm.

17 MR. WARD: Thank you.

18 Q And just in terms of recordkeeping, both the 911
19 dispatch centre operated by the VPD, and its
20 successor, E-Comm, get sophisticated or had
21 sophisticated recordkeeping capabilities, correct?

22 MS. DICKS: Yes.

23 Q And all incoming calls were audio recorded?

24 MS. DICKS: Correct.

25 Q And CAD printouts were generated in respect of

1 each call?

2 MS. DICKS: All incidents that were being created, yes.

3 Q And a CAD report is "computer-assisted dispatch"?

4 MS. DICKS: That's correct.

5 Q Now, so, if you could identify, or if you had
6 information pertaining to a date and a caller and
7 the nature of the call today, and wanted to go
8 into the records to get the audio and the CAD,
9 that could be done?

10 MS. DICKS: Uhm, with -- to my understanding, when we were at
11 312 Main, voice recordings, audio recordings were
12 kept for one year, and at that point, they were
13 recorded over. The same tapes were used. There
14 was, like, a big back room with the audio system.
15 And when we moved over to E-Comm, I believe that
16 that has been expanded on, and I, I don't know
17 that they ever destroy them.

18 Q All right.

19 MS. DICKS: But I'm, I'm not privy to that information.

20 Q All right. Here's why I am asking you that
21 question.

22 MS. DICKS: Hm-hmm.

23 Q By the fall of 2000, a 911 caller would be patched
24 into E-Comm, correct?

25 MS. DICKS: Correct.

1 Q I have been attempting, by applying formally, to
2 have a woman testify here at this commission
3 hearing, a woman I'll call Jane Smith, about her
4 experience in the fall of 2000 in which she was
5 picked up by Robert William Pickton and managed to
6 escape his moving vehicle. I expect, if she
7 testifies, if my application is successful, that
8 she will say she called 911 to report that she had
9 been picked up by this man, --

10 MS. DICKS: Hm-hmm.

11 Q -- was fearful of him, for various reasons, and
12 was redirected to the Vancouver Police.

13 MS. DICKS: Okay. Now, the thing that may -- it depends on
14 where she was when she called 911, okay? So, the
15 way that that works is E-Comm is the answering
16 point for the entire GVRD. For anybody who dials
17 911, the first question you are asked, "Is it
18 police, ambulance or fire?" Okay? If it's
19 police, "what city?" And that city is where are
20 you now. Okay?

21 So, if she phoned in from Coquitlam, or from
22 Coquitlam area, then E-Comm would have redirected
23 her call to the RCMP, who have call takers there
24 in their own detachment.

25 Q Her evidence, if she is allowed to give it, will

1 be that she placed the call from Vancouver --

2 MS. DICKS: Okay.

3 Q -- and that she was redirected to a Vancouver
4 officer.

5 MS. DICKS: Okay.

6 Q Now, my question for you is, given your
7 understanding of the mechanics of the system --

8 MS. DICKS: Hm-hmm.

9 Q -- at E-Comm, would it be possible, with dates,
10 times and the general information about what the
11 call was about, to go to the records and obtain
12 the audio and/or the CAD?

13 MS. DICKS: It would certainly be possible, but I don't know
14 what their policy is with regards to deletion.

15 Q Thank you.

16 MS. DICKS: Right? I, I've never worked in that section. It's
17 manned by one specific person. It may even be
18 expanded to more than one now. Is the technology
19 possible? Yes.

20 Q You're just not sure about the mechanics of
21 actually retrieving that?

22 MS. DICKS: I don't know what their deletion policy was. We
23 were shown it when we came into VPD. We were
24 given the tour of the back room. When we moved
25 over to E-Comm, uhm, you know, I was never privy

1 to that information.

2 Q And just one other question about the transition
3 from VPD dispatch to E-Comm. If I understood
4 your, your statement correctly, the attitudinal
5 issue that I asked you about earlier, the attitude
6 of male VPD sergeants toward drug-addicted sex
7 trade workers continued after the transition to
8 E-Comm from your perspective; is that right?

9 MS. DICKS: It did. Uhm, the frustration for me was likely
10 alleviated because I no longer had a sergeant as
11 my immediate superior. My superior, when we were
12 over at E-Comm, would be the team manager. Uhm,
13 they were initially Comm 3s and/or senior
14 operators who had come over from VPD. So, very
15 knowledgeable in the area. Uhm, and so it reacts
16 and you didn't have that, as much of that
17 hierarchical, systemic stuff flowing downwards in
18 your face every day, right? So, uhm, to my
19 knowledge, the attitude from VPD hadn't changed,
20 no.

21 Q Were there any issues arising from the transition
22 from the VPD dispatch to the E-Comm centre in the
23 nature of growing pains or, or logistical changes
24 that may have impacted the investigation into
25 women's disappearances, from your perspective?

1 MS. DICKS: I think only in that, in the flurry of that change,
2 you know, that period of three months or so, you
3 know, that what we were to do with our paper copy,
4 you know, changed a couple of times. Uhm, you
5 know, did I think it hindered anything? No, I
6 don't think so. I don't think so.

7 Q And to be clear, the transition was in early 2000?

8 MS. DICKS: No, 1999. 1999, June 1999.

9 Q Thank you. Ms. Cameron, do you have any comment
10 on that last point from your, your perspective
11 within the Missing Persons Unit? Any difficulties
12 that may have been created by the move from the
13 911 VPD dispatch centre to E-Comm?

14 MS. CAMERON: Yes, it created, I thought, for, just for our
15 unit, for Missing Persons, everything had to come
16 by fax machine, and then the next day the hard
17 copies would come in an envelope. And then there
18 was some confusion because the clerk that -- I was
19 down on -- the clerks in Central Records were
20 saying, "Well, we don't need the hard copies
21 anymore." So, I said, "Okay. So, you don't want
22 them to come in from E-Comm?" But -- so there
23 was, there was a lot of confusion going on,
24 whether to send us the hard copies or just go with
25 the fax.

1 And it wasn't as simple for me to leave my
2 desk and go down to the second floor and say, "I
3 need you to amend this" or "I need this" -- you
4 know, to have something done. Uhm, it just, it
5 just couldn't be done. I could go down to the
6 Communications Centre. I could approach the
7 sergeants there and say, "You know, can we get a
8 unit sent out here because we need something
9 done," and, and they were there. But when it was
10 out at E-Comm, everything had to go by, by,
11 usually you had to have a hard copy. Anytime you
12 wanted to send something, it had to be hard copy.

13 Q Now, if I understand your, your evidence
14 correctly, you were employed as a civilian clerk.
15 You, you received the reports of the missing
16 person. You created the file for it. You dealt
17 as, as required with the reportee --

18 MS. CAMERON: Yes.

19 Q -- or the reporter, pardon me, --

20 MS. CAMERON: Hm-hmm.

21 Q -- the family member or friend who might have, who
22 might have called in --

23 MS. CAMERON: Yes.

24 Q -- the concern. But you did not have the ability
25 to control or instigate or affect the actual

1 investigation; do I have that right?

2 MS. CAMERON: That's correct.

3 Q Was --

4 MS. CAMERON: I would just make routine phone calls.

5 Q Okay. If you perceived that someone should go out
6 to the person's last-known address and go through
7 their effects and try to find clues and talk to
8 their friends and relatives, where they were seen
9 last, what, if anything, could you do to ensure
10 that would happen?

11 MS. CAMERON: I couldn't ensure that it was going to happen. I
12 could just -- the detective's role was to review
13 the files that came into the office. If it was
14 suspicious nature or if I was able to make some
15 calls where it looked suspicious, it would have
16 been up to them to go out and do it. And there
17 were detectives that would go out and do legwork.
18 I am not saying that never happened. It did
19 happen. But it was their decision, not mine. I,
20 I couldn't direct them. I couldn't.

21 Q And in terms of the, the absenteeism issue, are
22 you able to say, in percentage terms or otherwise,
23 how much that issue, the fact of detectives being
24 off, away, sick, hampered the time ly
25 investigation of missing women's reports?

1 MS. CAMERON: Again, it, it gets down to what would have been
2 reported during the time they, they were away.
3 So, each, each case would have to be looked at.
4 You would almost have to have an attendance record
5 to look and see. But I think, with them being
6 away, and sometimes they were away for four to six
7 weeks or longer, or sometimes they were there on
8 paper but were never there. So, it, it, it
9 certainly was an issue.

10 Q And created, in part, by a VPD institutional
11 attitude that the Missing Persons Unit was not a
12 high priority, that it was a place for, as Deputy
13 Chief LePard put it, broken toys, ineffective
14 officers? Was that, was that part of the problem?

15 MS. CAMERON: Well, I think if you look at the report that I
16 gave to Sergeant Hetherington, some of the
17 documents in there state that Missing Persons was
18 an area where they, if they didn't do something,
19 they could be embarrassed. Uhm, but from the
20 early or mid-'80s on, with all sorts of different
21 officers in the higher ranks writing reports, so
22 no manpower came that way.

23 Q You were still with the VPD, albeit in a different
24 capacity, when the news about the massive search
25 of the Pickton farm broke, correct?

1 MS. CAMERON: Yes.

2 Q Do you recall being contacted by senior officers
3 who were expressing a concern about the handling
4 of those files in the preceding five years? Were
5 you asked to submit reports or, or deal with
6 them --

7 MS. CAMERON: Yes, I got a request from Bob Price that if I had
8 any documents that pertained to that, that I
9 should submit them, or notebooks and stuff. But I
10 didn't have that.

11 Q Same question for you, Ms. Dicks. Immediately
12 after the news of the massive Pickton search, was
13 there an effort made to contact you or others
14 within E-Comm for a report on how missing women's
15 cases had been handled in the preceding five
16 years?

17 MS. DICKS: If there was, I wouldn't have been privy to it. It
18 would have gone to a team manager or to the upper
19 management, the upper manager. We were instructed
20 to ensure that we took, you know, at that point,
21 any and all missing persons reports, especially if
22 they were of aboriginal descent or homeless, and
23 homeless in general. It didn't matter, you know,
24 it didn't classify as specifically street workers.
25 So, uhm, it changed drastically, yes.

1 MS. CAMERON: If I could just add, my paranoia was running a
2 little high then, because even when the task force
3 would come to us in Archives and request that
4 documents be pulled on behalf of the project, I
5 sent the e-mail to my supervisor and requested
6 that maybe they could have someone else do it
7 because I didn't want to touch any of the files
8 that they were looking for, for fear that if
9 something disappeared, I could have been blamed.

10 Q Now, I just have a couple more questions in the
11 time I have remaining. The first one for both of
12 you, and it arises from Ms. Dicks' testimony
13 earlier in chief, in particular, about the
14 expressions from male officers that "They're just
15 hookers, they're only hookers," et cetera, "why
16 should we waste the resources." The question I
17 would like each of you to answer on this point is,
18 did either of you hear Deputy Chief John Unger
19 make comments to that effect?

20 MS. DICKS: I have never been in the same room with that
21 particular deputy chief. I wouldn't recognize him
22 if I saw him.

23 MS. CAMERON: No.

24 Q And lastly for you, Ms. Cameron, did you have
25 dealings with -- do you recall having dealings

1 over the telephone with Lori-Ann Ellis about her
2 report of Cara Ellis's disappearance?

3 MS. CAMERON: I don't believe so. I, I, I would have to see
4 the log notes attached to the original report.
5 Because I -- my understanding, that I have seen in
6 some of the testimony here, is that it was taken
7 by maybe Al Howlett in the Missing Persons Unit.
8 And is that, is this the one that Lori found in
9 his drawer?

10 Q This is a file that has concerned Ms. Ellis
11 because, despite all attempts, it appears as
12 though the report itself, the file itself has not
13 been located. Are you able, are you able to
14 provide any explanation as to how that could
15 happen, if, in fact, a report was made to the
16 Missing Persons Unit, how it could be that a paper
17 file cannot be found?

18 MS. CAMERON: No, I'm, I'm, I'm flabbergasted. Because, as I
19 said, to go back to the testimony that I heard
20 during the commission, that I think she said that
21 she reported it to a man and she had a lengthy
22 conversation with him, if I am speaking of the
23 right file, and then he would have had to walk it
24 through the process and get it a case number.

25 MS. DICKS: It was possible for there to be a male --

1 MS. CAMERON: Was she ever supplied with a case number?

2 MS. DICKS: It's possible for it to be a male call taker at
3 VPD. There were a few.

4 Q Well, rather than belabour the issue right now,
5 I --

6 MS. DICKS: Sorry, yeah.

7 Q -- I just want to say, I may, I may seek your
8 counsel's assistance and approval for you to
9 discuss the issue directly with Ms. Ellis
10 privately. That's okay with you, Ms., Ms.
11 Cameron?

12 MS. CAMERON: Absolutely. Absolutely. Yes, I'm -- yeah. I
13 would have to check with my counsel. She's kind
14 of a --

15 Q That's --

16 MS. CAMERON: Sorry.

17 Q That's fine. Thank you. Those are, those are my
18 questions for both of you, given the, the time
19 limit I'm under.

20 MS. CAMERON: Thank you.

21 MS. DICKS: Thank you.

22 THE COMMISSIONER: Thank you, Mr. Ward.

23 **(WITNESSES EXCUSED)**

24 THE COMMISSIONER: Okay. Where are we now?

25 MS. BROOKS: Yeah, we're fine for time. So, tomorrow Mr.

1 Gratl, and you have given him 45 minutes; Ms.
2 Narbonne, 45; VPD an hour; and five minutes for
3 the RCMP.

4 THE COMMISSIONER: All right, thank you.

5 THE REGISTRAR: This hearing is now adjourned for the day and
6 will resume at 9:30 tomorrow morning.

7 **(PROCEEDINGS ADJOURNED AT 4:11 P.M.)**

8
9
10
11
12
13
14 I hereby certify the foregoing
15 to be a true and accurate
16 transcription of the proceedings
17 herein to the best of my skill
18 and ability.

19
20
21
22 Gabriele Heise, RPR
23 Official Reporter, BCSRA No. 399
24 Realtime Certified Reporter
25 United Reporting Service Ltd.

INDEX OF PROCEEDINGS

PAGE NO.

Proceedings	1
SANDRA CAMERON AND RAE-LYNNE DICKS (for Commission)	
Examination in chief by Ms. Brooks	3
Proceedings	128
Cross-examination by Ms. Bateman	131
Cross-examination by Ms. Livingston	189
Cross-examination by Mr. Ward	194

EXHIBITS

NO.	DESCRIPTION	PAGE NO.
(EXHIBIT NO. 147(NR):	Black binder of documents prepared by commission counsel labeled "Panel - VPD/E-Comm Reporting, Documents")	1
(EXHIBIT NO. 148(NR):	Black binder of documents prepared by Ms. Bateman labeled "Brief of Documents, Sandra Cameron")	189

#	13th [1] - 176:10 14 [3] - 13:18, 53:3, 91:17 147 [3] - 207:9, 207:10, 215:6 147(NR) [2] - 1:22, 2:5 147(NR) [2] - 1:21, 207:8 148(NR) [2] - 189:4, 2:8 148(NR) [1] - 189:1 15 [9] - 62:3, 62:13, 64:7, 65:1, 73:23, 74:11, 159:4, 186:16, 199:21 16 [1] - 54:1 16th [1] - 199:19 18 [3] - 78:4, 82:3, 87:6 189 [2] - 1:12, 2:8 18th [1] - 104:22 19 [2] - 29:1, 145:8 194 [1] - 1:13 1976 [1] - 3:23 1979 [3] - 4:4, 20:5, 118:5 1987 [3] - 22:25, 118:21, 119:1 1988 [1] - 205:18 1990 [2] - 128:17, 183:25 1992 [1] - 139:15 1993 [2] - 103:18, 189:15 1994 [3] - 105:2, 105:5, 108:18 1995 [5] - 4:19, 38:12, 78:23, 93:16, 138:22 1996 [1] - 38:12 1997 [6] - 44:13, 57:14, 93:8, 94:17, 157:9, 207:14 1998 [8] - 5:22, 75:15, 119:2, 120:7, 146:8, 153:20, 154:7, 176:10 1999 [16] - 5:2, 108:13, 108:19, 109:3, 110:19, 111:4, 111:21, 112:8, 157:22, 159:4, 195:9, 196:23, 220:8 19s [2] - 144:23, 145:23 19th [1] - 157:17 1:45 [1] - 129:2 1:52 [1] - 129:4	2	159:2, 183:2, 1:9 3,000 [1] - 118:14 30 [5] - 39:10, 75:10, 137:4, 137:5, 162:17 300 [1] - 182:21 30th [1] - 110:18 312 [18] - 4:25, 13:6, 13:8, 18:2, 18:16, 23:23, 26:9, 44:4, 68:17, 116:23, 121:3, 121:9, 131:16, 131:23, 132:3, 135:13, 138:24, 216:11 33 [1] - 110:17 3301 [1] - 5:18 35 [1] - 103:15 399 [1] - 228:23 3:02 [1] - 188:6 3:15 [1] - 188:7 3rd [1] - 103:21 3s [2] - 88:21, 219:13	8
#142011 [1] - 110:22 ,			8 [1] - 182:16	
'			9	
'79 [2] - 19:11, 20:2 '80s [3] - 54:6, 124:17, 137:25 '88 [1] - 139:16 '90s [3] - 71:1, 124:17, 137:25 '92 [2] - 139:16, 183:25 '93 [2] - 106:24, 140:1 '95 [1] - 4:21 '95/'96 [1] - 157:2 '96 [1] - 140:1 '97 [4] - 18:12, 19:23, 44:16, 184:2 '98 [1] - 184:2 '99 [2] - 154:20 'civilian' [1] - 96:21			9/11 [1] - 136:9 90 [1] - 74:25 911 [37] - 4:20, 8:9, 11:8, 13:25, 67:24, 68:5, 74:20, 94:23, 122:19, 123:16, 133:3, 133:4, 142:8, 142:22, 144:6, 144:16, 149:15, 149:19, 190:13, 190:16, 191:10, 191:23, 192:22, 195:8, 195:21, 196:16, 197:12, 198:21, 200:18, 212:3, 213:19, 215:18, 216:23, 217:8, 217:14, 217:17, 220:13 9:30 [1] - 228:6 9:34 [1] - 1:3 9th [1] - 75:14	
0			A	
0030 [1] - 110:23 014 [1] - 58:1			A.M [3] - 1:3, 74:12, 74:13 abandon [1] - 98:15 abandoned [3] - 97:19, 98:21, 100:6 abeyance [1] - 109:11 ability [7] - 24:14, 122:23, 122:24, 122:25, 134:9, 221:24, 228:18 able [18] - 10:6, 19:2, 48:3, 48:10, 52:13, 59:22, 63:10, 88:1, 93:22, 113:25, 119:4, 128:6, 160:22, 222:14, 222:22, 226:13 aboriginal [11] - 69:16, 88:24, 89:4, 89:11, 130:3, 196:21, 197:17, 197:24, 201:4, 213:23, 224:22 aboriginals [1] - 198:8 Abotsway [1] - 194:21 absent [1] - 40:8 absenteeism [3] -	
1	1 [14] - 3:24, 9:9, 57:11, 57:25, 58:1, 76:17, 78:1, 81:25, 122:12, 159:3, 159:7, 176:9, 1:5, 2:5 1,500 [1] - 9:17 10 [11] - 13:17, 16:12, 18:20, 74:6, 86:23, 185:24, 188:5, 211:23, 213:17, 213:22 11 [4] - 5:25, 52:6, 57:18, 57:23 11:00 [1] - 74:12 11:17 [1] - 74:13 12 [8] - 13:17, 42:14, 74:22, 82:15, 92:5, 143:6, 147:6, 212:16 12-hour [1] - 16:10 12-year-old [1] - 93:17 120 [1] - 16:17 128 [1] - 1:10 12:25 [1] - 129:3 13 [1] - 22:23 131 [1] - 1:11	2 [5] - 3:25, 76:20, 77:19, 83:21, 182:21 2,000 [1] - 118:14 20 [1] - 18:20 2000 [6] - 114:24, 155:8, 157:17, 216:23, 217:4, 220:7 2001 [15] - 4:6, 57:20, 58:9, 67:9, 71:14, 72:1, 103:21, 114:23, 115:1, 118:5, 136:5, 136:7, 189:18, 189:24, 207:19 2002 [3] - 18:12, 72:1, 189:15 2003 [1] - 208:5 2004 [2] - 5:19, 125:20 2005 [3] - 4:10, 113:13, 135:21 2011 [1] - 208:14 2012 [3] - 1:2, 62:12, 199:19 2027 [1] - 64:4 21st [2] - 104:24, 108:7 22 [3] - 4:13, 124:3, 210:2 23 [1] - 1:2 23rd [3] - 93:8, 104:24, 108:12 24 [7] - 30:25, 76:21, 78:11, 78:17, 82:4, 83:1 24-hour [6] - 78:3, 81:23, 83:25, 84:6, 84:7, 135:16 24th [2] - 57:20, 105:5 25 [4] - 2:2, 171:3, 215:3, 215:13 25th [1] - 178:17 27 [3] - 215:8, 215:11, 215:13 27th [1] - 94:17 28 [1] - 99:16 28th [2] - 105:1, 111:1 29 [5] - 93:5, 94:12, 207:2, 207:10, 207:13 29th [1] - 67:9	4 [2] - 78:16, 176:8 40 [5] - 16:17, 115:25, 207:2, 207:10, 207:18 41 [1] - 67:6 44 [1] - 55:8 45 [5] - 130:1, 130:2, 130:3, 228:1, 228:2 48 [2] - 31:1, 52:24 4:11 [1] - 228:7 4th [4] - 107:5, 107:17, 107:18, 108:18	5
			5 [2] - 157:22, 178:2	
			6	
		6 [2] - 122:12, 157:14 65 [3] - 78:5, 82:3, 82:17 665-2172 [1] - 160:18 68 [1] - 66:25 69 [1] - 100:21 6th [1] - 177:4	7	
			7 [1] - 181:4 70 [1] - 32:3 72 [1] - 52:24	
	3			
	3 [11] - 14:8, 14:9, 14:14, 24:9, 76:23, 77:20, 78:16, 150:2,			

<p>209:7, 209:9, 222:21 absolute [1] - 122:19 absolutely [20] - 17:3, 44:1, 69:7, 73:3, 73:5, 81:16, 84:12, 87:11, 91:25, 113:22, 119:7, 168:3, 191:14, 198:24, 199:1, 199:16, 202:19, 212:8, 227:12 abusive [3] - 164:10, 164:12, 165:14 accept [1] - 210:3 accepted [2] - 53:4, 66:2 access [8] - 13:19, 48:10, 70:21, 80:20, 132:2, 143:3, 178:22, 191:1 accommodates [1] - 2:25 accomplish [1] - 68:24 accordance [1] - 171:7 accorded [1] - 199:14 according [2] - 126:7, 129:10 accountable [6] - 22:15, 24:11, 151:19, 151:22, 167:15, 197:2 accumulated [1] - 127:11 accurate [3] - 62:20, 87:25, 228:15 accusation [1] - 133:17 accusing [1] - 206:7 achieve [1] - 74:25 acknowledge [3] - 12:24, 88:14, 123:12 acquaintance [1] - 155:20 acquaintances [1] - 120:22 Act [1] - 159:19 acting [1] - 118:22 action [3] - 164:21, 198:25, 199:1 active [3] - 37:17, 37:20, 37:21 actively [1] - 21:4 activities [1] - 195:21 actual [4] - 17:24, 27:21, 213:6, 221:25 Ada [3] - 110:4, 110:6 add [3] - 130:14, 130:16, 225:1</p>	<p>added [1] - 128:20 addicted [2] - 197:18, 219:6 addiction [2] - 91:22, 102:13 additions [2] - 83:17, 84:14 additional [3] - 35:14, 134:23, 171:5 address [40] - 59:7, 59:8, 59:9, 59:11, 59:19, 59:24, 60:2, 60:5, 60:6, 60:10, 60:18, 60:19, 61:7, 61:8, 67:9, 67:16, 68:12, 69:2, 69:5, 69:10, 69:25, 70:4, 72:14, 73:2, 74:3, 83:11, 102:18, 105:15, 135:15, 168:20, 169:4, 174:17, 196:22, 210:6, 212:1, 212:10, 214:14, 214:18, 222:6 address" [1] - 67:10 addressed [1] - 134:5 addresses [1] - 81:4 adequate [2] - 171:13, 171:20 adjourn [1] - 129:1 ADJOURNED [4] - 74:12, 129:3, 188:6, 228:7 adjourned [2] - 129:2, 228:5 adult [1] - 32:23 advance [1] - 9:22 advanced [1] - 122:4 advice [5] - 8:19, 14:13, 21:8, 167:3, 192:7 advise [3] - 73:19, 143:23, 185:18 advised [4] - 67:14, 68:12, 99:10, 206:15 advising [1] - 176:14 Aerial [1] - 98:10 affect [3] - 126:16, 196:16, 221:25 affected [1] - 186:22 affirmed [2] - 3:9, 3:10 afforded [2] - 171:13, 171:20 afternoon [4] - 27:5, 106:13, 128:21, 130:8 afterwards [1] - 119:19 Agassiz [1] - 77:21</p>	<p>age [8] - 42:14, 80:12, 82:2, 82:15, 82:17, 143:5, 147:6, 212:16 agencies [3] - 53:14, 96:17, 148:25 ages [1] - 78:4 aggressive [1] - 8:2 agitated [3] - 70:12, 164:17, 192:21 ago [13] - 38:8, 62:3, 62:13, 65:11, 77:19, 172:2, 176:1, 186:16, 199:19, 205:5, 206:2, 208:11 agree [8] - 128:23, 128:25, 152:9, 165:11, 165:14, 201:21, 202:23, 212:3 agreeable [1] - 109:2 agreed [3] - 55:3, 101:12, 188:10 agreeing [1] - 89:16 ahead [3] - 60:21, 98:1, 214:24 aided [1] - 15:12 air [2] - 13:11, 13:12 Al [2] - 154:15, 226:7 alarm [1] - 133:5 alarms [1] - 133:4 albeit [1] - 223:23 alert [1] - 71:17 allegations [4] - 63:25, 158:18, 173:7, 184:14 allege [1] - 159:10 alleviate [1] - 149:19 alleviated [1] - 219:10 alley [2] - 13:12, 18:15 alleyway [1] - 18:16 allocation [1] - 163:5 allow [1] - 64:22 allowed [7] - 121:10, 149:1, 184:7, 186:19, 186:23, 190:4, 217:25 almost [5] - 114:11, 149:17, 175:3, 206:12, 223:4 ambulance [3] - 7:1, 91:4, 217:18 amend [1] - 221:3 amended [4] - 57:17, 57:18, 57:20, 57:21 amount [4] - 39:17, 170:8, 172:10, 189:21 AND [1] - 1:7 and-a-half [7] - 16:12, 91:15, 119:15,</p>	<p>124:4, 124:20, 175:5, 210:2 Andrea [2] - 194:17, 194:18 Angela [2] - 194:15, 194:18 angry [3] - 12:23, 180:16, 180:17 anguish [1] - 187:3 Ann [2] - 189:10, 226:1 annex [2] - 18:5, 18:16 annual [1] - 200:20 answer [11] - 19:11, 19:12, 20:17, 35:6, 35:7, 60:9, 95:12, 96:3, 173:6, 201:7, 225:17 answered [5] - 96:1, 100:23, 101:2, 162:21 answering [8] - 23:21, 81:6, 81:9, 139:8, 148:18, 162:5, 162:8, 217:15 answers [3] - 61:9, 164:20, 201:13 anus [1] - 91:6 anxiety [1] - 118:11 anxious [1] - 12:5 anytime [2] - 50:21, 221:11 anyway [2] - 81:20, 192:19 anyways [3] - 68:25, 110:13, 214:24 apologize [1] - 113:10 apologized [1] - 113:15 apology [1] - 178:13 appeared [1] - 179:2 appearing [1] - 1:13 application [1] - 217:7 applications [1] - 137:23 applied [17] - 4:6, 11:1, 53:5, 58:14, 62:7, 62:16, 63:2, 88:6, 120:11, 136:25, 137:19, 137:21, 137:24, 138:2, 138:4, 198:8, 205:19 apply [2] - 74:21, 77:6 applying [1] - 217:1 appointment [1] - 185:15 appreciate [3] - 42:2, 104:6, 131:4 apprehend [1] - 97:21</p>	<p>apprehended [1] - 100:10 approach [5] - 2:7, 2:22, 62:24, 64:23, 221:6 approached [1] - 183:21 appropriate [9] - 2:8, 30:20, 36:18, 36:25, 130:14, 152:23, 153:3, 153:11, 201:22 approval [1] - 227:8 April [3] - 1:2, 37:7, 135:23 Archives [4] - 116:23, 136:24, 137:20, 225:3 archives [1] - 4:7 Area [1] - 189:11 area [10] - 18:23, 55:10, 77:21, 86:9, 87:7, 131:14, 132:9, 217:22, 219:15, 223:18 argue [2] - 67:3, 86:5 argument [1] - 191:21 arguments [2] - 60:22, 69:7 Ariel [2] - 101:3, 101:6 arise [2] - 170:25, 171:4 arises [1] - 225:12 arising [1] - 219:21 arrested [2] - 107:7, 107:10 arrived [1] - 48:8 articulate [1] - 42:7 ascertain [1] - 63:18 Asian [2] - 156:16, 195:19 aside [3] - 24:21, 87:17, 114:2 aspect [2] - 75:7, 86:7 aspects [2] - 6:23, 76:9 assertive [1] - 8:1 assessed [1] - 45:7 assessment [3] - 41:17, 84:5, 87:25 assign [3] - 141:24, 211:8, 211:9 assigned [21] - 20:5, 20:22, 22:5, 22:7, 27:9, 46:13, 46:16, 48:15, 50:10, 51:8, 56:20, 84:10, 89:20, 91:8, 112:17, 129:9, 129:24, 145:11, 146:12, 151:6,</p>
--	--	---	---	---

152:17 assignment [1] - 209:4 assist [2] - 143:24, 148:22 assistance [2] - 125:1, 227:8 assisted [2] - 93:21, 216:3 assisting [1] - 76:2 assists [1] - 104:14 associates [1] - 187:19 assume [2] - 112:8, 121:11 assumed [5] - 20:12, 47:13, 66:11, 71:9, 177:20 assumption [3] - 97:7, 109:13 assumptions [4] - 87:15, 87:16, 88:15, 89:10 AT [8] - 1:3, 74:12, 74:13, 129:3, 129:4, 188:6, 188:7, 228:7 atrocious [1] - 90:19 attach [2] - 34:24, 145:5 attached [10] - 34:9, 39:11, 43:16, 65:3, 71:22, 118:17, 158:7, 158:17, 189:22, 226:4 attack [1] - 136:16 attempting [3] - 76:14, 79:2, 217:1 attempts [1] - 226:11 attend [4] - 8:21, 68:17, 135:12, 145:22 attendance [1] - 223:4 attended [1] - 179:6 attending [1] - 134:15 attention [17] - 41:3, 49:20, 50:24, 51:1, 52:7, 52:20, 102:7, 120:12, 146:19, 150:21, 153:18, 167:19, 181:9, 183:14, 187:13, 187:17, 209:22 attest [1] - 68:9 attitude [3] - 219:5, 219:19, 223:11 attitudes [3] - 196:9, 200:8, 201:1 attitudinal [1] - 219:4 attribute [3] - 61:25, 62:11, 113:25	attributed [5] - 63:6, 63:22, 79:8, 128:12, 168:17 audio [5] - 215:23, 216:8, 216:11, 216:14, 218:12 audit [1] - 36:12 August [1] - 177:4 aunt [1] - 107:10 authority [2] - 2:9, 2:19 autos [1] - 212:23 auxiliary [3] - 9:16, 9:17, 9:20 availability [1] - 9:21 available [9] - 9:18, 11:9, 45:24, 51:2, 51:18, 107:2, 129:8, 153:14, 214:21 avenue [2] - 50:15, 50:17 avenues [1] - 49:23 average [3] - 16:15, 78:16, 118:14 avoid [1] - 161:22 aware [17] - 76:2, 76:4, 76:5, 76:6, 88:14, 95:16, 132:20, 133:24, 134:2, 150:14, 150:24, 154:4, 158:18, 180:12, 191:23, 199:24, 200:18 awful [1] - 60:25 awkward [1] - 46:7	138:24, 139:6, 182:5 barrier [3] - 69:6, 166:12, 182:3 barriers [1] - 11:2 based [8] - 52:5, 147:20, 166:22, 195:25, 196:14, 196:21, 200:23, 212:3 basis [17] - 9:19, 25:17, 28:4, 52:7, 54:3, 54:5, 60:16, 65:18, 75:12, 80:5, 101:10, 101:12, 146:12, 147:20, 147:23, 152:9, 201:9 basket [1] - 119:23 bateman [1] - 188:20 BATEMAN [15] - 130:8, 131:10, 163:6, 169:14, 169:18, 169:20, 169:24, 170:2, 170:6, 170:10, 170:18, 173:10, 180:7, 188:22, 189:3 Bateman [9] - 1:12, 129:25, 130:7, 131:11, 163:4, 180:6, 189:5, 1:11, 2:9 Bates [7] - 75:16, 75:20, 76:10, 110:1, 179:2, 179:12, 179:21 Battershill [1] - 138:5 BC [1] - 1:1 BCSRA [1] - 228:23 became [6] - 15:17, 120:22, 139:4, 139:21, 154:19, 192:20 become [6] - 8:6, 12:22, 45:12, 54:14, 77:1, 92:5 becoming [4] - 7:13, 127:8, 139:12, 206:12 beer [1] - 79:1 begin [1] - 75:1 beginning [3] - 27:15, 28:14, 193:21 begins [1] - 105:1 behalf [3] - 171:14, 175:19, 225:4 behavior [1] - 123:20 behaviour [4] - 6:25, 7:7, 10:16, 176:3 behind [4] - 78:25, 99:18, 110:10,	205:11 beings [1] - 195:1 belabour [1] - 227:4 belief [2] - 70:14, 111:22 beliefs [1] - 87:16 bell [1] - 109:24 below [1] - 82:7 beneath [1] - 18:17 beneficial [1] - 123:21 benefit [1] - 33:13 best [6] - 11:25, 62:15, 65:18, 156:12, 156:20, 228:17 better [6] - 33:6, 75:1, 121:23, 149:6, 178:12, 210:10 between [14] - 8:14, 11:14, 16:17, 18:15, 63:1, 78:4, 82:3, 86:21, 91:6, 117:23, 131:24, 139:16, 159:20, 199:3 beyond [5] - 50:15, 83:25, 84:6, 123:11, 129:8 bias [1] - 202:15 biases [1] - 88:13 Biddlecombe [4] - 75:14, 96:15, 120:13, 150:17 big [9] - 9:3, 18:18, 40:9, 56:18, 59:25, 89:25, 165:1, 168:13, 216:14 binder [11] - 1:22, 56:18, 56:19, 73:12, 189:4, 204:14, 206:6, 206:22, 207:5, 2:5, 2:8 binders [1] - 56:25 bit [22] - 6:18, 8:10, 10:8, 11:13, 18:8, 24:4, 30:16, 34:2, 42:3, 47:20, 91:25, 113:19, 121:20, 126:19, 131:13, 155:11, 155:12, 155:14, 202:5, 207:23 bitch [1] - 165:5 black [5] - 1:22, 56:18, 189:4, 2:5, 2:8 blame [4] - 115:21, 119:9, 187:7, 199:5 blamed [1] - 225:9 bleeding [3] - 69:18, 86:5, 91:3 blew [2] - 116:9, 116:14	blindness [1] - 82:22 block [1] - 15:4 blocked [1] - 18:23 blonde [1] - 122:13 blonde-haired [1] - 122:13 blondes [1] - 198:16 blown [1] - 175:23 blue [1] - 122:13 blue-eyed [1] - 122:13 Bob [1] - 224:7 bodies [2] - 77:20, 125:22 body [6] - 45:18, 48:23, 92:13, 120:14, 125:11, 150:22 bona [1] - 195:4 bone [1] - 59:25 boobs [1] - 199:5 book [3] - 9:21, 31:4, 51:21 bookcase [1] - 125:9 Borhaven [1] - 194:18 born [2] - 97:17, 123:8 borne [1] - 77:14 boss [1] - 192:20 bother [3] - 68:25, 93:19, 149:10 bottom [5] - 34:18, 103:22, 134:23, 157:20, 183:5 Bottomley [3] - 67:7, 71:13, 194:18 bounced [2] - 68:8, 70:8 boundaries [1] - 73:15 box [5] - 2:24, 26:24, 37:3, 134:25, 146:2 boxes [1] - 15:25 boys' [2] - 200:10, 201:1 brackets [1] - 96:19 breached [1] - 199:21 break [9] - 74:9, 74:10, 99:11, 126:25, 127:14, 128:7, 188:4, 200:10 breaks [1] - 206:8 breezeway [1] - 18:15 Brenda [1] - 194:16 Brief [2] - 189:5, 2:9 brief [8] - 1:16, 22:22, 40:7, 67:6, 67:8, 130:8, 157:14, 215:5 briefly [5] - 142:21, 179:2, 181:3, 182:18, 200:1 bring [15] - 11:3, 38:16, 41:3, 49:20,
--	--	---	---	---

50:22, 50:25, 52:7, 122:16, 153:17, 166:20, 166:25, 175:16, 183:13, 204:25, 209:22 bring-forward ^[1] - 38:16 brings ^[1] - 90:10 British ^[1] - 55:21 broad ^[1] - 25:25 broadcast ^[1] - 83:8 broadcasted ^[1] - 83:5 broke ^[2] - 138:21, 223:25 broken ^[1] - 223:13 Brooks ^[1] - 1:9 BROOKS ^[16] - 1:5, 1:12, 1:15, 1:19, 3:6, 3:16, 65:22, 74:8, 74:15, 93:2, 93:4, 127:13, 215:2, 215:11, 215:13, 227:25 brother ^[1] - 80:19 brought ^[15] - 5:12, 5:16, 7:2, 20:14, 52:20, 120:12, 150:17, 150:21, 167:16, 167:17, 173:15, 181:9, 184:15, 187:13, 187:16 Bryce ^[3] - 67:21, 109:14, 109:22 buddy ^[2] - 84:23, 84:25 building ^[4] - 18:16, 26:9, 90:8, 90:17 built ^[1] - 81:23 bulk ^[1] - 42:23 bunch ^[1] - 182:16 burden ^[1] - 78:19 Burnaby ^[1] - 73:19 busied ^[1] - 20:16 business ^[1] - 96:14 busy ^[6] - 10:4, 20:8, 20:9, 98:4, 106:12, 175:7 BY ^[4] - 3:16, 131:10, 189:8, 194:11 bypass ^[1] - 93:22	215:6, 215:9, 215:25, 216:3, 216:8, 218:12 Calgary ^[1] - 53:15 call-taker ^[1] - 132:10 call-taking ^[2] - 7:5, 125:23 caller ^[4] - 67:3, 191:21, 216:6, 216:23 callers ^[4] - 7:15, 7:19, 59:22, 132:20 callout ^[1] - 9:22 calm ^[2] - 165:8, 165:9 Cambie ^[1] - 15:1 cameron ^[3] - 93:22, 157:24, 170:25 CAMERON ^[590] - 3:9, 3:12, 4:1, 4:5, 4:8, 4:11, 4:14, 4:17, 18:3, 18:5, 18:7, 18:10, 18:13, 18:20, 18:22, 19:1, 19:4, 19:8, 19:11, 19:18, 19:23, 20:1, 20:5, 20:10, 20:21, 21:10, 21:17, 21:19, 21:22, 22:1, 22:8, 22:10, 22:12, 22:16, 23:4, 23:7, 23:11, 23:17, 23:20, 23:23, 24:1, 24:23, 25:5, 25:10, 25:12, 25:14, 25:25, 26:9, 26:13, 26:15, 26:17, 26:22, 26:24, 27:2, 27:8, 27:13, 27:15, 27:20, 27:23, 28:11, 28:14, 28:20, 28:22, 29:1, 29:8, 29:10, 29:12, 29:15, 29:24, 30:8, 30:14, 30:23, 31:5, 31:7, 31:9, 31:12, 31:14, 31:23, 32:2, 32:8, 32:10, 32:19, 33:7, 33:17, 33:19, 33:22, 33:25, 34:12, 34:15, 35:4, 35:6, 35:16, 36:1, 36:9, 36:11, 36:22, 37:2, 37:11, 37:13, 37:16, 37:18, 37:20, 37:24, 38:2, 38:4, 38:10, 38:19, 38:21, 39:7, 39:14, 39:20, 39:22, 39:24, 40:10, 40:12, 40:14, 40:18, 40:21, 40:24, 41:10, 41:12, 41:16, 41:19, 42:4, 42:6, 42:13, 42:25, 43:4,	43:10, 43:16, 43:25, 44:3, 44:15, 45:3, 45:5, 45:13, 45:17, 45:23, 46:10, 46:22, 46:25, 47:10, 47:13, 47:25, 48:6, 48:12, 48:18, 48:20, 50:4, 50:13, 50:18, 50:23, 50:25, 51:14, 51:20, 51:25, 52:2, 52:15, 52:22, 53:8, 53:19, 54:5, 54:17, 54:24, 56:5, 56:10, 57:5, 66:4, 66:8, 67:17, 70:2, 70:7, 70:10, 73:12, 75:19, 75:21, 75:24, 76:1, 76:5, 79:4, 79:7, 79:22, 81:19, 81:21, 89:15, 89:18, 89:24, 90:1, 90:4, 90:8, 90:11, 94:10, 94:15, 94:18, 95:19, 95:22, 95:24, 96:7, 96:12, 97:4, 98:25, 99:3, 99:8, 99:17, 99:20, 100:7, 100:9, 100:11, 100:17, 100:20, 101:20, 101:24, 102:1, 102:4, 102:9, 102:14, 102:17, 102:23, 103:9, 103:14, 104:17, 104:21, 104:24, 105:3, 105:7, 105:10, 105:15, 105:19, 105:21, 106:2, 106:7, 106:9, 106:11, 106:18, 106:21, 106:24, 107:16, 107:18, 107:21, 107:25, 108:2, 108:4, 108:7, 108:10, 108:12, 108:14, 108:17, 108:20, 109:4, 109:6, 109:8, 109:10, 109:13, 109:23, 109:25, 110:7, 110:12, 110:21, 111:5, 111:8, 111:10, 111:13, 111:20, 112:3, 112:16, 112:23, 113:5, 113:9, 113:15, 113:22, 114:5, 114:8, 114:17, 114:22, 115:2, 115:6, 115:9, 115:12, 116:4,	116:6, 116:16, 117:10, 117:15, 117:17, 117:19, 117:21, 119:7, 119:9, 120:7, 120:10, 123:24, 135:22, 135:24, 136:2, 136:4, 136:8, 136:23, 136:25, 137:8, 137:11, 137:13, 137:17, 137:21, 137:24, 138:15, 138:19, 139:4, 139:13, 139:15, 139:24, 140:1, 140:4, 140:10, 140:14, 140:17, 140:22, 140:25, 141:5, 141:22, 142:6, 142:9, 142:13, 142:19, 142:24, 143:2, 143:4, 143:15, 143:17, 143:21, 143:23, 144:2, 144:5, 144:11, 144:13, 144:15, 144:25, 145:4, 145:10, 145:15, 145:19, 146:5, 146:10, 146:13, 146:19, 147:2, 147:12, 147:14, 147:17, 147:22, 147:24, 148:1, 148:7, 148:15, 148:24, 149:3, 149:5, 149:12, 150:2, 150:5, 150:8, 150:11, 150:13, 150:17, 151:1, 151:6, 151:9, 151:14, 151:20, 151:23, 152:3, 152:5, 152:7, 152:11, 152:14, 152:18, 152:24, 153:1, 153:4, 153:8, 153:15, 153:23, 154:1, 154:4, 154:8, 154:15, 154:23, 155:2, 155:6, 155:8, 155:12, 155:25, 156:9, 156:12, 157:1, 157:5, 157:10, 157:13, 157:16, 157:19, 158:7, 158:12, 158:20, 159:1, 159:15, 160:3,	160:7, 160:10, 160:12, 160:14, 160:20, 161:3, 161:7, 161:11, 161:13, 161:18, 161:21, 161:24, 162:6, 162:13, 162:17, 162:24, 163:3, 163:10, 163:13, 163:17, 164:1, 164:3, 164:5, 164:8, 164:11, 164:13, 164:15, 164:25, 165:13, 165:15, 165:20, 165:22, 166:2, 166:4, 166:13, 166:15, 166:19, 166:21, 166:24, 167:2, 167:5, 167:10, 167:12, 167:20, 167:25, 168:3, 168:7, 168:9, 168:15, 168:21, 168:25, 169:3, 169:5, 169:8, 169:10, 169:12, 173:14, 173:18, 173:20, 173:23, 174:5, 174:7, 174:12, 174:14, 174:16, 174:18, 174:20, 174:22, 174:25, 175:13, 175:15, 175:18, 175:21, 175:25, 176:11, 176:13, 176:18, 176:21, 176:25, 177:3, 177:6, 177:8, 177:12, 177:16, 177:18, 177:22, 177:25, 178:6, 178:8, 178:15, 178:19, 178:25, 179:5, 179:9, 179:11, 179:20, 179:22, 179:24, 180:2, 180:5, 180:13, 180:19, 180:22, 180:25, 181:2, 181:6, 181:12, 181:15, 181:19, 182:1, 182:6, 182:12, 182:14, 182:19, 183:7, 183:9, 183:12, 183:16, 183:21, 184:17, 184:19, 184:22, 185:2, 185:4, 186:8,
C				
cabinet ^[1] - 37:8 CAD ^[15] - 15:8, 15:10, 15:11, 91:9, 91:13, 134:24, 141:25, 212:19, 214:20,				

<p>187:20, 187:23, 188:2, 189:17, 189:20, 190:1, 190:6, 190:14, 190:19, 191:14, 191:16, 191:18, 191:25, 192:9, 192:18, 192:24, 193:21, 194:5, 194:7, 194:9, 203:14, 203:17, 205:17, 206:4, 207:4, 207:17, 207:23, 208:2, 208:7, 208:13, 208:25, 209:8, 209:13, 209:16, 210:9, 210:11, 210:15, 210:19, 211:2, 211:6, 220:14, 221:18, 221:20, 221:23, 222:2, 222:4, 222:11, 223:1, 223:15, 224:1, 224:7, 225:1, 225:23, 226:3, 226:18, 227:1, 227:12, 227:16, 227:20, 1:7</p> <p>Cameron [53] - 1:9, 2:1, 3:12, 3:17, 3:19, 17:22, 65:6, 65:23, 66:22, 67:14, 69:3, 69:24, 73:11, 75:17, 78:20, 81:17, 89:16, 92:15, 93:12, 93:18, 94:1, 94:24, 96:13, 96:18, 97:10, 104:2, 119:3, 123:23, 129:25, 131:11, 134:5, 135:2, 135:9, 135:10, 135:20, 149:1, 159:8, 159:17, 159:21, 159:22, 163:16, 170:18, 176:16, 179:16, 183:4, 187:8, 189:6, 194:12, 209:1, 220:9, 225:24, 227:11, 2:10</p> <p>Cameron" [1] - 177:5</p> <p>Cameron's [1] - 1:12</p> <p>Campbell [3] - 176:7, 176:13, 176:24</p> <p>Canada [2] - 165:18, 198:11</p> <p>Canadian [1] - 36:9</p> <p>cancel [1] - 101:13</p>	<p>cannot [5] - 53:5, 118:15, 172:4, 226:17</p> <p>capabilities [1] - 215:21</p> <p>capable [2] - 25:15, 25:18</p> <p>capacity [2] - 201:9, 223:24</p> <p>car [2] - 48:10, 50:19</p> <p>Car [1] - 211:23</p> <p>Cara [2] - 194:14, 226:2</p> <p>card [1] - 161:4</p> <p>cards [2] - 96:14, 182:17</p> <p>care [9] - 12:11, 69:14, 77:5, 77:8, 80:15, 91:20, 92:10, 98:2, 100:15</p> <p>cared [4] - 119:20, 119:21, 175:1, 175:2</p> <p>careful [1] - 172:8</p> <p>cares [1] - 61:15</p> <p>Carl [2] - 115:1, 207:19</p> <p>Carnegie [1] - 55:8</p> <p>Carolyn [1] - 201:15</p> <p>carrot [1] - 124:16</p> <p>carry [1] - 38:13</p> <p>case [24] - 26:10, 30:22, 31:4, 33:14, 33:16, 34:7, 39:13, 41:15, 42:22, 43:23, 50:1, 70:20, 78:4, 104:7, 109:9, 141:24, 156:8, 179:4, 191:5, 207:23, 214:16, 223:3, 226:24, 227:1</p> <p>cases [36] - 23:9, 30:7, 30:10, 30:11, 30:21, 31:24, 32:6, 32:18, 37:23, 38:1, 38:3, 40:21, 41:5, 42:24, 48:5, 49:4, 51:7, 52:23, 55:14, 75:8, 77:15, 78:15, 84:16, 97:4, 97:6, 101:23, 101:25, 119:16, 120:18, 125:12, 207:16, 207:21, 214:12, 224:15</p> <p>Cassiar [1] - 142:14</p> <p>catch [1] - 65:9</p> <p>categories [1] - 82:10</p> <p>category [3] - 82:25, 83:13, 84:17</p> <p>Caucasian [2] - 122:13, 195:17</p>	<p>caught [2] - 85:2, 91:17</p> <p>caused [1] - 54:14</p> <p>causing [2] - 69:6, 92:24</p> <p>cellphone [1] - 92:25</p> <p>Central [3] - 138:1, 144:21, 220:19</p> <p>central [2] - 26:10, 132:1</p> <p>centre [11] - 5:17, 6:8, 13:21, 17:6, 17:16, 36:10, 75:3, 197:12, 215:19, 219:22, 220:13</p> <p>Centre [35] - 1:8, 4:23, 5:3, 5:4, 5:9, 5:23, 6:13, 13:5, 21:16, 26:12, 36:11, 42:15, 52:3, 55:8, 66:3, 66:11, 66:16, 67:1, 70:18, 74:18, 79:13, 128:15, 131:16, 131:23, 141:23, 143:8, 147:7, 190:10, 190:22, 191:4, 191:19, 193:12, 211:7, 211:23, 221:6</p> <p>Centres [1] - 195:14</p> <p>centres [3] - 11:8, 196:16, 212:4</p> <p>cereal [1] - 206:10</p> <p>certain [3] - 39:4, 173:2, 200:13</p> <p>certainly [6] - 128:10, 149:7, 157:13, 191:7, 218:13, 223:9</p> <p>certificate [1] - 23:17</p> <p>Certified [1] - 228:24</p> <p>certify [1] - 228:14</p> <p>cetera [5] - 133:19, 212:18, 225:15</p> <p>chain [1] - 117:8</p> <p>change [12] - 17:7, 17:8, 17:9, 27:2, 71:22, 72:16, 122:17, 136:24, 196:22, 200:8, 212:12, 220:1</p> <p>changed [9] - 19:24, 54:10, 112:4, 119:2, 185:12, 196:24, 219:19, 220:4, 224:25</p> <p>changes [1] - 219:23</p> <p>channel [1] - 83:9</p> <p>channels [2] - 83:6, 83:9</p> <p>charge [12] - 3:24,</p>	<p>22:12, 41:25, 47:6, 50:9, 84:18, 146:19, 151:23, 179:17, 179:21, 180:3, 204:1</p> <p>charted [2] - 55:23, 56:22</p> <p>charting [1] - 57:3</p> <p>charts [9] - 55:16, 55:22, 55:23, 56:5, 56:15, 56:19, 56:21, 57:1</p> <p>check [3] - 31:18, 32:24, 227:13</p> <p>checked [1] - 33:2</p> <p>checklist [1] - 32:16</p> <p>checklists [3] - 33:11, 39:3, 41:13</p> <p>Cheevers [1] - 55:17</p> <p>cheque [2] - 60:19, 106:15</p> <p>chickypoo [2] - 111:3, 156:2</p> <p>chief [11] - 14:2, 14:5, 116:21, 117:14, 129:18, 170:12, 183:12, 201:15, 225:13, 225:21, 1:9</p> <p>Chief [14] - 93:6, 112:5, 138:5, 167:21, 184:4, 184:9, 184:10, 185:20, 199:18, 208:4, 208:12, 208:14, 223:13, 225:18</p> <p>CHIEF [1] - 3:16</p> <p>child [12] - 42:11, 42:14, 73:20, 91:19, 91:20, 97:19, 98:15, 98:21, 143:5, 147:4, 147:8, 149:17</p> <p>children [2] - 82:15, 147:11</p> <p>Chinese [1] - 11:19</p> <p>choice [1] - 126:6</p> <p>choose [1] - 166:22</p> <p>chose [1] - 204:6</p> <p>chosen [1] - 128:9</p> <p>Christmas [2] - 101:15, 105:22</p> <p>chronic [1] - 149:9</p> <p>Chu [2] - 199:18, 201:13</p> <p>Church [1] - 55:9</p> <p>Cindy [3] - 214:5, 214:6, 215:12</p> <p>circular [1] - 192:23</p> <p>circumstance [1] - 107:21</p> <p>circumstances [20] -</p>	<p>41:6, 53:3, 73:8, 82:6, 82:14, 83:24, 84:9, 108:16, 122:17, 123:10, 134:14, 147:16, 150:14, 171:11, 172:5, 178:16, 203:17, 207:11, 212:16, 214:23</p> <p>citizen [1] - 121:9</p> <p>citizens [1] - 82:17</p> <p>City [7] - 59:2, 60:2, 60:24, 73:9, 81:4, 195:12, 204:19</p> <p>city [8] - 14:2, 74:7, 126:12, 138:23, 168:6, 204:18, 217:19</p> <p>civilian [15] - 17:13, 17:14, 25:19, 72:2, 96:20, 115:20, 121:5, 121:8, 121:17, 138:16, 139:3, 150:4, 199:4, 199:7, 221:14</p> <p>civilianized [2] - 70:25, 133:13</p> <p>civilians [4] - 17:21, 71:2, 196:9, 210:21</p> <p>CKNW [1] - 189:17</p> <p>clarify [2] - 65:15, 74:16</p> <p>class [3] - 74:21, 121:9, 133:15</p> <p>classify [1] - 224:24</p> <p>classroom [3] - 14:25, 15:20, 56:11</p> <p>clattering [1] - 90:25</p> <p>clean [1] - 145:25</p> <p>clear [7] - 20:1, 21:24, 129:11, 157:3, 199:4, 199:12, 220:7</p> <p>clearly [2] - 65:3, 196:19</p> <p>clerical [3] - 20:25, 24:10, 54:20</p> <p>clerk [12] - 1:10, 4:3, 22:2, 47:15, 90:25, 96:13, 139:14, 193:24, 209:19, 209:21, 220:18, 221:14</p> <p>Clerk [1] - 24:9</p> <p>clerks [3] - 96:2, 162:9, 220:19</p> <p>client [3] - 72:5, 173:3, 197:1</p> <p>clients [3] - 79:17, 110:2, 171:14</p> <p>clients' [2] - 171:21,</p>
---	---	--	---	---

<p>196:18</p> <p>clipboard [1] - 71:23</p> <p>close [7] - 17:24, 92:25, 100:18, 101:19, 131:15, 145:6, 190:3</p> <p>close-by [1] - 92:25</p> <p>closed [6] - 27:8, 29:14, 30:13, 35:15, 35:25, 134:13</p> <p>closure [1] - 92:1</p> <p>clothes [1] - 97:14</p> <p>club [2] - 200:10, 201:1</p> <p>clues [1] - 222:7</p> <p>Coast [1] - 133:16</p> <p>coffee [2] - 126:25, 206:8</p> <p>coke [2] - 97:18, 98:20</p> <p>cokehead [1] - 100:6</p> <p>collect [1] - 26:8</p> <p>collected [1] - 28:9</p> <p>collecting [1] - 26:5</p> <p>college [1] - 6:20</p> <p>colour [1] - 198:9</p> <p>Columbia [1] - 55:22</p> <p>coming [13] - 22:4, 29:5, 29:18, 49:7, 101:15, 124:13, 140:8, 145:25, 146:7, 150:15, 162:9, 204:22, 211:6</p> <p>Comm [53] - 1:8, 1:24, 5:3, 5:5, 5:7, 5:12, 5:16, 5:19, 14:8, 14:14, 17:6, 17:15, 21:16, 26:14, 72:3, 74:18, 75:3, 88:21, 122:3, 122:5, 122:23, 125:21, 128:15, 128:16, 131:18, 131:22, 132:6, 142:10, 142:13, 150:2, 150:10, 195:9, 195:14, 196:23, 212:25, 213:8, 215:20, 216:15, 216:24, 217:15, 217:22, 218:9, 218:25, 219:3, 219:8, 219:12, 219:13, 219:22, 220:13, 220:22, 221:10, 224:14, 2:7</p> <p>command [1] - 117:8</p> <p>commenced [1] - 213:11</p> <p>commendation [1] - 149:23</p>	<p>comment [12] - 48:3, 48:11, 63:6, 63:7, 72:22, 113:10, 147:1, 151:12, 165:21, 186:15, 202:22, 220:9</p> <p>comments [27] - 34:25, 44:20, 79:8, 90:7, 91:12, 92:7, 115:14, 115:15, 117:22, 163:18, 163:19, 163:20, 163:25, 164:4, 164:7, 166:1, 166:3, 168:16, 180:8, 180:10, 180:15, 181:8, 181:20, 186:13, 187:12, 198:15, 225:19</p> <p>Commercial [1] - 55:18</p> <p>commission [19] - 1:23, 62:5, 63:17, 64:14, 72:15, 121:21, 130:13, 170:13, 171:5, 176:6, 181:22, 185:6, 185:8, 186:7, 195:3, 214:19, 217:2, 226:20, 2:6</p> <p>Commission [1] - 1:7</p> <p>commission's [2] - 171:18, 207:5</p> <p>Commissioner [2] - 74:8, 170:25</p> <p>COMMISSIONER [55] - 1:11, 1:14, 1:18, 1:25, 2:9, 3:3, 61:20, 62:2, 62:4, 62:18, 63:4, 63:8, 63:14, 64:18, 64:21, 65:8, 65:12, 74:10, 127:16, 127:19, 128:3, 128:22, 129:6, 130:16, 131:2, 131:4, 131:9, 169:17, 169:19, 169:21, 169:25, 170:5, 170:7, 170:11, 170:19, 171:2, 171:22, 171:25, 172:14, 172:17, 172:20, 188:4, 188:12, 188:15, 188:18, 189:7, 194:10, 201:21, 201:23, 202:3, 202:8, 215:12, 227:22, 227:24, 228:4</p>	<p>commissioner [13] - 1:15, 2:1, 65:6, 99:5, 102:20, 119:5, 119:8, 127:13, 127:18, 130:10, 188:9, 194:22, 215:2</p> <p>committed [1] - 168:8</p> <p>committees [1] - 139:6</p> <p>common [4] - 85:10, 113:11, 210:17</p> <p>commonplace [1] - 8:6</p> <p>communicate [4] - 123:1, 123:2, 163:21, 175:12</p> <p>Communication [2] - 77:25, 78:19</p> <p>communication [2] - 24:17, 166:12</p> <p>communications [8] - 1:6, 6:19, 7:14, 24:21, 122:8, 149:13, 150:2, 165:23</p> <p>Communications [37] - 1:8, 4:23, 5:2, 5:4, 5:9, 5:23, 6:13, 9:9, 13:5, 14:9, 26:12, 42:14, 52:3, 57:13, 66:3, 66:11, 66:16, 67:1, 70:18, 76:14, 78:14, 79:13, 131:16, 131:23, 141:23, 142:18, 143:8, 147:7, 150:12, 190:10, 190:22, 191:4, 191:19, 193:12, 211:7, 211:22, 221:6</p> <p>communities [1] - 16:6</p> <p>community [2] - 88:16, 122:11</p> <p>Company [1] - 184:5</p> <p>company [1] - 161:4</p> <p>compassion [6] - 7:8, 8:3, 12:10, 122:9, 122:25, 123:13</p> <p>compassionate [3] - 8:15, 10:11, 133:2</p> <p>compensable [1] - 127:11</p> <p>compete [1] - 9:18</p> <p>competitive [1] - 9:19</p> <p>compiled [1] - 212:21</p> <p>complainant [1] - 133:7</p> <p>complained [1] - 93:25</p>	<p>complaint [29] - 67:25, 68:2, 76:6, 93:10, 95:20, 98:24, 103:12, 114:6, 133:9, 133:10, 133:21, 156:13, 156:17, 157:9, 158:9, 158:21, 158:22, 160:6, 167:8, 176:4, 180:11, 182:9, 203:25, 204:2, 204:7, 204:17, 204:21, 207:20, 208:17</p> <p>complaints [21] - 62:23, 64:9, 76:11, 93:14, 114:4, 129:21, 132:20, 132:21, 133:24, 136:14, 137:16, 156:22, 169:1, 181:9, 181:11, 181:14, 181:24, 184:14, 187:10, 187:14, 187:17</p> <p>complete [3] - 23:9, 36:4, 53:5</p> <p>completed [1] - 36:5</p> <p>completely [4] - 2:15, 172:11, 201:12</p> <p>completion [1] - 171:16</p> <p>complicated [1] - 206:17</p> <p>computer [8] - 15:12, 48:9, 57:7, 70:21, 184:11, 191:1, 191:6, 216:3</p> <p>computer-aided [1] - 15:12</p> <p>computer-assisted [1] - 216:3</p> <p>computers [1] - 70:20</p> <p>conceded [1] - 2:6</p> <p>conceivably [1] - 38:7</p> <p>concern [7] - 52:19, 59:21, 96:8, 97:2, 138:9, 221:24, 224:3</p> <p>concerned [9] - 54:14, 85:16, 87:4, 94:2, 117:22, 136:14, 138:12, 205:14, 226:10</p> <p>concerning [1] - 181:14</p> <p>concerns [13] - 58:13, 92:17, 113:24, 114:15, 114:21, 115:7, 115:11,</p>	<p>116:1, 155:23, 166:25, 167:18, 175:17, 207:15</p> <p>conclude [4] - 29:20, 34:18, 134:10, 134:15</p> <p>concluded [6] - 29:3, 29:11, 34:22, 35:18, 35:20, 145:8</p> <p>concluding [1] - 29:2</p> <p>conclusion [2] - 171:11, 182:15</p> <p>condition [1] - 189:12</p> <p>conduct [7] - 46:20, 72:20, 167:18, 169:2, 170:17, 181:24, 187:18</p> <p>conducted [1] - 196:3</p> <p>conducts [1] - 195:4</p> <p>confine [1] - 202:1</p> <p>confirm [1] - 67:13</p> <p>confirmed [2] - 126:24, 214:2</p> <p>conflict [2] - 88:22, 89:6</p> <p>confront [1] - 88:13</p> <p>confrontation [1] - 103:4</p> <p>confrontational [3] - 12:16, 12:22, 102:22</p> <p>confronted [2] - 7:18, 162:25</p> <p>confused [1] - 130:12</p> <p>confusion [4] - 69:6, 191:7, 220:18, 220:23</p> <p>connect [2] - 112:21, 148:15</p> <p>connected [1] - 108:25</p> <p>connection [1] - 109:5</p> <p>consequently [1] - 131:24</p> <p>consider [4] - 37:22, 41:18, 42:9, 132:18</p> <p>consideration [2] - 81:14, 133:3</p> <p>considerations [1] - 42:8</p> <p>considered [3] - 33:16, 83:25, 164:23</p> <p>Constable [13] - 48:8, 93:7, 95:12, 110:18, 111:6, 120:6, 162:19, 162:25, 166:16, 175:5, 183:4, 183:12, 199:18</p> <p>constable [9] - 20:6, 21:12, 21:22, 22:5,</p>
---	---	---	---	--

<p>22:6, 22:14, 39:19, 127:24, 195:18</p> <p>constables [3] - 91:8, 95:6, 139:19</p> <p>constant [2] - 118:4, 124:12</p> <p>constitute [1] - 31:4</p> <p>constructed [1] - 18:14</p> <p>contact [22] - 23:13, 34:6, 63:20, 77:9, 80:21, 96:16, 106:11, 107:12, 107:15, 108:4, 108:23, 111:20, 114:10, 143:23, 147:7, 148:9, 153:20, 153:22, 154:5, 154:10, 184:20, 224:13</p> <p>contacted [3] - 63:19, 185:25, 224:2</p> <p>contacting [1] - 161:16</p> <p>contained [1] - 130:21</p> <p>contemplated [1] - 83:20</p> <p>contemplating [1] - 49:25</p> <p>contention [1] - 60:1</p> <p>context [1] - 88:3</p> <p>continue [2] - 2:4, 186:19</p> <p>continued [2] - 191:23, 219:7</p> <p>continuously [1] - 39:5</p> <p>control [5] - 7:12, 49:14, 123:11, 221:25</p> <p>control" [1] - 49:16</p> <p>conversation [15] - 34:25, 99:19, 109:24, 118:15, 159:11, 159:20, 159:23, 163:24, 177:25, 178:14, 178:19, 185:23, 187:24, 189:20, 226:22</p> <p>conversations [3] - 103:3, 174:10, 191:15</p> <p>conversing [1] - 163:7</p> <p>convince [1] - 191:17</p> <p>convinced [1] - 191:10</p> <p>Cooper [10] - 75:13, 77:12, 94:17, 98:23, 103:6, 182:7, 182:8,</p>	<p>182:11, 207:14</p> <p>Cooper's [1] - 118:13</p> <p>coordinator [1] - 96:19</p> <p>Coordinator [1] - 157:24</p> <p>cop [1] - 68:15</p> <p>copies [7] - 28:24, 55:5, 142:2, 182:24, 220:17, 220:20, 220:24</p> <p>copy [16] - 25:13, 98:22, 99:1, 104:13, 116:22, 116:25, 142:2, 158:22, 183:10, 187:21, 191:2, 208:15, 213:5, 220:3, 221:11, 221:12</p> <p>Coquitlam [2] - 217:21, 217:22</p> <p>Cordova [1] - 55:8</p> <p>corner [2] - 44:3, 142:14</p> <p>coroner's [1] - 18:24</p> <p>Corporal [1] - 176:24</p> <p>corporal [3] - 14:5, 196:12, 199:3</p> <p>corporals [2] - 195:23, 199:6</p> <p>correct [33] - 4:21, 5:20, 5:25, 8:3, 9:9, 24:23, 27:13, 58:22, 78:7, 97:8, 105:6, 105:9, 140:13, 140:14, 188:25, 195:23, 195:24, 196:12, 197:16, 197:19, 197:21, 198:12, 207:17, 208:11, 209:8, 211:21, 215:21, 215:24, 216:4, 216:24, 216:25, 222:2, 223:25</p> <p>correctly [3] - 210:24, 219:4, 221:14</p> <p>correlate [1] - 54:2</p> <p>correspondence [12] - 26:7, 27:22, 27:23, 28:6, 28:16, 28:21, 53:23, 53:24, 144:22, 144:24, 159:6, 176:20</p> <p>corroborates [1] - 129:20</p> <p>counsel [24] - 1:12, 1:23, 2:2, 3:15, 62:5, 63:17, 64:15, 65:6, 128:23, 129:25,</p>	<p>130:1, 130:13, 131:11, 170:13, 170:23, 170:25, 171:12, 171:20, 172:1, 173:4, 194:12, 201:17, 227:13, 2:6</p> <p>counsel's [1] - 227:8</p> <p>counsellor [1] - 8:17</p> <p>counter [18] - 47:2, 53:20, 67:22, 67:25, 68:5, 68:17, 68:19, 68:21, 70:24, 70:25, 71:2, 71:3, 71:5, 71:6, 71:8, 135:13, 140:23, 179:7</p> <p>Counter [2] - 76:13, 78:13</p> <p>countries [1] - 166:19</p> <p>country [2] - 166:18, 186:22</p> <p>County [1] - 7:3</p> <p>couple [12] - 15:7, 38:8, 46:3, 81:6, 127:17, 131:12, 140:20, 142:16, 156:5, 212:21, 220:4, 225:10</p> <p>course [14] - 2:9, 2:10, 6:19, 23:12, 23:16, 23:19, 23:22, 24:22, 88:2, 114:1, 126:10, 172:12, 198:21</p> <p>courtroom [1] - 91:16</p> <p>cousin [2] - 107:9, 108:5</p> <p>covered [1] - 55:10</p> <p>coworkers [4] - 120:23, 131:21, 132:3, 133:25</p> <p>CPIC [24] - 24:25, 26:6, 35:22, 36:6, 36:8, 36:9, 36:13, 53:15, 55:24, 56:1, 56:22, 134:25, 141:10, 141:14, 141:25, 142:1, 145:23, 176:13, 191:6, 212:22, 213:2, 213:3, 215:9</p> <p>create [1] - 78:18</p> <p>created [7] - 209:3, 212:19, 216:2, 220:12, 220:14, 221:16, 223:10</p> <p>creation [1] - 207:12</p> <p>credit [1] - 161:3</p> <p>Crey [1] - 194:15</p> <p>Crime [6] - 41:4, 49:21, 52:8, 53:25,</p>	<p>137:3, 211:13</p> <p>criminal [1] - 108:8</p> <p>criminologist [1] - 201:18</p> <p>criminology [2] - 6:4, 200:3</p> <p>crisis [1] - 9:3</p> <p>criteria [2] - 196:21, 212:12</p> <p>critical [3] - 41:8, 118:1, 129:15</p> <p>criticized [1] - 170:16</p> <p>cross [12] - 127:15, 129:7, 129:8, 169:25, 170:11, 170:14, 172:3, 172:5, 172:11, 172:20, 172:23, 202:8</p> <p>Cross [3] - 1:11, 1:12, 1:13</p> <p>CROSS [3] - 131:10, 189:8, 194:11</p> <p>cross-examination [5] - 127:15, 129:7, 170:14, 172:20, 202:8</p> <p>Cross-examination [3] - 1:11, 1:12, 1:13</p> <p>CROSS-EXAMINATION [3] - 131:10, 189:8, 194:11</p> <p>cross-examinations [1] - 172:3</p> <p>cross-examine [1] - 172:23</p> <p>crying [2] - 90:21, 174:4</p> <p>culture [1] - 198:19</p> <p>CUPE [1] - 138:23</p> <p>cure [1] - 73:1</p> <p>cured [1] - 72:18</p> <p>curlies [1] - 204:13</p> <p>current [1] - 205:16</p> <p>cursing [1] - 70:13</p> <p>customer [1] - 23:12</p> <p>cut [2] - 60:11, 137:1</p> <p>cute [1] - 113:19</p> <p>cycle [1] - 10:23</p> <p>Cynthia [2] - 194:14, 215:4</p>	<p>D</p>	<p>Daley [1] - 201:15</p> <p>Dammann [2] - 176:7, 177:10</p> <p>Dan [1] - 103:20</p> <p>dangerous [2] - 44:6, 44:7</p> <p>dangling [1] - 124:16</p> <p>date [7] - 85:1, 85:24, 85:25, 104:20, 127:25, 185:19, 216:6</p> <p>dated [7] - 57:19, 75:14, 93:7, 157:17, 176:9, 177:4, 178:17</p> <p>dates [1] - 218:9</p> <p>daughter [4] - 67:23, 92:3, 97:25, 109:17</p> <p>daughters [1] - 44:24</p> <p>David [3] - 55:21, 56:22, 57:3</p> <p>Dawn [2] - 194:14, 194:15</p> <p>days [14] - 39:8, 39:10, 51:9, 51:12, 52:9, 52:22, 81:6, 97:17, 105:5, 114:12, 136:19, 137:4, 137:5, 195:16</p> <p>dead [2] - 118:25, 120:1</p> <p>dead-end [2] - 118:25, 120:1</p> <p>deal [15] - 7:22, 8:7, 8:20, 9:2, 11:1, 11:6, 14:11, 23:10, 23:20, 103:23, 104:8, 128:6, 152:16, 159:7, 224:5</p> <p>dealing [13] - 8:12, 10:21, 12:2, 34:10, 42:24, 63:24, 84:22, 104:15, 126:3, 133:7, 187:18, 193:6, 208:19</p> <p>dealings [11] - 23:24, 75:22, 92:17, 102:20, 103:19, 110:14, 114:4, 115:7, 177:9, 225:25</p> <p>deals [2] - 26:4, 52:4</p> <p>dealt [11] - 30:4, 36:19, 64:2, 100:2, 104:3, 152:22, 153:12, 166:22, 193:10, 203:9, 221:16</p> <p>dear [1] - 93:9</p> <p>Debra [1] - 194:20</p> <p>decade [2] - 196:14, 212:4</p>
--	---	--	--	-----------------	---

<p>deceased ^[1] - 194:23</p> <p>December ^[4] - 103:18, 106:15, 136:5, 159:4</p> <p>decide ^[3] - 84:16, 152:1, 179:25</p> <p>decided ^[1] - 138:23</p> <p>deciding ^[1] - 180:3</p> <p>decision ^[11] - 41:9, 101:18, 152:21, 152:24, 153:1, 153:10, 153:12, 160:20, 161:14, 204:23, 222:19</p> <p>deep ^[1] - 116:12</p> <p>deeply ^[3] - 119:20, 119:21, 175:1</p> <p>defeat ^[1] - 161:18</p> <p>defeats ^[1] - 172:11</p> <p>defend ^[1] - 64:19</p> <p>defensive ^[1] - 102:25</p> <p>defer ^[2] - 199:8, 202:25</p> <p>deferential ^[1] - 196:9</p> <p>defined ^[1] - 82:10</p> <p>definitely ^[1] - 143:7</p> <p>degree ^[2] - 6:3, 6:6</p> <p>deletion ^[2] - 218:14, 218:22</p> <p>deliver ^[3] - 55:5, 55:7, 121:13</p> <p>delivered ^[2] - 207:14, 207:19</p> <p>delivering ^[1] - 16:6</p> <p>demeaning ^[1] - 198:22</p> <p>demeanor ^[5] - 133:22, 134:1, 159:24, 167:1, 169:2</p> <p>demographics ^[1] - 195:11</p> <p>demonstrating ^[1] - 25:16</p> <p>denied ^[2] - 66:16, 184:8</p> <p>dental ^[6] - 55:15, 56:5, 56:15, 56:19, 56:21, 57:1</p> <p>dentist ^[2] - 55:13, 55:15</p> <p>Department ^[43] - 1:7, 3:21, 4:19, 9:7, 14:23, 45:18, 63:10, 63:11, 68:16, 69:17, 70:15, 78:9, 89:18, 93:7, 93:13, 94:2, 95:5, 113:12, 116:17, 118:20, 124:12, 129:12, 129:16, 129:22,</p>	<p>130:4, 130:6, 138:12, 150:12, 157:12, 159:2, 163:13, 186:25, 187:4, 196:25, 199:2, 199:13, 200:13, 200:17, 202:16, 203:15, 204:7, 208:10, 208:24</p> <p>department ^[11] - 11:12, 58:21, 59:4, 60:4, 104:2, 113:7, 118:2, 143:24, 185:17, 197:4, 203:5</p> <p>Department's ^[1] - 4:23</p> <p>departmental ^[1] - 138:9</p> <p>departments ^[3] - 26:19, 36:13, 141:11</p> <p>depicted ^[1] - 88:25</p> <p>deplorable ^[1] - 176:3</p> <p>deposited ^[1] - 26:11</p> <p>deputy ^[3] - 116:20, 201:15, 225:21</p> <p>Deputy ^[14] - 112:5, 138:5, 167:21, 183:21, 184:3, 184:6, 184:9, 184:10, 185:20, 208:4, 208:11, 208:14, 223:12, 225:18</p> <p>derogatory ^[2] - 92:19, 124:7</p> <p>descent ^[3] - 156:16, 195:19, 224:22</p> <p>describe ^[3] - 18:9, 18:11, 44:9</p> <p>described ^[6] - 23:6, 30:6, 95:5, 97:13, 140:20, 173:24</p> <p>description ^[11] - 22:2, 22:20, 22:24, 23:1, 23:3, 24:2, 25:22, 54:23, 153:16, 169:6, 2:3</p> <p>deserved ^[1] - 102:6</p> <p>desire ^[1] - 124:22</p> <p>desk ^[18] - 18:24, 25:13, 26:17, 29:21, 32:20, 35:20, 37:4, 37:8, 37:9, 38:3, 38:19, 40:22, 49:15, 110:10, 154:24, 206:10, 206:11, 221:2</p> <p>desks ^[2] - 18:18, 18:22</p>	<p>despite ^[1] - 226:11</p> <p>destroy ^[2] - 204:15, 216:17</p> <p>destroyed ^[1] - 206:1</p> <p>Detachment ^[1] - 176:24</p> <p>detachment ^[2] - 141:16, 217:24</p> <p>details ^[7] - 12:13, 13:2, 34:6, 60:8, 85:4, 134:22, 134:24</p> <p>detective ^[102] - 21:21, 21:23, 22:7, 22:14, 24:12, 28:7, 28:10, 28:25, 29:3, 29:13, 29:18, 29:23, 29:24, 30:12, 30:19, 33:24, 37:25, 39:15, 39:19, 40:3, 40:4, 40:8, 40:21, 41:4, 41:24, 43:9, 43:13, 45:10, 45:11, 45:14, 45:23, 46:2, 46:13, 46:20, 47:3, 47:21, 48:1, 48:22, 49:4, 49:9, 49:10, 49:21, 50:10, 50:24, 51:2, 51:5, 52:7, 52:21, 53:2, 53:25, 54:8, 55:1, 89:19, 95:13, 95:25, 96:1, 96:4, 97:5, 101:20, 102:3, 102:6, 102:7, 112:17, 120:4, 121:12, 136:17, 136:19, 139:22, 140:12, 145:7, 145:11, 145:15, 146:9, 146:11, 146:14, 146:17, 150:23, 151:4, 151:6, 151:21, 152:22, 153:12, 153:13, 153:17, 154:11, 158:16, 159:12, 159:23, 168:18, 173:25, 177:15, 177:20, 180:10, 193:2, 209:24, 210:13, 210:15, 211:4, 213:10</p> <p>Detective ^[54] - 48:7, 95:11, 97:9, 107:22, 110:18, 111:6, 112:8, 119:10, 119:15, 120:6, 124:21, 138:3, 139:24, 140:2, 140:4, 140:5, 140:6,</p>	<p>140:7, 140:10, 140:11, 146:7, 150:15, 151:3, 151:10, 151:24, 152:20, 153:19, 154:6, 154:12, 154:15, 154:21, 154:24, 155:10, 163:15, 163:18, 165:16, 167:14, 167:21, 173:15, 174:3, 174:8, 174:15, 175:6, 175:16, 175:22, 177:5, 177:7, 177:9, 177:13, 178:9, 178:10, 178:13, 180:11, 183:17</p> <p>detective's ^[4] - 40:1, 40:20, 47:16, 222:12</p> <p>detectives ^[21] - 20:22, 29:25, 43:24, 46:16, 48:25, 49:7, 56:20, 90:11, 90:13, 97:8, 108:20, 114:19, 119:10, 124:13, 139:19, 149:11, 155:4, 222:17, 222:23</p> <p>determination ^[4] - 86:11, 86:21, 88:1, 88:17</p> <p>determine ^[2] - 41:14, 86:18</p> <p>develop ^[2] - 24:19, 150:9</p> <p>developed ^[3] - 55:19, 75:4, 122:4</p> <p>developing ^[1] - 155:19</p> <p>development ^[1] - 75:2</p> <p>devised ^[1] - 172:13</p> <p>dial ^[1] - 165:25</p> <p>dials ^[1] - 217:16</p> <p>Diana ^[1] - 194:21</p> <p>Dianne ^[1] - 194:13</p> <p>diatribes ^[1] - 174:6</p> <p>Dickhout ^[2] - 103:20, 140:4</p> <p>Dicks ^[26] - 1:6, 3:14, 3:17, 4:18, 6:12, 23:6, 57:8, 65:23, 69:5, 71:14, 74:16, 80:4, 121:21, 125:18, 127:20, 128:10, 131:13, 131:14, 195:6, 195:7, 199:17, 202:14, 211:25,</p>	<p>215:4, 215:14, 224:11</p> <p>DICKS ^[199] - 3:10, 3:14, 4:21, 4:24, 5:1, 5:6, 5:10, 5:14, 5:16, 5:18, 5:20, 5:25, 6:2, 6:19, 7:17, 7:21, 7:24, 8:3, 8:19, 9:5, 9:9, 9:12, 9:14, 10:13, 10:15, 11:7, 12:7, 12:9, 12:20, 13:8, 13:11, 13:16, 13:20, 13:23, 14:5, 14:17, 14:19, 14:21, 14:25, 15:12, 15:15, 15:23, 16:4, 16:8, 16:11, 16:14, 16:16, 16:20, 16:22, 17:9, 17:14, 17:17, 36:10, 57:12, 57:16, 57:22, 57:24, 58:1, 58:3, 58:5, 58:7, 58:10, 58:22, 58:25, 59:7, 59:9, 59:12, 59:14, 59:17, 59:25, 61:8, 61:23, 65:14, 68:10, 69:7, 71:19, 71:21, 72:23, 72:25, 73:3, 73:5, 74:4, 74:19, 80:8, 81:16, 82:1, 82:8, 83:4, 83:8, 83:19, 84:3, 84:9, 84:12, 84:18, 85:7, 85:10, 85:18, 85:21, 86:17, 86:20, 87:6, 87:9, 87:11, 87:14, 87:17, 87:21, 88:4, 88:8, 88:12, 89:23, 89:25, 90:3, 90:10, 90:18, 122:2, 125:19, 131:17, 131:20, 131:22, 132:5, 132:7, 132:16, 132:19, 132:22, 132:24, 133:12, 133:23, 134:2, 134:4, 134:8, 134:11, 134:21, 135:5, 135:10, 135:16, 135:19, 195:13, 195:16, 195:24, 196:5, 196:12, 196:19, 197:7, 197:10, 197:16, 197:19, 197:21, 198:1, 198:3, 198:5, 198:10, 198:13, 198:15, 198:24, 199:1, 199:16, 200:1, 200:10,</p>
---	---	--	--	--

<p>200:22, 201:6, 202:19, 212:8, 212:12, 213:12, 213:21, 214:2, 214:5, 214:7, 214:9, 214:11, 214:16, 215:9, 215:16, 215:22, 215:24, 216:2, 216:4, 216:10, 216:19, 216:22, 216:25, 217:10, 217:13, 218:2, 218:5, 218:8, 218:13, 218:16, 218:22, 219:9, 220:1, 220:8, 224:17, 225:20, 226:25, 227:2, 227:6, 227:21, 1:7</p> <p>Dicks' [1] - 225:12</p> <p>Dickson [1] - 167:21</p> <p>dictate [1] - 36:19</p> <p>difference [1] - 11:14</p> <p>differences [1] - 11:17</p> <p>different [19] - 6:8, 9:13, 11:13, 15:25, 18:10, 26:18, 33:3, 37:25, 67:20, 77:6, 81:4, 96:17, 128:18, 139:19, 166:8, 170:15, 170:17, 223:20, 223:23</p> <p>differently [2] - 43:6, 146:23</p> <p>difficult [10] - 32:19, 40:3, 48:24, 141:7, 142:15, 163:22, 182:4, 192:24, 209:16, 209:25</p> <p>difficulties [3] - 65:24, 209:2, 220:11</p> <p>difficulty [5] - 8:4, 48:10, 66:7, 87:2, 175:11</p> <p>diligent [1] - 120:9</p> <p>diligently [1] - 119:16</p> <p>dinner [1] - 200:21</p> <p>direct [6] - 88:22, 89:6, 115:14, 127:23, 170:3, 222:20</p> <p>directed [2] - 30:19, 51:5</p> <p>directing [1] - 53:1</p> <p>direction [2] - 25:3, 36:24</p> <p>directly [4] - 24:11, 61:13, 114:1, 227:9</p> <p>director [1] - 204:19</p> <p>disability [1] - 7:10</p>	<p>disadvantaged [1] - 7:6</p> <p>disappear [1] - 203:9</p> <p>disappearance [5] - 41:6, 118:3, 210:8, 211:3, 226:2</p> <p>disappearances [4] - 196:17, 201:3, 209:12, 219:25</p> <p>disappeared [1] - 225:9</p> <p>disappearing [1] - 182:24</p> <p>disappointing [1] - 119:12</p> <p>discernment [1] - 199:3</p> <p>discipline [2] - 172:21, 182:4</p> <p>disciplined [1] - 206:10</p> <p>disclosed [1] - 208:23</p> <p>discretion [2] - 83:12, 83:15</p> <p>discretionary [2] - 41:9, 86:9</p> <p>discrimination [1] - 184:15</p> <p>discriminatory [1] - 167:11</p> <p>discuss [5] - 134:3, 165:9, 168:22, 169:1, 227:9</p> <p>discussed [5] - 73:14, 107:22, 109:1, 120:19, 120:20</p> <p>discussion [10] - 73:18, 85:9, 99:6, 109:22, 156:5, 177:17, 178:4, 191:21, 192:5, 192:8</p> <p>discussions [7] - 75:15, 79:5, 112:12, 113:6, 177:23, 181:23, 192:2</p> <p>dispatch [15] - 7:2, 15:12, 15:16, 143:3, 143:9, 195:21, 197:12, 200:19, 213:13, 213:16, 215:19, 216:3, 219:3, 219:22, 220:13</p> <p>dispatched [1] - 211:22</p> <p>dispatcher [2] - 14:2, 14:5</p> <p>dispatchers [3] - 14:1, 131:25</p> <p>dispute [2] - 131:5,</p>	<p>199:10</p> <p>distance [2] - 53:11, 141:5</p> <p>distinction [1] - 63:1</p> <p>distressed [1] - 205:14</p> <p>distribute [2] - 32:13, 142:1</p> <p>distributed [1] - 152:10</p> <p>District [2] - 3:24, 3:25</p> <p>diverse [1] - 7:15</p> <p>divide [1] - 37:4</p> <p>division [2] - 204:1, 212:23</p> <p>Division [2] - 138:1, 204:9</p> <p>DNA [2] - 109:1, 109:2</p> <p>doctors [1] - 190:7</p> <p>document [10] - 34:6, 34:11, 104:19, 116:3, 176:9, 177:1, 188:21, 207:18, 208:13, 211:12</p> <p>documentation [2] - 181:13, 186:25</p> <p>documented [1] - 35:8</p> <p>documents [23] - 1:16, 1:21, 1:22, 22:22, 40:6, 46:18, 67:6, 68:2, 116:11, 118:21, 128:1, 128:5, 130:8, 207:1, 207:3, 207:12, 208:8, 208:16, 223:17, 224:8, 225:4, 2:5, 2:8</p> <p>Documents [4] - 1:24, 189:5, 2:7, 2:9</p> <p>domestic [2] - 10:22, 10:23</p> <p>dominated [1] - 200:5</p> <p>Don [1] - 204:19</p> <p>done [23] - 9:19, 62:8, 100:21, 103:8, 121:7, 129:9, 129:24, 145:12, 145:14, 147:19, 171:19, 176:15, 178:5, 183:13, 187:5, 203:16, 205:23, 209:23, 210:10, 216:9, 221:4, 221:5, 221:9</p> <p>door [1] - 145:24</p> <p>Dorothy [3] - 114:2, 157:7, 173:11</p> <p>double [1] - 15:4</p> <p>Dowds [1] - 183:6</p> <p>down [43] - 26:20,</p>	<p>27:16, 28:2, 31:21, 34:25, 35:2, 35:19, 35:22, 44:3, 44:5, 45:25, 55:3, 56:1, 56:11, 56:13, 67:1, 71:11, 99:15, 103:11, 110:13, 111:9, 111:15, 112:10, 126:5, 130:24, 138:24, 141:2, 141:22, 142:14, 147:7, 157:20, 165:9, 183:5, 193:7, 200:10, 200:11, 202:19, 204:12, 220:19, 221:2, 221:5, 223:1</p> <p>downhill [1] - 115:19</p> <p>downstairs [3] - 53:21, 53:22, 140:25</p> <p>downtown [3] - 73:21, 86:25, 136:11</p> <p>Downtown [16] - 32:14, 43:21, 54:15, 55:6, 61:3, 61:6, 77:4, 88:11, 90:14, 102:16, 111:1, 111:14, 121:14, 123:8, 168:11, 168:13</p> <p>downwards [1] - 219:17</p> <p>dozens [1] - 201:3</p> <p>Dr [2] - 55:17, 55:20</p> <p>drafted [1] - 22:24</p> <p>drastically [1] - 224:25</p> <p>draw [3] - 12:17, 62:21, 63:10</p> <p>drawer [2] - 206:6, 226:9</p> <p>Drew [1] - 194:18</p> <p>dried [1] - 60:11</p> <p>Drive [1] - 55:18</p> <p>driving [1] - 136:12</p> <p>drop [1] - 121:18</p> <p>drug [11] - 83:17, 84:14, 97:15, 102:12, 106:18, 109:20, 167:11, 189:12, 197:18, 219:6</p> <p>Drug [1] - 189:11</p> <p>drug-addicted [1] - 219:6</p> <p>drugs [1] - 98:14</p> <p>drunk [5] - 88:25, 89:2, 89:3, 197:24, 203:18</p>	<p>due [2] - 107:6, 189:21</p> <p>dumb [1] - 198:16</p> <p>dungeon [1] - 13:11</p> <p>duress [3] - 10:20, 11:20, 133:7</p> <p>during [15] - 15:2, 15:3, 18:11, 23:1, 124:16, 126:10, 138:4, 138:18, 139:2, 159:10, 159:23, 200:18, 204:2, 223:2, 226:20</p> <p>duties [9] - 20:6, 22:5, 22:18, 24:5, 24:13, 26:2, 34:2, 125:14, 151:15</p> <p>duty [4] - 49:18, 52:25, 68:13, 152:4</p> <p>dynamics [2] - 10:22, 196:24</p>
E				
<p>E-Comm [42] - 1:8, 5:3, 5:5, 5:7, 5:12, 5:16, 5:19, 17:6, 17:15, 26:14, 72:3, 75:3, 122:3, 122:5, 122:23, 125:21, 128:16, 131:18, 131:22, 132:6, 142:10, 142:13, 150:10, 195:9, 196:23, 212:25, 213:8, 215:20, 216:15, 216:24, 217:15, 217:22, 218:9, 218:25, 219:3, 219:8, 219:12, 219:22, 220:13, 220:22, 221:10, 224:14</p> <p>e-mail [10] - 103:16, 103:20, 110:16, 110:17, 110:19, 112:18, 155:25, 184:6, 199:21, 225:5</p> <p>early [9] - 59:25, 98:7, 124:17, 136:4, 137:25, 139:15, 195:16, 220:7, 223:20</p> <p>earth [4] - 69:20, 85:11, 128:14, 197:13</p> <p>easiest [2] - 115:20, 119:9</p> <p>East [1] - 5:18</p> <p>Easter [1] - 211:18</p> <p>Eastside [16] - 32:14,</p>				

<p>43:22, 54:16, 55:7, 61:3, 61:6, 77:5, 88:11, 90:15, 102:16, 111:1, 111:14, 121:14, 123:8, 168:11, 168:13</p> <p>easy [3] - 44:9, 132:2, 187:7</p> <p>eating [2] - 206:9, 206:11</p> <p>Edmonton [2] - 107:6, 107:13</p> <p>educated [1] - 127:5</p> <p>education [4] - 6:17, 7:13, 122:14, 123:22</p> <p>effect [4] - 57:14, 58:8, 163:8, 225:19</p> <p>effective [1] - 24:16</p> <p>effectively [2] - 21:7, 103:24</p> <p>effects [1] - 222:7</p> <p>effort [1] - 224:13</p> <p>eight [3] - 5:13, 13:17, 89:20</p> <p>either [9] - 14:13, 15:3, 34:7, 65:10, 191:11, 196:12, 203:11, 214:18, 225:18</p> <p>elaborate [1] - 209:14</p> <p>elaborated [1] - 2:22</p> <p>elapse [1] - 213:9</p> <p>elderly [5] - 42:11, 42:17, 80:11, 80:15, 143:11</p> <p>Eldridge [1] - 158:10</p> <p>elected [1] - 139:5</p> <p>elicit [2] - 64:15, 198:4</p> <p>eliciting [1] - 201:13</p> <p>Ellis [4] - 194:14, 226:1, 226:10, 227:9</p> <p>Ellis's [1] - 226:2</p> <p>elsewhere [2] - 60:5, 198:11</p> <p>Elsie [2] - 189:13, 194:17</p> <p>embarrassed [2] - 97:8, 223:19</p> <p>emerg [2] - 10:1, 10:5</p> <p>emergency [16] - 6:19, 7:2, 7:14, 9:10, 9:11, 10:2, 10:4, 13:23, 13:24, 53:12, 126:3, 141:8, 142:8, 142:22, 212:7</p> <p>emotional [2] - 7:20, 11:4</p> <p>emotionally [1] - 118:1</p>	<p>empathetic [3] - 8:16, 10:12, 159:25</p> <p>empathy [5] - 7:8, 8:3, 12:9, 12:10, 122:9</p> <p>employed [1] - 221:14</p> <p>employee [1] - 64:8</p> <p>Employees [1] - 138:21</p> <p>employees [2] - 138:23, 196:3</p> <p>employer [1] - 123:20</p> <p>empty [1] - 38:24</p> <p>encompassed [1] - 6:22</p> <p>encompasses [1] - 26:1</p> <p>encountered [1] - 200:25</p> <p>encounters [1] - 122:17</p> <p>end [9] - 35:21, 40:5, 54:3, 98:10, 118:25, 120:1, 122:21, 129:17, 203:24</p> <p>endeavoring [1] - 213:19</p> <p>ended [2] - 9:6, 204:17</p> <p>energy [1] - 85:13</p> <p>engine [1] - 172:13</p> <p>English [7] - 10:19, 11:21, 165:18, 166:5, 166:7, 166:11, 166:17</p> <p>enjoying [1] - 4:15</p> <p>Ens [13] - 75:16, 75:20, 76:7, 76:10, 78:20, 79:1, 93:6, 95:10, 98:22, 180:10, 182:9, 187:10, 207:15</p> <p>Ens' [1] - 114:5</p> <p>ensure [9] - 28:4, 36:17, 38:17, 96:10, 111:24, 189:11, 222:9, 222:11, 224:20</p> <p>ensuring [1] - 195:3</p> <p>enter [2] - 141:24, 213:4</p> <p>entered [4] - 56:1, 107:5, 141:17, 142:1</p> <p>enthusiastic [1] - 120:17</p> <p>entire [2] - 138:18, 217:16</p> <p>entries [1] - 36:13</p> <p>entry [13] - 15:8, 15:10, 15:11, 104:20, 105:17,</p>	<p>106:3, 107:25, 108:1, 108:13, 134:24, 141:14, 141:17, 214:20</p> <p>envelope [1] - 220:17</p> <p>episode [1] - 205:18</p> <p>equipment [1] - 191:1</p> <p>Erin [1] - 103:16</p> <p>escape [1] - 217:6</p> <p>especially [1] - 224:21</p> <p>essential [1] - 211:4</p> <p>establish [1] - 86:13</p> <p>established [2] - 138:17, 155:1</p> <p>esteemed [1] - 172:6</p> <p>estimate [1] - 162:14</p> <p>estimates [4] - 127:15, 129:6, 171:24, 172:1</p> <p>et [5] - 133:18, 133:19, 212:18, 225:15</p> <p>ethnic [2] - 88:17, 195:10</p> <p>European [1] - 11:15</p> <p>Evans [5] - 112:5, 116:20, 185:20, 208:12, 208:14</p> <p>Evenhanded [3] - 115:5, 116:22, 193:23</p> <p>evenings [1] - 145:21</p> <p>event [4] - 130:19, 152:6, 170:19, 200:20</p> <p>eventually [6] - 15:18, 17:20, 109:19, 109:21, 134:25, 212:22</p> <p>everywhere [1] - 90:9</p> <p>evidence [30] - 2:7, 44:19, 45:6, 47:24, 62:6, 62:14, 62:21, 62:25, 64:13, 64:22, 65:3, 67:20, 68:7, 75:11, 78:20, 79:19, 85:19, 95:14, 106:6, 128:9, 129:11, 129:15, 129:17, 130:25, 131:5, 190:22, 209:2, 210:7, 217:25, 221:13</p> <p>evolution [1] - 19:25</p> <p>evolve [1] - 20:20</p> <p>evolved [4] - 20:2, 20:21, 20:23, 139:8</p> <p>exact [2] - 65:19, 197:22</p> <p>exactly [8] - 17:19, 21:2, 22:18, 42:7, 91:10, 138:4,</p>	<p>200:13, 211:11</p> <p>exam [3] - 74:24, 74:25, 125:17</p> <p>examination [14] - 127:15, 129:7, 129:9, 129:18, 170:1, 170:12, 170:14, 172:6, 172:12, 172:20, 202:8, 1:11, 1:12, 1:13</p> <p>EXAMINATION [4] - 3:16, 131:10, 189:8, 194:11</p> <p>Examination [1] - 1:9</p> <p>examinations [1] - 172:3</p> <p>examine [2] - 78:9, 172:23</p> <p>example [11] - 12:3, 19:3, 31:2, 42:8, 46:17, 46:18, 47:6, 48:7, 50:13, 63:23, 95:6</p> <p>examples [4] - 10:24, 32:4, 142:17, 209:14</p> <p>except [1] - 104:21</p> <p>exceptions [2] - 29:7, 142:12</p> <p>exchange [3] - 55:8, 127:21, 130:12</p> <p>excuse [3] - 61:18, 188:20</p> <p>EXCUSED [1] - 227:23</p> <p>excuses [1] - 86:3</p> <p>exercising [2] - 83:12, 83:15</p> <p>exhaust [1] - 13:13</p> <p>exhibit [4] - 1:20, 188:23, 207:6, 207:10</p> <p>EXHIBIT [4] - 1:22, 189:4, 2:5, 2:8</p> <p>EXHIBITS [1] - 2:1</p> <p>existence [1] - 142:11</p> <p>existing [1] - 77:22</p> <p>expanded [2] - 216:16, 218:18</p> <p>expect [6] - 8:13, 19:21, 68:23, 167:16, 168:20, 217:6</p> <p>expected [2] - 168:1, 174:15</p> <p>experience [9] - 121:23, 176:19, 191:8, 200:4, 200:24, 203:12, 210:2, 212:3, 217:4</p> <p>experienced [3] -</p>	<p>15:5, 59:21, 122:20</p> <p>expert [1] - 201:18</p> <p>explain [7] - 12:25, 29:16, 79:16, 190:19, 202:18, 208:19, 208:22</p> <p>explained [1] - 59:13</p> <p>explanation [1] - 226:14</p> <p>explore [3] - 8:10, 30:16, 62:6</p> <p>exposure [2] - 129:10, 129:14</p> <p>expressed [3] - 45:1, 120:15, 144:9</p> <p>expressing [1] - 224:3</p> <p>expressions [1] - 225:14</p> <p>extended [2] - 40:16, 193:1</p> <p>extension [1] - 169:14</p> <p>eyed [1] - 122:13</p>
F				
				<p>face [1] - 219:18</p> <p>fact [22] - 35:13, 62:8, 62:20, 63:19, 78:21, 86:5, 96:25, 97:4, 107:8, 131:6, 159:24, 167:15, 168:10, 168:12, 170:11, 190:12, 204:8, 204:21, 206:15, 222:23, 226:15</p> <p>factor [1] - 147:21</p> <p>factors [5] - 41:18, 87:13, 87:14, 129:23, 209:4</p> <p>factual [2] - 2:7, 2:13</p> <p>failed [1] - 167:7</p> <p>failure [1] - 201:2</p> <p>fair [7] - 64:2, 64:12, 64:20, 173:6, 196:4, 198:18, 210:8</p> <p>fairly [1] - 171:7</p> <p>fairness [6] - 2:17, 62:9, 62:13, 63:22, 64:6, 128:24</p> <p>fall [4] - 65:25, 90:24, 216:23, 217:4</p> <p>falls [1] - 112:19</p> <p>familiar [4] - 57:15, 57:21, 75:17, 110:7</p> <p>families [32] - 2:2, 2:18, 44:20, 65:7, 92:20, 113:24, 114:4, 114:15,</p>

<p>115:4, 117:24, 123:9, 129:20, 130:1, 137:14, 153:21, 154:6, 167:3, 171:3, 175:1, 180:9, 181:10, 181:25, 186:10, 186:11, 187:2, 187:14, 187:18, 194:13, 194:23, 195:1, 213:22</p> <p>family [35] - 10:21, 12:12, 44:23, 68:7, 68:10, 68:18, 76:3, 78:24, 79:11, 79:21, 80:7, 92:3, 92:17, 95:2, 103:23, 104:16, 107:15, 114:23, 115:4, 115:17, 117:25, 135:18, 136:10, 158:13, 161:16, 167:6, 168:24, 180:20, 183:3, 186:21, 191:8, 192:8, 192:13, 213:18, 221:21</p> <p>far [6] - 69:17, 80:2, 83:20, 170:15, 183:23, 184:1</p> <p>farm [1] - 223:25</p> <p>Farris [1] - 184:4</p> <p>fastest [1] - 55:11</p> <p>father [1] - 100:12</p> <p>fault [1] - 103:25</p> <p>fax [6] - 149:8, 213:1, 213:2, 213:3, 220:16, 220:25</p> <p>faxed [1] - 26:16</p> <p>fear [1] - 225:8</p> <p>fearful [1] - 217:11</p> <p>feature [1] - 9:3</p> <p>February [7] - 37:6, 94:17, 105:1, 105:4, 178:17, 199:19, 207:14</p> <p>federal [1] - 96:7</p> <p>Feliks [6] - 194:14, 214:6, 214:7, 214:16, 215:4, 215:12</p> <p>fell [2] - 82:25, 84:16</p> <p>fellow [1] - 132:14</p> <p>felt [14] - 44:15, 99:11, 116:7, 120:23, 136:15, 145:12, 146:16, 155:19, 156:22, 156:23, 164:6, 168:18, 178:20, 207:25</p>	<p>female [8] - 67:15, 92:11, 134:8, 199:11, 199:12, 200:16, 201:4</p> <p>females [1] - 134:7</p> <p>few [9] - 20:7, 97:17, 142:3, 148:2, 158:2, 183:5, 195:6, 211:10, 227:3</p> <p>fide [1] - 195:4</p> <p>field [7] - 32:6, 82:13, 83:3, 84:7, 84:10, 85:19, 200:4</p> <p>Field [2] - 159:5, 168:22</p> <p>fifteen [1] - 169:20</p> <p>figure [1] - 103:12</p> <p>figured [2] - 74:2, 98:5</p> <p>figures [1] - 150:25</p> <p>file [107] - 12:13, 24:14, 29:2, 29:11, 29:14, 29:19, 30:2, 30:13, 32:21, 33:18, 33:20, 34:11, 34:18, 34:22, 34:24, 35:3, 35:14, 35:18, 35:20, 35:25, 36:18, 37:1, 37:3, 37:5, 38:11, 38:14, 38:23, 39:8, 39:18, 40:20, 43:2, 43:6, 43:20, 45:6, 45:7, 45:11, 45:13, 45:22, 46:9, 46:16, 49:13, 50:5, 50:7, 50:12, 52:12, 56:6, 56:9, 56:10, 56:17, 56:24, 65:16, 70:19, 73:22, 76:14, 79:2, 79:10, 79:17, 80:2, 81:19, 100:18, 101:17, 102:8, 103:11, 105:13, 105:14, 105:18, 106:24, 107:22, 108:15, 109:11, 110:6, 110:10, 110:15, 112:19, 114:3, 114:8, 114:10, 114:13, 118:10, 125:3, 125:6, 125:7, 145:6, 145:7, 145:11, 154:9, 157:25, 158:4, 158:18, 160:16, 165:10, 175:14, 182:23, 183:10, 190:25, 206:3, 212:19, 213:19, 221:16, 226:10, 226:12,</p>	<p>226:17, 226:23</p> <p>filed [6] - 76:6, 79:23, 83:2, 93:23, 132:20, 182:9</p> <p>files [28] - 29:22, 35:20, 38:17, 39:4, 39:9, 39:15, 40:2, 43:5, 47:19, 49:8, 49:10, 49:14, 56:14, 70:16, 102:6, 111:14, 111:20, 118:11, 119:21, 124:23, 124:25, 134:10, 161:17, 205:25, 222:13, 224:4, 225:7</p> <p>filing [2] - 144:20, 180:10</p> <p>fill [3] - 14:6, 35:10, 141:20</p> <p>filled [3] - 16:1, 137:25, 212:18</p> <p>filling [1] - 15:24</p> <p>final [3] - 6:2, 74:24</p> <p>finally [2] - 97:25, 203:25</p> <p>fine [2] - 227:17, 227:25</p> <p>finish [1] - 125:17</p> <p>finished [1] - 170:23</p> <p>fire [4] - 7:1, 133:13, 133:18, 217:18</p> <p>Fire [1] - 133:14</p> <p>firefighter [1] - 133:16</p> <p>firefighters [1] - 136:10</p> <p>firm [1] - 185:8</p> <p>first [35] - 8:8, 10:18, 11:20, 12:9, 19:5, 20:19, 25:8, 26:3, 30:25, 42:13, 48:8, 58:5, 58:16, 61:21, 65:14, 66:8, 77:10, 77:17, 79:7, 93:13, 105:5, 115:10, 115:12, 137:24, 139:22, 155:12, 157:20, 159:7, 169:18, 181:7, 181:19, 195:6, 217:17, 225:11</p> <p>firstly [1] - 195:8</p> <p>fit [3] - 111:25, 112:14, 125:5</p> <p>five [22] - 2:12, 2:13, 2:24, 16:22, 17:1, 114:9, 126:24, 130:6, 136:19, 147:5, 163:4, 169:21, 170:8,</p>	<p>170:20, 173:9, 188:10, 188:14, 206:7, 215:12, 224:4, 224:15, 228:2</p> <p>fixed [11] - 59:19, 59:23, 60:6, 67:10, 68:11, 69:2, 69:5, 69:25, 73:1, 135:15, 196:22</p> <p>flabbergasted [1] - 226:18</p> <p>flat [1] - 121:16</p> <p>flip [1] - 176:22</p> <p>floor [11] - 13:8, 18:4, 18:5, 18:6, 26:9, 55:4, 91:3, 125:23, 127:7, 146:1, 221:2</p> <p>flowing [1] - 219:17</p> <p>flu [1] - 81:10</p> <p>flurry [1] - 220:1</p> <p>Fobese [1] - 214:5</p> <p>focus [2] - 58:4, 58:12</p> <p>focusing [1] - 3:20</p> <p>folder [4] - 35:20, 38:6, 38:9, 38:11</p> <p>folders [2] - 37:3, 38:23</p> <p>follow [23] - 30:20, 31:3, 31:8, 31:10, 31:20, 32:4, 32:5, 32:17, 33:21, 34:5, 46:4, 69:19, 86:6, 101:25, 104:5, 144:25, 146:16, 146:24, 146:25, 160:23, 161:1, 212:13, 213:7</p> <p>follow-up [17] - 30:20, 31:3, 31:8, 31:10, 31:20, 32:4, 32:5, 32:17, 33:21, 34:5, 101:25, 144:25, 146:16, 146:24, 146:25, 160:23, 161:1</p> <p>followed [2] - 46:6, 133:1</p> <p>following [4] - 34:5, 36:3, 82:10, 129:24</p> <p>followup [2] - 51:6, 51:13</p> <p>foot [1] - 122:12</p> <p>force [1] - 225:2</p> <p>foregoing [1] - 228:14</p> <p>foreign [1] - 166:19</p> <p>forever [1] - 172:22</p> <p>forget [2] - 89:25, 92:7</p> <p>forgot [1] - 90:19</p> <p>forgotten [1] - 104:1</p> <p>form [9] - 35:11, 36:4,</p>	<p>55:24, 70:14, 123:17, 170:11, 170:13, 172:20, 212:19</p> <p>Form [5] - 29:1, 66:25, 144:23, 145:8, 145:23</p> <p>formal [3] - 3:1, 6:17, 114:3</p> <p>formally [1] - 217:1</p> <p>former [1] - 1:6</p> <p>forms [4] - 15:21, 70:19, 145:2, 151:16</p> <p>forth [2] - 149:9, 149:12</p> <p>forthcoming [1] - 205:7</p> <p>fortunate [1] - 198:23</p> <p>forward [4] - 29:9, 36:5, 38:16, 200:6</p> <p>forwarding [2] - 161:22, 161:25</p> <p>foster [1] - 91:20</p> <p>foul [1] - 45:20</p> <p>four [16] - 13:17, 14:1, 17:1, 26:18, 105:5, 114:9, 127:1, 136:17, 136:20, 136:21, 136:23, 137:1, 155:5, 210:20, 210:21, 223:6</p> <p>four-day [7] - 136:17, 136:21, 136:23, 137:1, 155:5, 210:20, 210:21</p> <p>Frank [1] - 140:7</p> <p>Fraser [1] - 6:6</p> <p>Freda [8] - 75:16, 75:20, 76:7, 93:6, 95:10, 98:22, 114:5, 207:15</p> <p>freer [1] - 149:20</p> <p>frequent [1] - 209:6</p> <p>fresh [1] - 13:11</p> <p>Frey [1] - 194:14</p> <p>Friday [8] - 27:5, 27:11, 210:25, 211:14, 211:19, 212:5, 213:12</p> <p>friend [9] - 76:17, 80:16, 80:22, 81:5, 84:24, 148:12, 203:22, 221:21</p> <p>friend's [1] - 171:4</p> <p>friends [15] - 31:16, 31:17, 32:22, 65:10, 80:1, 81:3, 84:23, 86:22, 115:16, 148:16, 187:18,</p>
---	--	--	--	---

<p>205:11, 210:7, 213:18, 222:8 front [7] - 22:23, 67:22, 68:5, 68:17, 72:11, 99:10, 135:13 frustration [8] - 59:22, 77:2, 116:7, 116:12, 144:9, 166:10, 207:24, 219:9 fucking [1] - 165:5 full [7] - 9:18, 125:9, 130:20, 131:7, 139:10, 139:12, 139:21 full-time [3] - 9:18, 139:10, 139:12 fuller [1] - 128:18 fumes [1] - 13:14 fun [1] - 98:14 function [4] - 19:13, 21:3, 24:10, 48:14 functions [1] - 54:20 funding [1] - 126:1 funny [1] - 89:4 furthermore [2] - 2:17, 78:25</p>	<p>given [22] - 6:21, 13:16, 21:8, 21:16, 47:7, 61:10, 79:11, 81:14, 88:10, 123:18, 129:18, 130:17, 146:25, 167:13, 199:13, 200:2, 200:4, 202:14, 218:6, 218:24, 227:18, 228:1 gleaning [1] - 50:6 God [1] - 166:6 governed [1] - 39:21 governing [1] - 78:10 government's [1] - 171:15 Grade [1] - 92:5 gradual [2] - 15:6, 15:17 granddaughter [1] - 93:17 grandmother [5] - 93:16, 93:21, 114:7, 114:11, 187:11 Gratl [4] - 128:1, 128:4, 130:2, 228:1 great [3] - 41:1, 77:1, 120:16 greatest [1] - 172:13 green [2] - 92:11 ground [1] - 90:25 group [6] - 42:12, 83:17, 88:3, 112:20, 149:9, 149:16 grow [2] - 69:19, 86:6 growing [1] - 219:23 guess [9] - 15:1, 20:11, 40:22, 123:24, 130:24, 151:16, 154:17, 158:8, 206:20 guessing [1] - 68:20 guidance [2] - 84:20, 121:4 guided [1] - 80:25 guidelines [6] - 32:16, 33:11, 39:3, 41:13, 86:18, 88:10 guy [2] - 91:17, 91:24 GVRD [1] - 217:16</p>	<p>Hall [1] - 204:19 hall [4] - 111:9, 112:10, 133:18, 204:18 Hallmark [1] - 194:15 Hamilton [4] - 95:7, 177:24, 178:3, 178:18 hampered [1] - 222:24 hand [5] - 21:20, 55:5, 55:7, 119:23, 130:9 handed [2] - 33:23, 112:1 handicaps [1] - 82:22 handier [1] - 146:1 handle [2] - 47:9, 127:5 handled [8] - 42:16, 42:21, 43:8, 43:23, 101:23, 118:2, 209:12, 224:15 handling [5] - 50:1, 198:21, 207:16, 207:21, 224:3 hands [1] - 60:25 handset [1] - 165:24 hang [2] - 20:11, 166:6 hanging [1] - 165:19 happy [2] - 74:9, 91:25 harassed [1] - 204:24 harassment [1] - 203:12 hard [14] - 29:15, 44:8, 102:23, 118:24, 119:17, 121:4, 124:1, 162:15, 220:16, 220:20, 220:24, 221:11, 221:12 hardworking [1] - 120:8 Harris [3] - 184:5, 184:25, 185:1 Hastings [1] - 142:14 hate [1] - 89:22 hats [1] - 10:6 Hay [1] - 149:13 Hay's [1] - 149:25 Hazel [1] - 194:16 head [4] - 69:24, 97:18, 98:20, 117:19 headquarters [1] - 15:1 headset [1] - 165:22 health [2] - 125:15, 212:17 hear [15] - 2:14, 19:2, 66:1, 101:14, 118:9, 128:9, 130:25,</p>	<p>132:3, 132:7, 132:13, 133:3, 133:5, 135:1, 137:14, 225:18 heard [47] - 31:17, 44:19, 48:7, 58:13, 65:15, 65:23, 66:9, 66:10, 67:20, 67:25, 68:7, 70:5, 73:4, 75:10, 88:5, 90:16, 90:24, 90:25, 92:15, 92:16, 95:2, 95:14, 98:5, 103:9, 106:19, 107:13, 109:14, 110:1, 111:21, 113:23, 114:15, 115:10, 116:24, 131:13, 135:20, 139:7, 140:18, 144:20, 162:19, 165:17, 176:6, 180:8, 181:20, 185:17, 186:4, 197:9, 226:19 hearing [14] - 1:4, 2:7, 2:13, 74:11, 74:14, 129:2, 129:5, 163:19, 176:1, 188:5, 188:8, 189:17, 217:3, 228:5 hearings [2] - 177:19, 181:22 heart [2] - 69:18, 86:5 Heather [3] - 67:7, 71:12, 194:17 heck [1] - 68:22 Heise [1] - 228:22 held [3] - 44:12, 45:1, 137:5 Helen [1] - 194:15 hell [1] - 119:23 help [6] - 13:4, 41:14, 48:23, 121:6, 148:25, 173:1 helpful [1] - 215:3 helping [1] - 111:18 Henry [2] - 174:21, 194:20 hereby [1] - 228:14 herein [1] - 228:17 HERN [22] - 61:18, 61:21, 61:24, 62:3, 62:5, 63:1, 63:5, 63:9, 63:15, 64:19, 127:17, 127:20, 128:4, 130:10, 130:22, 131:3, 131:8, 188:25, 201:7, 201:9, 201:22, 215:10</p>	<p>Hern [8] - 64:21, 130:5, 130:10, 185:3, 185:4, 185:24, 186:14, 208:5 heroin [1] - 91:21 herself [2] - 159:11, 159:22 Hetherington [11] - 115:2, 115:3, 116:2, 117:1, 117:3, 181:3, 181:5, 187:13, 187:25, 207:20, 223:16 hi [1] - 189:10 hierarchical [3] - 202:21, 203:2, 219:17 hierarchy [3] - 200:12, 203:5, 205:20 high [7] - 32:2, 43:25, 44:10, 75:5, 200:15, 223:12, 225:2 higher [3] - 116:8, 196:10, 223:21 highest [1] - 200:16 highlight [3] - 81:24, 94:20, 117:13 highly [4] - 70:12, 118:1, 164:17 himself [1] - 204:11 hindered [1] - 220:5 hindsight [2] - 101:11, 193:7 hired [5] - 3:22, 4:18, 5:7, 9:6, 74:22 hires [3] - 5:12, 5:13, 5:16 Historical [1] - 125:2 history [1] - 108:8 hit [1] - 70:4 hm [20] - 12:8, 16:3, 57:12, 58:10, 72:25, 84:3, 85:18, 88:8, 120:8, 125:19, 135:16, 165:20, 170:10, 197:7, 211:2, 215:16, 216:22, 217:10, 218:8, 221:20 hm-hmm [20] - 12:8, 16:3, 57:12, 58:10, 72:25, 84:3, 85:18, 88:8, 120:8, 125:19, 135:16, 165:20, 170:10, 197:7, 211:2, 215:16, 216:22, 217:10, 218:8, 221:20 hmm [21] - 12:8, 16:3,</p>
G				
<p>Gabriele [1] - 228:22 Gagnon [3] - 174:19, 174:24, 175:20 gagnon [2] - 174:25, 175:11 gallery [2] - 128:11, 130:23 game [1] - 156:19 gamut [1] - 8:24 gas [1] - 91:1 gather [2] - 144:22, 210:7 gathering [1] - 147:15 gay [1] - 122:11 gender [2] - 88:17, 134:6 general [7] - 63:7, 63:9, 83:8, 187:12, 187:15, 218:10, 224:23 generally [2] - 71:21, 132:7 generated [1] - 215:25 generates [2] - 15:14, 15:15 gentleman [2] - 177:18, 185:2 Georgina [1] - 194:13 girl [3] - 91:5, 98:9, 101:4</p>	<p>H</p> <p>habit [1] - 109:20 haired [1] - 122:13 half [7] - 16:12, 91:15, 119:15, 124:4, 124:20, 175:5, 210:2</p>			

57:12, 58:10, 72:25, 84:3, 85:18, 88:8, 120:8, 125:19, 135:16, 155:2, 165:20, 170:10, 197:7, 211:2, 215:16, 216:22, 217:10, 218:8, 221:20 hold [3] - 20:11, 141:8, 193:4 holding [2] - 95:9, 133:4 holdups [1] - 126:24 holiday [3] - 99:14, 99:24, 181:1 holidays [2] - 48:22, 162:7 Holyk [3] - 68:1, 102:10, 194:19 Holyk's [1] - 157:8 home [29] - 11:3, 23:18, 30:24, 32:24, 34:20, 34:23, 42:18, 59:7, 59:8, 59:9, 59:11, 60:2, 60:5, 60:10, 60:17, 60:19, 61:8, 72:14, 80:12, 81:10, 83:11, 86:23, 86:24, 87:2, 134:20, 139:1, 162:1, 162:2, 214:14 homeless [5] - 60:9, 60:24, 123:6, 224:22, 224:23 homes [2] - 149:9, 149:16 Homicide [28] - 18:6, 22:13, 42:1, 45:12, 45:15, 45:20, 45:25, 46:5, 46:15, 47:23, 48:1, 48:15, 49:7, 50:9, 56:12, 96:3, 96:4, 96:16, 97:9, 114:20, 124:15, 125:2, 137:3, 146:20, 151:23, 156:21, 193:7 homicide [4] - 45:18, 77:16, 125:8, 211:14 homicides [2] - 124:24 homosexuality [1] - 198:15 honest [1] - 125:24 honestly [1] - 127:6 Hooker [1] - 110:25 hooker [9] - 61:16, 77:19, 89:23, 90:4, 91:2, 91:13, 92:8, 113:3, 113:8 hookers [8] - 69:12, 69:22, 85:11, 91:14, 113:17, 167:23, 225:15 hope [1] - 79:13 hopefully [2] - 111:16, 144:6 horrific [2] - 10:18, 60:23 hospital [2] - 42:18, 143:6 hospitals [1] - 79:24 hot [2] - 126:4, 126:11 Hotel [3] - 105:8, 105:16, 105:19 hotel [2] - 105:23, 121:19 hotels [1] - 121:14 hour [11] - 78:11, 83:1, 83:2, 130:2, 130:5, 170:6, 172:2, 175:4, 228:2 hours [12] - 9:17, 9:24, 15:7, 16:12, 31:1, 52:24, 76:21, 78:17, 82:4, 83:1, 127:2, 212:6 house [9] - 14:23, 74:18, 160:23, 161:8, 203:18, 204:8, 204:15, 204:22, 206:21 Howlett [4] - 140:5, 154:16, 154:21, 226:7 huge [1] - 71:3 human [10] - 6:25, 7:7, 10:15, 87:19, 87:20, 92:9, 92:13, 123:20, 127:4, 194:25 Human [1] - 184:24 hundred [3] - 55:5, 139:16, 162:18 hundreds [1] - 74:21 hung [1] - 98:21 husband [2] - 136:13, 175:25 Hutton [1] - 140:6 hype [2] - 106:16, 106:23	113:3, 113:8 hookers [8] - 69:12, 69:22, 85:11, 91:14, 113:17, 167:23, 225:15 hope [1] - 79:13 hopefully [2] - 111:16, 144:6 horrific [2] - 10:18, 60:23 hospital [2] - 42:18, 143:6 hospitals [1] - 79:24 hot [2] - 126:4, 126:11 Hotel [3] - 105:8, 105:16, 105:19 hotel [2] - 105:23, 121:19 hotels [1] - 121:14 hour [11] - 78:11, 83:1, 83:2, 130:2, 130:5, 170:6, 172:2, 175:4, 228:2 hours [12] - 9:17, 9:24, 15:7, 16:12, 31:1, 52:24, 76:21, 78:17, 82:4, 83:1, 127:2, 212:6 house [9] - 14:23, 74:18, 160:23, 161:8, 203:18, 204:8, 204:15, 204:22, 206:21 Howlett [4] - 140:5, 154:16, 154:21, 226:7 huge [1] - 71:3 human [10] - 6:25, 7:7, 10:15, 87:19, 87:20, 92:9, 92:13, 123:20, 127:4, 194:25 Human [1] - 184:24 hundred [3] - 55:5, 139:16, 162:18 hundreds [1] - 74:21 hung [1] - 98:21 husband [2] - 136:13, 175:25 Hutton [1] - 140:6 hype [2] - 106:16, 106:23	108:16, 158:15, 159:11 identify [3] - 112:13, 159:22, 216:5 identifying [2] - 77:17, 112:19 ill [2] - 143:11, 209:5 images [1] - 199:24 imitate [1] - 197:24 immediate [4] - 50:24, 83:23, 84:17, 219:11 immediately [7] - 34:5, 36:3, 38:14, 41:3, 49:20, 176:5, 224:11 immigrated [1] - 198:11 impact [1] - 136:9 impacted [1] - 219:24 impediment [2] - 7:10, 7:11 implemented [2] - 59:15, 64:1 implication [1] - 63:9 important [19] - 8:11, 9:4, 24:4, 33:12, 36:11, 36:14, 47:17, 48:13, 48:14, 57:6, 64:13, 64:14, 99:4, 115:24, 117:12, 119:4, 122:7, 123:25, 171:18 imposed [2] - 172:1, 172:4 imposition [1] - 172:18 impression [3] - 77:3, 95:3, 95:17 improved [1] - 122:1 IN [1] - 3:16 in-house [4] - 14:23, 74:18, 160:23, 161:8 inadequate [1] - 171:17 inappropriate [4] - 2:16, 164:7, 168:19, 199:23 incident [8] - 15:14, 15:15, 35:17, 83:5, 110:22, 112:24, 127:21, 128:5 incidents [3] - 49:3, 212:7, 216:2 include [7] - 24:14, 31:11, 31:20, 32:18, 82:21, 83:15, 176:19 included [5] - 25:24, 132:16, 132:19, 159:5, 204:20 including [9] - 26:6, 30:12, 67:21, 74:24, 92:18, 158:14, 184:5, 186:24, 201:12 incoming [3] - 28:4, 53:1, 215:23 incorrect [1] - 201:14 increase [1] - 150:19 increased [5] - 27:19, 54:14, 71:16, 118:11, 126:1 incumbent [4] - 24:15, 24:24, 25:15, 25:17 independent [1] - 64:1 INDEX [1] - 1:2 indicate [1] - 82:6 indicated [1] - 125:18 indicates [1] - 62:19 indicating [2] - 123:15, 199:19 individual [3] - 32:21, 62:11, 154:9 individuals [1] - 63:21 ineffective [1] - 223:13 inference [2] - 62:21, 63:11 information [43] - 8:20, 13:3, 25:5, 34:21, 40:1, 41:22, 43:11, 46:4, 47:1, 49:22, 50:6, 51:17, 52:5, 53:14, 53:20, 56:17, 57:6, 63:20, 68:20, 70:24, 79:16, 84:19, 90:21, 107:6, 135:12, 140:23, 141:15, 141:24, 143:25, 148:20, 155:14, 158:5, 161:6, 163:21, 175:12, 181:17, 204:7, 206:14, 216:6, 216:19, 218:10, 219:1 Information [3] - 36:9, 76:13, 78:13 informed [1] - 87:12 ingrained [1] - 201:1 initial [3] - 17:17, 52:1, 133:15 initiate [2] - 53:5, 53:13 initiative [2] - 25:16, 31:21 injuries [2] - 127:9, 127:10 innocuous [1] - 81:3 inquire [1] - 64:1 inquiries [9] - 30:20, 31:3, 31:20, 32:5, 33:21, 51:7, 52:5, 53:2, 148:14 inquiry [4] - 173:5, 186:6, 195:4, 208:22 insensitive [2] - 163:20, 163:25 insistent [1] - 68:15 inspector [4] - 53:25, 54:9, 199:20, 205:21 Inspector [8] - 75:14, 96:15, 120:12, 150:17, 158:10, 163:16, 176:23, 177:14 inspectors [3] - 3:24, 116:8, 118:23 instance [4] - 10:18, 50:4, 64:7, 77:11 instances [16] - 29:17, 46:3, 93:24, 135:14, 140:20, 141:4, 141:19, 142:25, 144:8, 146:11, 148:3, 148:4, 148:9, 187:16, 193:9 instead [1] - 17:11 instigate [1] - 221:25 instigated [2] - 37:2, 149:22 institutional [1] - 223:10 instructed [2] - 78:14, 224:19 instruction [4] - 21:9, 71:15, 80:6, 121:4 instructions [3] - 121:6, 153:15, 190:24 insulting [1] - 2:18 intake [1] - 13:12 intense [1] - 74:23 intent [1] - 197:23 intentions [1] - 83:19 interest [5] - 41:1, 43:3, 46:21, 120:16, 209:9 interested [5] - 33:5, 33:6, 70:15, 72:15, 87:23 interests [5] - 130:3, 171:21, 178:12, 195:2, 195:3 interim [1] - 147:9 Internal [5] - 158:11, 158:24, 159:15, 160:1, 160:5 internal [1] - 12:18 Internet [1] - 199:22 interoffice [1] - 66:25
--	--	--

<p>interpret ^[1] - 102:24</p> <p>interpretation ^[1] - 164:25</p> <p>interpreter ^[1] - 166:9</p> <p>interrupt ^[1] - 215:2</p> <p>interview ^[9] - 46:12, 46:20, 46:25, 138:5, 138:6, 141:2, 183:19, 184:12, 185:15</p> <p>interviewed ^[4] - 112:4, 183:17, 206:20, 208:4</p> <p>interviewing ^[1] - 46:11</p> <p>intimate ^[1] - 18:25</p> <p>intolerable ^[1] - 206:13</p> <p>intoxicated ^[1] - 7:11</p> <p>introduced ^[2] - 155:13, 201:17</p> <p>introduction ^[1] - 201:12</p> <p>intuition ^[2] - 41:21, 42:3</p> <p>investigate ^[8] - 19:16, 82:14, 95:11, 163:9, 195:5, 201:2, 209:18, 210:5</p> <p>investigated ^[3] - 21:5, 45:11, 204:3</p> <p>investigating ^[2] - 160:6, 213:10</p> <p>investigation ^[15] - 32:1, 42:16, 48:4, 50:2, 72:20, 83:23, 94:6, 112:2, 118:2, 158:14, 208:21, 213:11, 219:24, 222:1, 222:25</p> <p>investigations ^[4] - 90:12, 196:17, 207:1, 209:11</p> <p>Investigations ^[1] - 158:11</p> <p>investigative ^[5] - 25:2, 32:15, 47:7, 201:9, 211:5</p> <p>investigator ^[6] - 47:15, 118:6, 127:22, 158:24, 209:18, 209:21</p> <p>invited ^[1] - 200:21</p> <p>involve ^[1] - 43:7</p> <p>involved ^[18] - 6:18, 34:14, 43:21, 45:8, 45:12, 45:15, 45:21, 46:10, 83:16, 84:13, 102:7, 115:17, 149:4, 154:12,</p>	<p>154:19, 158:23, 160:15, 204:5</p> <p>irrelevant ^[1] - 201:12</p> <p>island ^[1] - 133:20</p> <p>issue ^[21] - 22:20, 40:9, 62:9, 62:13, 63:22, 64:6, 73:14, 95:15, 135:15, 138:9, 155:23, 158:13, 178:12, 191:4, 207:1, 219:5, 222:21, 222:23, 223:9, 227:4, 227:9</p> <p>issues ^[19] - 11:1, 14:11, 48:11, 62:15, 72:18, 73:1, 103:24, 118:19, 119:1, 125:15, 128:19, 166:25, 167:18, 169:4, 172:24, 202:19, 208:20, 212:17, 219:21</p> <p>italicized ^[1] - 159:13</p> <p>item ^[6] - 30:7, 34:4, 36:2, 36:16, 41:1, 54:18</p> <p>itself ^[8] - 13:6, 17:9, 171:15, 200:17, 213:3, 214:17, 226:12</p>	<p>120:11, 121:7, 124:1, 138:7, 138:10, 138:12, 153:5, 153:16, 169:5, 169:6, 175:23</p> <p>jobs ^[1] - 172:5</p> <p>Joesbury ^[1] - 194:17</p> <p>Johannson ^[1] - 214:9</p> <p>John ^[2] - 105:25, 225:18</p> <p>john ^[1] - 91:20</p> <p>Johnson ^[5] - 67:23, 109:15, 214:9, 214:10, 214:11</p> <p>Johnson's ^[2] - 215:8, 215:11</p> <p>join ^[1] - 138:23</p> <p>joined ^[2] - 139:4, 196:12</p> <p>joke ^[2] - 97:10, 197:24</p> <p>jokes ^[1] - 89:4</p> <p>Jones ^[1] - 194:20</p> <p>Joyce ^[1] - 65:14</p> <p>Joyce's ^[1] - 61:14</p> <p>judge ^[1] - 87:18</p> <p>judgement ^[4] - 25:16, 41:11, 87:8, 87:12</p> <p>July ^[3] - 3:22, 103:20, 108:13</p> <p>June ^[5] - 5:2, 110:18, 111:1, 111:4, 220:8</p> <p>junior ^[1] - 202:23</p> <p>jurisdiction ^[2] - 72:19, 159:19</p> <p>jurists ^[1] - 172:6</p> <p>justice ^[2] - 2:17, 171:8</p> <p>Justice ^[1] - 130:6</p> <p>justification ^[1] - 142:7</p> <p>juvenile ^[5] - 29:17, 32:22, 42:24, 43:1, 43:7</p> <p>juveniles ^[2] - 30:5, 73:17</p>	<p>kept ^[4] - 37:7, 54:5, 151:2, 216:12</p> <p>kids ^[1] - 73:23</p> <p>killed ^[1] - 46:15</p> <p>kin ^[5] - 80:9, 80:19, 81:1, 85:2, 85:22</p> <p>kind ^[32] - 10:25, 11:5, 12:16, 12:18, 14:9, 14:22, 15:6, 23:5, 24:6, 32:4, 32:16, 33:14, 38:16, 39:2, 44:25, 48:11, 56:3, 57:4, 62:22, 64:11, 81:12, 84:5, 87:24, 88:1, 88:5, 151:11, 191:12, 192:4, 192:7, 192:8, 192:23, 227:13</p> <p>kinds ^[15] - 7:19, 8:11, 11:16, 15:25, 16:1, 16:5, 24:7, 31:13, 33:13, 42:12, 84:16, 86:3, 87:14, 88:18, 89:5</p> <p>King ^[1] - 7:3</p> <p>knowing ^[2] - 38:5, 87:23</p> <p>knowledge ^[6] - 24:25, 72:9, 123:3, 123:22, 157:11, 219:19</p> <p>knowledgeable ^[1] - 219:15</p> <p>known ^[9] - 57:5, 61:11, 74:19, 203:14, 205:3, 205:4, 210:6, 214:17, 222:6</p> <p>knows ^[2] - 99:5, 119:21</p> <p>Kwantlen ^[6] - 6:3, 6:20, 10:13, 11:7, 88:20, 123:21</p>	<p>lane ^[1] - 13:13</p> <p>Lane ^[1] - 194:19</p> <p>language ^[12] - 10:19, 11:2, 11:15, 11:16, 11:18, 11:20, 11:21, 11:22, 11:24, 25:25, 92:19, 113:7</p> <p>lapse ^[1] - 78:3</p> <p>large ^[1] - 26:17</p> <p>larger ^[2] - 129:13, 131:22</p> <p>Larkin ^[2] - 205:2, 206:19</p> <p>last ^[30] - 38:8, 54:18, 59:10, 66:9, 67:7, 70:2, 72:19, 72:24, 73:9, 73:20, 73:24, 86:9, 103:18, 103:21, 108:23, 110:16, 112:5, 116:21, 130:12, 143:19, 178:2, 184:22, 187:8, 193:15, 208:17, 210:6, 215:10, 220:10, 222:6, 222:9</p> <p>last-known ^[2] - 210:6, 222:6</p> <p>lasted ^[1] - 211:17</p>
--	---	--	---	---

151:8, 151:9, 154:17, 183:1, 205:20, 221:1 leaving [1] - 125:20 led [1] - 170:12 Lee [1] - 177:24 left [17] - 32:9, 32:10, 35:7, 47:19, 113:12, 119:22, 130:13, 136:3, 136:4, 136:6, 136:8, 138:3, 138:14, 155:8, 183:5, 185:12, 189:18 legwork [2] - 50:20, 222:17 Leigh [4] - 103:16, 103:17, 104:16, 108:4 lengthy [2] - 210:1, 226:21 LePard [9] - 167:22, 183:18, 183:21, 184:4, 184:6, 184:9, 184:10, 208:4, 223:13 lesbian [1] - 122:11 less [3] - 126:20, 172:2, 198:23 lesser [1] - 89:12 letter [25] - 93:5, 94:8, 94:9, 94:21, 97:11, 98:22, 114:5, 148:19, 156:13, 157:10, 157:17, 157:18, 158:6, 158:9, 158:10, 169:5, 173:13, 176:17, 178:17, 178:21, 183:2, 185:7, 187:9, 192:10 letters [4] - 90:23, 182:17, 182:20, 204:2 liaison [1] - 18:24 Liaison [4] - 75:16, 75:18, 79:18, 110:9 Lidguerre [2] - 78:22, 79:3 lie [1] - 186:10 life [8] - 4:15, 77:8, 90:20, 122:16, 136:9, 155:19, 186:22, 187:3 life-style [1] - 77:8 lifestyle [2] - 87:19, 167:3 lifestyles [2] - 87:16, 87:25 lifted [1] - 84:1	light [3] - 20:6, 22:5, 125:14 likely [2] - 8:8, 219:9 limit [2] - 80:1, 227:19 limitations [1] - 77:25 limited [1] - 169:16 limits [2] - 169:23, 172:4 line [33] - 10:1, 10:2, 10:4, 11:9, 11:11, 11:24, 13:24, 20:8, 20:9, 20:15, 53:12, 70:11, 86:9, 106:12, 122:22, 141:8, 156:8, 156:24, 157:3, 157:6, 157:11, 160:8, 160:13, 160:14, 160:18, 160:19, 160:20, 160:21, 161:9, 161:15, 161:19, 161:23 lines [3] - 149:19, 156:6, 160:11 list [2] - 33:16, 103:18 listed [1] - 60:18 listen [6] - 15:5, 15:7, 126:16, 127:3, 132:25, 167:9 listened [1] - 77:10 listening [1] - 15:19 live [11] - 44:5, 61:4, 69:9, 69:11, 77:7, 81:4, 86:25, 123:6, 136:11, 187:2 lived [5] - 102:16, 102:17, 143:13, 148:13, 166:19 lives [8] - 8:5, 8:20, 59:5, 61:3, 88:11, 120:21, 155:15, 186:20 living [8] - 60:24, 61:5, 80:11, 91:19, 92:2, 105:15, 187:1, 205:22 Livingston [6] - 188:10, 188:13, 189:7, 189:10, 190:6, 1:12 LIVINGSTON [2] - 189:8, 189:9 load [1] - 40:20 local [1] - 143:24 locate [2] - 19:15, 76:3 located [7] - 5:17, 6:20, 13:6, 36:21, 36:24, 140:15, 226:13 locating [1] - 148:22	location [1] - 5:11 locations [1] - 18:10 locked [1] - 37:8 lodged [3] - 158:9, 176:4, 207:21 log [12] - 9:17, 34:9, 34:24, 37:10, 99:16, 99:19, 104:14, 105:1, 154:9, 158:7, 189:22, 226:4 logbooks [1] - 118:16 logistical [1] - 219:23 long-lost [1] - 148:12 long-term [1] - 155:16 longest [1] - 126:8 look [23] - 17:24, 18:9, 24:2, 28:2, 29:4, 32:20, 38:13, 38:14, 38:22, 43:14, 43:25, 53:8, 58:7, 71:24, 103:11, 118:18, 125:12, 148:20, 167:23, 170:8, 200:12, 223:5, 223:15 looked [7] - 33:9, 55:14, 56:17, 56:18, 147:17, 222:15, 223:3 looking [22] - 24:8, 27:12, 27:23, 27:25, 29:4, 32:3, 39:2, 43:2, 51:3, 56:14, 57:24, 98:19, 104:19, 118:7, 148:10, 148:11, 149:18, 192:10, 197:15, 199:17, 211:18, 225:8 Lookout [1] - 55:9 looks [3] - 43:18, 45:21, 183:11 Lori [2] - 226:1, 226:8 Lori-Ann [1] - 226:1 loss [1] - 82:21 lost [5] - 86:14, 86:19, 86:20, 148:12, 199:11 love [2] - 124:2 loved [14] - 11:5, 13:4, 27:10, 44:21, 61:2, 76:4, 110:3, 118:3, 124:1, 124:9, 180:21, 195:1, 195:2, 196:18 lovely [2] - 139:1, 174:25 Lower [3] - 92:2, 141:6, 195:12 lower [2] - 196:8,	202:17 lowest [1] - 197:3 lowly [1] - 209:20 Ltd [1] - 228:25 lunch [3] - 27:17, 128:7, 206:11 ly [1] - 222:24 LYNNE [2] - 3:10, 1:7 Lynne [3] - 1:6, 3:14, 70:3	202:16, 203:12, 219:6, 225:14, 226:25, 227:2 male-dominated [1] - 200:5 males [2] - 134:7, 199:20 malfunctioned [1] - 133:20 man [2] - 217:9, 226:21 manage [4] - 23:9, 30:10, 47:8, 175:23 managed [1] - 217:5 management [3] - 181:24, 182:4, 224:19 manager [7] - 17:12, 72:12, 131:25, 132:25, 219:12, 224:18, 224:19 managers [2] - 72:1, 72:2 managing [2] - 29:23 Mandarin [1] - 11:19 mandate [4] - 6:9, 19:6, 125:5, 128:10 mandated [2] - 52:11, 195:5 manifesting [1] - 171:14 manned [1] - 218:17 manner [4] - 64:3, 148:23, 198:2, 209:11 manpower [2] - 119:1, 223:22 Manual [1] - 77:23 manual [2] - 15:23, 25:8 manuscript [1] - 175:24 March [9] - 37:6, 104:21, 104:24, 107:5, 107:17, 108:7, 108:12, 108:18 marginalized [3] - 69:16, 122:9, 122:10 Maria [1] - 194:20 Marion [3] - 67:21, 109:14, 109:22 mark [2] - 1:20, 188:22 marked [5] - 1:21, 188:21, 207:6, 215:5 Marnie [1] - 194:14 marry [1] - 28:17 Mary [1] - 78:22 massive [2] - 223:24, 224:12
---	---	---	--	---

<p>master's [2] - 6:5, 200:4</p> <p>mat [1] - 5:23</p> <p>material [1] - 172:25</p> <p>matter [17] - 61:12, 69:15, 72:13, 73:5, 83:1, 103:8, 105:20, 127:5, 133:8, 147:6, 149:11, 153:13, 195:5, 199:24, 205:15, 208:22, 224:23</p> <p>mature [1] - 25:18</p> <p>McGrath [1] - 103:16</p> <p>mean [32] - 14:17, 17:10, 19:8, 20:9, 39:25, 48:19, 49:15, 59:6, 62:19, 63:23, 63:24, 76:24, 80:23, 87:17, 89:18, 90:8, 102:23, 106:17, 116:14, 121:12, 135:5, 147:23, 152:15, 161:2, 162:17, 163:11, 169:25, 170:16, 170:22, 172:24, 192:16, 202:4</p> <p>meaning [1] - 126:1</p> <p>means [7] - 20:10, 37:17, 37:18, 89:12, 106:18, 107:12, 126:18</p> <p>meant [3] - 52:12, 136:24, 202:18</p> <p>meantime [1] - 78:11</p> <p>mechanics [2] - 218:7, 218:20</p> <p>media [3] - 53:2, 186:13, 186:18</p> <p>medical [1] - 7:2</p> <p>meet [2] - 96:17, 173:16</p> <p>meeting [6] - 173:17, 173:21, 174:3, 174:9, 184:3, 184:8</p> <p>meetings [4] - 114:23, 115:4, 115:18, 117:23</p> <p>Melnick [1] - 194:21</p> <p>member [15] - 12:12, 14:4, 17:18, 68:10, 68:19, 92:5, 107:15, 135:18, 138:17, 168:24, 176:19, 177:11, 192:13, 210:20, 221:21</p> <p>members [27] - 17:15, 44:23, 68:7, 71:1, 76:3, 92:17, 95:2,</p>	<p>104:16, 117:25, 121:3, 130:11, 130:22, 138:19, 161:16, 167:6, 180:20, 182:3, 182:5, 186:24, 191:8, 192:8, 198:20, 199:20, 200:19, 200:20, 202:16, 213:18</p> <p>memo [10] - 71:15, 75:13, 76:9, 94:16, 181:3, 181:17, 182:7, 191:18</p> <p>memoranda [1] - 208:19</p> <p>memorandum [2] - 176:23, 207:13</p> <p>memory [3] - 82:21, 99:12, 156:13</p> <p>memos [3] - 40:14, 47:12, 71:22</p> <p>mental [4] - 7:9, 7:10, 82:18, 212:17</p> <p>mentally [1] - 143:11</p> <p>mention [2] - 142:20, 148:2</p> <p>mentioned [13] - 127:20, 139:18, 140:11, 142:16, 144:23, 145:5, 146:6, 152:4, 155:4, 155:11, 179:6, 181:8, 205:6</p> <p>merely [1] - 80:21</p> <p>message [2] - 35:8, 185:13</p> <p>messages [7] - 20:17, 26:6, 28:5, 91:9, 114:12, 141:10, 145:23</p> <p>messaging [1] - 91:13</p> <p>met [4] - 75:21, 91:15, 204:18, 205:5</p> <p>Metrotown [1] - 73:24</p> <p>mic [1] - 173:19</p> <p>micromanaging [1] - 206:7</p> <p>microphones [1] - 3:8</p> <p>mid-'80s [1] - 223:20</p> <p>midnight [1] - 86:24</p> <p>might [23] - 16:25, 17:3, 27:24, 30:11, 31:20, 32:17, 44:22, 45:21, 52:12, 52:19, 63:10, 104:17, 107:3, 132:18, 149:6, 153:9, 155:24, 200:7, 210:8, 211:12,</p>	<p>213:9, 221:21, 221:22</p> <p>milieu [1] - 200:5</p> <p>mimicked [1] - 89:1</p> <p>mind [4] - 77:14, 129:23, 131:3, 185:12</p> <p>mine [6] - 104:25, 107:25, 108:7, 108:12, 203:22, 222:19</p> <p>Miner's [2] - 103:16, 104:16</p> <p>minimum [4] - 51:6, 125:22, 125:25, 213:17</p> <p>minorities [1] - 200:9</p> <p>minute [1] - 74:1</p> <p>minutes [18] - 74:6, 74:11, 130:1, 130:2, 130:4, 130:6, 163:4, 169:20, 169:21, 170:20, 173:9, 185:24, 188:5, 188:10, 188:14, 206:8, 228:1, 228:2</p> <p>miscellaneous [1] - 26:6</p> <p>Miskow [2] - 176:24, 177:14</p> <p>misrepresent [1] - 162:20</p> <p>missing [224] - 2:2, 11:5, 12:4, 12:7, 12:11, 12:20, 16:19, 17:2, 17:4, 19:19, 24:10, 25:1, 25:22, 26:5, 26:23, 27:6, 27:10, 28:1, 28:5, 30:21, 30:25, 31:24, 32:21, 32:23, 33:14, 33:15, 34:7, 34:8, 34:17, 34:19, 34:20, 35:24, 36:4, 36:5, 36:17, 37:6, 37:10, 37:12, 37:18, 37:19, 38:7, 39:10, 39:24, 42:10, 43:20, 44:21, 46:9, 49:3, 50:12, 51:9, 52:2, 52:8, 52:9, 52:23, 53:4, 53:6, 53:9, 53:13, 54:15, 54:19, 54:25, 55:1, 55:6, 56:9, 56:10, 58:20, 59:4, 60:9, 66:13, 66:18, 66:19, 67:2, 67:6, 67:8, 67:15, 67:23, 71:12, 71:17, 71:20, 72:3, 73:6, 73:17,</p>	<p>76:4, 76:18, 76:20, 76:25, 77:24, 78:2, 78:21, 78:22, 78:24, 79:2, 79:6, 79:10, 79:12, 79:17, 79:23, 80:2, 80:8, 80:13, 80:17, 80:24, 81:7, 81:19, 82:2, 82:3, 82:12, 83:10, 84:15, 85:12, 86:13, 86:18, 86:20, 88:7, 93:17, 93:23, 94:3, 94:23, 97:6, 99:9, 99:18, 100:1, 102:14, 103:17, 104:13, 105:4, 107:7, 107:9, 107:10, 108:8, 108:24, 108:25, 109:7, 109:17, 110:3, 111:1, 111:13, 111:22, 112:1, 114:15, 117:24, 119:22, 124:9, 134:18, 134:21, 135:3, 135:6, 137:14, 140:19, 140:21, 141:1, 141:12, 141:13, 141:15, 141:18, 142:4, 142:23, 143:19, 144:10, 146:3, 146:22, 147:4, 147:18, 147:23, 148:3, 148:11, 149:17, 150:9, 150:19, 152:15, 153:21, 154:13, 157:25, 160:16, 160:24, 161:1, 164:18, 167:4, 167:23, 168:4, 168:5, 168:10, 168:12, 171:3, 176:14, 179:15, 179:18, 180:1, 180:4, 183:18, 187:19, 189:23, 190:4, 190:23, 191:2, 191:3, 191:20, 192:14, 193:21, 193:22, 196:20, 197:13, 197:17, 201:5, 206:25, 207:16, 208:21, 209:12, 210:4, 210:12, 210:24, 212:10, 212:22, 213:18, 213:20, 213:22, 213:23, 215:15,</p>	<p>221:15, 222:25, 224:14, 224:21</p> <p>Missing [121] - 1:9, 4:2, 4:3, 4:13, 17:23, 18:1, 19:6, 19:14, 22:2, 24:12, 27:8, 27:11, 28:6, 30:19, 41:4, 41:19, 45:14, 46:13, 47:2, 48:2, 48:14, 48:25, 49:6, 49:21, 51:5, 51:16, 51:19, 53:2, 55:25, 56:4, 66:22, 68:6, 68:11, 68:16, 76:15, 77:17, 78:10, 78:14, 78:16, 82:4, 82:12, 93:12, 94:1, 96:2, 96:18, 100:24, 101:1, 107:23, 109:16, 109:18, 111:7, 112:1, 112:9, 112:15, 112:17, 114:2, 116:9, 116:10, 116:13, 116:14, 116:17, 117:23, 118:4, 118:17, 118:20, 121:13, 123:25, 124:11, 124:23, 125:9, 135:3, 135:9, 135:11, 136:1, 136:3, 136:4, 136:6, 136:18, 137:10, 137:18, 138:8, 138:13, 139:10, 139:14, 140:15, 144:18, 145:17, 145:20, 148:8, 149:2, 150:15, 150:22, 151:3, 151:6, 154:13, 154:25, 156:6, 157:23, 160:8, 162:5, 163:13, 164:16, 168:23, 176:16, 178:22, 178:23, 179:3, 189:18, 190:12, 190:20, 193:3, 209:3, 210:2, 213:5, 213:6, 220:11, 220:15, 223:11, 223:17, 226:7, 226:16</p> <p>missings [1] - 111:23</p> <p>mistake [1] - 14:12</p> <p>mistaken [1] - 189:24</p> <p>mistakes [1] - 133:18</p> <p>mock [1] - 7:5</p> <p>mode [1] - 81:11</p>
---	--	--	--	---

mom ^[2] - 31:14, 34:15 moment ^[5] - 10:8, 65:11, 90:22, 206:2, 212:2 Mona ^[1] - 194:14 Monday ^[5] - 27:3, 27:12, 211:19, 213:13, 213:14 money ^[2] - 69:21, 197:14 monitored ^[1] - 39:6 month ^[6] - 17:18, 37:5, 37:12, 38:25, 39:25 monthly ^[5] - 54:3, 54:7, 54:11, 151:2 months ^[11] - 5:25, 38:24, 40:4, 49:5, 49:8, 49:11, 119:18, 124:14, 186:5, 199:18, 220:2 morgue ^[2] - 192:3, 192:15 morning ^[16] - 1:5, 1:19, 3:7, 20:7, 27:3, 98:7, 100:21, 126:25, 144:22, 147:3, 156:1, 186:14, 190:21, 212:6, 228:6 morning's ^[1] - 1:5 Morris ^[4] - 75:16, 75:20, 110:1, 110:11 most ^[15] - 5:21, 8:4, 11:8, 27:3, 44:8, 48:15, 52:22, 69:16, 77:8, 87:24, 103:2, 172:15, 176:2, 193:9 mostly ^[7] - 30:4, 89:19, 134:7, 134:8, 199:7 mother ^[11] - 68:1, 73:20, 93:11, 102:17, 107:10, 108:3, 108:24, 109:3, 109:15, 157:8, 190:24 motivation ^[1] - 203:7 move ^[6] - 30:16, 40:25, 74:8, 131:18, 132:6, 220:12 moved ^[4] - 5:10, 168:5, 216:15, 218:24 moving ^[4] - 122:5, 173:9, 196:23, 217:6 MR ^[44] - 2:1, 2:10, 61:18, 61:21, 61:24, 62:3, 62:5, 63:1,	63:5, 63:9, 63:15, 64:19, 65:6, 65:9, 127:17, 127:20, 128:4, 130:10, 130:22, 131:3, 131:8, 169:13, 170:25, 171:3, 171:23, 172:1, 172:15, 172:18, 188:9, 188:13, 188:16, 188:19, 188:25, 194:11, 201:7, 201:8, 201:9, 201:22, 202:2, 202:7, 202:12, 207:9, 215:10, 215:17 MS ^[817] - 1:5, 1:12, 1:15, 1:19, 3:6, 3:12, 3:14, 3:16, 4:1, 4:5, 4:8, 4:11, 4:14, 4:17, 4:21, 4:24, 5:1, 5:6, 5:10, 5:14, 5:16, 5:18, 5:20, 5:25, 6:2, 6:19, 7:17, 7:21, 7:24, 8:3, 8:19, 9:5, 9:9, 9:12, 9:14, 10:13, 10:15, 11:7, 12:7, 12:9, 12:20, 13:8, 13:11, 13:16, 13:20, 13:23, 14:5, 14:17, 14:19, 14:21, 14:25, 15:12, 15:15, 15:23, 16:4, 16:8, 16:11, 16:14, 16:16, 16:20, 16:22, 17:9, 17:14, 17:17, 18:3, 18:5, 18:7, 18:10, 18:13, 18:20, 18:22, 19:1, 19:4, 19:8, 19:11, 19:18, 19:23, 20:1, 20:5, 20:10, 20:21, 21:10, 21:17, 21:19, 21:22, 22:1, 22:8, 22:10, 22:12, 22:16, 23:4, 23:7, 23:11, 23:17, 23:20, 23:23, 24:1, 24:23, 25:5, 25:10, 25:12, 25:14, 25:25, 26:9, 26:13, 26:15, 26:17, 26:22, 26:24, 27:2, 27:8, 27:13, 27:15, 27:20, 27:23, 28:11, 28:14, 28:20, 28:22, 29:1, 29:8, 29:10, 29:12, 29:15, 29:24, 30:8, 30:14, 30:23, 31:5, 31:7, 31:9, 31:12, 31:14, 31:23, 32:2, 32:8, 32:10,	32:19, 33:7, 33:17, 33:19, 33:22, 33:25, 34:12, 34:15, 35:4, 35:6, 35:16, 36:1, 36:9, 36:10, 36:11, 36:22, 37:2, 37:11, 37:13, 37:16, 37:18, 37:20, 37:24, 38:2, 38:4, 38:10, 38:19, 38:21, 39:7, 39:14, 39:20, 39:22, 39:24, 40:10, 40:12, 40:14, 40:18, 40:21, 40:24, 41:10, 41:12, 41:16, 41:19, 42:4, 42:6, 42:13, 42:25, 43:4, 43:10, 43:16, 43:25, 44:3, 44:15, 45:3, 45:5, 45:13, 45:17, 45:23, 46:10, 46:22, 46:25, 47:10, 47:13, 47:25, 48:6, 48:12, 48:18, 48:20, 50:4, 50:13, 50:18, 50:23, 50:25, 51:14, 51:20, 51:25, 52:2, 52:15, 52:22, 53:8, 53:19, 54:5, 54:17, 54:24, 56:5, 56:10, 57:5, 57:12, 57:16, 57:22, 57:24, 58:1, 58:3, 58:5, 58:7, 58:10, 58:22, 58:25, 59:7, 59:9, 59:12, 59:14, 59:17, 59:25, 61:8, 61:23, 65:14, 65:22, 66:4, 66:8, 67:17, 68:10, 69:7, 70:2, 70:7, 70:10, 71:19, 71:21, 72:23, 72:25, 73:3, 73:5, 73:12, 74:4, 74:8, 74:15, 74:19, 75:19, 75:21, 75:24, 76:1, 76:5, 79:4, 79:7, 79:22, 80:8, 81:16, 81:19, 81:21, 82:1, 82:8, 83:4, 83:8, 83:19, 84:3, 84:9, 84:12, 84:18, 85:7, 85:10, 85:18, 85:21, 86:17, 86:20, 87:6, 87:9, 87:11, 87:14, 87:17, 87:21, 88:4, 88:8, 88:12, 89:15, 89:18, 89:23, 89:24, 89:25, 90:1, 90:3, 90:4, 90:8, 90:10, 90:11, 90:18, 93:2, 93:4, 94:10, 94:15, 94:18, 95:19, 95:22, 95:24,	96:7, 96:12, 97:4, 98:25, 99:3, 99:8, 99:17, 99:20, 100:7, 100:9, 100:11, 100:17, 100:20, 101:20, 101:24, 102:1, 102:4, 102:9, 102:14, 102:17, 102:23, 103:9, 103:14, 104:17, 104:21, 104:24, 105:3, 105:7, 105:10, 105:15, 105:19, 105:21, 106:2, 106:7, 106:9, 106:11, 106:18, 106:21, 106:24, 107:16, 107:18, 107:21, 107:25, 108:2, 108:4, 108:7, 108:10, 108:12, 108:14, 108:17, 108:20, 109:4, 109:6, 109:8, 109:10, 109:13, 109:23, 109:25, 110:7, 110:12, 110:21, 111:5, 111:8, 111:10, 111:13, 111:20, 112:3, 112:16, 112:23, 113:5, 113:9, 113:15, 113:22, 114:5, 114:8, 114:17, 114:22, 115:2, 115:6, 115:9, 115:12, 116:4, 116:6, 116:16, 117:10, 117:15, 117:17, 117:19, 117:21, 119:7, 119:9, 120:7, 120:10, 122:2, 123:24, 125:19, 127:13, 130:8, 131:10, 131:17, 131:20, 131:22, 132:5, 132:7, 132:16, 132:19, 132:22, 132:24, 133:12, 133:23, 134:2, 134:4, 134:8, 134:11, 134:21, 135:5, 135:10, 135:16, 135:19, 135:22, 135:24, 136:2, 136:4, 136:8, 136:23, 136:25, 137:8, 137:11, 137:13, 137:17,	137:21, 137:24, 138:15, 138:19, 139:4, 139:13, 139:15, 139:24, 140:1, 140:4, 140:10, 140:14, 140:17, 140:22, 140:25, 141:5, 141:22, 142:6, 142:9, 142:13, 142:19, 142:24, 143:2, 143:4, 143:15, 143:17, 143:21, 143:23, 144:2, 144:5, 144:11, 144:13, 144:15, 144:25, 145:4, 145:10, 145:15, 145:19, 146:5, 146:10, 146:13, 146:19, 147:2, 147:12, 147:14, 147:17, 147:22, 147:24, 148:1, 148:7, 148:15, 148:24, 149:3, 149:5, 149:12, 150:2, 150:5, 150:8, 150:11, 150:13, 150:17, 151:1, 151:6, 151:9, 151:14, 151:20, 151:23, 152:3, 152:5, 152:7, 152:11, 152:14, 152:18, 152:24, 153:1, 153:4, 153:8, 153:15, 153:23, 154:1, 154:4, 154:8, 154:15, 154:23, 155:2, 155:6, 155:8, 155:12, 155:25, 156:9, 156:12, 157:1, 157:5, 157:10, 157:13, 157:16, 157:19, 158:7, 158:12, 158:20, 159:1, 159:15, 160:3, 160:7, 160:10, 160:12, 160:14, 160:20, 161:3, 161:7, 161:11, 161:13, 161:18, 161:21, 161:24, 162:6, 162:13, 162:17, 162:24, 163:3, 163:10, 163:13, 163:17, 164:1, 164:3, 164:5,
---	--	--	--	--

164:8, 164:11, 164:13, 164:15, 164:25, 165:13, 165:15, 165:20, 165:22, 166:2, 166:4, 166:13, 166:15, 166:19, 166:21, 166:24, 167:2, 167:5, 167:10, 167:12, 167:20, 167:25, 168:3, 168:7, 168:9, 168:15, 168:21, 168:25, 169:3, 169:5, 169:8, 169:10, 169:12, 169:14, 169:18, 169:20, 169:24, 170:2, 170:6, 170:10, 170:18, 173:10, 173:14, 173:18, 173:20, 173:23, 174:5, 174:7, 174:12, 174:14, 174:16, 174:18, 174:20, 174:22, 174:25, 175:13, 175:15, 175:18, 175:21, 175:25, 176:11, 176:13, 176:18, 176:21, 176:25, 177:3, 177:6, 177:8, 177:12, 177:16, 177:18, 177:22, 177:25, 178:6, 178:8, 178:15, 178:19, 178:25, 179:5, 179:9, 179:11, 179:20, 179:22, 179:24, 180:2, 180:5, 180:7, 180:13, 180:19, 180:22, 180:25, 181:2, 181:6, 181:12, 181:15, 181:19, 182:1, 182:6, 182:12, 182:14, 182:19, 183:7, 183:9, 183:12, 183:16, 183:21, 184:17, 184:19, 184:22, 185:2, 185:4, 186:8, 187:20, 187:23, 188:2, 188:22, 189:3, 189:8, 189:9, 189:17, 189:20, 190:1, 190:6, 190:14, 190:19, 191:14, 191:16,	191:18, 191:25, 192:9, 192:18, 192:24, 193:21, 194:5, 194:7, 194:9, 195:13, 195:16, 195:24, 196:5, 196:12, 196:19, 197:7, 197:10, 197:16, 197:19, 197:21, 198:1, 198:3, 198:5, 198:10, 198:13, 198:15, 198:24, 199:1, 199:16, 200:1, 200:10, 200:22, 201:6, 202:19, 203:14, 203:17, 205:17, 206:4, 207:4, 207:17, 207:23, 208:2, 208:7, 208:13, 208:25, 209:8, 209:13, 209:16, 210:9, 210:11, 210:15, 210:19, 211:2, 211:6, 212:8, 212:12, 213:12, 213:21, 214:2, 214:5, 214:7, 214:9, 214:11, 214:16, 215:2, 215:9, 215:11, 215:13, 215:16, 215:22, 215:24, 216:2, 216:4, 216:10, 216:19, 216:22, 216:25, 217:10, 217:13, 218:2, 218:5, 218:8, 218:13, 218:16, 218:22, 219:9, 220:1, 220:8, 220:14, 221:18, 221:20, 221:23, 222:2, 222:4, 222:11, 223:1, 223:15, 224:1, 224:7, 224:17, 225:1, 225:20, 225:23, 226:3, 226:18, 226:25, 227:1, 227:2, 227:6, 227:12, 227:16, 227:20, 227:21, 227:25 multi [1] - 24:10 multi-clerical [1] - 24:10 Municipal [1] - 138:20 murder [1] - 8:25	murdered [2] - 2:3, 171:3 murders [1] - 77:19 Murdock [1] - 194:16 must [10] - 24:15, 24:24, 25:15, 25:17, 76:20, 98:2, 100:14, 112:25, 158:20, 171:19 muteness [1] - 82:23	N	name [21] - 3:11, 11:21, 56:15, 62:12, 65:10, 90:15, 101:5, 105:20, 107:8, 110:7, 127:24, 173:11, 174:19, 176:16, 179:16, 183:8, 189:10, 193:13 named [4] - 64:7, 101:4, 101:7, 149:13 names [2] - 194:23, 214:4 narbonne [1] - 188:9 Narbonne [2] - 130:3, 228:2 narrow [2] - 201:19, 201:24 nasty [2] - 12:16, 12:22 native [1] - 10:20 Native [5] - 75:16, 75:18, 77:4, 79:18, 110:9 natural [2] - 2:16, 171:8 nature [8] - 2:14, 30:3, 31:5, 124:8, 192:5, 216:7, 219:23, 222:14 NCO [11] - 41:5, 41:24, 49:22, 50:9, 51:1, 52:8, 53:25, 54:8, 146:19, 153:18, 173:25 NCOs [2] - 116:8, 205:20 nearing [1] - 209:5 necessarily [1] - 113:25 necessary [3] - 24:13, 64:12, 203:4 need [25] - 14:12, 15:25, 52:12, 52:13, 66:20, 67:17, 96:20, 103:12, 123:11,	123:12, 125:11, 125:12, 135:11, 165:8, 165:9, 169:25, 180:6, 186:3, 200:10, 202:11, 220:20, 221:3, 221:8 needed [14] - 35:24, 59:8, 72:13, 119:24, 121:15, 125:22, 134:17, 145:13, 146:16, 147:19, 190:13, 193:11, 212:24, 215:1 needle [1] - 55:8 needless [1] - 205:8 needs [9] - 50:3, 86:12, 121:22, 122:22, 125:25, 126:1, 128:23, 203:9 negative [1] - 106:14 Network [1] - 189:11 never [42] - 32:9, 32:10, 37:8, 45:15, 47:20, 48:20, 49:16, 56:7, 63:19, 66:10, 70:5, 79:7, 89:25, 90:19, 92:7, 95:25, 100:17, 103:9, 106:19, 109:25, 110:12, 115:13, 120:5, 120:25, 124:7, 135:10, 162:3, 162:24, 165:24, 181:19, 182:15, 185:13, 186:9, 203:23, 205:6, 218:16, 218:25, 222:18, 223:8, 225:20 never-never [2] - 47:20, 49:16 new [14] - 5:11, 5:13, 5:16, 26:5, 38:11, 49:12, 49:22, 52:5, 74:8, 101:17, 111:25, 112:13, 137:6 news [3] - 200:1, 223:24, 224:12 newspapers [1] - 186:13 next [32] - 2:11, 2:23, 28:3, 30:7, 30:15, 30:17, 34:3, 34:4, 36:2, 36:16, 40:25, 41:1, 49:18, 52:4, 52:25, 53:23, 80:9, 80:19, 81:1, 85:2, 85:22, 107:25,	108:13, 126:6, 158:2, 169:22, 213:7, 220:16 night [3] - 211:1, 212:5, 213:12 nights [1] - 212:5 NO [7] - 1:22, 189:4, 1:3, 2:3, 2:5, 2:8 no-fixed-address [2] - 69:5, 135:15 nobody [5] - 27:9, 27:11, 103:10, 118:8, 118:25 non [15] - 9:11, 10:1, 10:4, 13:23, 13:24, 31:5, 31:6, 53:12, 66:9, 141:8, 142:8, 142:22, 188:24, 189:1 non-emerg [1] - 10:1 non-emergency [9] - 9:11, 10:4, 13:23, 13:24, 53:12, 141:8, 142:8, 142:22 non-redacted [2] - 188:24, 189:1 non-residency [1] - 66:9 non-suspicious [2] - 31:5, 31:6 none [1] - 122:24 normally [1] - 35:16 North [1] - 206:19 not-known [1] - 214:17 not-recorded [1] - 161:15 note [2] - 121:20, 180:17 notebooks [1] - 224:9 noted [1] - 214:17 notes [12] - 43:16, 99:21, 100:11, 101:3, 154:9, 158:7, 158:17, 180:18, 184:11, 185:22, 189:22, 226:4 nothing [7] - 17:3, 21:11, 87:3, 108:18, 114:8, 119:2, 126:8 notice [1] - 71:25 noticed [1] - 182:23 notification [1] - 36:3 notified [2] - 53:19, 211:23 notify [2] - 36:8, 141:16 November [11] - 4:19, 67:9, 71:14, 106:14, 115:1, 136:4,
---	---	---	----------	--	---	--

<p>207:19, 208:5, 208:13, 208:14</p> <p>November/ December [1] - 136:7</p> <p>NR [2] - 1:20, 188:24</p> <p>nuance [1] - 201:11</p> <p>number [38] - 15:15, 35:18, 41:19, 51:16, 51:18, 52:6, 53:3, 53:12, 54:1, 54:15, 61:24, 62:10, 66:21, 71:16, 87:13, 92:16, 98:9, 100:22, 110:24, 112:23, 112:25, 140:7, 141:24, 142:22, 144:7, 150:19, 159:5, 160:14, 160:16, 183:2, 189:1, 189:14, 191:5, 200:11, 200:15, 226:24, 227:1</p> <p>number [1] - 98:8</p> <p>numbers [5] - 31:16, 70:20, 120:13, 125:22, 150:24</p> <p>nurse [1] - 80:12</p> <p>nurses [2] - 79:24, 190:8</p> <p>nursing [1] - 42:18</p>	<p>occurred [4] - 75:8, 98:17, 105:12, 107:17</p> <p>occurrence [1] - 210:18</p> <p>October [4] - 4:21, 93:16, 157:17, 157:22</p> <p>OF [1] - 1:2</p> <p>Offence [2] - 89:21, 90:11</p> <p>offence [1] - 96:7</p> <p>offends [1] - 2:16</p> <p>offensive [4] - 2:18, 113:10, 176:2, 199:23</p> <p>offer [4] - 52:14, 121:25, 128:17, 211:25</p> <p>offered [2] - 23:22, 23:23</p> <p>offering [1] - 19:22</p> <p>office [48] - 18:8, 18:14, 18:18, 18:23, 32:9, 32:11, 32:12, 40:4, 40:8, 41:24, 45:15, 50:19, 51:16, 52:2, 55:18, 55:25, 56:12, 63:24, 66:10, 66:17, 70:2, 70:11, 79:14, 79:18, 89:19, 90:1, 95:13, 95:24, 96:2, 96:3, 96:4, 101:21, 107:3, 110:9, 111:10, 119:11, 140:16, 145:18, 145:20, 149:2, 151:11, 151:14, 151:17, 173:16, 175:3, 175:10, 204:24, 222:13</p> <p>officer [27] - 14:19, 27:24, 63:6, 63:12, 64:6, 65:11, 73:19, 94:25, 95:4, 95:8, 95:18, 96:6, 96:11, 96:23, 97:1, 159:17, 162:21, 162:23, 163:2, 176:7, 177:10, 178:5, 183:15, 200:16, 203:1, 213:11, 218:4</p> <p>officers [20] - 62:1, 62:12, 145:22, 196:8, 199:9, 199:12, 200:6, 200:21, 200:24, 202:17, 203:6, 203:13, 205:10,</p>	<p>209:5, 209:7, 209:9, 223:14, 223:21, 224:2, 225:14</p> <p>Official [1] - 228:23</p> <p>often [7] - 10:19, 13:13, 31:24, 46:24, 77:16, 84:21, 87:22</p> <p>OHO [2] - 90:23, 91:10</p> <p>old [8] - 13:14, 80:11, 87:6, 91:18, 147:5, 148:16, 200:10, 201:1</p> <p>Olivia [1] - 194:19</p> <p>on-calls [1] - 132:4</p> <p>once [13] - 27:14, 27:15, 36:12, 60:20, 65:16, 76:6, 96:8, 114:22, 141:17, 205:23, 210:4, 212:21, 212:25</p> <p>one [115] - 11:5, 13:4, 14:8, 16:21, 16:22, 22:6, 23:11, 26:3, 27:6, 27:10, 29:19, 30:17, 31:2, 33:3, 38:12, 41:24, 45:14, 46:6, 49:10, 50:4, 52:4, 53:23, 56:7, 57:24, 58:5, 58:8, 61:2, 61:14, 61:16, 63:13, 65:9, 65:14, 65:16, 65:19, 65:20, 68:18, 69:8, 71:7, 76:4, 81:5, 83:2, 89:25, 91:8, 91:12, 97:4, 97:6, 97:23, 98:2, 101:17, 101:22, 104:17, 110:3, 110:11, 110:16, 114:22, 118:4, 120:3, 120:4, 120:5, 120:11, 121:12, 121:14, 125:2, 125:10, 127:20, 130:2, 130:5, 131:15, 132:24, 133:10, 133:12, 136:18, 138:2, 141:19, 145:19, 147:17, 151:18, 151:25, 154:18, 160:8, 160:12, 166:5, 176:14, 178:11, 179:14, 179:18, 182:7, 184:22, 187:8, 187:24, 188:1, 190:20, 191:9, 192:1, 195:8, 195:18, 195:25,</p>	<p>196:6, 197:11, 197:21, 205:24, 208:11, 209:4, 209:17, 211:6, 211:13, 214:16, 216:12, 218:17, 218:18, 219:2, 225:11, 226:8</p> <p>one-time [1] - 65:19</p> <p>onerous [1] - 78:18</p> <p>ones [13] - 30:3, 40:23, 44:21, 73:25, 102:6, 110:3, 118:3, 152:18, 180:21, 194:1, 195:1, 195:2, 196:18</p> <p>ongoing [1] - 65:21</p> <p>oops [3] - 110:25, 113:3, 113:14</p> <p>Op [1] - 150:2</p> <p>open [2] - 29:6, 131:3</p> <p>operated [3] - 195:8, 209:4, 215:19</p> <p>operator [13] - 1:7, 7:14, 15:5, 67:17, 122:8, 134:9, 141:23, 144:17, 144:18, 149:13, 150:2, 165:23, 203:1</p> <p>Operator [2] - 9:9, 14:9</p> <p>operators [10] - 13:22, 13:25, 74:20, 123:16, 126:20, 127:8, 132:14, 135:1, 135:7, 219:14</p> <p>opinion [1] - 125:24</p> <p>opportunity [10] - 92:22, 94:9, 115:22, 130:18, 130:20, 131:7, 171:13, 171:21, 173:6, 212:1</p> <p>opposed [1] - 76:18</p> <p>oral [1] - 24:16</p> <p>Order [1] - 58:1</p> <p>order [8] - 1:4, 8:21, 74:14, 75:1, 78:7, 121:17, 129:5, 188:8</p> <p>orders [3] - 121:10, 121:11, 121:16</p> <p>organization [1] - 203:4</p> <p>organize [1] - 28:19</p> <p>organized [2] - 37:12, 115:5</p> <p>Oriental [1] - 11:15</p> <p>original [5] - 158:22, 183:6, 189:23, 204:21, 226:4</p> <p>originally [2] - 55:17,</p>	<p>138:19</p> <p>originals [1] - 182:25</p> <p>otherwise [3] - 41:25, 109:9, 222:22</p> <p>ought [2] - 65:2, 65:5</p> <p>ourselves [2] - 117:11, 155:13</p> <p>outcome [2] - 103:9, 132:23</p> <p>outlines [1] - 25:21</p> <p>outlying [2] - 53:14, 141:11</p> <p>outside [6] - 26:7, 90:13, 92:2, 141:5, 145:20, 192:25</p> <p>outstanding [3] - 24:15, 24:20, 38:15</p> <p>overheard [2] - 163:24, 167:22</p> <p>overnight [2] - 32:24, 147:4</p> <p>own [9] - 31:25, 87:15, 88:13, 89:7, 110:2, 151:12, 156:23, 200:23, 217:24</p>
O				
<p>o'clock [1] - 86:23</p> <p>object [1] - 2:4</p> <p>objecting [1] - 2:21</p> <p>objection [4] - 2:11, 2:20, 3:1, 61:19</p> <p>obligation [1] - 171:6</p> <p>observation [1] - 200:23</p> <p>observed [1] - 199:15</p> <p>obtain [1] - 218:11</p> <p>obtaining [1] - 137:2</p> <p>obviously [14] - 11:11, 12:23, 13:22, 36:7, 41:8, 42:9, 43:3, 47:17, 91:4, 139:9, 158:16, 170:15, 178:19, 192:21</p> <p>occasion [2] - 132:13, 197:21</p> <p>occasions [7] - 45:19, 53:17, 85:8, 88:24, 100:2, 118:5, 160:4</p> <p>occur [2] - 48:12, 212:7</p>				

<p>paramilitary ^[1] - 203:3</p> <p>paramount ^[1] - 103:23</p> <p>paranoia ^[2] - 205:23, 225:1</p> <p>pardon ^[2] - 94:13, 221:19</p> <p>parent ^[1] - 80:19</p> <p>parenting ^[1] - 167:7</p> <p>Park ^[2] - 23:12, 24:21</p> <p>parked ^[1] - 13:13</p> <p>Part ^[3] - 24:8, 57:25, 58:1</p> <p>part ^[14] - 7:7, 7:13, 7:22, 28:12, 33:4, 35:23, 46:11, 84:4, 87:10, 114:5, 196:25, 197:4, 223:10, 223:14</p> <p>partial ^[2] - 90:23, 91:11</p> <p>participants ^[2] - 171:6, 171:12</p> <p>particular ^[10] - 39:17, 46:5, 58:12, 59:20, 83:21, 121:23, 125:3, 196:2, 225:13, 225:21</p> <p>particularly ^[2] - 77:18, 88:6</p> <p>parties ^[1] - 96:16</p> <p>partition ^[1] - 132:11</p> <p>partner ^[1] - 84:23</p> <p>parts ^[2] - 94:20, 134:11</p> <p>party ^[1] - 100:19</p> <p>partying ^[3] - 44:24, 98:12, 109:20</p> <p>pass ^[5] - 28:9, 29:9, 39:18, 43:14, 45:9</p> <p>passed ^[2] - 90:24, 104:1</p> <p>passion ^[2] - 124:19, 124:22</p> <p>past ^[4] - 2:3, 76:12, 104:3, 186:5</p> <p>patched ^[1] - 216:23</p> <p>patients ^[1] - 79:24</p> <p>Patricia ^[6] - 67:23, 109:15, 214:10, 214:11, 215:8, 215:11</p> <p>Patrol ^[6] - 3:23, 42:17, 42:21, 84:1, 204:9, 206:19</p> <p>patrol ^[1] - 90:14</p> <p>Paul ^[1] - 138:5</p> <p>Paul's ^[1] - 42:20</p> <p>pay ^[2] - 90:20, 136:25</p>	<p>Peel ^[1] - 116:21</p> <p>peers ^[1] - 139:5</p> <p>Pender ^[1] - 5:18</p> <p>people ^[90] - 2:24, 7:6, 8:4, 8:19, 8:24, 8:25, 9:2, 10:16, 10:18, 12:2, 14:10, 17:1, 19:15, 30:24, 38:7, 42:19, 44:5, 46:25, 47:1, 48:15, 50:7, 51:22, 60:23, 64:15, 69:19, 70:8, 75:11, 76:12, 77:2, 77:7, 79:15, 83:18, 87:24, 89:2, 89:9, 93:24, 94:3, 95:16, 95:19, 96:10, 96:17, 96:22, 102:14, 102:25, 115:16, 118:14, 122:10, 123:4, 123:6, 123:14, 124:2, 124:3, 124:8, 126:9, 126:17, 127:2, 132:14, 135:2, 135:8, 142:17, 143:13, 148:9, 148:15, 148:22, 158:9, 163:7, 163:20, 164:12, 164:16, 164:19, 169:23, 172:22, 182:19, 183:1, 186:23, 189:21, 190:2, 190:11, 190:15, 192:5, 192:20, 195:13, 198:9, 198:22, 200:8, 209:23</p> <p>people's ^[2] - 87:16, 87:25</p> <p>per ^[1] - 190:23</p> <p>perceive ^[1] - 122:18</p> <p>perceived ^[1] - 222:5</p> <p>percent ^[2] - 32:3, 74:25</p> <p>percentage ^[3] - 32:2, 126:18, 222:22</p> <p>perception ^[2] - 96:9, 202:14</p> <p>perform ^[2] - 24:13, 54:19</p> <p>performing ^[1] - 54:22</p> <p>perhaps ^[3] - 105:13, 148:11, 164:22</p> <p>period ^[19] - 39:16, 40:16, 47:22, 52:18, 74:23, 82:4, 82:11, 84:1, 84:6, 84:7, 127:2, 135:16, 139:23, 139:25, 151:8, 154:17, 195:19, 197:5, 220:2</p> <p>periods ^[2] - 146:8, 193:2</p> <p>peripheral ^[1] - 63:15</p> <p>peripherally ^[2] - 62:14, 62:18</p> <p>permission ^[1] - 214:22</p> <p>perpetuated ^[1] - 198:7</p> <p>perplexed ^[1] - 112:6</p> <p>Person ^[6] - 28:7, 48:2, 68:6, 82:5, 82:12, 109:19</p> <p>person ^[98] - 7:9, 8:18, 11:18, 11:20, 12:4, 12:7, 12:11, 16:19, 17:2, 27:6, 30:24, 31:22, 31:24, 34:17, 34:20, 34:23, 35:1, 35:10, 35:12, 35:24, 36:5, 36:17, 36:23, 37:10, 39:9, 39:16, 42:9, 43:20, 46:21, 52:8, 55:2, 56:15, 59:1, 59:3, 59:4, 60:1, 60:6, 60:8, 60:12, 60:13, 61:11, 65:20, 66:6, 66:13, 67:7, 68:11, 68:23, 72:3, 72:14, 72:19, 72:24, 73:5, 76:18, 76:20, 76:24, 77:24, 78:3, 80:7, 80:10, 80:11, 80:14, 80:15, 80:17, 80:21, 81:1, 81:6, 81:9, 82:25, 83:10, 93:23, 94:4, 99:18, 101:7, 107:9, 107:11, 108:9, 108:25, 115:21, 118:16, 119:9, 122:21, 126:14, 134:18, 134:21, 141:12, 144:10, 147:23, 157:25, 162:4, 179:10, 179:14, 210:5, 210:12, 212:10, 212:16, 218:17, 221:16</p> <p>person's ^[5] - 87:18, 88:16, 107:7, 210:6, 222:6</p> <p>personal ^[9] - 87:15, 88:13, 88:18, 89:8, 92:13, 120:21, 155:15, 160:24, 160:25</p> <p>personally ^[5] - 76:5, 84:18, 87:17, 189:14, 203:11</p> <p>personnel ^[4] - 118:23, 183:10, 204:18, 204:19</p> <p>Persons ^[109] - 1:9, 4:2, 4:3, 4:13, 17:23, 18:1, 19:7, 19:14, 22:3, 24:12, 27:8, 27:11, 30:19, 41:4, 41:19, 45:14, 46:13, 47:3, 48:14, 48:25, 49:6, 49:21, 51:5, 51:16, 51:19, 53:2, 55:25, 66:22, 68:16, 76:15, 77:18, 78:10, 78:15, 78:16, 82:18, 93:13, 94:2, 96:2, 96:19, 100:24, 101:1, 107:23, 109:16, 112:9, 112:17, 114:2, 116:9, 116:10, 116:13, 116:14, 116:18, 117:23, 118:4, 118:17, 118:20, 121:13, 123:25, 124:11, 124:23, 125:9, 135:3, 135:9, 135:11, 136:1, 136:3, 136:4, 136:6, 136:18, 137:10, 137:18, 138:8, 138:13, 139:11, 139:14, 140:15, 144:18, 145:18, 145:20, 148:8, 149:2, 150:15, 150:22, 151:4, 151:7, 156:7, 157:24, 160:9, 162:5, 163:14, 164:16, 168:23, 176:16, 178:22, 178:23, 179:4, 189:18, 190:13, 190:20, 193:3, 209:3, 210:3, 213:5, 213:6, 220:11, 220:15, 223:11, 223:17, 226:7, 226:16</p> <p>persons ^[72] - 8:7, 12:20, 17:4, 24:10, 25:1, 26:5, 26:23, 28:1, 28:5, 30:21, 34:8, 34:19, 36:5, 51:9, 52:2, 52:23, 53:4, 53:6, 53:10, 53:13, 54:19, 54:25, 58:19, 78:4, 79:10, 79:23, 80:9, 81:7, 81:19, 82:2, 82:10, 82:21, 97:6, 99:9, 104:13, 105:4, 111:13, 119:22, 135:4, 135:6, 140:19, 140:21, 141:15, 141:18, 142:4, 142:23, 146:3, 146:22, 147:18, 148:3, 150:9, 152:15, 160:16, 160:24, 161:1, 164:18, 167:4, 179:15, 179:19, 180:4, 183:18, 189:23, 190:4, 190:23, 191:2, 191:3, 191:20, 193:22, 212:23, 213:20, 224:21</p> <p>persons-related ^[2] - 28:5, 54:19</p> <p>perspective ^[11] - 50:14, 69:4, 128:18, 155:9, 167:13, 196:15, 212:9, 219:8, 219:25, 220:10</p> <p>pertained ^[1] - 224:8</p> <p>pertaining ^[3] - 206:2, 208:20, 216:6</p> <p>pervasive ^[1] - 198:19</p> <p>phased ^[1] - 17:21</p> <p>Phoenix ^[1] - 110:5</p> <p>phone ^[47] - 19:12, 20:7, 20:10, 20:11, 20:15, 20:17, 35:1, 51:20, 64:4, 68:11, 68:16, 80:12, 81:7, 81:9, 90:21, 90:25, 91:1, 93:1, 95:12, 96:1, 98:6, 100:21, 100:23, 101:2, 104:17, 112:23, 112:25, 132:15, 134:1, 148:18, 156:6, 156:14, 156:23, 160:8, 162:1, 162:5, 162:9, 162:20, 164:14, 165:17, 165:19, 175:4, 175:8, 184:24, 192:11, 222:4</p> <p>phoned ^[9] - 73:22,</p>
---	--

<p>90:20, 100:18, 100:20, 100:22, 101:9, 157:22, 185:16, 217:21</p> <p>phones [2] - 19:3, 23:21</p> <p>phonetics [1] - 214:5</p> <p>phoning [3] - 7:19, 60:14, 84:25</p> <p>photo [1] - 107:2</p> <p>photograph [2] - 193:18</p> <p>phrase [5] - 193:19, 194:1, 194:3, 194:5</p> <p>physical [2] - 13:10, 82:18</p> <p>physically [1] - 18:9</p> <p>PIC [3] - 71:8, 140:23, 179:6</p> <p>pick [5] - 20:10, 26:23, 60:15, 106:15, 166:22</p> <p>picked [5] - 52:22, 100:12, 165:24, 217:5, 217:9</p> <p>picking [1] - 27:6</p> <p>Pickton [4] - 214:1, 217:5, 223:25, 224:12</p> <p>picture [2] - 55:1, 107:4</p> <p>piece [2] - 9:4, 190:21</p> <p>pimp [1] - 86:1</p> <p>pint [1] - 79:1</p> <p>place [15] - 21:4, 21:5, 23:1, 36:25, 44:6, 44:7, 49:9, 62:7, 82:19, 83:13, 111:24, 119:13, 142:22, 143:19, 223:12</p> <p>placed [4] - 36:18, 145:19, 146:2, 218:1</p> <p>places [1] - 44:18</p> <p>plain [2] - 127:12</p> <p>plan [6] - 2:10, 3:1, 149:21, 149:22, 154:1, 169:25</p> <p>Planning [1] - 78:8</p> <p>planning [1] - 2:20</p> <p>plate [2] - 90:23, 91:11</p> <p>play [3] - 45:21, 205:15, 209:10</p> <p>playing [1] - 15:24</p> <p>pleasant [3] - 164:14, 164:16, 165:12</p> <p>plug [1] - 15:4</p> <p>plugging [1] - 15:4</p> <p>pod [1] - 132:8</p> <p>point [28] - 2:21, 5:21,</p>	<p>18:13, 23:11, 35:12, 38:23, 61:14, 65:1, 65:9, 66:24, 67:5, 70:25, 87:3, 91:18, 91:23, 96:12, 121:12, 123:2, 171:23, 172:16, 211:13, 212:15, 214:21, 216:12, 217:16, 220:10, 224:20, 225:17</p> <p>pointed [1] - 172:6</p> <p>police [45] - 7:1, 8:21, 14:19, 19:19, 36:12, 59:4, 60:4, 64:25, 73:9, 77:5, 77:9, 91:4, 94:22, 94:25, 95:3, 95:8, 95:17, 96:5, 96:11, 97:1, 98:15, 98:18, 118:1, 141:11, 143:24, 145:22, 159:17, 162:20, 162:23, 163:1, 178:5, 183:15, 185:16, 196:8, 197:4, 199:9, 199:12, 200:6, 200:16, 203:5, 203:12, 210:4, 212:7, 217:18, 217:19</p> <p>Police [30] - 1:7, 3:20, 4:19, 4:22, 9:7, 36:9, 45:18, 62:22, 64:23, 70:15, 78:9, 100:24, 101:1, 116:16, 118:20, 124:12, 129:12, 129:16, 129:22, 130:4, 157:23, 159:19, 163:13, 186:24, 187:4, 200:13, 202:16, 208:9, 208:23, 217:12</p> <p>policies [9] - 15:22, 17:8, 25:2, 25:4, 41:14, 62:7, 112:3, 129:16, 199:22</p> <p>Policy [2] - 78:1, 78:10</p> <p>policy [37] - 15:23, 17:9, 17:24, 30:6, 45:17, 54:10, 57:10, 57:14, 57:15, 57:21, 58:12, 59:13, 63:2, 69:19, 71:8, 71:22, 72:10, 72:16, 72:17, 77:22, 78:1, 79:14, 80:4, 81:22, 83:21, 86:6, 86:7, 133:1, 143:10, 149:1,</p>	<p>149:4, 150:9, 190:9, 212:13, 218:14, 218:22</p> <p>polite [3] - 103:25, 124:5, 124:6</p> <p>Pollard [2] - 204:19, 204:25</p> <p>Polytechnic [1] - 6:3</p> <p>poorly [1] - 52:17</p> <p>pornographic [1] - 199:24</p> <p>portion [3] - 34:8, 35:11, 159:13</p> <p>position [26] - 4:7, 4:9, 6:15, 9:18, 17:13, 17:14, 19:9, 20:21, 24:9, 46:7, 129:19, 132:1, 136:25, 137:2, 137:6, 137:9, 137:15, 137:24, 139:8, 139:10, 139:12, 139:14, 149:25, 170:15, 170:17, 205:12</p> <p>positions [3] - 13:21, 132:10, 205:19</p> <p>positive [1] - 25:18</p> <p>possess [2] - 24:15, 24:24</p> <p>possible [9] - 13:3, 184:18, 201:10, 209:15, 218:9, 218:13, 218:19, 226:25, 227:2</p> <p>possibly [4] - 72:4, 124:6, 201:7, 214:20</p> <p>poster [1] - 180:4</p> <p>posters [8] - 32:13, 54:25, 55:10, 193:15, 193:16, 193:22, 193:24, 194:4</p> <p>postings [1] - 137:19</p> <p>potential [2] - 46:20, 77:16</p> <p>Powell [1] - 107:2</p> <p>power [1] - 8:24</p> <p>powers [1] - 160:21</p> <p>practical [3] - 33:9, 74:25, 213:9</p> <p>practice [6] - 35:23, 75:7, 85:6, 85:7, 142:12, 210:4</p> <p>practices [2] - 15:22, 17:7</p> <p>practising [1] - 15:23</p> <p>preamble [1] - 212:2</p> <p>precarious [1] - 205:12</p>	<p>precedence [1] - 147:13</p> <p>preceding [2] - 224:4, 224:15</p> <p>precise [2] - 202:5, 202:11</p> <p>prediction [2] - 16:25, 17:5</p> <p>prefer [1] - 117:2</p> <p>preferable [1] - 72:21</p> <p>preferences [1] - 88:18</p> <p>prejudged [1] - 94:5</p> <p>preparation [1] - 172:8</p> <p>prepared [8] - 1:23, 65:17, 172:3, 189:4, 207:3, 207:18, 2:6, 2:9</p> <p>preparing [1] - 53:24</p> <p>presence [1] - 208:5</p> <p>present [4] - 25:7, 78:9, 78:16, 162:22</p> <p>presented [1] - 178:4</p> <p>press [1] - 186:17</p> <p>presuming [1] - 159:14</p> <p>pretend [2] - 89:2, 89:3</p> <p>pretty [3] - 18:25, 32:2, 35:16</p> <p>previous [2] - 100:2, 153:9</p> <p>Prevost [3] - 110:4, 110:5, 110:6</p> <p>Price [1] - 224:7</p> <p>primary [1] - 127:22</p> <p>principles [2] - 2:16, 171:8</p> <p>printout [1] - 141:14</p> <p>printouts [1] - 215:25</p> <p>prioritize [2] - 146:24, 147:18</p> <p>prioritized [1] - 146:22</p> <p>prioritizing [1] - 147:2</p> <p>priority [3] - 48:17, 48:21, 223:12</p> <p>prisons [1] - 192:3</p> <p>private [4] - 120:21, 155:18, 161:5</p> <p>privately [1] - 227:10</p> <p>privy [4] - 122:2, 216:19, 218:25, 224:17</p> <p>problem [8] - 69:23, 73:16, 97:15, 119:18, 124:10, 149:15, 168:13, 223:14</p> <p>problematic [1] -</p>	<p>172:19</p> <p>problems [4] - 48:12, 117:16, 203:19</p> <p>procedure [6] - 15:23, 83:22, 133:1, 144:4, 212:13, 213:1</p> <p>procedures [7] - 24:25, 25:2, 36:19, 53:4, 79:11, 121:1, 144:5</p> <p>proceed [2] - 3:3, 72:8</p> <p>proceeding [1] - 2:4</p> <p>PROCEEDINGS [9] - 1:3, 74:12, 74:13, 129:3, 129:4, 188:6, 188:7, 228:7, 1:2</p> <p>Proceedings [1] - 1:5</p> <p>proceedings [3] - 177:2, 228:16, 1:10</p> <p>process [21] - 13:1, 15:2, 15:17, 19:14, 57:9, 64:1, 74:20, 84:4, 121:8, 121:24, 122:1, 123:5, 123:6, 138:5, 141:21, 142:24, 144:20, 166:8, 214:13, 226:24</p> <p>processes [1] - 122:3</p> <p>processing [1] - 21:7</p> <p>produce [1] - 214:20</p> <p>produced [4] - 207:2, 208:9, 208:11, 208:17</p> <p>productive [1] - 92:5</p> <p>professional [1] - 159:25</p> <p>profile [6] - 33:15, 42:9, 111:25, 112:14, 112:20, 179:8</p> <p>program [4] - 6:18, 9:4, 9:6, 97:16</p> <p>progress [1] - 9:1</p> <p>project [2] - 56:21, 225:4</p> <p>Project [2] - 116:22, 193:23</p> <p>prolific [1] - 196:5</p> <p>promise [1] - 121:21</p> <p>promises [1] - 104:5</p> <p>promoting [1] - 14:11</p> <p>proper [3] - 55:24, 113:16, 144:4</p> <p>properly [3] - 64:2, 64:19, 171:19</p> <p>proportion [1] - 129:13</p> <p>propositions [1] - 2:19</p>
---	--	---	---	--

<p>prostitutes [1] - 113:17</p> <p>protection [2] - 156:23, 161:20</p> <p>proved [1] - 157:13</p> <p>proven [1] - 142:15</p> <p>provide [8] - 28:23, 63:20, 72:5, 112:14, 127:23, 144:3, 167:3, 226:14</p> <p>provided [8] - 56:3, 80:6, 88:21, 101:5, 103:6, 157:15, 181:13, 196:1</p> <p>provides [1] - 98:22</p> <p>providing [1] - 28:24</p> <p>proximity [2] - 131:15, 131:19</p> <p>psych [1] - 42:20</p> <p>psychological [2] - 6:24, 123:19</p> <p>psychology [3] - 6:24, 10:15, 123:3</p> <p>Public [2] - 76:13, 78:13</p> <p>public [15] - 13:19, 23:10, 23:20, 23:24, 47:1, 51:18, 53:1, 53:20, 68:20, 70:23, 70:24, 130:11, 140:23, 160:11, 178:22</p> <p>publicized [1] - 199:25</p> <p>published [2] - 51:20, 199:18</p> <p>pull [1] - 134:21</p> <p>pulled [2] - 106:24, 225:4</p> <p>Purcell [19] - 68:1, 97:12, 99:6, 99:8, 99:23, 100:3, 100:20, 101:9, 102:21, 114:3, 173:11, 173:16, 173:22, 174:3, 174:10, 174:13, 180:15, 182:10, 187:11</p> <p>Purcell's [1] - 157:7</p> <p>purple [1] - 92:12</p> <p>purpose [2] - 161:18, 172:11</p> <p>purposes [2] - 42:5, 125:23</p> <p>pursue [1] - 48:4</p> <p>pursued [1] - 50:3</p> <p>put [38] - 20:10, 35:6, 46:7, 48:21, 48:23, 55:10, 56:24, 71:2,</p>	<p>73:14, 87:17, 94:19, 96:18, 96:19, 96:20, 119:13, 119:24, 120:2, 123:10, 124:14, 124:15, 125:12, 134:22, 134:23, 141:2, 146:3, 149:12, 169:23, 180:4, 187:20, 191:5, 193:18, 193:21, 194:2, 200:11, 201:24, 212:19, 213:5, 223:13</p> <p>putting [4] - 67:17, 124:2, 194:6, 201:10</p>	<p>83:8, 143:3, 195:8, 195:10, 195:11, 195:18, 195:20, 200:18</p> <p>RAE [2] - 3:10, 1:7</p> <p>Rae [3] - 1:6, 3:14, 70:3</p> <p>RAE-LYNNE [2] - 3:10, 1:7</p> <p>Rae-Lynne [3] - 1:6, 3:14, 70:3</p> <p>raise [8] - 61:18, 64:13, 73:13, 127:17, 128:8, 128:11, 165:3, 165:6</p> <p>raised [8] - 64:24, 97:2, 113:24, 115:7, 116:1, 117:22, 136:15, 207:15</p> <p>Ralph [1] - 140:6</p> <p>ran [1] - 149:21</p> <p>randomly [1] - 126:5</p> <p>rank [5] - 95:9, 176:20, 196:8, 196:10, 199:20</p> <p>ranked [1] - 200:16</p> <p>ranking [2] - 200:15, 202:17</p> <p>ranks [2] - 198:19, 223:21</p> <p>rape [2] - 92:12</p> <p>raped [3] - 90:4, 91:14, 92:8</p> <p>rarely [1] - 92:1</p> <p>rather [3] - 86:14, 130:20, 227:4</p> <p>ratio [2] - 126:2, 126:18</p> <p>rays [1] - 55:15</p> <p>RCMP [6] - 36:12, 73:19, 157:22, 176:8, 217:23, 228:3</p> <p>re [1] - 107:5</p> <p>re-entered [1] - 107:5</p> <p>reached [2] - 163:4, 169:13</p> <p>reactivate [1] - 101:16</p> <p>reacts [1] - 219:15</p> <p>read [16] - 61:13, 76:8, 94:9, 94:10, 99:3, 105:13, 105:17, 110:19, 117:11, 125:3, 125:5, 125:6, 125:7, 183:1</p> <p>reading [2] - 61:22, 107:19</p> <p>reads [1] - 30:18</p> <p>real [2] - 73:16, 124:19</p> <p>really [35] - 10:4, 11:4, 12:4, 20:1, 33:8,</p>	<p>36:14, 40:2, 42:23, 43:13, 43:17, 48:13, 53:9, 62:15, 68:14, 70:17, 74:3, 75:5, 112:6, 120:15, 120:25, 122:7, 123:6, 156:18, 172:25, 185:9, 186:1, 187:6, 193:10, 193:11, 193:14, 201:16, 204:22</p> <p>Realtime [1] - 228:24</p> <p>reason [3] - 33:4, 69:4, 136:9</p> <p>reasons [4] - 2:22, 76:15, 86:3, 217:11</p> <p>rebuffed [1] - 76:12</p> <p>recalled [1] - 188:1</p> <p>receipt [2] - 51:9, 52:10</p> <p>receive [9] - 27:1, 51:24, 52:25, 82:12, 114:3, 141:10, 181:16, 182:10, 215:7</p> <p>received [34] - 6:15, 18:1, 28:6, 28:21, 28:25, 33:10, 35:5, 43:20, 51:12, 51:15, 53:14, 56:7, 60:15, 62:23, 74:17, 76:11, 88:20, 89:7, 93:10, 94:1, 107:6, 117:6, 129:6, 129:13, 129:21, 145:9, 149:23, 159:9, 178:17, 182:21, 184:23, 185:7, 214:22, 221:15</p> <p>receiving [1] - 199:23</p> <p>recent [1] - 76:11</p> <p>recently [4] - 93:10, 173:8, 199:25, 207:3</p> <p>reception [3] - 62:22, 85:20, 85:21</p> <p>recess [2] - 74:11, 188:5</p> <p>recite [1] - 194:22</p> <p>recognize [5] - 11:14, 11:17, 11:21, 123:11, 225:21</p> <p>recognizing [2] - 7:9, 8:6</p> <p>recollection [4] - 65:18, 85:8, 104:15, 173:21</p> <p>recommendations [4] - 121:22, 121:25, 125:19, 200:7</p>	<p>reconnecting [1] - 124:3</p> <p>RECONVENED [1] - 1:3</p> <p>record [4] - 94:19, 160:25, 161:14, 223:4</p> <p>recorded [6] - 157:4, 157:7, 157:11, 161:15, 215:23, 216:13</p> <p>recorder [1] - 184:10</p> <p>recording [1] - 156:7</p> <p>recordings [2] - 216:11</p> <p>recordkeeping [2] - 215:18, 215:21</p> <p>Records [3] - 138:1, 144:21, 220:19</p> <p>records [2] - 216:8, 218:11</p> <p>records" [1] - 26:10</p> <p>redacted [2] - 188:24, 189:1</p> <p>redid [1] - 193:24</p> <p>redirected [3] - 217:12, 217:22, 218:3</p> <p>reduced [1] - 153:6</p> <p>refer [13] - 53:7, 59:3, 60:3, 117:20, 135:1, 135:8, 142:17, 142:21, 143:16, 148:24, 154:9, 160:1, 192:20</p> <p>reference [7] - 18:12, 23:2, 44:13, 77:23, 78:2, 197:17, 202:4</p> <p>referenced [1] - 205:25</p> <p>referred [9] - 65:11, 68:6, 94:24, 160:5, 177:14, 183:14, 183:15, 208:8, 209:1</p> <p>referring [8] - 63:5, 75:15, 76:10, 143:12, 174:6, 183:3, 192:22, 195:13</p> <p>refers [3] - 37:14, 177:4, 183:2</p> <p>reflect [2] - 52:18, 195:11</p> <p>refuse [1] - 144:1</p> <p>refused [3] - 45:22, 75:11, 80:5</p> <p>refusing [1] - 47:23</p> <p>regard [3] - 81:18, 125:19, 174:11</p> <p>regarding [2] - 93:12,</p>
--	--	---	---	---

<p>184:15 regardless [1] - 82:11 regards [5] - 65:16, 88:15, 133:12, 133:18, 218:14 Regent [3] - 105:8, 105:16, 105:19 regimental [1] - 200:21 Regional [3] - 5:4, 116:21, 138:20 REGISTRAR [24] - 1:4, 1:17, 1:21, 3:4, 3:7, 3:11, 3:13, 3:15, 74:11, 74:14, 92:24, 93:3, 129:2, 129:5, 163:4, 169:13, 180:6, 188:5, 188:8, 188:20, 188:24, 189:1, 207:8, 228:5 registrar [1] - 130:9 Registrar [1] - 207:9 regular [5] - 16:24, 60:16, 65:20, 80:20, 81:11 regularly [4] - 38:18, 90:16, 98:4, 100:16 regulations [1] - 25:1 rehab [1] - 97:16 reinforced [1] - 77:3 reiterate [1] - 123:24 rejected [2] - 85:22, 85:23 relate [2] - 46:9, 195:7 related [7] - 28:5, 54:19, 127:9, 127:10, 155:23, 209:6, 210:8 relates [1] - 53:23 relating [2] - 128:5, 207:11 relation [4] - 24:9, 30:21, 51:7, 201:2 relations [1] - 10:21 relationship [12] - 25:19, 55:20, 155:10, 155:16, 155:21, 156:21, 167:13, 167:14, 174:23, 175:9, 176:14 relative [4] - 76:19, 83:9, 148:12, 190:4 relatives [4] - 107:12, 175:2, 210:7, 222:8 relevance [1] - 63:5 relevant [7] - 34:7, 62:15, 62:16, 62:18, 63:16, 65:4, 76:8 reliable [1] - 25:17</p>	<p>relief [1] - 40:15 rely [3] - 12:19, 42:2, 87:20 remained [2] - 196:13, 205:9 remaining [2] - 29:5, 225:11 remains [1] - 128:16 remarks [1] - 67:11 remember [32] - 56:7, 71:19, 73:18, 99:8, 103:4, 112:7, 118:15, 134:11, 136:3, 142:13, 153:4, 154:23, 155:2, 164:13, 167:2, 182:1, 184:17, 184:19, 186:15, 187:23, 187:24, 189:15, 189:17, 190:2, 190:11, 190:15, 192:4, 192:7, 192:17, 195:17, 204:12, 214:4 remove [1] - 141:17 removed [3] - 35:22, 137:9, 137:15 rep [1] - 205:1 repeatedly [1] - 171:15 repeater [1] - 133:20 replaced [2] - 5:3, 17:21 replacement [1] - 48:21 replacing [1] - 162:8 reply [3] - 130:19, 130:20, 131:7 Report [3] - 77:18, 82:5, 82:13 report [158] - 8:22, 12:14, 12:21, 15:14, 15:24, 21:7, 21:25, 27:7, 27:12, 27:24, 28:1, 34:9, 34:19, 36:6, 37:10, 39:11, 42:23, 51:10, 51:12, 51:15, 51:24, 52:1, 52:10, 53:6, 53:15, 53:18, 53:21, 53:22, 54:7, 57:9, 58:18, 58:21, 59:23, 60:11, 60:21, 61:9, 66:14, 66:18, 66:19, 66:23, 67:2, 67:7, 67:9, 67:14, 67:22, 68:14, 71:12, 72:6, 72:13, 75:9, 75:12, 76:21, 77:23, 78:2, 78:21,</p>	<p>78:22, 78:24, 79:2, 79:10, 79:12, 79:20, 80:9, 80:12, 80:14, 80:17, 81:2, 81:8, 81:15, 81:19, 83:2, 86:15, 90:4, 93:17, 93:23, 94:3, 94:22, 99:9, 99:18, 101:13, 101:19, 104:14, 105:4, 110:23, 112:25, 116:12, 116:19, 116:24, 117:1, 117:7, 117:9, 117:12, 121:24, 134:18, 135:4, 135:7, 135:8, 140:12, 141:1, 141:3, 141:6, 141:15, 141:18, 141:20, 142:4, 142:23, 144:1, 144:10, 144:19, 147:4, 147:9, 148:4, 148:5, 148:6, 152:22, 157:25, 168:23, 179:4, 179:15, 183:18, 189:23, 190:5, 190:7, 190:17, 190:18, 190:23, 192:14, 193:14, 207:24, 210:4, 210:12, 211:3, 211:21, 212:11, 212:23, 213:3, 213:12, 213:20, 214:17, 214:23, 214:25, 215:4, 215:7, 215:9, 215:11, 215:12, 216:3, 217:8, 223:15, 224:14, 226:2, 226:4, 226:12, 226:15 report-taking [2] - 57:9, 121:24 reported [21] - 19:18, 27:10, 30:25, 37:6, 37:12, 42:10, 67:8, 73:17, 82:2, 84:15, 100:1, 100:4, 102:15, 109:17, 124:9, 156:10, 164:18, 179:10, 179:25, 223:2, 226:21 reportee [19] - 30:23, 31:11, 33:1, 34:16, 34:21, 35:9, 39:7, 60:13, 76:17, 76:23, 99:21, 107:12,</p>	<p>110:23, 121:15, 147:25, 160:15, 179:8, 190:25, 221:17 reportees [1] - 161:16 reporter [1] - 221:19 Reporter [2] - 228:23, 228:24 reporting [12] - 12:4, 12:7, 14:15, 24:25, 53:4, 66:7, 71:20, 90:5, 142:20, 143:14, 149:16, 213:23 Reporting [3] - 1:24, 228:25, 2:7 Reports [3] - 76:15, 78:15, 78:17 reports [74] - 6:23, 13:24, 15:25, 16:19, 17:25, 19:15, 21:4, 21:11, 21:14, 21:15, 23:9, 26:5, 26:7, 26:10, 26:11, 26:23, 26:25, 27:21, 28:5, 28:16, 28:17, 28:23, 29:17, 36:18, 51:22, 52:2, 53:10, 53:13, 54:7, 65:24, 66:2, 67:4, 76:16, 79:23, 80:6, 81:21, 86:4, 92:21, 111:25, 112:7, 112:13, 140:19, 140:21, 145:1, 146:3, 146:15, 146:18, 146:22, 147:19, 149:8, 151:2, 152:1, 152:8, 152:13, 152:15, 179:7, 179:19, 190:13, 190:20, 191:3, 191:20, 191:24, 196:19, 209:17, 213:17, 214:2, 215:13, 221:15, 222:25, 223:21, 224:5, 224:21 reprehensible [1] - 104:4 represent [5] - 95:23, 171:21, 177:10, 189:10, 194:24 representation [1] - 184:7 represented [1] - 95:7 representing [4] - 97:1, 163:1, 170:3, 185:9 request [9] - 54:25,</p>	<p>55:14, 78:7, 118:12, 121:17, 148:19, 171:4, 224:7, 225:3 requested [7] - 83:23, 120:14, 145:19, 150:21, 157:3, 208:14, 225:5 requesting [4] - 67:1, 184:6, 184:24, 185:4 require [2] - 78:3, 87:7 required [9] - 24:13, 35:14, 39:3, 39:18, 49:24, 50:21, 51:4, 54:20, 221:17 requirement [5] - 58:24, 58:25, 66:1, 78:12, 86:10 requires [6] - 41:11, 123:3, 172:8, 172:20, 202:10 requiring [2] - 31:25, 84:17 Rescue [1] - 133:14 Research [1] - 78:8 reside [1] - 60:4 residence [3] - 59:1, 69:10, 206:5 residency [4] - 58:23, 58:25, 65:25, 66:9 resident [4] - 59:1, 59:3, 59:6, 69:10 residents [2] - 58:20, 77:4 resides [1] - 73:6 resolution [1] - 51:8 resolve [1] - 52:23 resolved [1] - 31:25 resort [1] - 10:19 resource [1] - 48:11 Resources [1] - 184:24 resources [5] - 12:19, 47:8, 48:1, 52:13, 225:16 respect [23] - 58:14, 92:18, 95:15, 149:9, 158:3, 158:4, 163:19, 168:16, 169:7, 169:24, 170:6, 171:17, 175:20, 180:8, 180:15, 187:14, 187:17, 189:21, 195:20, 197:5, 199:13, 215:14, 215:25 respectful [1] - 2:12 respectfully [2] - 128:19, 169:14 respective [1] - 3:18</p>
--	---	---	---	---

<p>respond [7] - 64:8, 92:22, 128:21, 128:25, 164:22, 173:2, 173:3</p> <p>responded [9] - 94:10, 98:25, 114:6, 159:2, 173:12, 181:19, 182:14, 187:12, 187:15</p> <p>responding [2] - 207:15, 207:20</p> <p>responds [1] - 207:23</p> <p>response [20] - 64:24, 74:5, 82:13, 83:3, 84:17, 85:14, 85:15, 91:12, 94:14, 99:1, 99:3, 103:7, 115:25, 158:21, 159:14, 159:15, 179:12, 181:8, 182:10, 208:16</p> <p>responses [1] - 88:23</p> <p>responsibilities [3] - 20:24, 26:3, 30:17</p> <p>responsibility [3] - 112:13, 162:12, 187:5</p> <p>responsible [4] - 80:10, 80:14, 81:1, 162:4</p> <p>responsive [1] - 10:14</p> <p>responsiveness [1] - 92:18</p> <p>rest [5] - 20:8, 90:19, 130:25, 152:19, 187:3</p> <p>restraints [1] - 172:18</p> <p>restricted [1] - 198:7</p> <p>restriction [2] - 81:23, 81:24</p> <p>restrictions [1] - 75:9</p> <p>result [4] - 127:8, 157:7, 157:8, 210:1</p> <p>results [1] - 137:22</p> <p>resume [1] - 228:6</p> <p>RESUMED [3] - 74:13, 129:4, 188:7</p> <p>resumed [4] - 1:4, 74:14, 129:5, 188:8</p> <p>retain [1] - 175:23</p> <p>retardation [1] - 82:22</p> <p>retire [1] - 125:14</p> <p>retired [6] - 4:9, 4:15, 4:17, 55:18, 120:2, 135:21</p> <p>retirement [5] - 135:25, 184:14, 184:21, 209:5, 209:10</p> <p>retiring [1] - 20:23</p>	<p>retracted [1] - 177:22</p> <p>retrieving [1] - 218:21</p> <p>return [6] - 30:25, 34:8, 35:11, 36:3, 134:22, 145:15</p> <p>returned [3] - 17:2, 34:20, 84:25</p> <p>reunited [1] - 92:2</p> <p>Review [8] - 56:4, 56:11, 111:7, 112:2, 112:15, 117:23, 154:14, 154:25</p> <p>review [12] - 38:21, 39:4, 39:15, 40:2, 40:3, 101:18, 111:12, 112:10, 154:13, 154:19, 183:22, 222:12</p> <p>reviewed [5] - 38:17, 54:22, 71:13, 159:21, 213:16</p> <p>reviewing [3] - 111:16, 151:16, 199:22</p> <p>revised [1] - 22:25</p> <p>Richmond [1] - 6:21</p> <p>rid [2] - 204:16, 206:24</p> <p>rigid [1] - 65:25</p> <p>rigorous [2] - 48:4, 50:2</p> <p>ring [1] - 109:24</p> <p>ripped [1] - 91:6</p> <p>risk [8] - 43:25, 44:10, 82:19, 83:14, 84:5, 85:17, 194:3, 194:6</p> <p>River [3] - 176:7, 176:13, 176:24</p> <p>road [2] - 130:25, 136:12</p> <p>robbery [1] - 97:5</p> <p>Robbery [3] - 48:16, 50:11, 124:15</p> <p>Robert [2] - 214:1, 217:5</p> <p>Rock [1] - 194:13</p> <p>role [16] - 6:10, 8:14, 10:11, 14:24, 15:23, 19:17, 21:9, 24:11, 25:21, 25:23, 51:24, 66:1, 95:5, 120:18, 209:10, 222:12</p> <p>rolls [1] - 115:19</p> <p>Ron [3] - 61:14, 65:14, 105:19</p> <p>room [19] - 14:7, 46:12, 55:4, 126:17, 127:7, 131:22, 138:6, 141:2, 174:1, 195:10, 195:18,</p>	<p>195:20, 195:21, 198:6, 200:19, 214:25, 216:14, 218:24, 225:20</p> <p>rooms [3] - 195:8, 195:11, 196:15</p> <p>rotation [1] - 126:9</p> <p>routine [21] - 30:7, 30:10, 30:21, 30:22, 31:4, 32:6, 32:18, 33:16, 33:18, 37:22, 38:3, 39:13, 50:1, 50:5, 51:7, 52:19, 101:23, 101:25, 143:12, 143:13, 222:4</p> <p>row [2] - 105:24, 106:4</p> <p>RPR [1] - 228:22</p> <p>rude [6] - 104:4, 132:17, 132:18, 156:14, 164:23, 178:11</p> <p>rule [3] - 39:21, 39:22, 39:23</p> <p>run [2] - 8:23, 55:4</p> <p>runaway [2] - 43:1, 43:7</p> <p>runaways [2] - 42:24, 149:10</p> <p>rung [1] - 197:3</p> <p>running [5] - 9:23, 151:11, 151:14, 151:17, 225:1</p> <p>rushing [1] - 171:10</p>	<p>211:19, 212:5</p> <p>saved [1] - 116:11</p> <p>saw [4] - 55:2, 71:12, 120:5, 225:22</p> <p>scant [1] - 193:16</p> <p>scapegoat [1] - 205:15</p> <p>scapegoated [2] - 119:6, 205:16</p> <p>scenario [1] - 49:25</p> <p>schedule [3] - 9:23, 171:15, 171:18</p> <p>school [4] - 31:18, 31:19, 81:12, 148:13</p> <p>schools [1] - 32:22</p> <p>scum [4] - 69:20, 85:11, 128:13, 197:13</p> <p>Sean [6] - 130:10, 184:5, 184:24, 185:1, 185:3, 185:4</p> <p>search [2] - 223:24, 224:12</p> <p>searching [1] - 110:2</p> <p>seat [2] - 126:5, 126:11</p> <p>Sebastian [2] - 189:13, 194:17</p> <p>second [19] - 13:8, 26:9, 55:4, 57:19, 77:13, 79:9, 86:8, 86:10, 103:21, 121:9, 122:23, 128:8, 138:2, 150:22, 160:19, 160:20, 161:9, 161:15, 221:2</p> <p>second-class [1] - 121:9</p> <p>secondly [2] - 85:23, 195:9</p> <p>secretaries [1] - 3:23</p> <p>section [3] - 34:18, 67:11, 218:16</p> <p>Section [6] - 41:5, 49:22, 57:14, 77:25, 124:11, 158:11</p> <p>sections [3] - 6:24, 7:8, 81:25</p> <p>see [31] - 27:17, 28:2, 30:23, 31:17, 31:18, 32:24, 33:2, 38:14, 40:6, 67:11, 82:7, 83:20, 94:13, 104:17, 107:13, 107:18, 110:22, 111:2, 111:3, 112:11, 112:24, 118:18, 125:6, 147:8, 154:10,</p>	<p>156:1, 177:1, 223:5, 226:3</p> <p>seeing [3] - 71:19, 71:21, 112:7</p> <p>seek [1] - 227:7</p> <p>seeking [1] - 62:6</p> <p>seem [1] - 195:17</p> <p>selection [1] - 74:20</p> <p>selective [1] - 148:6</p> <p>semester [1] - 6:2</p> <p>semesters [1] - 6:22</p> <p>send [10] - 55:15, 55:23, 84:7, 85:19, 143:25, 148:19, 182:20, 208:15, 220:24, 221:12</p> <p>sending [3] - 84:1, 91:9, 199:22</p> <p>senior [5] - 202:21, 202:25, 203:1, 219:13, 224:2</p> <p>Senior [1] - 82:17</p> <p>sensation [1] - 171:9</p> <p>sense [3] - 13:9, 41:21, 89:8</p> <p>sensibilities [1] - 89:8</p> <p>sensitivity [1] - 104:6</p> <p>sent [21] - 42:15, 55:17, 56:21, 57:2, 66:24, 91:4, 103:20, 114:12, 116:25, 117:7, 176:13, 178:21, 182:8, 182:22, 184:6, 191:18, 213:13, 221:8, 225:5</p> <p>September [2] - 4:3, 6:5</p> <p>Sereena [1] - 194:21</p> <p>sergeant [52] - 14:3, 14:6, 14:7, 14:13, 14:18, 14:21, 17:10, 17:11, 22:12, 41:25, 45:25, 47:6, 60:7, 60:23, 68:13, 68:21, 69:8, 74:4, 84:18, 85:3, 88:23, 89:3, 95:9, 115:2, 117:6, 128:12, 140:13, 140:15, 149:6, 151:23, 156:21, 168:18, 178:7, 181:5, 193:6, 197:11, 197:20, 203:18, 203:22, 204:9, 204:14, 204:21, 205:9, 206:5, 206:16, 206:18, 206:21, 210:13, 210:15,</p>
--	--	---	--	---

<p>214:22, 219:10</p> <p>Sergeant ^[25] - 61:14, 61:16, 65:14, 75:13, 77:12, 94:16, 98:23, 103:6, 115:3, 116:1, 117:1, 117:3, 118:13, 159:4, 168:22, 176:7, 181:4, 182:8, 182:11, 187:13, 187:25, 197:20, 207:14, 207:19, 223:16</p> <p>sergeants ^[11] - 61:10, 195:22, 196:1, 196:2, 196:10, 198:7, 205:21, 206:18, 212:20, 219:6, 221:7</p> <p>series ^[1] - 77:19</p> <p>serious ^[7] - 40:23, 49:10, 83:17, 84:14, 93:11, 102:12, 103:12</p> <p>seriously ^[5] - 77:10, 90:13, 92:21, 116:17, 116:18</p> <p>Service ^[3] - 97:21, 133:14, 228:25</p> <p>service ^[6] - 16:7, 56:3, 72:6, 93:19, 110:24, 113:1</p> <p>Services ^[1] - 100:8</p> <p>services ^[1] - 126:3</p> <p>sessions ^[1] - 7:5</p> <p>set ^[6] - 98:18, 125:2, 149:8, 150:7, 185:15, 185:19</p> <p>sets ^[2] - 57:1, 158:2</p> <p>seven ^[6] - 51:9, 51:12, 52:9, 52:18, 52:22, 136:16</p> <p>seven-day ^[1] - 52:18</p> <p>several ^[2] - 88:24, 199:19</p> <p>sex ^[17] - 43:21, 45:8, 71:16, 83:16, 84:14, 84:22, 102:5, 102:10, 113:4, 113:14, 113:17, 117:24, 123:7, 128:13, 201:4, 202:15, 219:6</p> <p>SEX ^[1] - 110:25</p> <p>sexism ^[2] - 196:16, 203:8</p> <p>sexist ^[2] - 196:4, 200:6</p> <p>sexual ^[2] - 88:17, 203:12</p>	<p>Sexual ^[2] - 89:21, 90:11</p> <p>shaking ^[1] - 69:24</p> <p>shall ^[5] - 1:21, 58:20, 82:3, 82:12, 86:13</p> <p>shape ^[1] - 123:17</p> <p>shared ^[1] - 155:13</p> <p>sheet ^[1] - 34:24</p> <p>shelves ^[1] - 37:4</p> <p>Shenher ^[40] - 48:8, 95:12, 110:18, 111:6, 112:8, 119:10, 120:6, 140:10, 140:11, 146:7, 150:15, 151:3, 151:10, 151:24, 152:20, 153:19, 154:6, 154:12, 154:24, 155:10, 162:19, 162:25, 163:15, 163:18, 165:16, 166:16, 167:14, 173:15, 174:3, 174:8, 174:17, 175:5, 175:6, 175:16, 175:22, 177:7, 177:13, 178:10, 178:13</p> <p>shift ^[9] - 9:15, 9:25, 13:16, 14:3, 16:9, 16:16, 71:24, 71:25, 126:10</p> <p>shifts ^[1] - 16:10</p> <p>shit ^[2] - 115:19, 126:12</p> <p>shocked ^[2] - 70:7, 190:9</p> <p>Shombra ^[1] - 105:25</p> <p>shop ^[3] - 139:2, 139:4, 182:3</p> <p>shopped ^[1] - 138:25</p> <p>short ^[4] - 132:14, 195:19, 204:13, 208:10</p> <p>shortly ^[3] - 119:19, 128:2, 128:6</p> <p>shouting ^[1] - 165:17</p> <p>show ^[7] - 8:3, 44:25, 78:25, 109:19, 109:21, 121:7, 156:19</p> <p>showed ^[1] - 31:19</p> <p>shown ^[2] - 190:21, 218:23</p> <p>shred ^[1] - 204:16</p> <p>shredded ^[2] - 206:1, 206:3</p> <p>shut ^[3] - 97:23, 97:25, 180:16</p>	<p>sic ^[3] - 98:10, 184:5, 184:25</p> <p>sic ^[1] - 82:24</p> <p>sick ^[8] - 81:10, 118:7, 119:14, 120:3, 151:8, 151:9, 154:17, 222:24</p> <p>side ^[5] - 16:4, 132:11, 133:13, 199:9</p> <p>sideways ^[1] - 99:7</p> <p>sign ^[3] - 71:23, 176:17, 182:22</p> <p>signature ^[1] - 53:24</p> <p>signed ^[2] - 176:15, 183:10</p> <p>significant ^[1] - 200:25</p> <p>silent ^[2] - 77:24, 196:13</p> <p>similar ^[1] - 67:25</p> <p>simple ^[5] - 11:18, 12:20, 60:11, 221:1</p> <p>simply ^[5] - 2:5, 2:21, 81:9, 126:2, 201:14</p> <p>Sims ^[2] - 184:23, 185:16</p> <p>sims ^[1] - 185:25</p> <p>sincerely ^[1] - 113:21</p> <p>single ^[2] - 196:6, 197:23</p> <p>sister ^[7] - 80:20, 103:17, 104:10, 174:21, 175:1, 186:20, 189:13</p> <p>sister's ^[1] - 175:12</p> <p>sister-in-law ^[1] - 189:13</p> <p>sit ^[6] - 38:3, 53:11, 103:11, 120:2, 141:7, 152:12</p> <p>sitting ^[13] - 16:23, 27:4, 29:21, 32:20, 38:19, 73:23, 93:19, 109:11, 126:4, 126:8, 126:11, 147:10, 193:5</p> <p>situation ^[8] - 59:18, 61:1, 64:3, 74:4, 77:1, 78:7, 85:16, 87:22</p> <p>situations ^[3] - 7:17, 10:17, 123:7</p> <p>six ^[9] - 13:17, 49:5, 49:8, 49:11, 124:14, 132:11, 147:5, 205:3, 223:6</p> <p>skid ^[2] - 105:24, 106:4</p> <p>skill ^[1] - 228:17</p> <p>skills ^[7] - 7:25, 23:13,</p>	<p>24:12, 24:16, 24:17, 24:20, 24:21</p> <p>SkyTrain ^[1] - 73:15</p> <p>slang ^[2] - 106:20, 106:21</p> <p>slide ^[1] - 145:24</p> <p>slot ^[1] - 145:17</p> <p>slots ^[1] - 26:18</p> <p>small ^[4] - 18:21, 18:22, 65:9, 138:24</p> <p>Smith ^[1] - 217:3</p> <p>Social ^[2] - 97:21, 100:8</p> <p>social ^[2] - 60:17, 79:25</p> <p>Society ^[2] - 75:17, 75:18</p> <p>society ^[2] - 75:25, 92:6</p> <p>sole ^[1] - 162:4</p> <p>solicited ^[2] - 204:3, 204:4</p> <p>solved ^[1] - 164:20</p> <p>someone ^[68] - 7:11, 8:15, 11:2, 12:3, 12:10, 19:18, 19:19, 21:5, 36:14, 36:20, 40:16, 46:11, 47:2, 48:23, 49:12, 53:10, 53:19, 53:20, 61:1, 64:4, 66:12, 66:13, 66:18, 67:2, 71:9, 80:13, 80:16, 83:13, 95:22, 95:24, 107:7, 118:24, 119:24, 120:3, 123:1, 124:9, 124:10, 124:18, 125:12, 125:13, 125:14, 125:15, 126:4, 140:25, 141:1, 141:5, 142:21, 143:4, 143:6, 144:8, 156:14, 160:15, 162:7, 165:3, 168:24, 174:1, 186:15, 192:9, 192:13, 192:14, 192:25, 193:3, 193:9, 210:5, 210:24, 222:5, 225:6</p> <p>sometime ^[3] - 139:15, 139:16, 196:22</p> <p>sometimes ^[31] - 9:22, 9:25, 10:1, 10:3, 14:6, 27:23, 29:1, 31:14, 32:13, 32:25, 34:15, 41:21, 43:11, 70:10, 103:1,</p>	<p>118:10, 121:3, 132:5, 141:10, 149:17, 164:17, 164:22, 165:1, 165:2, 165:3, 166:4, 175:4, 223:6, 223:7</p> <p>somewhere ^[3] - 73:12, 123:9, 184:18</p> <p>sophisticated ^[5] - 49:23, 50:15, 50:17, 215:20, 215:21</p> <p>sorry ^[40] - 6:25, 10:7, 23:15, 43:4, 52:15, 56:6, 56:16, 65:6, 66:20, 72:23, 77:15, 94:12, 98:10, 104:24, 106:2, 110:25, 113:4, 113:14, 128:3, 136:24, 143:2, 143:4, 166:2, 172:15, 173:20, 180:9, 180:14, 182:8, 185:2, 185:4, 187:9, 189:17, 202:2, 207:4, 207:5, 207:9, 215:2, 215:11, 227:6, 227:16</p> <p>sort ^[8] - 32:17, 39:1, 42:7, 47:19, 50:15, 87:23, 120:22, 156:19</p> <p>sorts ^[2] - 206:9, 223:20</p> <p>sought ^[1] - 63:18</p> <p>sound ^[5] - 41:22, 41:23, 43:12, 43:18, 50:8</p> <p>sounding ^[1] - 90:22</p> <p>sounds ^[4] - 47:18, 81:13, 110:7, 113:19</p> <p>source ^[1] - 77:1</p> <p>southern ^[1] - 87:1</p> <p>space ^[9] - 13:10, 18:14, 18:21, 18:22, 18:25, 90:2, 91:3, 92:13, 131:24</p> <p>Spalding ^[1] - 140:7</p> <p>speaking ^[10] - 11:14, 11:15, 97:24, 99:8, 99:20, 159:24, 166:5, 194:1, 214:18, 226:22</p> <p>speaks ^[1] - 200:17</p> <p>special ^[1] - 82:5</p> <p>specific ^[8] - 7:25, 11:12, 12:1, 24:19, 62:11, 90:18, 158:4, 218:17</p>
--	---	---	---	--

<p>specifically ^[11] - 20:15, 61:8, 68:18, 74:22, 83:9, 89:3, 126:23, 135:2, 154:2, 156:7, 224:24</p> <p>specifics ^[5] - 11:10, 158:3, 163:22, 181:11, 200:14</p> <p>spectrum ^[1] - 129:17</p> <p>speech ^[4] - 7:10, 172:15, 198:2</p> <p>speed ^[2] - 7:4</p> <p>spend ^[6] - 22:17, 24:4, 69:20, 85:12, 136:13, 197:14</p> <p>spent ^[5] - 4:12, 4:13, 136:12, 175:7, 195:7</p> <p>spike ^[1] - 120:14</p> <p>spread ^[1] - 126:19</p> <p>Squad ^[4] - 50:11, 89:21, 90:12, 97:9</p> <p>St ^[2] - 42:20, 55:9</p> <p>staff ^[21] - 5:7, 5:10, 24:1, 25:20, 71:4, 76:13, 78:12, 78:19, 90:17, 195:21, 203:17, 203:21, 204:9, 204:14, 204:21, 205:9, 206:5, 206:16, 206:18, 206:20</p> <p>stand ^[1] - 172:9</p> <p>standard ^[2] - 77:6, 125:25</p> <p>standards ^[3] - 75:5, 122:2, 125:22</p> <p>standing ^[1] - 88:16</p> <p>Stanley ^[2] - 23:12, 24:21</p> <p>start ^[13] - 2:1, 3:5, 3:17, 3:19, 6:12, 6:14, 9:15, 38:10, 50:19, 58:16, 131:12, 188:20, 203:19</p> <p>started ^[12] - 4:2, 6:15, 14:24, 19:5, 20:2, 25:8, 50:8, 55:22, 91:9, 97:9, 139:9, 182:24</p> <p>starting ^[2] - 70:14, 120:13</p> <p>starts ^[4] - 9:16, 12:15, 91:1, 157:21</p> <p>state ^[4] - 3:11, 82:19, 165:8, 223:17</p> <p>statement ^[6] - 61:23, 199:17, 202:13, 202:22, 213:15, 219:4</p>	<p>statements ^[10] - 61:25, 62:10, 63:18, 64:10, 64:12, 64:16, 65:15, 124:7, 196:1, 197:8</p> <p>states ^[13] - 7:20, 9:3, 24:8, 36:16, 49:18, 52:6, 76:9, 77:13, 78:6, 86:12, 93:8, 97:12, 164:17</p> <p>stating ^[1] - 185:8</p> <p>station ^[2] - 91:1, 94:22</p> <p>statistics ^[4] - 54:2, 54:5, 54:13, 151:1</p> <p>Statistics ^[1] - 192:11</p> <p>status ^[2] - 86:14, 88:17</p> <p>stayed ^[1] - 4:9</p> <p>Steinbach ^[7] - 107:23, 119:16, 124:21, 138:3, 139:24, 140:3, 180:11</p> <p>step ^[1] - 77:17</p> <p>Stephanie ^[1] - 194:19</p> <p>steps ^[7] - 30:11, 35:14, 96:9, 102:8, 105:11, 142:4, 211:5</p> <p>stereotypes ^[2] - 87:20, 88:5</p> <p>steward ^[3] - 139:2, 139:4, 182:3</p> <p>Stewart ^[1] - 183:12</p> <p>stick ^[1] - 74:3</p> <p>sticking ^[1] - 171:23</p> <p>still ^[17] - 21:2, 29:5, 29:21, 37:18, 37:19, 39:9, 39:24, 43:17, 72:9, 73:8, 85:25, 112:16, 117:25, 154:22, 181:15, 212:12, 223:23</p> <p>stolen ^[1] - 212:23</p> <p>stood ^[2] - 91:10, 130:23</p> <p>stop ^[3] - 69:18, 95:1, 98:19</p> <p>stopped ^[2] - 111:22, 111:23</p> <p>strange ^[1] - 206:9</p> <p>strategies ^[1] - 167:7</p> <p>Street ^[1] - 4:25</p> <p>street ^[8] - 20:12, 60:9, 61:11, 72:4, 89:11, 145:1, 196:20, 224:24</p> <p>streets ^[1] - 201:5</p> <p>stress ^[5] - 7:7, 10:21, 70:17, 127:9, 127:10</p>	<p>stress-related ^[2] - 127:9, 127:10</p> <p>strictly ^[2] - 19:12, 65:25</p> <p>Stright ^[2] - 176:23, 177:14</p> <p>stringent ^[2] - 74:21, 75:4</p> <p>strongly ^[2] - 171:19, 172:16</p> <p>structure ^[1] - 172:9</p> <p>study ^[1] - 200:2</p> <p>stuff ^[11] - 29:5, 32:13, 32:22, 64:14, 102:25, 105:24, 106:5, 148:16, 155:18, 219:17, 224:9</p> <p>stupid ^[1] - 91:2</p> <p>style ^[1] - 77:8</p> <p>subject ^[2] - 195:4, 208:21</p> <p>subjective ^[1] - 132:17</p> <p>submission ^[3] - 2:13, 64:11, 64:19</p> <p>submit ^[4] - 128:19, 171:19, 224:5, 224:9</p> <p>submitted ^[5] - 27:25, 116:11, 118:21, 118:22, 145:1</p> <p>subsequently ^[1] - 213:25</p> <p>substantially ^[1] - 131:22</p> <p>successful ^[5] - 136:21, 137:2, 138:10, 138:11, 217:7</p> <p>successor ^[1] - 215:20</p> <p>suffering ^[1] - 127:9</p> <p>suggest ^[5] - 41:6, 83:24, 112:18, 167:6, 198:6</p> <p>suggested ^[1] - 183:24</p> <p>suggesting ^[1] - 63:16</p> <p>suggestion ^[2] - 146:21, 157:6</p> <p>suggestions ^[2] - 149:5, 200:7</p> <p>suggests ^[1] - 49:23</p> <p>suicidal ^[2] - 82:23, 83:19</p> <p>suicide ^[2] - 127:2, 168:8</p> <p>Sunday ^[2] - 27:5, 211:19</p> <p>Sunrise ^[1] - 79:1</p> <p>Sunshine ^[1] - 133:16</p>	<p>superintendent ^[3] - 204:1, 204:11, 206:15</p> <p>Superintendent ^[4] - 184:23, 185:16, 205:2, 206:19</p> <p>superior ^[2] - 219:11</p> <p>superiors ^[1] - 168:17</p> <p>supervised ^[2] - 195:22, 196:2</p> <p>supervising ^[1] - 197:11</p> <p>supervisor ^[4] - 14:16, 22:11, 101:18, 225:5</p> <p>supervisors ^[4] - 47:5, 96:24, 97:3, 114:18</p> <p>supplemental ^[1] - 39:10</p> <p>supplied ^[6] - 76:16, 116:19, 116:20, 116:21, 185:23, 227:1</p> <p>supply ^[1] - 145:22</p> <p>support ^[3] - 24:7, 116:7, 171:4</p> <p>supported ^[1] - 149:22</p> <p>supports ^[1] - 129:19</p> <p>supposed ^[3] - 20:18, 86:23, 182:21</p> <p>surely ^[2] - 62:18, 62:19</p> <p>surprisingly ^[2] - 129:7, 133:2</p> <p>surrounding ^[2] - 150:14, 178:16</p> <p>suspect ^[1] - 46:21</p> <p>suspended ^[1] - 78:12</p> <p>suspicious ^[26] - 30:2, 31:5, 31:6, 38:1, 40:23, 41:7, 41:15, 43:23, 45:9, 45:20, 47:19, 48:5, 55:14, 73:7, 84:9, 87:3, 102:2, 107:21, 108:16, 134:13, 145:13, 146:15, 211:6, 212:15, 222:14, 222:15</p> <p>sustained ^[3] - 2:11, 2:20, 201:3</p> <p>swear ^[1] - 3:14</p> <p>swearing ^[2] - 70:13, 165:4</p> <p>Sweet ^[3] - 55:21, 56:22, 57:3</p> <p>switch ^[2] - 10:5, 15:9</p> <p>switchover ^[1] - 15:6</p> <p>swore ^[1] - 97:22</p> <p>sworn ^[10] - 3:4, 14:4,</p>	<p>17:15, 17:18, 25:20, 71:1, 121:3, 176:19, 177:11, 210:20</p> <p>sympathies ^[1] - 186:10</p> <p>system ^[15] - 33:6, 36:15, 38:16, 56:2, 91:13, 91:23, 111:24, 133:5, 149:6, 149:8, 150:6, 172:22, 191:6, 216:14, 218:7</p> <p>systemic ^[5] - 69:15, 89:13, 196:5, 202:19, 219:17</p> <p>systems ^[1] - 39:2</p> <p style="text-align: center;">T</p> <p>tab ^[28] - 22:23, 57:11, 57:18, 57:23, 67:6, 67:7, 75:10, 78:1, 81:25, 83:21, 93:5, 94:12, 94:13, 99:16, 103:15, 110:17, 115:25, 157:14, 176:8, 178:2, 181:4, 182:16, 207:13, 207:18, 215:3, 215:6, 215:7, 215:11</p> <p>table ^[1] - 70:4</p> <p>tabs ^[2] - 207:2, 207:10</p> <p>taker ^[12] - 4:20, 6:16, 8:13, 9:8, 9:9, 67:12, 86:11, 86:12, 86:13, 87:10, 132:10, 227:2</p> <p>takers ^[4] - 13:15, 127:7, 131:25, 217:23</p> <p>Tanya ^[16] - 68:1, 94:22, 97:13, 97:16, 97:18, 98:3, 98:13, 98:14, 99:11, 100:1, 100:5, 100:15, 101:4, 101:5, 101:8, 194:19</p> <p>Tanya's ^[2] - 98:20, 157:8</p> <p>tape ^[1] - 161:19</p> <p>taped ^[5] - 118:12, 156:24, 160:18, 160:21, 161:23</p> <p>tapes ^[4] - 159:20, 160:2, 160:6, 216:13</p> <p>task ^[2] - 112:16, 225:2</p> <p>tasked ^[1] - 153:24</p> <p>tasks ^[4] - 24:6, 47:7,</p>
--	---	--	---	---

<p>51:3, 54:21 taught [1] - 21:11 teachers [2] - 80:1, 190:8 teaching [1] - 122:24 team [12] - 17:12, 72:1, 72:2, 72:11, 111:12, 112:10, 131:25, 132:25, 154:19, 211:14, 219:12, 224:18 Team [8] - 56:4, 56:11, 111:7, 112:2, 112:15, 117:23, 154:14, 154:25 Teamsters [4] - 139:1, 139:3, 139:5, 204:6 technical [4] - 6:23, 16:4, 122:23, 122:24 technically [1] - 148:11 techniques [3] - 10:9, 10:25, 12:1 technology [1] - 218:18 Ted [2] - 61:16, 197:20 teenager [1] - 86:22 telephone [23] - 24:16, 24:20, 30:23, 31:23, 34:6, 50:16, 51:6, 51:8, 52:5, 70:11, 118:12, 133:6, 133:22, 159:10, 159:20, 164:12, 165:12, 167:1, 167:23, 169:2, 178:3, 184:22, 226:1 telephones [1] - 139:8 temporary [1] - 146:12 tend [1] - 77:7 tendencies [1] - 82:23 tender [1] - 82:15 tennis [1] - 91:7 tenure [1] - 138:18 term [4] - 106:20, 106:21, 155:16, 156:3 terms [26] - 12:2, 15:20, 16:9, 18:11, 23:2, 27:21, 33:9, 34:2, 44:13, 48:3, 77:22, 89:21, 113:7, 113:16, 121:25, 146:23, 146:24, 201:25, 202:1, 202:2, 202:3, 213:9, 215:18, 222:21, 222:22 terrible [2] - 49:3, 119:17</p>	<p>testified [8] - 109:16, 110:4, 165:16, 178:3, 178:9, 197:8, 205:13, 208:3 testifies [1] - 217:7 testify [2] - 91:16, 217:2 testimony [1] - 139:7, 140:18, 151:10, 176:6, 177:19, 179:1, 179:3, 181:21, 225:12, 226:6, 226:19 testing [1] - 109:1 thankful [1] - 104:7 THE [78] - 1:4, 1:11, 1:14, 1:17, 1:18, 1:21, 1:25, 2:9, 3:3, 3:4, 3:7, 3:11, 3:13, 3:15, 61:20, 62:2, 62:4, 62:18, 63:4, 63:8, 63:14, 64:18, 64:21, 65:8, 65:12, 74:10, 74:11, 74:14, 92:24, 93:3, 127:16, 127:19, 128:3, 128:22, 129:2, 129:5, 129:6, 130:16, 131:2, 131:4, 131:9, 163:4, 169:17, 169:19, 169:21, 169:25, 170:5, 170:7, 170:11, 170:19, 171:2, 171:22, 171:25, 172:14, 172:17, 172:20, 180:6, 188:4, 188:5, 188:8, 188:12, 188:15, 188:18, 188:20, 188:24, 189:1, 189:7, 194:10, 201:21, 201:23, 202:3, 202:8, 207:8, 215:12, 227:22, 227:24, 228:4, 228:5 theirs [1] - 205:24 themselves [8] - 52:23, 64:19, 82:20, 83:13, 126:21, 194:2, 194:6, 196:3 therapist [1] - 8:17 thereafter [1] - 195:10 therefore [3] - 59:2, 78:17, 159:18 they've [1] - 31:18 thinking [1] - 103:1 third [2] - 18:5, 103:21 third-last [1] - 103:21</p>	<p>thoughts [1] - 186:2 threaten [1] - 100:8 three [18] - 2:25, 18:10, 18:22, 26:17, 90:23, 119:15, 119:18, 124:20, 127:1, 132:9, 139:6, 141:19, 142:1, 176:1, 184:4, 184:9, 210:25, 220:2 three-day [1] - 210:25 threefold [1] - 136:8 threw [1] - 110:9 throughout [4] - 89:18, 90:17, 113:11, 203:14 Thursday [1] - 211:14 tied [1] - 60:25 tiers [1] - 26:18 Tiffany [1] - 194:18 timeframe [1] - 52:10 timely [1] - 64:3 title [1] - 9:8 today [9] - 1:13, 56:17, 62:12, 63:25, 110:24, 128:16, 170:22, 205:13, 216:7 together [2] - 124:2, 152:13 toll [1] - 126:14 tomorrow [3] - 188:17, 227:25, 228:6 tongue [1] - 10:20 tons [1] - 114:12 took [21] - 6:16, 6:19, 23:12, 23:15, 24:22, 59:15, 64:23, 80:8, 86:2, 90:10, 116:17, 121:19, 136:25, 141:18, 152:18, 184:11, 190:23, 214:3, 215:4, 215:14, 224:20 tools [2] - 12:16, 33:13 top [5] - 117:19, 193:17, 200:11, 202:17, 202:19 top-down [1] - 202:19 topic [2] - 74:9, 134:5 Toronto [2] - 69:12, 86:2 touch [3] - 56:14, 179:1, 225:7 touched [1] - 210:23 tour [1] - 218:24 toward [1] - 219:6 towards [7] - 80:25,</p>	<p>196:10, 198:22, 198:23, 200:3, 200:9 town [1] - 143:18 toys [1] - 223:13 track [2] - 31:21, 84:24 tracking [1] - 54:13 TRADE [1] - 110:25 trade [17] - 43:21, 45:8, 71:16, 83:16, 84:14, 84:22, 102:5, 102:10, 113:4, 113:14, 113:17, 117:24, 123:7, 128:13, 201:4, 202:15, 219:7 trail [2] - 134:14, 213:6 training [27] - 6:10, 6:14, 10:7, 14:10, 14:22, 15:20, 21:10, 23:5, 23:8, 24:19, 25:3, 33:10, 47:8, 74:17, 74:22, 75:3, 80:8, 87:23, 88:9, 88:12, 88:19, 88:21, 89:7, 122:3, 123:18, 123:19, 133:15 transcription [1] - 228:16 transcripts [2] - 175:25, 209:20 transfer [1] - 193:4 transferred [10] - 5:4, 17:6, 19:8, 19:11, 118:7, 119:19, 120:4, 157:1, 205:9 transient [1] - 77:7 transition [7] - 5:10, 17:17, 197:6, 219:2, 219:7, 219:21, 220:7 translator [3] - 11:9, 11:11, 11:23 transpose [1] - 141:14 trauma [2] - 126:15, 127:3 traumatic [1] - 8:5 traumatized [4] - 8:7, 10:16, 126:21, 127:8 traumatizing [1] - 126:23 travel [1] - 81:12 tray [3] - 37:9, 212:20, 212:21 treat [2] - 43:5, 171:6 treated [4] - 33:18, 39:12, 90:12, 102:5 treatment [4] - 93:25, 158:14, 159:8, 175:19 trial [2] - 91:17, 173:5</p>	<p>tried [5] - 66:18, 78:21, 79:9, 93:16, 110:22 trouble [2] - 62:5, 204:13 true [4] - 63:19, 77:18, 191:11, 228:15 trunked [1] - 126:5 truth [1] - 172:13 try [17] - 27:16, 31:21, 42:7, 43:10, 67:21, 68:11, 87:17, 93:3, 94:3, 105:25, 106:11, 121:6, 121:20, 166:8, 191:17, 210:7, 222:7 trying [21] - 10:10, 43:17, 48:24, 55:13, 69:21, 74:3, 76:3, 85:13, 90:21, 92:4, 98:4, 98:16, 99:12, 134:11, 136:16, 144:10, 148:15, 163:20, 175:11, 192:13, 211:13 turn [14] - 3:7, 60:6, 67:5, 71:5, 75:6, 75:10, 85:3, 93:5, 94:7, 94:12, 157:14, 176:8, 178:2 turned [3] - 50:8, 70:23, 97:5 turning [2] - 26:2, 97:11 turnover [2] - 71:3, 108:20 twenty [1] - 215:12 twenty-five [1] - 215:12 twice [3] - 27:16, 100:4, 149:18 two [39] - 2:25, 6:21, 13:16, 14:25, 15:2, 37:4, 39:8, 39:24, 46:5, 46:16, 51:6, 51:13, 54:24, 57:1, 74:23, 80:23, 91:15, 100:2, 114:5, 114:11, 127:2, 130:24, 137:21, 159:7, 160:10, 185:14, 199:9, 199:18, 203:11, 205:5, 205:10, 206:17, 208:19, 209:4, 209:6, 214:2, 215:13, 215:14 two-part [1] - 114:5 two-week [2] - 15:2, 74:23</p>
--	--	--	---	--

<p>type [6] - 8:23, 15:18, 24:14, 142:11, 146:25, 165:18</p> <p>typed [2] - 96:18, 99:19</p> <p>typed-out [1] - 99:19</p> <p>typing [1] - 7:3</p> <p style="text-align: center;">U</p> <p>UBC [2] - 56:22, 57:3</p> <p>ugly [1] - 127:22</p> <p>unable [2] - 123:1, 214:12</p> <p>uncomfortable [1] - 171:9</p> <p>under [15] - 7:7, 10:20, 11:20, 42:14, 49:13, 82:16, 83:12, 95:17, 133:6, 136:15, 143:5, 145:24, 147:6, 227:19</p> <p>understood [2] - 209:2, 219:3</p> <p>unfair [2] - 187:6, 201:24</p> <p>unfortunately [1] - 211:20</p> <p>unfounded [1] - 133:9</p> <p>Unger [1] - 225:18</p> <p>uniform [2] - 193:25, 199:8</p> <p>union [3] - 138:18, 204:4, 205:1</p> <p>Union [1] - 138:21</p> <p>unionized [1] - 64:8</p> <p>unit [36] - 19:6, 19:22, 21:3, 21:8, 22:7, 22:15, 42:15, 47:21, 48:9, 82:13, 84:2, 84:8, 84:10, 85:19, 114:19, 134:6, 138:24, 139:21, 139:23, 143:9, 146:7, 146:9, 146:12, 148:9, 151:5, 151:24, 153:7, 153:19, 154:6, 154:11, 154:24, 155:7, 182:5, 211:9, 220:15, 221:8</p> <p>Unit [34] - 1:9, 4:3, 4:13, 17:23, 18:2, 19:14, 27:11, 48:2, 51:19, 68:6, 100:24, 109:16, 109:19, 114:2, 135:3, 137:10, 139:11,</p>	<p>139:14, 140:16, 145:18, 149:2, 150:16, 151:4, 156:7, 162:5, 163:14, 168:23, 178:23, 178:24, 209:3, 220:11, 223:11, 226:7, 226:16</p> <p>unit's [1] - 51:23</p> <p>Unit's [1] - 190:20</p> <p>United [2] - 55:9, 228:25</p> <p>units [4] - 6:8, 42:21, 90:14, 145:1</p> <p>university [2] - 92:4, 122:14</p> <p>University [4] - 6:3, 6:4, 6:6, 55:21</p> <p>unless [3] - 82:5, 83:19, 211:21</p> <p>unlikely [1] - 78:18</p> <p>unlimited [1] - 170:8</p> <p>unprecedented [1] - 2:15</p> <p>unrecorded [1] - 161:10</p> <p>unreturned [3] - 36:17, 36:20, 37:14</p> <p>unstable [1] - 77:8</p> <p>unwritten [1] - 45:17</p> <p>up [96] - 7:4, 14:6, 14:25, 17:18, 19:11, 20:8, 20:9, 20:10, 20:11, 22:2, 22:4, 26:23, 27:6, 28:17, 30:20, 31:3, 31:8, 31:10, 31:19, 31:20, 32:4, 32:5, 32:17, 33:21, 34:5, 39:14, 44:25, 46:4, 46:6, 47:14, 54:24, 55:11, 55:21, 57:2, 60:15, 66:12, 69:19, 72:6, 78:25, 84:23, 85:2, 86:6, 90:10, 91:3, 96:15, 96:18, 97:23, 98:1, 98:18, 98:21, 100:13, 100:22, 101:15, 101:25, 106:15, 109:19, 109:21, 116:8, 117:7, 119:1, 125:2, 130:9, 140:9, 144:25, 146:16, 146:24, 146:25, 149:8, 149:20, 149:21, 150:7, 160:23, 161:1, 165:19, 165:24,</p>	<p>166:6, 166:20, 166:25, 172:9, 175:16, 180:6, 180:16, 184:13, 184:15, 185:15, 185:20, 186:3, 195:9, 199:20, 201:11, 204:17, 204:25, 217:5, 217:9, 222:16</p> <p>updates [2] - 39:8, 147:8</p> <p>upper [2] - 224:18, 224:19</p> <p>upset [11] - 11:4, 12:5, 12:23, 12:24, 12:25, 57:4, 164:19, 174:4, 174:13, 186:21, 191:12</p> <p>upstairs [4] - 20:14, 179:14, 179:18, 204:10</p> <p>urgent [1] - 133:8</p> <p>useful [1] - 157:13</p> <p>user [1] - 106:18</p> <p>Users [1] - 189:11</p> <p>users [1] - 167:11</p> <p>usual [4] - 85:6, 85:7, 105:24, 106:4</p> <p style="text-align: center;">V</p> <p>vacation [2] - 162:7, 180:21</p> <p>vagina [1] - 91:6</p> <p>vague [2] - 42:3, 67:16</p> <p>Valley [1] - 6:6</p> <p>valuable [3] - 69:21, 85:12, 197:14</p> <p>Vancouver [60] - 1:1, 1:7, 3:20, 4:19, 4:22, 5:8, 5:23, 6:13, 9:7, 14:2, 45:18, 58:20, 59:2, 59:10, 60:3, 60:24, 62:22, 64:23, 70:15, 72:24, 73:6, 73:7, 73:9, 73:21, 74:3, 78:9, 81:5, 87:1, 100:24, 101:1, 116:16, 118:19, 124:11, 129:12, 129:16, 129:22, 130:4, 133:14, 136:11, 138:20, 141:13, 143:13, 143:14, 143:20, 143:21, 148:13, 149:16, 157:23, 163:13, 186:24, 187:4, 189:11,</p>	<p>195:12, 201:5, 202:16, 208:9, 208:23, 217:12, 218:1, 218:3</p> <p>Vancouver's [1] - 200:12</p> <p>vantage [1] - 212:15</p> <p>variety [1] - 7:17</p> <p>various [3] - 7:19, 9:2, 217:11</p> <p>Vegreville [1] - 157:22</p> <p>vehicle [1] - 217:6</p> <p>vent [1] - 13:12</p> <p>verbally [1] - 187:22</p> <p>verifies [1] - 67:18</p> <p>version [1] - 57:19</p> <p>versus [4] - 7:11, 86:18, 86:20, 197:2</p> <p>VERTLIEB [4] - 188:9, 188:13, 188:16, 188:19</p> <p>VGH [1] - 42:20</p> <p>via [1] - 116:1</p> <p>victim [4] - 88:3, 107:1, 112:20, 127:24</p> <p>victims [2] - 77:17, 214:1</p> <p>view [12] - 44:10, 44:12, 44:14, 44:22, 45:1, 69:1, 72:16, 168:4, 168:14, 196:14, 205:16, 209:10</p> <p>viewing [1] - 10:17</p> <p>violation [1] - 92:12</p> <p>violence [2] - 10:22, 10:23</p> <p>Vital [1] - 192:11</p> <p>VMREU [3] - 138:20, 138:22, 204:5</p> <p>voice [5] - 165:1, 165:2, 165:3, 165:7, 216:11</p> <p>volume [1] - 27:19</p> <p>VPD [50] - 9:14, 24:25, 25:1, 57:13, 72:5, 74:18, 88:21, 130:10, 138:17, 138:18, 150:1, 170:6, 170:14, 170:16, 181:17, 182:2, 184:13, 184:20, 193:17, 195:9, 195:16, 195:20, 195:22, 196:2, 197:1, 197:2, 198:7, 198:20, 200:19, 202:20, 211:4, 212:18,</p>	<p>213:8, 213:17, 213:21, 214:19, 215:19, 218:23, 219:3, 219:6, 219:14, 219:19, 219:22, 220:13, 223:10, 223:23, 227:3, 228:2</p> <p>VPD's [1] - 199:21</p> <p>VPD/E [2] - 1:24, 2:7</p> <p>VPD/E-Comm [2] - 1:24, 2:7</p> <p>vulnerable [1] - 42:12</p> <p style="text-align: center;">W</p> <p>wagon [1] - 13:13</p> <p>wait [4] - 46:2, 53:12, 74:1, 211:24</p> <p>waiting [2] - 56:5, 141:8</p> <p>walk [6] - 17:25, 42:17, 42:19, 141:22, 178:23, 226:23</p> <p>walked [1] - 79:24</p> <p>wall [1] - 145:20</p> <p>wants [7] - 61:25, 62:12, 66:13, 124:19, 125:13, 125:15, 185:21</p> <p>ward [1] - 1:25</p> <p>WARD [17] - 2:1, 2:10, 65:6, 65:9, 170:25, 171:3, 171:23, 172:1, 172:15, 172:18, 194:11, 201:8, 202:2, 202:7, 202:12, 207:9, 215:17</p> <p>Ward [14] - 2:2, 65:6, 127:25, 128:4, 130:1, 169:22, 170:20, 170:25, 188:19, 194:10, 194:12, 201:10, 227:22, 1:13</p> <p>wards [1] - 42:20</p> <p>waste [3] - 90:2, 98:16, 225:16</p> <p>watch [1] - 115:19</p> <p>ways [3] - 11:5, 203:3, 203:4</p> <p>WCB [1] - 127:11</p> <p>weaker [2] - 90:22</p> <p>wear [1] - 10:6</p> <p>wearing [1] - 97:14</p> <p>Wednesday [3] - 66:10, 70:3, 211:14</p>
---	---	--	--	---

<p>wee ^[1] - 212:5</p> <p>week ^[14] - 2:14, 15:2, 15:3, 38:8, 74:23, 136:17, 136:19, 136:22, 136:23, 137:1, 155:5, 208:18, 210:20, 210:21</p> <p>weekday ^[1] - 212:14</p> <p>weekend ^[6] - 27:7, 210:25, 211:19, 212:11, 212:14</p> <p>weekends ^[4] - 145:21, 210:23, 212:5, 212:6</p> <p>weeks ^[9] - 14:25, 40:4, 130:24, 171:10, 176:1, 185:14, 205:4, 205:5, 223:7</p> <p>weight ^[1] - 65:2</p> <p>Welfare ^[6] - 60:15, 60:19, 106:12, 106:13, 107:3</p> <p>well-being ^[2] - 80:15, 203:6</p> <p>well-known ^[2] - 74:19, 203:14</p> <p>whatnot ^[1] - 125:20</p> <p>white ^[1] - 122:12</p> <p>whole ^[4] - 63:10, 63:11, 87:12, 125:9</p> <p>whores ^[1] - 110:11</p> <p>wide ^[1] - 7:17</p> <p>Wigmore ^[1] - 172:12</p> <p>William ^[2] - 214:1, 217:5</p> <p>Williams ^[2] - 194:16, 194:20</p> <p>Wilson ^[1] - 194:15</p> <p>windows ^[1] - 13:11</p> <p>Winnipeg ^[1] - 186:20</p> <p>wise ^[1] - 126:18</p> <p>wish ^[4] - 3:4, 9:24, 166:7, 166:11</p> <p>witness ^[8] - 2:24, 61:21, 61:24, 62:9, 63:12, 64:24, 201:11, 201:14</p> <p>witness's ^[1] - 64:13</p> <p>witnesses ^[13] - 2:12, 2:13, 3:4, 67:20, 129:11, 129:15, 129:18, 130:14, 130:18, 156:6, 171:7, 203:11, 227:23</p> <p>Wolfe ^[1] - 194:16</p> <p>woman ^[20] - 33:14, 43:20, 61:2, 79:6,</p>	<p>85:17, 89:4, 90:20, 91:16, 98:12, 98:18, 100:23, 101:2, 103:17, 109:18, 110:10, 128:14, 156:15, 174:25, 217:2, 217:3</p> <p>woman's ^[2] - 56:9, 56:10</p> <p>women ^[51] - 2:3, 33:15, 33:16, 45:8, 46:9, 49:3, 54:15, 55:6, 69:16, 71:12, 78:22, 83:16, 84:13, 88:11, 88:25, 103:18, 109:1, 109:7, 110:3, 111:14, 111:22, 112:1, 114:16, 137:14, 150:19, 167:4, 168:4, 168:10, 168:12, 171:3, 176:14, 187:19, 193:22, 194:2, 194:6, 194:23, 196:20, 197:18, 197:25, 198:22, 200:9, 200:11, 200:20, 207:1, 208:21, 209:12, 213:19, 213:23, 213:25, 215:15</p> <p>Women ^[4] - 56:4, 111:7, 112:2, 112:15</p> <p>Women's ^[2] - 154:13, 154:25</p> <p>women's ^[7] - 50:12, 153:21, 154:13, 207:16, 219:25, 222:25, 224:14</p> <p>wonder ^[2] - 104:10, 127:14</p> <p>wondering ^[3] - 52:16, 52:18, 108:24</p> <p>wonders ^[1] - 109:5</p> <p>word ^[4] - 98:11, 106:19, 113:9, 113:11</p> <p>worded ^[1] - 52:17</p> <p>words ^[6] - 61:15, 89:22, 102:24, 106:8, 128:13, 197:22</p> <p>wore ^[1] - 165:24</p> <p>work-related ^[1] - 155:23</p> <p>WORKER ^[1] - 110:25</p> <p>worker ^[10] - 60:9, 60:17, 61:11, 72:4,</p>	<p>89:11, 102:5, 102:11, 113:4, 113:14, 138:16</p> <p>workers ^[12] - 71:16, 79:25, 84:22, 113:18, 117:24, 123:7, 128:13, 196:20, 201:4, 202:15, 219:7, 224:24</p> <p>workload ^[1] - 153:6</p> <p>works ^[3] - 68:20, 121:8, 217:15</p> <p>world ^[5] - 92:10, 104:12, 122:18, 151:12, 205:22</p> <p>worse ^[1] - 97:22</p> <p>worst ^[2] - 104:11, 122:19</p> <p>wrap ^[2] - 180:6, 186:3</p> <p>write ^[5] - 34:25, 35:2, 99:14, 149:1, 178:20</p> <p>writing ^[9] - 54:7, 77:12, 104:20, 104:21, 149:4, 149:7, 183:22, 187:20, 223:21</p> <p>written ^[11] - 22:2, 24:17, 24:20, 74:24, 75:13, 93:6, 103:7, 117:5, 173:13, 178:13, 192:10</p> <p>wrote ^[15] - 40:14, 47:11, 67:12, 94:16, 106:16, 107:21, 110:18, 115:25, 116:10, 116:24, 159:4, 181:4, 181:18, 207:13, 207:24</p>	<p>77:19, 79:22, 82:3, 82:15, 87:6, 89:20, 91:15, 91:17, 109:12, 119:15, 123:16, 124:4, 124:20, 136:16, 147:5, 175:24, 182:19, 186:16, 200:15, 205:10, 207:25, 210:2, 211:10, 212:16, 213:21, 224:4, 224:16</p> <p>yelling ^[2] - 70:13, 165:4</p> <p>yellow ^[1] - 92:12</p> <p>Yeomans ^[2] - 61:17, 197:20</p> <p>young ^[2] - 90:20, 91:15</p> <p>younger ^[2] - 100:3, 212:17</p> <p>yourself ^[15] - 22:9, 39:23, 95:8, 95:9, 95:23, 97:1, 158:15, 162:20, 162:22, 163:1, 177:10, 178:4, 195:22, 202:1, 208:10</p> <p>youth ^[1] - 143:10</p>
X			
x-rays ^[1] - 55:15			
Y			
<p>yattering ^[1] - 91:2</p> <p>year ^[12] - 6:21, 36:12, 38:10, 112:5, 116:21, 118:14, 156:25, 184:23, 187:2, 203:20, 216:12</p> <p>years ^[41] - 4:13, 9:20, 20:3, 20:21, 20:24, 38:8, 41:20, 44:4, 59:25, 62:3, 62:13, 64:7, 64:16, 65:1,</p>			