



Calls for Service – Bylaw Services & RCMP Operational Guideline (OG)

Corporate and Protective Services Division - Bylaw Services

Last Updated October 29, 2020

PURPOSE

To document revised and agreed-upon roles and responsibilities of Bylaw Services and RCMP respecting common calls for service to enable consistent understanding and operations for dispatch and responding personnel.

BACKGROUND

Bylaw Services have evolved to assume responsibility for some calls for service which the agency does not have the requisite mandate, training or authorities to attend. Continuance would invite risks and potential liability for Bylaw Enforcement Officers (i.e. safety) and the City of Kelowna, respectively.

Clear and documented understanding among RCMP, dispatch and Bylaw Services personnel directing how common calls for service are to be triaged, dispatched and subsequently responded to ensures the most appropriate agency responds, and enables more consistent and efficient approaches. The spirit and intent of this "Operational Guideline" (OG) is to appropriately redirect the primary response to select calls for service from Bylaw Services to RCMP, and to ensure a strong, collaborative working relationship between Bylaw Services and the RCMP. This OG aligns with City Council's priority of Community Safety and the City's corporate priority that "services, processes and business activities are transformed".

Appendix A was developed collaboratively among senior representatives of RCMP and Bylaw Services, in consult with the City's Director of Community Safety. Significantly, the Table represents a shift from current dispatch practices in respect to six common calls for service, specifically:

- 1) Removal of unwanted persons;
- 2) Noise complaints respecting parties;
- 3) Neighbours threatening;
- 4) Drug / alcohol activity - public spaces;
- 5) Moving violations; and
- 6) Panhandling on highway boulevards

It is understood that implementation of these changes will result in a different response and may result in a different service level respecting the affected calls for service given these will be triaged in the context of other priority calls for the respective agencies.

Effective Date	Revised Date	Authorized By
02 November 2020	New	Community Safety Director RCMP Officer In Charge (OIC) Bylaw Services Manager

Both parties commit to take the necessary steps to introduce and successfully implement this OG within their respective agencies on the effective date. Further, both parties commit to monitor the OG on an ongoing basis, to proactively and collaboratively resolve issues as they arise, and to ensure the spirit and intent of this OG is maintained. It is understood that either party (RCMP or Bylaw Services) may initiate a review or revision of this OG at any time, and that such review will occur in concert with the Director of Community Safety.

This OG will take effect on November 2nd, 2020 and will remain in effect until otherwise revised, suspended or terminated by the RCMP, Bylaw Services and the Director of Community Safety.

APPENDIX A - Bylaws and RCMP Roles and Responsibilities

Call for Service	Bylaw Services	RCMP	BOTH	IF Both		Other	Notes
				Primary Responsibility & Duties	Secondary Responsibility & Duties		
Transient Activity							
Overnight Sheltering Sites (OS1)			X	Bylaw – Security & PIT Counts	RCMP – Assist with decampment	Palladin - security	
Panhandling			X	RCMP – along a Provincial Highway (Harvey Ave, Hwy 97 and Hwy33) Bylaw – all other City streets			
Transients Sleeping in Parks/Public Spaces	X	X (from 0000 to 0600 hrs)					
Transients on Private Property		X					
Property-related							
Bicycles – discarded/found			X	RCMP on private property	Bylaw on public spaces		
Break & Enter (breached buildings)			X	RCMP – Investigate	Bylaw – board up		
Illegal Dumping on Private Property		X					
Noisy House Parties/People Drinking			X	RCMP – Alcohol	Bylaw – Parking/ Noise Violations		
Unsightly Properties	X						
Drug-related							
Drug Activity – Public Spaces		X					
Drug Houses		X					
Vehicle/Vessels							
Boat Violations		X					
Moving Violations - Traffic			X	RCMP – can stop vehicle	Bylaw – cannot stop moving vehicle, can write ticket		

					later if have plate #		
Noisy Mufflers (boats/cars)			X	RCMP – can stop	Bylaw – can write ticket later if have plate #		
COVID-19							
COVID - general			X	Bylaw – educate, refer to other Agencies (PHO, WCB)	RCMP – enforce Quarantine Ave	PHO/WCB – issue fines	
COVID Vehicles – out of country plates		X					RCMP can enforce Quarantine Act violations
Miscellaneous							
Air B&B's / STRs	X						
Dog Noise/ Animal Control						RDCO Animal Control	
Event Management			X	RCMP – Security, Open Alcohol, Intoxication	Bylaw – bylaw infractions	Palladin - security	
Illegal Suites	X						
Neighbours Threatening		X					
Parking	X						
Removal of unwanted persons		X					
Secure Prisoner Belongings		X					
Towing			X	RCMP - can tow vehicles	Bylaw – tows own violating vehicles	Mario's Towing	