

Memo



DATE: November 2, 2020

TO: Stu Leatherdale
Divisional Director
Corporate & Protective Services

Cc: Darren Caul
Community Safety Director

FROM: Ken Hunter
A/Bylaw Services Manager

SUBJECT: Calls for Service - Bylaw Services and RCMP
Operational Guidelines (OG)

MEMORANDUM

Effective immediately, there will be a change in how calls for service relating to six situations are triaged and dispatched between Bylaw Services and the RCMP. In most cases, the changes result in the RCMP resuming *primary* responsibility for calls which Bylaw has no authority to handle. These changes may impact the timeliness of responses and will be monitored.

Over time, Bylaw Enforcement Officers have assumed responsibility for calls which they do not possess the requisite mandate, training or authorities. While considerable effort was expended to acquire additional authorities under the **BC Police Act**, it was determined that this will not be viable until the Act is reformed.

Given that the continuance of Bylaw involvement in select calls could invite safety and legal risks / liabilities, the RCMP and Bylaw Services have worked together to recalibrate their respective roles. These changes ensure that Bylaw Services operate within their municipal mandate and appropriately defer select (i.e., criminal and provincial statutes) to the police who are appropriately authorized and best equipped to resolve the issue in a safe manner.

An Operational Guideline has been established between the RCMP and Bylaw Services, and shared with the dispatch centres that manage incoming calls for service. As these changes are implemented, there may be an impact on the timeliness of response. The impact of these changes will be monitored. It is understood that effective communications and expectation management will be important.

An overview of the changes is provided Appendix A. While the role of Bylaw Services has changed in some cases, Bylaw remains an important first responder in many scenarios, and a key support to police in others as a uniformed enforcement agency.

APPENDIX A: Overview of RCMP and Bylaw Services Operational Guideline

	Current Roles	New Roles
1. Removal of unwanted persons	Bylaw is often the first agency dispatched for unwanted transient persons in public <u>and</u> private spaces. Bylaw has no authority to address those on <u>private</u> property other than being able to issue a Bylaw Offence Notice (BON).	On private property - Police are first response. On public property, Bylaw continues to be first response and will engage Police, if necessary. <i>Exception:</i> from 00:00 to 06:00, Police are first response to public property calls.
2. Noise complaints respecting parties	Bylaw is often the first agency dispatched to noisy parties. Often, these calls have a mix of large numbers and alcohol/drug consumption for which issuing a BON is not effective.	Where complaint is a party, Police will be first response. Bylaw will continue to attend calls for simple unwanted noise complaints.
3. Neighbours threatening	Bylaw frequently dispatched to calls where neighbours are disputing bylaw-related matters which have escalated to include threats of violence.	Police will be the first response to matters involving neighbours with threatening behaviors. Bylaw will request Police when confronted with threatening behavior / criminality.
4. Drug / alcohol activity - public spaces	Bylaw often first agency dispatched to persons consuming alcohol/drugs in public spaces (parks). Bylaw does not have the authority to direct persons to pour their alcohol out.	Police are first response to calls respecting drug/alcohol activity in public spaces. Bylaw will request Police when they encounter these situations.
5. Moving violations	Bylaw often first agency dispatched to motor vehicle traffic-related matters, (i.e. loud mufflers, weights measures, engine retarder brakes, etc.). Bylaw does not have authority to effectively investigate moving violations.	Police are first response for calls respecting moving violations. In instances where the violator can be positively identified after the fact, Bylaw may issue a BON.
6. Panhandling on highway boulevards	Bylaw are routinely dispatched to panhandling complaints. Bylaw does not have requisite authorities and provincial highways (i.e. boulevards).	Police are first response to panhandling occurring along Highways 97 and 33. Bylaw is first response elsewhere in city.