



NEW WESTMINSTER POLICE BOARD

OPEN AGENDA

Tuesday, April 18, 2023 at 0930

In Person: 555 Columbia Street, New Westminster

By Zoom Webinar: <https://us02web.zoom.us/j/84336311434?pwd=QlBkRXBjeDB4UVlxRkpKZCtXU2JZQT09>

Passcode: 824852

By Phone: +1 778 907 2071 / Webinar ID: 843 3631 1434

✓ Indicates Attachment

We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.

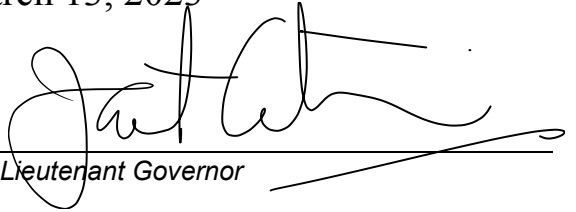
1	ADOPTION & PRESENTATIONS	
✓	1.1 Land Acknowledgement	<i>Mayor Johnstone</i>
✓	1.2 Introduction of New Board Members Trentadue and Diaz	<i>Mayor Johnstone</i>
✓	1.3 Adoption of Open Agenda: April 18, 2023 2021	<i>Police Board</i>
✓	1.4 Alexa's Team Awards Presentation	<i>Inspector Dudar</i>
2	CONSENT AGENDA	
✓	2.1 Approval of Open Minutes: February 21, 2023	<i>Police Board</i>
	2.2 Police Board Member Reports	<i>Police Board</i>
✓	2.3 Statistics: February & March 2023	<i>Inspector Ward</i>
✓	2.4 Policy: AC130 – Dress & Department Standards	<i>Inspector Dudar</i>
✓	AB180 – Acting Supervisor	
✓	2.5 GOVERNANCE: Annual Review of Integrated Activities and Plan to Optimize	<i>Jacqueline Dairon</i>
✓	2.6 GOVERNANCE: Update on Communications	<i>Hailey Finnigan</i>
✓	2.7 Police Board Correspondence	
	2.7 (a) Grant Funding for Opioid Overdose Response Costs	
	2.7 (b) Update on Next Generation 9-1-1 Planning and Estimated Annual NG 9-1-1	
	2.7 (c) E-Comm February Update from George Madden	
	2.7 (d) E-Comm March Update from George Madden	
3	ONGOING BUSINESS	
✓	3.1 Q4 2022 Financial Report	<i>Jacqueline Dairon</i>
4	NEW BUSINESS	
✓	4.1 E-Comm Board of Directors Nomination 2023 – 2024 Term	<i>Chief Constable Jansen</i>
	NEXT MEETING	
	Date: May 23, 2023 @ 0930 hrs	
	Location: Council Chamber @ New Westminster City Hall and Zoom	
	ADJOURNMENT OF OPEN MEETING	

PROVINCE OF BRITISH COLUMBIA

ORDER OF THE LIEUTENANT GOVERNOR IN COUNCIL

Order in Council No. 167

, Approved and Ordered March 13, 2023



Lieutenant Governor

Executive Council Chambers, Victoria

On the recommendation of the undersigned, the Lieutenant Governor, by and with the advice and consent of the Executive Council, orders that Alejandro Francisco Diaz Guzman and Mary Lee-Ann Trentadue are appointed as members of the New Westminster Police Board for terms ending June 30, 2024.



Minister of Public Safety and Solicitor General and
Deputy Premier



Presiding Member of the Executive Council

(This part is for administrative purposes only and is not part of the Order.)

Authority under which Order is made:

Act and section: Police Act, R.S.B.C. 1996, c. 367, ss. 23 and 24

Other: _____



NEW WESTMINSTER MUNICIPAL POLICE BOARD

February 21, 2023 at 10:15 am

In-Person and via ZOOM

Council Chamber, City Hall, 511 Royal Avenue

MINUTES of Regular Meeting

PRESENT:	Mayor Patrick Johnstone	Chair
	Ms. Heather Boersma	
	Mr. Drew Hart	
	Mr. Patrick Lalonde	
	Ms. Shirley Heafey	
STAFF:	Chief Constable Dave Jansen	
	Inspector Andrew Perry	
	Inspector Eamonn Ward	
	Inspector Trevor Dudar	
	Inspector Aman Gosal	
	Ms. Jacqueline Dairon	Finance Supervisor
	Ms. Daisy Dyer	Police Board Secretary
	Ms. Hailey Finnigan	Communications

The meeting was called to order at 09:30 a.m.

1. ADOPTION

1.1 Land Acknowledgement

We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.

1.2 Adoption of Regular Agenda: February 21, 2023

MOVED AND SECONDED

THAT The New Westminster Police Board approve the February 21, 2023, Regular Agenda, with the following amendments:

THAT Item 1.3 be removed from the agenda; and

THAT '2023 Budget Update' be added to the agenda as Item 3.1

CARRIED

CONSENT AGENDA

- 2.1 Approval of Open Minutes: January 17, 2023**
- 2.2 Police Board Member Reports**
- 2.3 Statistics: January 2023**
- 2.4 Policy: AC120, AC130 and AF10**
- 2.5 Police Board Correspondence**
- 2.6 (a) BCAPB Notice of AGM and Call for Resolutions**
- 2.6 (b) Police Board Appointment Update**

MOVED AND SECONDED

THAT item 2.3 and 2.4 be removed from the Consent Agenda; and

THAT the New Westminster Police Board approve the remaining Consent Agenda items.

CARRIED

ITEMS REMOVED FROM THE CONSENT AGENDA

2.3 Statistics: January 2023

Ms. Boersma enquired into how the statistics are displayed. Chief Constable Jansen reported that the statistics are comparable to the corresponding month from the previous year, and not for the whole year.

Received for information.

2.4 Policy: AC120, AC130 and AF10

Mr. Hart asked for clarification in regards to policy AC130: Personal Grooming and Appearance Standards. Specifically, the definition of 'professional hair', and what constitutes a professional hair colour.

Chief Constable Jansen stated that an answer will be provided to the Board at the following meeting in April.

Received for information.

3. ONGOING BUSINESS

3.1 2023 Budget

A lengthy discussion took place concerning the 2023 budget and budget process, with the following points of note:

- Some items that the NWPB had requested as ‘enhancements’ had already been included in the City’s baseline budget, as well as the application of a 3.5% increase to several areas across the City for inflationary increases
- The Board approved funding for six positions as part of a back-fill strategy and a Missing Persons Investigator, however, the City noted that four of these positions were parental leave and were therefore classed as benefits and not enhancements.
- Chief Constable Jansen accepted the four positions and the inflationary increase, and did not ask for any further funding for the remaining positions.

MOVED AND SECONDED

THAT the 2023 Budget Update be approved as amended

CARRIED

4. NEW BUSINESS

4.1 BCAPB Conference Registration

The BCAPB Conference and AGM will take place in Nelson in May. Chief Constable Jansen invited the Board to attend the conference and to please advise Ms. Dyer for registration purposes.

Received for information.

4.2 BCAPB Conference and AGM Sponsorship Request

The BCAPB has requested support from the Boards for the upcoming Conference and AGM. Chief Constable Jansen noted that the Board has historically sponsored a lunch at the cost of \$700.

MOVED AND SECONDED

THAT the New Westminster Police Board sponsor a lunch at the cost of \$700.

CARRIED

4.3 Governance Housekeeping

Mayor Johnstone stated that he met with Director of Police Board Governance, David Pilling, where the roles and responsibilities of the Police Board were discussed. It was indicated by Mr. Pilling that the Board have the flexibility to manage their meetings in the way that they wish to do so. Mayor Johnstone asked the Board to consider how they would like to change the structure of meetings to better suit the Board. Furthermore, Mayor Johnstone asked the Board to reflect on how they serve the community as a Board.

The Board agreed that they would like to meet with City Council prior to the budget process in order to discuss budget pressures ahead of the submission of a provisional budget in November. Mayor Johnstone stated that he will discuss this with City Council.

Received for information.

ADJOURNMENT of Regular Meeting

Chair Johnstone adjourned the meeting at 1055.

Next meeting

The next meeting will take place on Tuesday, 18 April, 2023, at 0930 in the Council Chamber at New Westminster City Hall.

PATRICK JOHNSTONE
CHAIR

DAISY DYER
RECORDING SECRETARY



Crime Type Category ¹	2023 January	2023 February	February 3YR Avg	YTD 2021	YTD 2022	YTD 2023	YTD 3YR Avg	% Change 2023-2022
Persons Offences								
HOMICIDE	0	0	0	0	0	0	0	N/A ²
ATTEMPTED HOMICIDE	0	0	0	0	1	0	0	-100%
SEXUAL ASSAULTS	7	8	7	9	13	15	12	15%
ASSAULT-COMMON	30	19	25	53	50	49	51	-2%
ASSAULT-W/WEAPON OR CBH	15	9	11	27	19	24	23	26%
ASSAULT-AGGRAVATED	2	0	1	1	1	2	1	100%
ROBBERY	10	5	4	10	6	15	10	150%
Total Monitored Persons Offences	65	41	47	100	90	106	99	18%
Domestic Violence								
DOMESTIC VIOLENCE	38	28	39	98	85	66	83	-22%
FAMILY VIOLENCE	15	11	19	43	49	26	39	-47%
Property Offences								
BREAK & ENTER-BUSINESS	10	1	10	43	23	11	26	-52%
BREAK & ENTER-RESIDENCE	4	3	5	8	10	7	8	-30%
BREAK & ENTER-OTHER	6	10	6	10	7	16	11	129%
THEFT OF VEHICLE	11	13	14	26	30	24	27	-20%
THEFT FROM VEHICLE	58	47	53	147	113	105	122	-7%
THEFT-OTHER OVER \$5000	3	4	2	2	2	7	4	250%
THEFT-OTHER UNDER \$5000	43	40	33	57	64	83	68	30%
MISCHIEF OVER \$5000	0	2	1	1	2	2	2	0%
MISCHIEF \$5000 OR UNDER	44	23	37	93	84	67	81	-20%
Total Monitored Property Offences	179	143	161	387	335	322	348	-4%
Traffic Offences								
Collisions								
COLLISION-FATAL	0	1	0	0	1	1	1	0%
COLLISION-NON-FATAL INJURY	9	2	5	14	14	11	13	-21%
COLLISION-ALL OTHERS	50	27	38	70	108	77	85	-29%
Total Collision Offences	59	30	44	84	123	89	99	-28%
215 Impaired								
215 ALCOH-24HR & DRUG	1	3	2	8	7	4	6	-43%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	17	15	14	22	28	32	27	14%
215 ALCOH IRP WARN	2	7	5	9	13	9	10	-31%
IMPAIRD OP MV (DRUGS & ALCOH)	7	8	9	10	34	15	20	-56%
Weapons Offences								
WEAPONS	6	4	8	15	14	10	13	-29%
Other Non-Criminal Offences								
BYLAW	23	19	23	61	36	42	46	17%
FALSE ALARMS	69	62	67	96	154	131	127	-15%
MISSING PERSONS	15	18	18	36	42	33	37	-21%
MENTAL HEALTH RELATED	30	19	49	156	68	49	91	-28%
DISTURBED PERSON/ATT SUICIDE	20	16	32	103	76	36	72	-53%
SUDDEN DEATH	13	11	9	16	21	24	20	14%
DOMESTIC DISPUTE-NO ASSAULT	42	34	32	67	49	76	64	55%

¹ The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCIS Status: <A (all files except unfounded) or B:Z (founded). Please note that the figures reflect police records as of the day the data was originally extracted; therefore, the figures may have changed over time. The PRIME data was last reviewed on: 2023-03-06. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information.

² Undefined. Percent Change = ((new value - initial value / initial value) x 100). Division by zero is division where the divisor (denominator) is zero, where the expression has no meaning; therefore, division by zero is undefined.



Crime Type Category ¹	2023 February	2023 March	March 3YR Avg	YTD 2021	YTD 2022	YTD 2023	YTD 3YR Avg	% Change 2023-2022
Persons Offences								
HOMICIDE	0	0	1	2	0	0	1	N/A ²
ATTEMPTED HOMICIDE	0	0	0	0	1	0	0	-100%
SEXUAL ASSAULTS	8	5	5	16	16	20	17	25%
ASSAULT-COMMON	20	32	28	77	79	83	80	5%
ASSAULT-W/WEAPON OR CBH	9	11	13	39	35	36	37	3%
ASSAULT-AGGRAVATED	0	2	1	2	2	4	3	100%
ROBBERY	4	4	4	14	9	19	14	111%
Total Monitored Persons Offences	41	54	52	150	142	162	151	14%
Domestic Violence								
DOMESTIC VIOLENCE	35	39	48	149	140	116	135	-17%
FAMILY VIOLENCE	14	19	22	72	66	53	64	-20%
Property Offences								
BREAK & ENTER-BUSINESS	2	5	16	73	37	18	43	-51%
BREAK & ENTER-RESIDENCE	4	9	8	12	20	17	16	-15%
BREAK & ENTER-OTHER	9	5	5	16	11	18	15	64%
THEFT OF VEHICLE	13	12	11	35	43	36	38	-16%
THEFT FROM VEHICLE	50	32	58	217	184	141	181	-23%
THEFT-OTHER OVER \$5000	4	2	1	2	2	9	4	350%
THEFT-OTHER UNDER \$5000	41	39	37	88	104	123	105	18%
MISCHIEF OVER \$5000	2	3	1	1	2	5	3	150%
MISCHIEF \$5000 OR UNDER	23	43	43	139	124	113	125	-9%
Total Monitored Property Offences	148	150	179	583	527	480	530	-9%
Traffic Offences								
Collisions								
COLLISION-FATAL	1	1	1	0	2	2	1	0%
COLLISION-NON-FATAL INJURY	4	3	5	19	22	16	19	-27%
COLLISION-ALL OTHERS	29	36	38	97	158	115	123	-27%
Total Collision Offences	34	40	44	116	182	133	144	-27%
215 Impaired								
215 ALCOH-24HR & DRUG	3	1	4	15	11	5	10	-55%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	15	13	15	38	44	45	42	2%
215 ALCOH IRP WARN	7	10	7	16	17	19	17	12%
IMPAIRD OP MV (DRUGS & ALCOH)	8	1	7	15	49	16	27	-67%
Weapons Offences								
WEAPONS	3	3	5	22	20	12	18	-40%
Other Non-Criminal Offences								
BYLAW	27	14	25	91	66	66	74	0%
FALSE ALARMS	62	61	52	141	205	192	179	-6%
MISSING PERSONS	18	22	21	60	58	55	58	-5%
MENTAL HEALTH RELATED	43	27	60	244	132	118	165	-11%
DISTURBED PERSON/ATT SUICIDE	29	24	48	171	127	84	127	-34%
SUDDEN DEATH	11	17	13	25	33	41	33	24%
DOMESTIC DISPUTE-NO ASSAULT	35	50	37	98	78	130	102	67%

¹ The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCJS Status: <>A (all files except unfounded) or B:Z (founded). Please note that the figures reflect police records as of the day the data was originally extracted; therefore, the figures may have changed over time. The PRIME data was last reviewed on: 2023-04-11. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information.

² Undefined. Percent Change = ((new value - initial value / initial value) x 100). Division by zero is division where the divisor (denominator) is zero, where the expression has no meaning; therefore, division by zero is undefined.

Dress and Department Standards

AC130

Effective: New

AC130

Risk Assessment: LOW

POLICY

1. Sworn and civilian members, including volunteers will ensure their grooming and dress standards are in accordance with this policy to ensure they project a professional public image.

REASON FOR POLICY

2. To ensure each member of the New Westminster Police Department projects a professional public image.
3. These standards have been developed to enhance employee safety and maintain a professional public image while ensuring employees and volunteers are not subjected to discrimination under the BC Human Rights Code based on their Indigenous identity, race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or that group or class of persons.

PROCEDURES

CIVILIAN AND VOLUNTEER STANDARD

4. In general, the dress code for civilian staff and volunteers should be business casual. Staff that have direct contact with members of the public should follow a dress code of business professional in accordance with the nature of public contacts or meetings.

SWORN MEMBER UNIFORM STANDARD

5. In keeping with the highest standards of professionalism, grooming standards and department descriptors for sworn members of the NWPD are set out below.

Hair

6. Hair, Headgear and Head Coverings:

- a) Hair will be maintained in a tidy and clean manner. A member's hair will be worn in a manner that:

- i. does not impair the member's vision
- ii. does not obstruct or obscure the member's face.

- b) Members will ensure that:

- i. their hair is neatly tied into a bun, ponytail or braid if their hair normally extends beyond the collar of their uniform shirt;
- ii. their hair does not interfere with the wearing of the uniform hat or headdress;
- iii. plain hair accessories are used if they are necessary to keep hair in place; (are dark blue, black or as close as possible to the wearers hair colour); and
- iv. their hair does not create an undue hazard, including a grab hazard or entanglement hazard. Officer safety will take precedence over style considerations.

- c) Hairpieces, wigs, extensions etc. are permitted and must conform to Sections A and B above.

- d) While wearing the dress uniform a member's hair must be styled such that it does not extend beyond the bottom of the tunic collar.

7. Facial hair should be neatly trimmed, combed and present a professional and groomed appearance.

8. Sworn members are permitted to wear moustaches, goatees and/or beards with the following conditions:

- a) Facial hair is trimmed along the lower neck and cheekbones extending no further than 2.5 cm and neatly styled.

- b) Members with facial hair under 0.5 cm in length shall ensure they are clean-shaven when participating in a parade or ceremonial duty (Members are

exempt if facial hair is groomed in accordance with religious or cultural practices).

- c) Moustaches will be neatly trimmed at all times, and not extend more than one inch (2.5 cm) beyond the corners of the mouth. Members are exempt if facial hair is groomed in accordance with religious or cultural practices.
- d) Sideburns may be kept, providing that they do not extend below a line horizontal to the bottom of the earlobe and they must not be wider than 4 cm.
- e) Members will be required to comply with WorksafeBC requirements for fit testing with their respirator. For those required to use a respirator as part of their duties, it is recommended members with a beard carry a dry shave kit in their respirator kit should they need to don a mask in an emergency situation.

Tattooing and Body Art

- 9. Employees are prohibited from displaying tattoos or body art that may be perceived as offensive, discriminatory or hateful, including:
 - a) Sexually explicit, profane or vulgar words, phrases or art
 - b) Graphics, symbols or text that may be interpreted as criminal or gang affiliated;
 - c) Graphics, symbols or text that depict violence
 - d) Anything that contravenes any section of the *BC Human Rights Code*
- 10. Any body art or tattoos that are prohibited must be covered prior to attending the workplace and shall remain covered in all areas of the workplace including the gym and when representing the Department in an official capacity.

General

- 11. All employees will ensure their nails are kept clean and neatly trimmed so as not to present a safety concern or interfere with the performance of their duties.
- 12. Nail polish consistent with a professional appearance may be worn.

13. Unobtrusive personal effects or jewelry may be worn provided they maintain a professional appearance, do not interfere with the performance of duties, and do not present a safety risk or hazard to members or members of the public. Such items may include:
 - a) Watch, fitness band, rings, kanga, kirpan, kara, medicine bag, glasses and medical bracelet. Stud earrings are recommended to reduce the risk of injury to the wearer and rings should not have a protrusion that could cause injury to self or others.
14. Cosmetics applied that maintain a professional appearance are permitted.
15. NRPD is a scent-free workplace. Perfume, cologne and scented lotions are not permitted in the building or property of the NRPD.
16. Sunglasses may be worn by members when necessary in the course of their duties. Sunglasses should not be worn when:
 - a) Addressing a member of the public
 - b) While posing for a photo that is likely to be shown in the media
 - c) Sunglasses may not have mirrored lenses and must maintain a professional appearance in style

SWORN MEMBER PLAINCLOTHES STANDARD

17. Plainclothes members and members acting in an undercover capacity may be exempt from compliance with this policy. This exemption does not extend to when these members are required to wear a uniform or when the display of such tattoos or body art is no longer necessary in the course of their duties.
18. Members who are assigned to plainclothes units, or who are seconded to an external integrated unit, may be required to conform to the appearance standards required for those duties.
19. Members wishing to work a uniform call-out shall conform to the Sworn Member Uniform Standard during their call-out. Members shall wear the standard patrol uniform when assigned to work a call-out, unless the call-out requires special clothing.

20. Supervisors are responsible for maintaining standards of dress, appearance, and deportment of Members under their command, in a manner consistent with the professional standards of the NWPD and in accordance with the Canadian Human Rights Act.

Exemptions

21. Any exemptions to matters relating to the personal grooming and appearance standards will be at the discretion of the Chief Constable who will have the final decision should a discrepancy in the interpretation of the policy occur.

Acting Supervisor

AB180

Revised: February 2023

AB180

Risk Assessment: Low

POLICY

1. When temporary sworn or civilian supervisory vacancies occur, the Chief Constable or designate has the authority to appoint Acting Supervisors.
2. Where possible, temporary vacancies should be filled from within the same work group.
3. Where special skills are required, consideration will be given to members outside the work group possessing the necessary skills.

REASON FOR POLICY

4. To assist in selecting the most appropriate member to assume Acting Supervisor duties when a temporary supervisory vacancy exists.
5. To maintain organizational stability when temporary sworn or civilian supervisory vacancies occur, the positions should, where possible, be filled from within the same work group.
6. To ensure that Members have a clear understanding of when and by whom vacant Supervisor positions will be filled.

Definitions

7. Sworn Supervisor – Sworn Supervisor positions and Supervisor ranks are defined as Sergeant and Staff Sergeant.
8. Civilian Supervisor – Civilian Supervisor positions include the following:
 - a. Police Finance Manager

- b. Crime Prevention Coordinator
- c. VAU Coordinator
- d. Information Technology Supervisor
- e. FOI Coordinator
- f. Quality Control Unit Supervisor
- g. Court Services Unit Supervisor
- h. Communications Operations Supervisor

9. Work group - is defined as Watch, Section and/or Unit.



New Westminster Police Department

REPORT

To: Mayor Johnstone, Chair, and Members
New Westminster Municipal Police Board

Date: April 18, 2023

From: Jacqueline Dairon

Item #: 2.5

Subject: **Annual Review of Integrated Activities and Plan to Optimize**

RECOMMENDATION

That the New Westminster Police Board receive this report for information.

PURPOSE

The New Westminster Police Board Governance Manual calendar lists an “Annual review of integrated activities and plan to optimize” as an item to be included in the April Police Board agenda.

Many opportunities exist to participate in integrated policing units in the Metro Vancouver area. In order to ensure the optimal integration model is achieved, the NWPD has developed four criteria that must be met before we participate. These include (in order of importance):

1. There must be no loss of opportunity for NWPD members;
2. The integration must enhance or, at minimum, maintain the level of service to the community;
3. The management philosophy of the unit must match that of the NWPD; and
4. The integration must be financially viable.

There are currently a total of 29 members assigned to secondments positions with an estimated salary and benefits costs of \$5.7million which is fully recoverable. Following is a list of the units that the NWPD is integrated with, a brief overview of the unit, and the 2023 costs.

Integrated Municipal Provincial Auto Crime Team (IMPACT)

IMPACT was established as the Auto Theft Task Force (ATTF) in 1998, and is the result of a cooperative agreement entered into by the Attorney General of British Columbia, Royal Canadian Mounted Police (RCMP), Independent Municipal Police Departments; and the Insurance Corporation of British Columbia (ICBC).

NWPD currently has one constable at this unit, member costs are recoverable which include wages, benefits and overtime.

Integrated Road Safety Unit (IRSU)

IRSU was formed in 2004 and is made up of over 110 traffic enforcement officers from the RCMP and Municipal Police agencies across the Province. Its mandate includes reducing harm on BC roadways, conducting strategic traffic enforcement in high collision areas, providing focused enforcement for seatbelt compliance, aggressive driving and impaired drivers, and commercial vehicle enforcement.

NWPD currently has four members (three Constable, one Staff Sergeant) at this unit. Costs are recoverable which include wages, benefits and overtime.

Integrated Homicide Investigation Team (IHIT)

IHIT is responsible for investigating homicides, high-risk missing persons and suspicious deaths. IHIT is an integrated team with collaboration from the RCMP, Abbotsford, Port Moody, West Vancouver and New Westminster police departments.

NWPD currently has two members assigned to IHIT. (one constables and one technical position) Member costs are recoverable which include wages, benefits and overtime. NWPD is expected to pay \$560,000 in contract fees for 2023.

Combined Forces Special Enforcement Unit (CFSEU)

CFSEU is the province's anti-gang agency. It is an integrated joint forces operation that develops and draws highly-specialized officers from federal, provincial and municipal agencies. This integrated approach enhances intelligence sharing, coordination and strategic deployment against threats of violence posed by organized crime groups and gangs in our province.

NWPD currently has five constables at this unit. Member costs are recoverable which include wages, benefits and overtime.

E-Comm 9-1-1

E-Comm is the emergency communications center for southwest British Columbia. Its mandate is to provide 9-1-1 service for Metro Vancouver, the Sunshine Coast Regional District, Whistler, Squamish and the Squamish-Lillooet Regional District (south), to provide dispatch service for 36 police and fire departments, and to own and operate the wide-area radio network used throughout the Lower Mainland by police, fire and ambulance personnel.

The 2023 budget includes a service contract fee of \$1,510,362 for dispatch services.

Lower Mainland District Emergency Response Team (LMD ERT)

LMD ERT is responsible for enhanced response to front line policing by assisting and dealing with tactical and technical situations where extreme danger is present.

The 2023 budget includes a service contract fee of \$297,000. NWPD currently has two members (one constables and one sergeant) at this unit. Member costs are recoverable which include wages, benefits and overtime.

Real Time Intelligence Centre (RTIC)

In May 2014, law enforcement agencies across the Lower Mainland launched the RTIC, providing a coordinated regional response to serious crimes. The RTIC provides immediate analytical support relating to crimes that pose a substantial risk to public safety, such as armed robberies, high risk missing persons or gang violence.

NWPD has one constable at this unit, member costs are recoverable which include wages, benefits and overtime. The 2023 budget includes an annual service contract fee of \$55,000.

Lower Mainland District Police Dog Service (LMD PDS)

In August 2014, the NWPD joined the LMD PDS integrated unit. This unit provides canines that are trained for tracking and searching for suspects, evidence, drugs and explosives.

NWPD has three constables in this unit, member costs are recoverable which include wages, benefits and overtime. The 2023 budget includes an annual service contract fee of \$420,000.

BC Hate Crime Team (BCHCT)

The BCHCT was created in 1996 with a mandate to ensure the effective identification, investigation and prosecution of crimes motivated by hate.

NWPD currently has one constable at this unit, member costs are recoverable which include wages, benefits and overtime.

Federal Serious and Organized Crime (FSOC)

Federal Serious and Organized Crime (FSOC) is an integrated unit that works closely with international, national and municipal police forces and agencies to ensure the safety and security of Canadians and their institutions, at home and abroad. They support federal and international operations to enforce federal statutes.

NWPD currently has three constables at this unit, member costs are recoverable which include wages, benefits and overtime.

Integrated National Security Enforcement Team (INSET)

INSET is an integrated unit focused on national operational priorities involving criminal national security terrorist related threats, other domestic national security threats, foreign based/influenced national security threats and emerging threats of chemical, biological, radiological and nuclear, and cyber-terrorism.

NWPD currently has one constable at this unit, member costs are recoverable which include wages, benefits and overtime.

Justice Institute of British Columbia (JIBC)

The Justice Institute of British Columbia – Police Academy is responsible for training all municipal police recruits in British Columbia.

NWPD currently has one member at the JIBC, member costs are recoverable which include wages, benefits and overtime.

British Columbia Municipal Undercover Program (BCMUP)

This unit coordinates a number of covert investigative techniques on behalf of municipal departments.

The NWPD currently has two members assigned to the BCMUP, member costs are recoverable which include wages, benefits and overtime.

National Weapons Enforcement Support Team (NWEST)

The National Weapons Enforcement Support Team (NWEST) is part of the Canadian Firearms Program. It is an integrated unit consisting of the RCMP and municipal police services; in the Western region that includes BC, Alberta, Saskatchewan and Manitoba. NWEST is designed to combat gun crime, smuggling of firearms and to support law enforcement agencies during firearms investigations. It was established to support front line police agencies in the gathering of evidence in order to assist them in successfully prosecuting persons involved in the illegal movement and criminal use of firearms.

NWPD currently has one member at the NWEST, member costs are recoverable which include wages, benefits and overtime.

Integrated collision analysis and reconstruction service (ICARS)

The Integrated Collision Analysis & Reconstruction Service (ICARS) is responsible for the forensic reconstruction of fatal or serious injury collisions. Depending on the circumstances, ICARS may also investigate collisions that are complex in involve multiple vehicles, and hit-and-runs where additional investigate expertise may be required. One NWPD member has been assigned to this a full-time secondment. The team consists of 22 RCMP and municipal police officers. ICARS covers the Lower Mainland District and everywhere from Pemberton to Boston Bar, with periodic coverage of other regions around the province and the far north.

NWPD currently has one constable at the ICARS, member costs are recoverable which include wages, benefits and overtime. The 2023 budget includes an annual service contract fee of \$140,000.

Transit Police Professional Standards (MVTP – IPSU)

The Municipal Integrated Professional Standards Unit (IPSU) was formed in March, 2022, to better coordinate resourcing for investigations into police misconduct, in addition to sharing subject matter expertise. The New Westminster Police Department, Port Moody Police Department, Transit Police Department, and the West Vancouver Police Department are all committed to IPSU through an MOU. Currently, NWPD has two full-time Sergeants committed to IPSU, working out of the New Westminster HQ, and one Inspector, paid for by the Transit Police Department, and working out of the Transit Police HQ.

NWPD currently has one inspector at the IPSU, member costs are recoverable which include wages, benefits and overtime.

This report has been prepared by: Jacqueline Dairon

Approved for Presentation

A handwritten signature in black ink that reads "Dave Jansen". The signature is written in a cursive style with a large, looping initial "D".

Dave Jansen
Chief Constable



New Westminster Police Department

REPORT

To: Mayor Johnstone and Members of the New Westminster Police Board **Date:** April 18, 2023

From: Strategic Communications Coordinator
Hailey Finnigan **Item #:** 2.6

Subject: New Westminster Police Department Communications Update

RECOMMENDATION

That the New Westminster Police Board accepts this report for information.

PURPOSE

The purpose of this report is to provide the New Westminster Police Board (NWPB) with relevant information about the current work of the Strategic Communications Team.

BACKGROUND

The New Westminster Police Department values two way, transparent communication with residents as a cornerstone of public safety. One of the tools we use in sharing public safety information is the media release, which is posted to our website, social media channels, and distributed to a list of journalists and community stakeholders. In order for an event or police incident to be considered for a media release it must fulfill one of the below criteria which is decided on by the Communications Team.

- The media release will help further a police investigation (missing persons files, appeal for additional witnesses).
- The media release will help prevent crime (scams, crime prevention information shared based on trends)
- The media release will serve as the source for factual information on the event (school lock downs, investigations into fires, major collisions)

- The media release will serve to connect people to victim services (an incident happens and we believe victims may have fled before police arrived on scene)
- The media release will highlight internal work the police department is doing that we believe is of interest to the public or others working in the field of public safety (awards to officers, hybrid patrol vehicles, creation of new units)

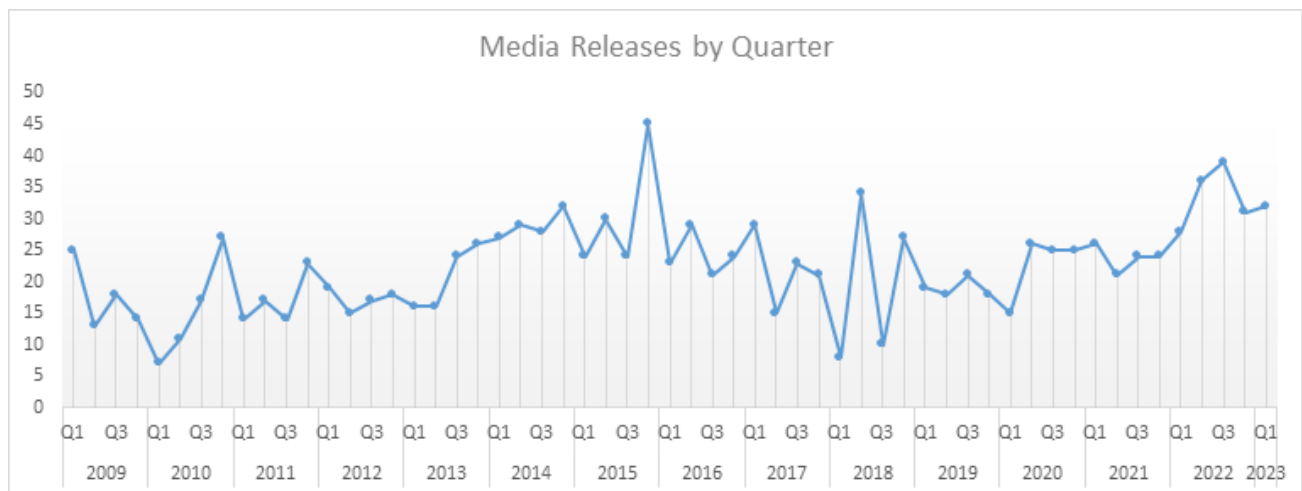
Meeting the Expectations of the Public

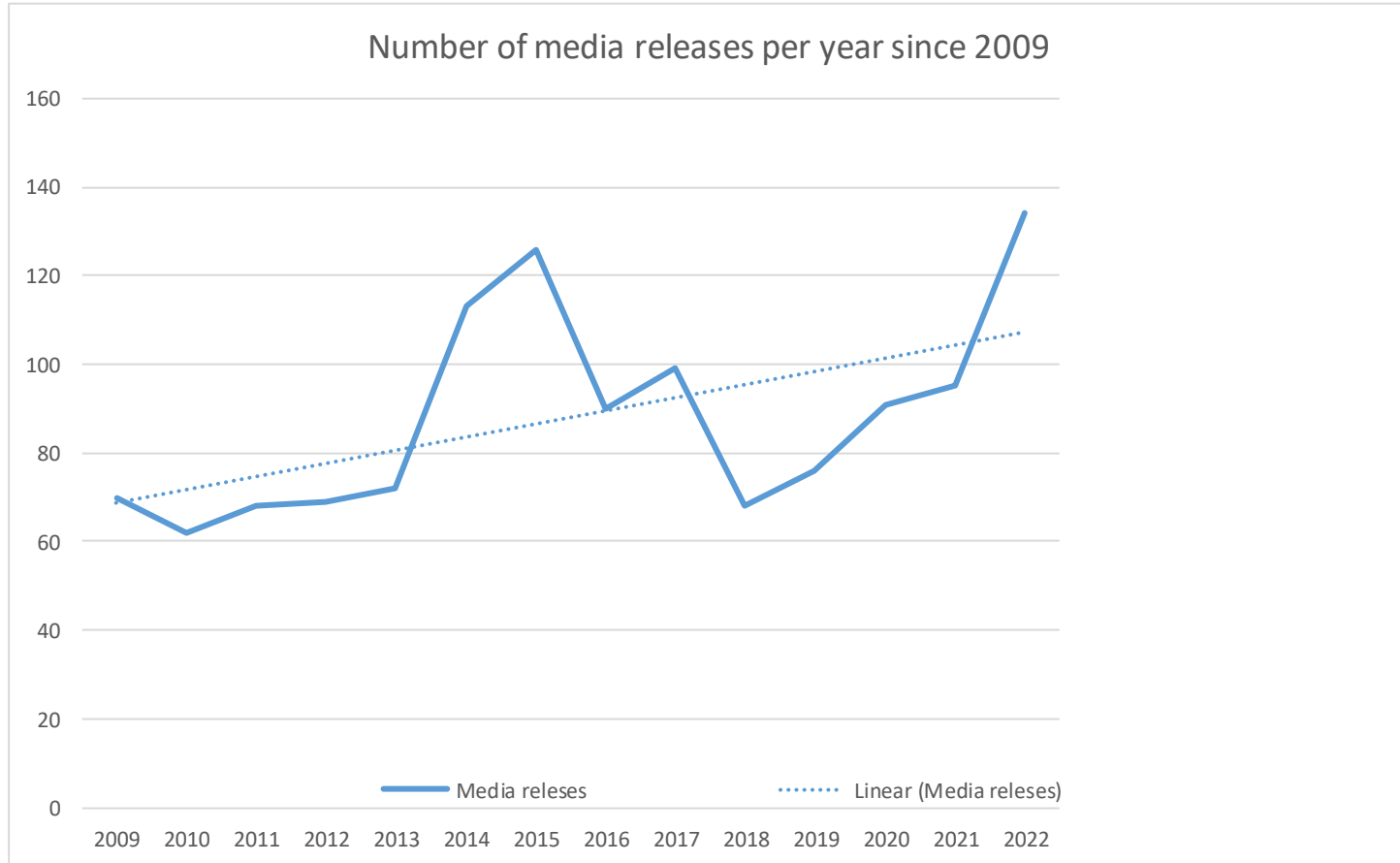
With the adoption of mobile devices, many residents communicate about crime as they see it unfolding in New Westminster. In following with best practices of police communications NRPD meets these residents where they're having these conversations with factual information about what has taken place in their city, and provide them with resources, reassurance, and crime prevention information. Directing residents to our website where our media releases are posted are often the ideal tool for this purpose.

The New Westminster Police Department is aware of increasing calls for police transparency. Past public engagement survey results have stated that residents want to see increased frequency of communications from their local police. Media releases are one tool to make the work of the department as accessible and transparent as possible.

Media Release Frequency

The New Westminster Police Department has been posting media releases to our website since 2009. Monthly frequency can vary dramatically depending on the needs at the time. Quarterly distribution of media releases can vary from as low as 7 to as many as many as 45. In the first quarter of 2023 the New Westminster Police Department distributed 32 media releases.





Media Releases by Year

The annual number of media releases typically remains between 60 and 80 per year, with a notable increase in 2014, 2015, and 2022.

Reaching More Residents in New Westminster

The New Westminster Police Department has a communication function that not only takes a strategic approach, but takes full advantage of the range of tactics, and ensures consistency of purpose and message, identifying and tailoring information to specific audiences. Communications does not end with a media release and it is used as a basis for numerous social media messages, videos, digital signs, and publications to reach the audiences the department is needing to communicate with. The New Westminster Police Department has adopted best practices to make communications more accessible. Some of the efforts to improve accessibility include: the use of captions in videos, sharing translations of safety information, adding alt text to images, and working towards an internationally accepted standard for web accessibility developed by the World Wide Web Consortium (W3C), an international team of experts.

Evaluation and Measurement

Measuring results of a strategic communications has been a long-standing challenge for even the most seasoned communication professionals. Communications activities are impacted by and interact with all sorts of factors. Despite best efforts, it can be difficult to pinpoint why something did or did not occur, what outside influences might have played a role in the success or failure of an initiative, or how much credit should be given to a communications campaign as opposed to an operational change. The New Westminster Police Department monitors basic social media analytics and community knowledge of police messages at checkpoints during a communications campaign. These mini-evaluations enable the department to make adjustments to the communications campaign as conditions warrant.

This report has been prepared by:



Hailey Finnigan



March 13, 2023
Ref: 638504

Chief Constable Dave Jansen
New Westminster Police Department
555 Columbia Street
New Westminster BC V3L 1B2

Dear Chief Constable Jansen:

Re: Grant Funding for Opioid Overdose Response Costs (Naloxone) in 2022-2023

The opioid overdose public health emergency continues to be a priority for the Province. To bolster the efforts to prevent illicit drug overdoses and related death, additional grant funding has been allocated to support naloxone availability and enhance the capacity of police to protect themselves and their colleagues and support harm reduction efforts related to toxic street drugs.

I am pleased to inform you that you have been approved for funding towards the purchase of Naloxone kits. New Westminster Police Department will receive grant funding of \$6,897.00 this fiscal year (2022-23).

Funds are being distributed by the Ministry of Public Safety and Solicitor General and payment will be processed shortly. We understand that you will use these funds for the purchase of:

- 55 Naloxone kits (at minimum).

This funding is provided with the understanding that the Naloxone kits will be used for New Westminster Police Department employees who may have been inadvertently exposed to an opioid and to treat citizens who may be experiencing an opioid overdose.

To support the Ministry in monitoring the usage and inventory of Naloxone, we ask that you continue to provide monthly updates on Naloxone-related purchases and use, as well as any training completed. Your assistance in providing this information will help to create a comprehensive picture of the public safety response to the opioid emergency and support the Ministry in its efforts to determine future activities.

.../2

Chief Constable Dave Jansen
Page 2

If you have any questions or require additional information, please email me at Matthew.G.Brown@gov.bc.ca.

Please acknowledge your acceptance of this funding and the terms set out in this letter by signing in the space provided below and providing a copy to the Province via email to Sukhjeet Kaur at Sukhjeet.Kaur@gov.bc.ca by Wednesday, March 15, 2023. Funds will be sent upon receipt.

Yours truly,



Matt Brown
Executive Director
Municipal Policing Governance and Community Safety Division
Policing and Security Branch

Acceptance of the terms of the grant as specified in this letter.

Chief Constable Jansen
New Westminster Police Department

Date

Daisy DYER

From: Police Board Mailbox
Sent: Wednesday, March 1, 2023 1:09 PM
To: Daisy DYER
Subject: FW: Provincial Funding for implementation of Next Generation 9-1-1
Attachments: Backgrounder - Provincial Funding for Implementation of Next Generation 9-1-1.pdf
Categories: Police Board

From: President's Office <President's.Office@ecomm911.ca>
Sent: Wednesday, March 1, 2023 1:06 PM
Subject: Provincial Funding for implementation of Next Generation 9-1-1

This Message Is From an External Sender

This message came from outside your organization.

Dear local government partner,

I am pleased to advise that the Province of BC has today [announced \[news.gov.bc.ca\]](https://news.gov.bc.ca) significant new funding to assist E-Comm and its local government partners with the cost of implementing federally-mandated Next Generation 9-1-1 (NG9-1-1) technology improvements in B.C.

What it includes

The Province has announced \$90 million for E-Comm to assist with our implementation and start-up costs for NG9-1-1 technology improvements. This funding will help E-Comm, as the first answer point for 99% of the 9-1-1 calls in B.C., to complete NG9-1-1 technology upgrades on behalf of: the 25 Regional Districts for which we provide 9-1-1 call-taking services; the 33 police and 40 fire agencies across B.C. for which we also provide call-taking and dispatch services, and all RCMP detachments in the province.

In addition, \$60 million will be provided to the Union of BC Municipalities (UBCM) to defray implementation costs associated with emergency communication centres, including police and fire agencies that are not part of E-Comm's program.

Avoided costs for local governments

NG9-1-1 will enable important improvements to public safety, including better 9-1-1 caller location information, real time texting, streaming audio and video and new ways to direct calls to services other than police, fire and ambulance, such as mental health support.

This new provincial funding represents a significant avoided cost for all local governments in B.C., and E-Comm is proud to have led the way in helping enable it, by working collaboratively with the Province, UBCM, and our local government and agency partners.

What it means for you:

- For Regional Districts and municipalities for which E-Comm provides 9-1-1 call-taking, or police or fire call-taking and dispatch services, this funding will now help cover our NG9-1-1 implementation costs that would've otherwise been passed on to you, our funders.
- For the local government and agency partners which are also E-Comm shareholders, the provincial funding removes a significant financial liability for you, our owners.
- And for other municipalities whose police or fire call-taking services are not provided by E-Comm, there is now provincial funding available to you too through UBCM to help defray your agency's NG9-1-1 implementation costs.

We will be providing further information on the financial impact on your community or agency once we know more of the details of the Province's funding plan.

Implementation costs versus future operating costs

It is important to note that the Province's funding will help offset E-Comm's one-time implementation and start-up costs for NG9-1-1, incurred between 2022 to 2026 on behalf of local governments, but not the ongoing future operating costs.

That is why E-Comm supports UBCM's call for a new provincial mandate for 9-1-1 moving forward.

A new provincial mandate for 9-1-1 will take time to plan and implement. There are a number of issues the Province will need to consider with local governments, including governance, funding, operational structure, coordination and service-standards. E-Comm will continue to work with the Province, and our local government partners to advance this priority, and to plan for the funding of future operating costs which remain a local government responsibility.

The attached backgrounder provides additional information. If you have further questions, please do not hesitate to contact me anytime.

Sincerely,

Oliver Grüter-Andrew
President and CEO
604.215.5002
oliver.gruter-andrew@ecomm911.ca

Oliver Grüter-Andrew, *President & CEO*

E-Comm 9-1-1
Helping to Save Lives and Protect Property [\[ecomm911.ca\]](http://ecomm911.ca)

Backgrounder for Local Government Partners:
Provincial Funding for Implementation of Next Generation 9-1-1

March 1, 2023

Q: What is NG9-1-1?

A: Next Generation 9-1-1 (NG9-1-1) refers to the modernization of 9-1-1 networks and infrastructure across Canada. It is a federally-mandated transition of the emergency communications network from the current network to an Internet Protocol (IP) based technology. E-Comm, as the Public Safety Answering Point (PSAP) for 99 per cent of 9-1-1 calls in British Columbia, has initiated an NG9-1-1 program team dedicated to the implementation of NG9-1-1 for the 25 Regional Districts and contracted public safety partners currently served by our emergency communications centres.

Q: Why is this change necessary?

A: While the current 9-1-1 system is both resilient and reliable, it was designed for landline devices. The network itself is decades old and at risk of failure. The purpose of E-Comm's NG9-1-1 program is to safely establish an NG9-1-1-compliant call-handling system and the associated supporting services for our own operations and those of our partner organizations across the province.

Q: Who is mandating this change?

A: The Canadian Radio-television and Telecommunications Commission (CRTC) is the federal body that is mandating NG9-1-1. The CRTC regulates telecommunications carriers, such as TELUS and Bell, which supply the network needed to direct and connect 9-1-1 calls to emergency communications centres, like E-Comm.

Q: What is the process for implementation?

A: The rollout of NG9-1-1 technology will involve and impact every public safety organization in the province and affect many aspects of E-Comm's 9-1-1 operations and the operations of our member agencies and contracted partners. The way the public interacts with PSAPs and first responder agencies in an emergency will also change.

E-Comm has undertaken planning to ensure we can safely establish an NG9-1-1-compliant call-handling system and supporting services for E-Comm 9-1-1 operations and the agencies and partners that depend on us, according to the schedule determined by the CRTC.

Q: What are the timeframes?

A: The underlying TELUS network technology for NG9-1-1 voice services went live March 1, 2022. Basic Real Time Texting (RTT), also known as "text-to-911" capabilities, are anticipated to be operational by April 2024, with enhanced RTT in place by March 2025. In spring 2025, current funding will cease being available for the legacy TELUS 9-1-1 network. By then, we must all be fully transitioned to NG9-1-1.

Q: What new features will NG9-1-1 enable?

A: NG9-1-1 technology upgrades will enable better caller location information. Cellular calls will provide latitude/longitude information for each call. This allows call takers to precisely identify the location of a caller. In later years, elevation coordinates will also be available, showing the call taker and first responders what floor of a building the person is calling from.

Basic Real Time Texting (RTT) will be particularly helpful for the hearing impaired community and in cases where the caller can't speak freely or needs to be discreet – for example, domestic abuse or a robbery in progress. With 88 percent of BC households having at least one cellphone and 80 percent of 9-1-1 calls now coming via cellphone, texting options will make 9-1-1 even more accessible. In the future, the potential also exists to send images and video to 9-1-1 that would improve situational awareness by feeding scene data and imagery to first responders via video or even drones.

Q: What other benefits will NG9-1-1 provide for first responders?

A: Providing direct incident information to first responders on the road. New ways to triage and direct calls to services other than police, fire and ambulance, such as mental health support, a key recommendation of the 2022 report of the Special Committee on Reforming the *Police Act*, and one that has been endorsed by UBCM.

In B.C., NG9-1-1 also has the potential to create improved service equity for rural and remote communities, Indigenous communities and diverse populations – providing culturally safe emergency communications and service options to populations that may not be as comfortable with police responding to the call, or where police are not the appropriate first responder.

Q: What is the Telus LGA agreement for NG9-1-1?

A: The Telus NG9-1-1 Local Governing Authority (LGA) agreement is a legal document between TELUS and an LGA for the provisioning of the NG9-1-1 communications network. Current legacy 9-1-1 agreements will terminate with the current network's decommissioning in March 2025. The LGA agreement outlines key terms and conditions, including system reliability, security, privacy, geographical mapping and outage reporting. This agreement will need to be signed by an LGA prior to an LGA transitioning its PSAP or other emergency services to the NG9-1-1 network.

Q: Do Regional Districts still need to sign an LGA agreement with Telus now that the Province has provided NG9-1-1 funding?

A: Yes, as the organizations with statutory responsibility for 9-1-1 service delivery in B.C., Regional Districts must sign an LGA agreement with Telus for NG9-1-1. The LGA accountable for their respective PSAP operations (or if contracted externally, the authority that manages the contracted relationship with third-party PSAP vendors) is the organization required to sign the TELUS NG9-1-1 LGA agreement.

Q: What happens now to the “Estimated Annual NG9-1-1 Levy” that was communicated by E-Comm to its police, fire and Regional District partners in July 2022? Does this still apply?

A: It is important to note that the Province's funding will help offset E-Comm's one-time implementation and start-up costs of NG9-1-1 through to 2026, but not the ongoing future operating costs. In particular, the “Estimated Annual NG9-1-1 Levy” communicated in July 2022 was a projection based on E-Comm's total implementation and costs, allocated to each of our police, fire and Regional District partners, and financed over five years. Billing was to begin in 2024 through to 2028. These levies will now be reduced or eliminated in light of the Province's announcement.

After NG9-1-1 is fully implemented, E-Comm will still have ongoing operational costs associated with this program. That is one reason why E-Comm supports UBCM's call for a new provincial mandate for 9-1-1 moving forward.

We will provide further information on the financial impact on your community or agency once we know more of the details of the Province's funding plan.

Q: Why is a new provincial mandate needed for 9-1-1 in B.C.?

A: There is currently no provincial agency responsible for the planning, operation and coordination of 9-1-1 service in B.C. Population growth, ageing demographics, cell phone and smart watch adoption, increased climate-change related emergencies, and the opioid-overdose crisis have all increased 9-1-1 call volumes and put further strain on municipally-funded 9-1-1 and public safety services.

Local governments have called for new funding sources to support local 9-1-1 services, and have adopted resolutions through the UBCM calling for a provincial wireless call-answer levy, as exist in seven other provinces. E-Comm supports UBCM's call for a new provincial mandate for 9-1-1 moving forward, as endorsed in 2022, and will continue to work collaboratively with the Province to advance this priority.

Q: What happens next?

A: Over the course of the next two years, the E-Comm NG9-1-1 Program Team will lead an extensive effort to plan, design, build, and transition to a completely new call-handling system and service offering, which will impact people, processes and technology.

The leadership of our contracted partners and member agencies will need to be aware of the NG9-1-1 program impact to their organizations and the need for schedules to be aligned for the purpose of technology compliance, integration testing, operational readiness and go-live. A co-ordinated, province-wide education and awareness campaign will also be needed to ensure B.C. residents know what the new features are and how best to access them in the safest and most effective way possible.

Our NG9-1-1 program team will be following up with each of our contracted partners in the coming weeks with more details on this work and what it means for your community.

Daisy DYER

From: Barton, Taryn <Taryn.Barton@transitpolice.bc.ca>
Sent: Tuesday, February 21, 2023 3:50 PM
To: Rhonda Doig; Jaclyn Addison; Donna Macey; Daisy DYER
Cc: Madden, George
Subject: E-Comm February Update - Message from George Madden to Police Boards

Categories: Police Board

This Message Is From an External Sender

This message came from outside your organization.

Please forward the message below from George Madden with an update from E-Comm to your respective Police Boards.

Thank you.

Taryn

The following message is being sent on behalf of George Madden:

Dear 'Syndicate' Partners,

In my capacity as your Nominee to the E-Comm 911 Board I continue to be active on all fronts related to the governance of the organization. I have now been on the E-comm 911 Board for 7-months and have attended all the Board Meetings - and most recently I have been asked to serve on the Governance & Public Affairs Committee of E-Comm 911.

As you are aware, there are 22 Members of the E-Comm 911 Board, so it is a challenging governance structure for our Chair, Doug Campbell and the E-Comm 911 leadership team. I can assure you I am a strong voice at the table and I work closely with my Board colleagues and with the management of E-Comm 911 as the organization fully embraces the transformational efforts of an operation which has had its share of challenges over the past few years.

Below you will see a short report from the E-Comm 911 leadership team updating you on efforts being undertaken to address not only some of the operational shortcomings which have been identified in the recent past but also the efforts underway directly changing the way things are being done. Under the leadership of our Chair and a committed Board of Directors, progress is indeed being made.

One thing I introduced when I first joined the E-Comm 911 Board was a request for regular update communication to our 'syndicate' of Police Boards (Abbotsford, Port Moody, New Westminster, West Vancouver and my own Metro Vancouver Transit Police Board) so below is the 6th installment of such a communique to our 'syndicate'.

You have, therefore, seen steady reporting on operational issues and KPI's but I encourage you to give me feedback on anything further you would like to see in these regular updates. I have told the E-Comm 911 folks the updates should be focused and filled with facts (no fluff) so if there is something missing let me know and I will ensure we address items of importance to you all.

George Madden
Board Member, Metro Vancouver Transit Police Board

E-COMM 911/FEBRUARY UPDATE FOR POLICE BOARDS

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

Non-Emergency staffing improvements:

- *Police Non-Emergency (NER) call taking staff improvements* – The 18 new NER “Records” agents, hired in Q4 2022 to help expedite processing of NER police calls, continue to positively impact performance. These new records staff handled 17% of our total NER calls in January.
- *Dedicated NER call taker posting now live* – The planned posting for 24 new dedicated NER call takers to help improve staffing levels during busy daytime hours went live on February 8.
- *Other dispatch and call taker hiring* – Training sessions for police call takers in January resulted in the onboarding of 8 new call takers in the Lower Mainland, and 6 on Vancouver Island.

NER technology and harmonization updates:

- *New Digital Agent solution selected* – In January we selected a Digital Agent vendor (Amelia.ai) for our pilot project with the Vancouver Police Department, to help improve NER caller experience by answering calls right away and providing automated preliminary assistance. This pilot is to be implemented by end of April, and will help us gather data on why people call, with the aim of helping to deflect non-police matter calls prior to speaking with a live agent.
- *Other NER technology improvements* – In parallel, we also continue work to select a new contact centre technology-platform, to improve NER wait times and service functionality for callers, including call backs and notification of wait times.
- *Standard Operating Procedure (SOP) harmonization* – Work continues to review and harmonize our different police agency NER Standard Operating Procedures, to help reduce NER call complexity and handling time, with 94 policies reviewed to date. Our new “Operations Service Committee” working group of police agency partners met in January, and will also assist us in other areas such as scope of work for dispatchers, technology changes and establishing metrics.
- *Ongoing Operations staff development* – We’ve now hosted four “Development Days” with our frontline staff, engage them on the Transformation Plan and expected changes in Operations. Our planned changes to improve service levels and resourcing have been well received.

Other highlights:

- *9-1-1 Public Education and Media Relations* – We kicked off the new year with our highly-successful annual “9-1-1 What?” public education campaign regarding 9-1-1 nuisance calls that unnecessarily add to call volumes and pressures on staff. This year’s release was picked by over 75 media outlets, including national coverage by the *Toronto Star*, CBC, Global News and others.

E-Comm 9-1-1 FEBRUARY UPDATE

OPERATIONS

EMERGENCY CALL-TAKING



NEW LOWER MAINLAND POLICE
CALL TAKERS HIRED IN



NEW VANCOUVER ISLAND POLICE
CALL TAKERS HIRED IN



NON-EMERGENCY (NER) CALL-TAKING



DEDICATED NER CALL
TAKER ROLE READY TO
BE POSTED IN



WORK UNDERWAY TO
HARMONIZE POLICE
AGENCY NER POLICIES

PEOPLE & CULTURE



COMPENSATION & CLASSIFICATION REVIEW UNDERWAY TO
IMPROVE RECRUITMENT & RETENTION



ERGONOMIC PROGRAM LAUNCHED WITH OVER 25% PARTICIPATION



"RESPECTFUL WORKPLACE &
BELONGING" TRAINING CONTINUED



EMPLOYEE APPRECIATION
INITIATIVES IN PLACE

COMMUNICATION & PUBLIC AFFAIRS



9-1-1 NUISANCE CALLS CAMPAIGN ANNOUNCED WITH SIGNIFICANT
MEDIA COVERAGE & PUBLIC AWARENESS



PRESENTATIONS & TOURS OF E-COMM FOR 30 COUNCILLORS
FROM 9 LOCAL GOVERNMENTS IN



ONGOING ENGAGEMENT WITH PROVINCIAL GOVERNMENTS
(RE NEXT GENERATION 9-1-1 (NOO 9-1-1) PLANNING)

Daisy DYER

From: Barton, Taryn <Taryn.Barton@transitpolice.bc.ca>
Sent: Thursday, March 16, 2023 4:15 PM
To: Rhonda Doig; Jaclyn Addison; Donna Macey; Daisy DYER
Cc: Madden, George
Subject: E-Comm March Update for Police and Local Government partners

Categories: Police Board

This Message Is From an External Sender

This message came from outside your organization.

Please forward the message below with an update from E-Comm to your respective Police Boards, as per George Madden.

Thank you.

Taryn

Your Nominee to the E-Comm 911 Board, George Madden has received the latest Operations Update from the organization, so please find below the March 2023 Update below which addresses several key performance points and funding issues.

As always, George seeks any feedback you have regarding questions or ideas which he can bring forward at his regular E-Comm 911 Board Meetings.

***** MVTP ADVISORY:** This email came from an external source. Only open attachments or links that you are expecting from a **TRUSTED** sender ***

E-COMM MARCH UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

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

Provincial Mandate and Next Generation 9-1-1 (NG9-1-1) funding:

- *Province announces \$90 million to support E-Comm's implementation and start-up costs for NG9-1-1 – The Province's March 1 NG9-1-1 investment is a significant avoided cost for local governments in B.C., and E-Comm is proud to have played a leadership role in helping enable it.*

Police Non-Emergency (NER) improvements:

- *Continued focus on Lower Mainland NER service levels – Continuing our early progress in January, our Lower Mainland consolidated NER service level in February held at just under 72% (target: 80% of calls answered within 3 minutes), versus 51% in February 2022 and 65% in February 2021, due in part to 18 new NER "Records" agents hired in 2022. We will provide detailed service levels in next month's Q1 Update, as part of our regular quarterly reporting.*

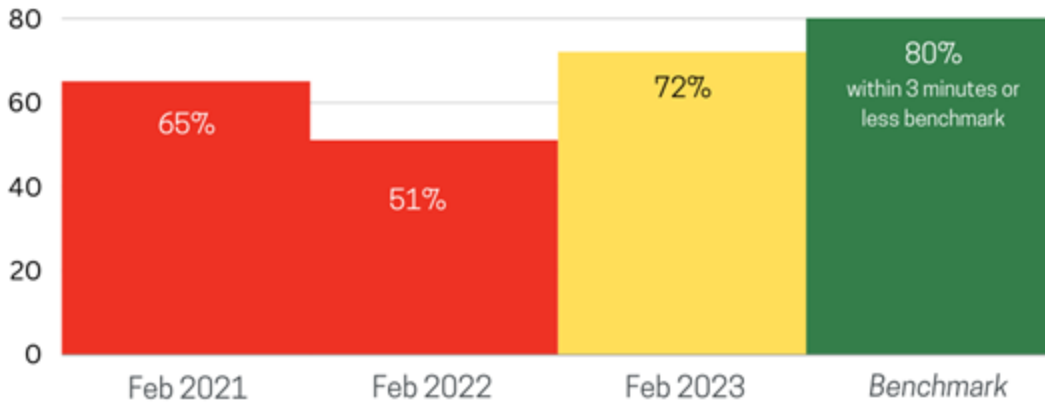
- *Dedicated NER call taker recruitment ongoing* – Over 800 applications have been received for our posting to hire 24 new dedicated NER call takers to help improve staffing levels.
- *Other police call taker and dispatch hiring* – 10 new police call takers were hired in February. E-Comm is working to fund VPD resources to help expedite security clearances.
- *Dedicated 9-1-1 call taker posting to go live in Q2* – We have begun planning for a 9-1-1 only call taker posting, to help increase our pool of qualified candidates, targeted for late Q2.
- *NER digital agent pilot on track* – Our Non-Emergency digital agent pilot with VPD remains on-track to be implemented in April, including finalizing the design of call-flows. The digital agent will help improve NER caller experience by answering calls right away and enabling better data.
- *Contact centre technology platform development* – We continue planning to select and develop a new contact centre technology-platform, to improve NER wait times and service functionality.
- *Standard Operating Procedure (SOP) harmonization* – We have now reviewed and consolidated over two-thirds of our 98 different “call type” SOPs for police NER calls, and continue to engage and receive valuable input from our working group of police agency partners, including at review meetings on February 8 and 22.
- *Improvements to online submissions of NER requests* – Work continues to highlight online reporting alternatives available to the public, as a way of reducing NER call volumes, including a joint planning session in February with VPD Public Affairs on website improvements.

Other updates:

- *Employee Wellness* – As part of our focus on improved mental health and wellness supports, to help reduce attrition and leave-time due to illness, our Resilient Minds training in partnership with the Canadian Mental Health Association will launch in Q2.

POLICE NON-EMERGENCY (NER) IMPROVEMENTS

CONTINUED FOCUS ON LOWER MAINLAND POLICE NER SERVICE LEVELS



Detailed quarterly service levels to be shared in our April Q1 update



800+ APPLICANTS FOR NEW DEDICATED NER JOB POSTING



OVER 2/3 OF POLICE NER CALL POLICIES HARMONIZED



NEW LOWER MAINLAND POLICE CALL TAKERS HIRED IN FEB

NEXT GENERATION 9-1-1



\$90 MILLION PROVINCIAL FUNDING ALLOCATED TO DEPLOYMENT OF NG9-1-1 TECHNOLOGY IMPROVEMENTS

NG9-1-1 WILL ENABLE:



- PRECISE LOCATION TRACKING
- REAL-TIME 9-1-1 TEXTING
- OTHER VITAL IMPROVEMENTS



New Westminster Police Department

REPORT *Financial Services*

To: Mayor Johnstone, Chair, and Members
New Westminster Municipal Police Board

Date: April 18, 2023

From: Jacqueline Dairon
Financial Services

Item: 3.1

Subject: December 31, 2022 Preliminary Financial Report

RECOMMENDATIONS

That the New Westminster Police Board receive the December 2022 preliminary financial report.

PURPOSE

The purpose of this report is to provide information to the Board on the forecasted financial position of the police department for the year ending December 31, 2022.

DISCUSSION

The police department is projected to exceed its budget by 0.24%, which is approximately \$65,000. This projection includes the unbudgeted salary increase \$285,000 that was approved as part of the NWOPA collective agreement. The salary increase was approved by the Police Board and City Council in July 2022 but the increase could not be added to the 2022 Police Budget. When accounting for the adjusted budget, the departments actual variance would be an under-spend of \$221,000 or 0.84%. These projections take into account all invoices received to date and accruals for expenses and revenues related to 2022. These results are still preliminary and a reconciliation of the Police Board Financials to the City's Financial Statement will still need presented when available. I have included highlights for the major expense and revenue categories and explanations for variances below for added context.

Salary and Benefits

The salaries and benefits account is expected to be \$631,000 over budget. There are a number of factors that resulted in this variance and I have highlighted the main drivers below.

- NWOPA collective agreement finalizing higher than budgeted by \$285,000. As noted above this was approved by the Board and Council in July 2022.
- Seconded and other recoverable salaries were \$650,000 higher than budgeted; all of these amounts were recovered within sales of service.
- Previous forecast for benefits was higher by \$350,000. The year-end actuarial report came in \$350,000 lower than 2021 and an adjustment was made to lower the benefits expensed in 2023.
- Clerical salaries actualized under budget due to vacancies.

Education and Training

The education and training accounts are expected to incur an overrun of \$50,000 in total. The department was faced with an unanticipated expense from JIBC for new recruit training, amounting to \$50,000. This was partially offset by savings in conferences and seminars expenses. Recruitment accounts are expected to exceed its budgets by \$56,000, due to increased hiring needs and the costs of conducting intensive background checks.

General Office and Administration

General office and administration accounts are expected to result in a saving \$100,000. Legal expenses in 2022 were over budget by \$62,000 but savings in a number of other accounts were significant enough to coverage the overage.

Operational Equipment

It is anticipated that the Operational Equipment expenses will exceed the budget amount by \$56,000 due to rising inflationary pressures within equipment and firearms accounts. The equipment procured for the gang suppression unit of \$6,500 was recorded in these accounts and recovered through grants.

Other Costs

It is projected that other costs will surpass the budgeted amount by \$36,000, primarily due to overages in the clothing issue and clothing allowance accounts, which are projected to be over budget by \$94,000. The department has been able to realize savings in other accounts to mitigate the overall impact of these overages on the budget. The clothing issue account has been a persistent challenge, exacerbated by increased hiring and inflationary pressures. In 2023, the procurement of vests has been transferred to the capital budget, which will alleviate some of the

pressure on the clothing issue account. Items procured for the gang suppression unit for \$9,000, were recorded within these account and recovered through grants.

Sales of Service

The department has experience a surplus of \$647,000 in the sales of service category. This is largely attributed to increases in Secondment salaries and overtime, as well as higher than anticipated revenues for items such as police information checks.

Grants from other Government

The department receives funding from two primary grants, which are recorded in the accounts mentioned above. The first grant is the Traffic Fine Revenue Grant, which experienced a decrease of \$250,000 in 2022. The second grant is for the Gang Suppression Unit and received an increase of approximately \$170,000 above the budgeted amount. The remaining variance can be attributed to grants received that were not included in the original budget.

ATTACHMENT:

2022 Preliminary Financial Report

This report has been prepared by: Jacqueline Dairon

Approved for Presentation

Dave Jansen
Chief Constable



NEW WESTMINSTER POLICE DEPARTMENT

December 31, 2022

	2022 Annual Budget	2022 Preliminary Actuals	2022 Budget to Forecast Variance
Salaries and Benefits			
Salaries Police	16,851,100	18,555,096	(1,703,996)
Salaries Clerical	2,515,000	1,996,220	518,780
Auxiliary Salaries	291,000	273,981	17,019
Overtime Police	1,550,000	1,523,581	26,419
Overtime Clerical	100,000	81,575	18,425
Overtime ICBC	20,000	15,892	4,108
Overtime Movies	110,000	121,186	(11,186)
Benefits Police	4,764,500	4,857,589	(93,089)
Benefits Clerical	808,000	664,532	143,468
Employer Health Tax	418,500	439,869	(21,369)
Estimate for Cost Increases	575,000	105,157	469,843
Total Salaries and Benefits	28,003,100	28,634,680	(631,580)
Contracts Services			
Services from Other Departments	35,000	20,402	14,598
Transcription Costs	40,000	42,508	(2,508)
Op Services - 3rd Party	2,889,200	2,905,545	(16,345)
Prisoner Custodial Services	305,000	304,106	894
Total Contracts Services	3,269,200	3,272,561	(3,361)
Education and Training			
Education and Training	167,500	193,508	(26,008)
Conferences and Seminars	75,000	41,282	33,718
Dues and Membership Fees	11,500	8,896	2,604
Subscription and Reference	11,500	2,910	8,590
Employee Services	25,000	39,350	(14,350)
Recruitment	100,000	156,436	(56,436)
Service Excellence	5,000	3,709	1,291
Total Education and Training	395,500	446,091	(50,591)
General Office			
Office Supplies	55,000	30,967	24,033
Printing and Forms	15,000	12,604	2,396
Business Lines	18,000	19,314	(1,314)
Cellular	115,000	114,912	88
Equipment and Furniture	35,000	1,407	33,593
Computer Equipment	124,000	110,364	13,636
Computer Operating Costs	177,000	148,685	28,315
System Usage Fee	370,000	378,185	(8,185)
Office Operating Costs	20,000	7,610	12,390
Records Management	10,000	9,801	199
Courier and Delivery	7,000	8,191	(1,191)
Postage	5,300	4,237	1,063
Advertising and Promotion	15,000	14,981	19
Total General Office	966,300	861,258	105,042
General Administration			
Unscheduled Maintenance	39,000	17,600	21,400
Security Systems	20,000	15,546	4,454
Consultants and Studies	100,000	73,264	26,736
Legal	70,000	133,455	(63,455)
Crime Watch Program	2,500	1,203	1,297
Crime Free Multi Housing Prog	1,000		1,000
S.P.O.C. Program	2,000	2,008	(8)



NEW WESTMINSTER POLICE DEPARTMENT

December 31, 2022

	2022 Annual Budget	2022 Preliminary Actuals	2022 Budget to Forecast Variance
Volunteer Program	10,000	7,840	2,160
Bicycle Patrol	4,000		4,000
Bank Charges	1,500	1,113	387
Total General Administration	250,000	252,029	(2,029)
Operational Equipment			
Equipment Operating Costs	26,000	35,274	(9,274)
Radio Communications	300,000	297,790	2,210
Photographic	10,000	8,980	1,020
Firearms	60,000	89,188	(29,188)
Operational Costs - Other	74,600	95,662	(21,062)
Total Operational Equipment	470,600	526,894	(56,294)
Other Costs			
Appreciation and Hospitality	27,000	6,270	20,730
Other Grants and Donations	30,000	13,954	16,046
Special Investigations	25,000	11,568	13,432
Clothing Allowance	51,800	60,795	(8,995)
Clothing Issue	165,000	250,797	(85,797)
Laundry	55,000	46,917	8,083
Total Other Costs	353,800	390,301	(36,501)
Total Operating Expenditures	33,708,500	34,383,813	(675,313)
Revenues			
Sale of Services			
Custodial Services	(45,000)	(20,463)	(24,537)
Other Sales of Services	(150,000)	(224,889)	74,889
3rd Party Cost Recovery Charge	(5,506,300)	(5,987,842)	481,542
City Special Event Recovery	-	(116,000)	116,000
Sale of Services	(5,701,300)	(6,349,195)	647,895
Grants from Other Governments			
Grants - Revenue Sharing	(1,835,600)	(1,793,410)	(42,190)
Grants from Other Governments	(1,835,600)	(1,793,410)	(42,190)
Other Revenue			
False Alarm Fines	(12,500)	(15,000)	2,500
Auction Proceeds	(10,000)	(13,549)	3,549
Other Revenue	(22,500)	(28,549)	6,049
Total Revenues	(7,559,400)	(8,171,153)	611,753
Net Operating Expenditures	26,149,100	26,212,660	(63,560)

VIA EMAIL – c/o ddyer@nwpolice.org

March 25, 2022

Chair Mayor Patrick Johnstone and Board Members
New Westminster Police Board
555 Columbia Street
New Westminster, BC V3L 1B2

Dear Mayor Johnstone and Board Members,

RE: E-Comm Board of Directors Designate — 2023-2024 Term

The Annual General Meeting (the “Meeting”) of the shareholders (the “Members”) of E-Comm *Emergency Communications for British Columbia Inc.* (“E-Comm”) will be held on Thursday, June 22, 2023 and, at that time, the Board of Directors (the “Board”) will be elected by the Members for the 2023-2024 term.

Selection of Nominee for 2023-2024 Term

The Members’ Agreement sets out how the Board of Directors will be elected. For your reference, we attach a copy of section 4.2 of the Members’ Agreement, headed “Designation and Election of Directors” as Schedule “A” of this letter.

Your organization falls into the group of which described in subsection 4.2.1.4. Under Section 4.2.1.4 of the E-Comm Members’ Agreement, Police Boards or municipalities holding Class A or Class B shares for Police services, other than Vancouver and Delta, are entitled to designate one mutually agreed upon individual for election to the Board of Directors of E-Comm. At present, your grouping is comprised of these police boards:

	Class A	Class B
Abbotsford Police Board	1	-
New Westminster Police Board	1	-
Port Moody Police Board	1	-
Transit Police Board	1	-
West Vancouver Police Board	1	-

Nominee Request

George Madden represents your organization on the E-Comm Board of Directors.

Since 2020, the E-Comm Board of Directors has seen 12 of the 18 nominated Directors turnover, affecting the Board’s ability to govern the organization effectively. Given the significant transformation underway at E-Comm and the considerable learning curve that new Directors experience before feeling fully engaged and able to contribute, the re-nomination of George Madden will provide the organization with consistency as we continue to move E-Comm forward.

Because your Designated Grouping must mutually agree upon your nominee, **we respectfully request that the New Westminster Police Board confer with the other members of your grouping to confirm the re-nomination of George Madden for the coming term.**



Alternate Nominees

In the event that the Designated Grouping does not re-nominate the current Director, it is requested that the nominee possess the experience, skills, and attributes to effectively serve the best interests of all Members and our other stakeholders. E-Comm is specifically looking to fill the gaps identified in the Board of Directors 2022 Skills Matrix, which highlighted the need for Directors with the following expertise:

- Financial Literacy and Audit
- Information Technology
- Risk and Compliance
- Stakeholder Relations

Next steps

Following discussion within your Designated Grouping, we kindly request that you reply to us with written confirmation by Monday, May 8, 2023, of your nominee's name and contact information to the E-Comm Board for the 2023-2024 term.

FAQ

We have included an FAQ document which provides additional information regarding the nomination of Directors to the E-Comm Board as Schedule "B".

AGM Voting Representative

Please note that nominating a director is a separate process from designating a representative to vote your share(s) at the Annual General Meeting (the "AGM") in June. As such, we will contact you again in mid-May with the Notice of AGM and request that you designate one individual to attend the Annual General Meeting of the Shareholders to vote the New Westminster Police Board share(s). If you prefer, you can designate your nominee to vote your share(s), which is quite common amongst Shareholders.

If you have any questions, do not hesitate to get in touch with me using the contact information below.

Sincerely,



Sarah Sidhu
Corporate Secretary

c | 236.334.2221
e | sarah.sidhu@ecomm911.ca

cc George Madden, E-Comm Board Director

being provided to Members and other Special Users, and anticipated to be provided to the Members then holding Class B Shares; and

- 3.7.2.3 the Special User Agreement effectively provides that the Special User will fulfil its financial obligations with respect to the Company Services received by it as if it were a Class A Member.

Subject to Section 4.11.3, a Special User Agreement may be executed between a Special User and the Company at any time notwithstanding when the Government Agency established for the purposes of holding a Class A Share in place of that Special User becomes a Member.

4. BOARD OF DIRECTORS

4.1 BOARD OF DIRECTORS

The Company shall have a Board comprised of not less than three nor more than twenty-five directors, with the actual number of directors as determined by the Class A Members as provided below.

4.2 DESIGNATION AND ELECTION OF DIRECTORS

4.2.1 The Members shall be entitled to designate directors as hereinafter provided:

- 4.2.1.1 one individual designated by the BCEHS;
- 4.2.1.2 one individual designated by Vancouver;
- 4.2.1.3 one individual designated by the Vancouver Police Board;
- 4.2.1.4 one individual designated by the following group:
 - (a) each Police Board which directly holds a Class A Share or Class B Share, other than Vancouver Police Board and Delta Police Board; and
 - (b) each Police Board which has a Class A Share or Class B Share in respect of Police Services held by its respective municipality, other than Vancouver Police Board and Delta Police Board;
- 4.2.1.5 such number of individuals as are set forth below, to be designated by the following designated group of Class A Members or Class B Members (each group being called a "Designated Group of Members"), if one or more of the Municipalities within a Designated Group of Members is a Class A Member or a Class B Member, as hereinafter set forth:

No. of Individuals which may be Designated	Designated Group of Members
1	West Vancouver, North Vancouver City, North Vancouver District and Lions Bay

- 1 or 2 2 individuals if Burnaby, together with any one or more of New Westminster, Coquitlam, Port Moody, Port Coquitlam, Anmore and Belcarra are a Member; provided however that if Burnaby is not a Member, any one or more of New Westminster, Coquitlam, Port Moody, Port Coquitlam, Anmore and Belcarra which is a Member can designate 1 individual to be a director
- 1 Richmond
- 2 Surrey, White Rock, Langley City and Langley District
- 1 Delta and the Delta Police Board
- 1 Maple Ridge, Pitt Meadows and Mission
- 1 Abbotsford, Chilliwack and Fraser Valley Regional District
- 1 Squamish, Lillooet and Sechelt;

and

- 4.2.1.6 One individual designated by all other Members holding Class A Shares and Metro Vancouver, other than as set forth in Sections 4.2.1.1 to 4.2.1.5, inclusive.
- 4.2.2 The RCMP, and in replacement therefor upon the Government Agency referred to in Section 3.7.1 becoming a Class A Member, that Government Agency, shall be entitled to designate one individual to act as director.
- 4.2.3 If provided in a Special User Agreement entered into pursuant to Section 3.7.2 or if otherwise authorized by the Board under Section 4.11.3, each Special User, and in replacement therefor upon the Government Agency for that Special User referred to in Section 3.7.2 becoming a Class A Member, that Government Agency, shall be entitled to designate one individual to act as director.
- 4.2.4 The group comprised of: the Capital Regional District and those Vancouver Island police agencies, including any RCMP detachment, to which the Company provides police dispatching services shall be entitled to designate one individual to act as director.
- 4.2.5 The Provincial government, acting through the Ministry of Public Safety and Solicitor General, whether it holds a Class A Share or not, shall be entitled to designate two individuals to act as directors.
- 4.2.6 Subject as hereinafter provided, the directors designated pursuant to Sections 4.2.1, 4.2.2, 4.2.3 and 4.2.4 shall designate four additional persons, independent from the Members, to be directors of the Company (the

"Independent Directors"), who have an interest or expertise in the Purpose or the Company Services to be provided by the Company.

- 4.2.7 The Members agree to vote their Class A Shares for the election as directors of the persons designated pursuant to Sections 4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.5 and 4.2.6.
- 4.2.8 For the purposes of Section 4.2.1.5, upon anyone or more Municipalities within a Designated Group of Members becoming a Class A Member or a Class B Member, such Municipality or Municipalities will be entitled to designate the individual to be a director for the purposes of Section 4.2.1.5. As additional Municipalities within that Designated Group of Members become Class A Members or Class B Members, as the case may be, such additional Municipalities shall be deemed to have agreed to the individual as designated and elected a director for that Designated Group of Members and no changes will be required to be made with respect to any such individual, unless such individual shall cease to be a director in any other manner such as resignation, until the next following annual general meeting or annual consent resolution. Prior to any annual general meeting or annual consent resolution of the Class A Members, a Designated Group of Members shall agree on the individual to be designated by them for the purpose of Section 4.2.1.5 within a time period sufficient for that individual's name to be placed before the Class A Members, as determined by the Board.

4.3 VACANCIES ON BOARD

Any vacancies on the Board created by an individual designated under Section 4.2.1, 4.2.2, 4.2.3, 4.2.4 or 4.2.5 shall be filled by an individual designated by the Member or Members who designated the individual who is no longer a director, the Special User who designated the individual who is no longer a director, or the Provincial government, as the case may be, and any vacancies in any Independent Directors shall be filled by the remaining directors in accordance with Section 4.2.6.

4.4 NO RESTRICTIONS ON AFFILIATION TO MEMBERS

Directors designated pursuant to Section 4.2.1 may be appointed or elected officials from a Member or may be persons from the general public with no affiliation to a Member.

4.5 REMUNERATION FOR DIRECTORS

Directors shall be entitled to fees for acting as a director of the Company, as determined in an Authorized Operating Budget. All directors may be paid reasonable expenses incurred when acting as directors.

4.6 QUORUM AT DIRECTORS MEETINGS

The quorum for all meetings of the Board shall consist of a majority of the directors. Meetings of the Board shall be held in accordance with the Articles of the Company and this Agreement.

4.7 EXECUTIVE MEMBER OF THE BOARD

The President of the Company shall be an executive member of the Board and as such shall be entitled to be present at all meetings of the Board and to take part in all discussions at meetings

Board of Directors: Common Questions & Background

Q. How should the nominating resolution of our council/board read?

- A. Exact wording is at the discretion of your organization; however council/board motions should include the name of the nominee, specification of the E-Comm of Directors (the “Board”) term (e.g. 2023-2024) and reference to election at the Annual General Meeting of E-Comm shareholders (the “Members”).

For example “THAT (enter municipality/board/organization) nominate (name) to serve as the nominee of (municipality/board/organization) to the Board for the 2023-2024 term, such Board to be elected by the Members at the June 22, 2023 Annual General Meeting.”

Q. What is the role of the Board ?

- A. The Board is responsible for stewardship of the entire E-Comm organization – it provides strategic oversight of the business and affairs of the company. The Directors are also the most senior representatives of the organization to the public and our stakeholders. To conduct its work efficiently, the Board has three standing committees: Finance, Governance and Public Affairs, and People and Culture (the “Committees”).

Q. Who elects the Board?

- A. The Members elect the Board at the Annual General Meeting (the “AGM”) of the Company. A members’ agreement among the Members (the “Members’ Agreement”) sets out who may select nominees to the Board. Nominating entities are expected to select their nominee and advise the Corporate Secretary of the name of their nominee by May 12, 2023 – the candidate is then put forward for election by the Members-at-large at the AGM in June 2023.

Q. What time commitment is required of Directors?

- A: The Board typically holds five regular meetings each year, during business days, typically for four hours. The meeting schedule is published well in advance. The Committees also meet five times each year, during the business day, for approximately two hours each meeting.

Two additional sessions occur annually: a Board orientation session for new Directors (typically half-day) and a strategic planning session (typically 1-2 full-days).

As a best governance practice, the Board does expect a high attendance rate from its Directors.

Q. Why is the Directors term only one year? Can we nominate someone for more than one term?

- A. E-Comm’s Articles specify a term of one year. Nominating entities may advise the Corporate Secretary in writing if they wish their nominee’s name to stand for election for a specific number of terms (e.g. four). However, the Corporate Secretary must confirm in writing each year that the standing nomination remains intact, however there will be no further action for the nominating entity unless they wish to make a change from their previous direction.

E-Comm Board of Directors: Common Questions & Background

In the case of nominating entities that are part of a grouping, the Corporate Secretary must receive written confirmation from each nominating entity of the standing nomination, including specification of number of terms. The direction must be consistent among all members of the grouping; otherwise all members of the grouping must be contacted each year asking for confirmation of the nomination.

Q. If my organization/municipality is part of a grouping, do we have to agree on the nominee?

A. The Members' Agreement specifies that each designated group of members shall agree on their individual nominee. Consultation on a mutually-agreeable nominee should be undertaken prior to advising the Corporate Secretary of the name of the nominee.

Q. What is the difference between nominating a Board Director and sending someone to the AGM?

A. The individual board nominees, once elected at the AGM, will serve on the Board throughout the coming year, attending various board and committee meetings, and participating in the supervision of the organization's affairs. Your organization's representative at the AGM is simply the person who attends the AGM that day on behalf of your organization, and votes your share on any resolutions or votes which occur at the AGM that day. That person's role and duties cease after the AGM has adjourned.

Q. Why do you contact us in March when the Board is not appointed by Members until June?

A. We provide sufficient notice of the process to allow for conferring with other Members of Member groupings, council and or other motions that may be required.

Q. What do Directors receive for remuneration?

A. Meeting rates are \$397 per meeting (for Directors who are not full-time employees of a Member, the Provincial Government or special user), twice that amount for meetings longer than four hours in duration. Board meetings are generally less than four hours.

Q. Who do I contact with questions?

A. Sarah Sidhu, Corporate Secretary, 604-334-2221

E-Comm Board of Directors: Common Questions & Background

About the annual general meeting

Q. What is an AGM?

A. A general meeting of all the Members is required to occur at least once annually under the *Business Corporations Act* (BC), which regulates E-Comm's corporate governance.

Q. What happens at an AGM?

A. The compulsory items on the agenda are the election of directors, the appointment (or reappointment) of the auditors, and the presentation of previous year's financial statements. Usually, a number of additional items are also placed on the agenda, such as a general report from the directors, or presentations on new initiatives. Special business items could also be dealt with (such as changing the Corporate Articles), but Members would receive notice of any special business with the notice of meeting.

Q. Who should attend AGM?

A. A representative of the Member should attend the AGM to vote on the matters listed above including electing the Board.

Q. What are Members entitled to vote on?

A. Holders of Class A shares have one vote per share on all matters requiring a vote at the AGM, including any items of special business. Class B shares are generally non-voting, except for matters which involve certain fundamental changes – these are listed and specified in the Articles.

Q. What is the voting process at the AGM?

A. Votes are conducted by a simple show of hands (voting cards) unless a Member demands at the meeting that a formal ballot or "poll" vote occur on a particular resolution.

Q. What if no one can attend, can we proxy our vote?

A. Yes. A Member can appoint a proxyholder (in writing) to attend and vote on the Member's behalf at the AGM. The proxyholder need not be a Member themselves.

Proxies must be in writing, must specify the name of the Member, the identity of the proxyholder, and reference the AGM in question. They must be signed by an authorized signatory of the Member. Proxies must be pre-registered with E-Comm at least 3 business days prior to the AGM.

Q. How will my shares be voted if I return a proxy?

A. Proxies usually grant the proxyholder the ability to vote on all matters at the meeting, in their discretion. If a Member wishes, it can restrict that discretionary power by stating in the proxy form that its shares

E-Comm Board of Directors: Common Questions & Background

must be voted in a certain manner on specified resolutions or votes which it anticipates will be before the meeting. Such language, if included, needs to be clear and unambiguous.

Q. Can a proxy be revoked?

A. Once granted, proxies can also be revoked, but written revocation signed by the Member must be given to E-Comm at least one business day prior to the AGM.

Q. Who chairs the AGM?

A. E-Comm's Articles specify that the chair of the Board will also chair the AGM.

Q. How important is it that we send someone?

A. As a Member we strongly urge in-person attendance to ensure shares are represented.

Q. What if I have a question about the AGM?

A. Contact Sarah Sidhu, Corporate Secretary, 604-334-2221

Heather CORBETT

From: Heather CORBETT
Sent: April-25-22 5:20 PM
To: 'Donna Macey - Abbotsford Police (donna.macey@abbypd.ca)'; 'Rhonda.Doig@portmoodypolice.com'; 'jaclynaddison@wvpd.ca'; 'taryn.barton@transitpolice.bc.ca'
Cc: Dave JANSEN; 'Mike Serr'; 'david.fleugel@portmoodypolice.com'; 'John Lo'; 'Jones, Dave'
Subject: RE: E-Comm Board of Directors Nomination | 2022-2023 Term
Attachments: Letter to Boards Proposing E-Comm Board of Director Designate - 25 April 2022.pdf

Hello,

Thank you to everyone for your input on this matter. We have now heard back from Metro Van Transit, Port Moody and West Van that they agree with the alphabetical rotation.

Metro Van Transit Police would be next in the rotation. Tanya Barton of MVTP has advised that they will have someone from their Board to put forward soon.

Given this, the New Westminster Board proposes the following, as per the attached letter:

1. Supports the alpha rotation
2. Supports an appointment from MVTP
3. The E-Comm term be limited to two consecutive one-year terms per organization (so each municipality gets a maximum of 2 years on the E-Comm Board)
4. The rep collects feedback about any important E-Comm decisions from all the 'Class A' members as required
5. The rep provides feedback about E-Comm business to all the 'Class A' members annually

If this is all amenable as per your Boards' conversations, I propose the following actions:

1. **All** to write a supporting letter of the MVTP rep, and responses to the other points raised by NWPB, by letter or email to all Boards;
2. **Metro Van Transit Police** to take charge of responding to E-Comm's nomination letter, by the deadline of May 13, with CC to all Boards.

We look forward to hearing from you and resolving this appointment.

With thanks and best regards,

Heather



Heather Corbett
Police Board Secretary
New Westminster Police Board

Phone: 604-529-2412
Mobile: 778-789-6738
Email: hcorbett@nwpolice.org

New Westminster Police Department
555 Columbia Street
New Westminster, BC V3L1B2

Join us on social media



From: Heather CORBETT

Sent: April-01-22 3:43 PM

To: Donna Macey - Abbotsford Police (donna.macey@abbypd.ca) <donna.macey@abbypd.ca>; Rhonda.Doig@portmoodypolice.com; 'jaclynaddison@wvpd.ca' <jaclynaddison@wvpd.ca>;

'taryn.barton@transitpolice.bc.ca' <taryn.barton@transitpolice.bc.ca>

Cc: Dave JANSEN <DJansen@nwpolice.org>; Mike Serr <mike.serr@abbypd.ca>; david.fleugel@portmoodypolice.com; 'John Lo' <JohnLo@wvpd.ca>; Jones, Dave <Dave.Jones@transitpolice.bc.ca>

Subject: FW: E-Comm Board of Directors Nomination | 2022-2023 Term

Good afternoon,

I am writing to follow up on the matter of the designate for the 'Class A' Police Board representative to the E-Comm Board of Directors.

As you may recall, last August the New Westminster Police Board proposed that the Boards within the 'Class A' syndicate be engaged to propose a formal rotation of the position (please see the attached letter), to which all Police Boards agreed.

As we have now received the request from E-Comm for the 2022-2023 nomination (below and attached), we are writing to enquire how the Boards would like to proceed with a nomination and setting up the rotation. This could be dealt with in the following ways:

1. A volunteer: If there is a current member from one of the Boards who would like to step forward, they could be nominated. It should be noted that this is a critical time at E-Comm, so therefore someone with the right skills and commitment would be essential.
2. If no volunteer, establish a method for the rotation, whether this be alphabetical (APD (the current rep), MVTP, NWPD, PMP, WVPD), geographical (North, East, South, West by address), or some other method, and nominate a representative according to the rotation; and then use the rotation going forward for future terms.

If you could initiate a discussion with your Boards on their desired process for nominating an E-Comm BOD representative for this term, and their preference for establishing the rotation, and reply back to this email thread with the results, that would be appreciated.

With best regards,
Heather

From: Krystal Boros [<mailto:Krystal.Boros@ecomm911.ca>]

Sent: March-25-22 4:32 PM

To: Daisy DYER <DDYER@NWPolice.org>

Cc: Mike Welte <mikewelte@hubfire.com>

Subject: E-Comm Board of Directors Nomination | 2022-2023 Term

Good afternoon,

The E-Comm Annual General Meeting will take place on Thursday, June 23, 2022 and at that time the Board of Directors will be elected by the Shareholders.

The attached letter details our request for a nominee from your organization. We respectfully request that you review the attached letter and provide us with written confirmation by May 13, 2022.

Please call or email if you have any questions or require additional information.

Thank you,

Krystal Boros (she/her/hers), Acting Corporate Secretary and Freedom of Information Officer
C: 604-218-6941



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NEW WESTMINSTER MUNICIPAL POLICE BOARD
555 COLUMBIA STREET, NEW WESTMINSTER, BC V3L 1B2 (604) 529-2413 FAX (604) 529-2401
www.newwestpolice.org



April 25, 2022

Sent to Police Board Chairs via e-mail to: Donna Macey (Abbotsford Police), Taryn Barton (Transit Police); Rhonda Doig (Port Moody Police), Jaclyn Addison (West Van Police)

Dear Board Chairs of 'Class A',

RE: E-Comm Board for Directors Designate

Pursuant to Section 4.2.1.4 of the E-Comm Members' Agreement, Police Boards or municipalities holding Class A or Class B shares for Police services, other than Vancouver and Delta, are entitled to designate one mutually agreed upon individual for election to the Board of Directors of E-Comm.

At the New Westminster Police Board meeting held on Tuesday, April 19, 2022, the Board passed the following motion:

MOVED AND SECONDED

THAT: The New Westminster Police Board support an alphabetical rotation of the position between the 'Class A' municipalities to the E-Comm Board of Directors, as follows:

- a) Abbotsford Police Department
- b) Metro Vancouver Transit Police
- c) New Westminster Police Department
- d) Port Moody Police Department
- e) West Vancouver Police Department;

THAT: The New Westminster Police Board endorse an appointment proposed by the Metro Vancouver Transit Police for the 2022-2023 term;

THAT: The term be limited to a two-year term limit per police organization in the rotation;

THAT: The incumbent representative collects feedback from all municipalities on any critical E-COMM decisions on an as-required basis; and

THAT: The incumbent representative reports back to the 'Class A' syndicate Police Boards with a summary of E-COMM business on an annual basis.

CARRIED

Yours truly,

Heather Corbett
New Westminster Police Board
Acting Board Secretary



Abbotsford Police Board

2838 Justice Way
Abbotsford, BC V2T 3P5
phone 604-859-5225
abbypd.ca
STRENGTH IN COMMUNITY

May 10, 2022

Krystal Boros
Acting Corporate Secretary
E-Comm
3301 East Pender Street
Vancouver, BC V5K 5J3

Dear Ms. Boros:

RE: E-Comm 911 Board of Directors Designate 2022-2023 Term

Thank you for your March 25, 2022 letter seeking confirmation of the Abbotsford Police Board's nominee to the E-Comm Board of Directors.

This letter serves as written confirmation that the Abbotsford Police Board met April 27, 2022 where the following motion was passed:

THAT the Abbotsford Police Board nominate Mr. George Madden, Metro Vancouver Transit Police Board member, to serve as the nominee of the Abbotsford Police Board to the E-Comm Board of Directors for the 2022-2023 term.

If you require additional information, please feel free to contact me.

Yours truly,

Donna Macey
Board Executive Assistant

c: Abbotsford Police Board
Port Moody Police Board
West Vancouver Police Board
New Westminster Police Board
Metro Vancouver Transit Police Board



[BY EMAIL]

April 26, 2022

Abbotsford Police Board (via donna.macey@abbypd.ca)
New Westminster Police Board (via hcorbett@nwpolice.org)
Port Moody Police Board (via rhonda.doig@portmoodypolice.com)
West Vancouver Police Board (via jaclynaddison@wvvpd.ca)

Dear Mayors/Police Board Chairs,

RE: E-Comm Board of Directors Designate and Support for Rotational Model

I write further to the request from the New Westminster Police Board in respect of the process for nominating an E-Comm Board of Directors representative for this term, and the model for the rotation of the position among the Boards within the 'Class A' syndicate ("the syndicate"). First, we would like to sincerely thank Mike Welte of the Abbotsford Police Board for his service over the last two years.

The Metro Vancouver Transit Police Board is in favour of implementing a formal alphabetical rotation model as presented by the New Westminster Police Board. We understand that model would make Metro Vancouver Transit Police Board next in the rotation. For the 2022/23 term, we are pleased to nominate George Madden as the designate for approval by the syndicate to serve on the E-Comm Board of Directors. Mr. Madden has served on the Metro Vancouver Transit Police Board since June 2020 and serves as Chair of the Governance Committee and is a member of the Finance Committee. If approved by the syndicate, Mr. Madden has committed to serving two terms on the E-Comm Board, as reviewed on an annual basis. Mr. Madden is a successful entrepreneur, a well-known figure in the Canadian business landscape and his strong understanding of board governance has made him a trusted advisor to boards and senior executives. A brief bio is attached with more information.

Metro Vancouver Transit Police Board



Today our Board approved the following Consent Resolution:

THAT the South Coast British Columbia Transportation Authority Police Board (Metro Vancouver Transit Police Board) of Directors:

1. Approve the use of the alphabetical rotational model as presented by the New Westminister Police Board to designate a member for approval by the Class A syndicate (“the syndicate”) to serve on the E-Comm Board of Directors on behalf of the syndicate and that within such rotation each respective Police Board be responsible for recommending a designate for two consecutive years; and further
2. Recommend George Madden as the designate for approval by the syndicate to serve on the E-Comm Board of Directors for the 2022-2023 term.

CARRIED

E-Comm requires notice by May 13, 2022 of the syndicate’s nominee for its member on the E-Comm Board for the upcoming term. In this regard, we request that your Board consider the above-referenced resolution of our Board and provide written confirmation to the undersigned of your approval of the proposed model and our designate by May 11th so that the Metro Vancouver Transit Police Board can notify E-Comm of the syndicate’s designate within E-Comm’s requested timeframe.

The New Westminister Police Board has forwarded a letter to the syndicate, dated April 25, 2022, which aligns with the above-documented resolution of our Board. With respect to the last two elements of the motion as documented in the letter from the New Westminister Police Board, our designate will undertake to comply with collecting feedback from and reporting out to the syndicate as referenced in that motion.

I trust the foregoing is satisfactory. I may be reached via taryn.barton@transitpolice.bc.ca

Sincerely,

A handwritten signature in cursive script, appearing to read "Sara A. Levine".

Sara A. Levine, QC,
Chair, Metro Vancouver Transit Police Board

C: George Madden, Metro Vancouver Transit Police Board

Enc.



NEW WESTMINSTER MUNICIPAL POLICE BOARD

555 COLUMBIA STREET, NEW WESTMINSTER, BC V3L 1B2 (604) 529-2413 FAX (604) 529-2401
www.newwestpolice.org



VIA EMAIL

May 10, 2022

Krystal Boros
Acting Corporate Secretary
E-Comm
3301 East Pender St
Vancouver, BC V5K 5J3

Dear Ms. Boros,

I am writing to advise that the New Westminster Police Board met on Tuesday, April 19, 2022, where the following motion was passed:

THAT:

The New Westminster Police Board endorse an appointment proposed by the Metro Vancouver Transit Police for the 2022-2023 term.

CARRIED

At the time of the meeting, the Transit Police Board had not identified their nominee; however, they have since nominated George Madden as the Class A syndicate representative to the E-Comm Board for the 2022-2023 term. Accordingly, the New Westminster Police Board supports this nomination.

If any further information is required, please feel free to reach out to me.

With kind regards,

Heather Corbett
Acting Board Secretary
New Westminster Police Board



PORT MOODY POLICE BOARD

Serving the community since 1913

May 4, 2022

VIA EMAIL

Abbotsford Police Board (via donna.macey@abbypd.ca)
Metro Vancouver Transit Police Board (via taryn.barton@transitpolice.ca)
New Westminster Police Board (via hcorbett@nwpolice.org)
West Vancouver Police Board (via jaclynaddison@wvpd.ca)

Dear Mayors/Police Board Chairs,

RE: E-COMM Board of Directors Designate and Support for Rotational Model

Please be advised that in response to the request from the New Westminster Police Board to implement an alphabetical rotational model to nominate an E-COMM Board of Directors representative within the 'Class A' syndicate ("the syndicate") the Port Moody Police Board approved the following resolution at its May 2, 2022 Regular meeting:

THAT the Port Moody Police Board approves the use of the alphabetical rotational model as presented by the New Westminster Police Board to designate a member for approval by the Class A syndicate ("the syndicate") to serve on the E-Comm Board of Directors on behalf of the syndicate and that within such rotation each respective Police Board be responsible for recommending a designate for two consecutive years.

The members of the Port Moody Police Board send a sincere thank you to Mr. Mike Welte, member of the Abbotsford Police Board, for providing representation for the syndicate on the E-COMM Board over the past several years.

In response to correspondence received from the Metro Vancouver Transit Police Board, and in following the proposed alphabetical rotational nomination model, the Port Moody Police Board approved the following resolution at its May 2, 2022 Regular meeting:

THAT the Port Moody Police Board recommends Mr. George Madden, Metro Vancouver Transit Police Board member, as the designate for approval by the syndicate to serve on the E-COMM Board of Directors for the 2022-2023 term.

Thank you. If any further information is required I may be reached via rhonda.doig@portmoodypolice.com

Sincerely,

Rhonda Doig
Secretary, Port Moody Police Board



WEST VANCOUVER POLICE BOARD

755 16th Street. West Vancouver, B.C. V7V 0B8 | Tel: 604-925-7309 | Fax: 604.925.5938

May 10, 2022

Sent to Police Board Chairs via email to:

Abbotsford Police Board - Donna Macey
Metro Vancouver Transit Police Board - Taryn Barton
New Westminster Police Board - Heather Corbett
Port Moody Police Board - Rhonda Doig

Dear Mayors/Police Board Chairs,

RE: E-Comm Board of Directors Designate and Support for Rotational Model

In response to the recommendation from the New Westminster Police Board to implement an alphabetical rotational model to nominate an E-Comm Board of Directors representative within the 'Class A' Police Boards, this letter confirms approval from the West Vancouver Police Board for the following:

1. An alphabetical rotation model between the 'Class A' municipalities to the E-Comm Board of Directors;
2. The appointment of George Madden to serve as the representative on the E-Comm Board of Directors for the 2022-2023 term;
3. The E-Comm term be limited to two consecutive one-year terms per organization;
4. The representative collects feedback from all municipalities on any critical E-Comm decisions on an as-required basis; and
5. The representative reports back to the 'Class A' Police Boards with a summary of E-Comm business on an annual basis.

Should you require any further information, please contact me at jaclynaddison@wvvpd.ca

Sincerely,

A handwritten signature in blue ink, appearing to be 'Jaclyn Addison'.

Jaclyn Addison
Executive Assistant, West Vancouver Police Board



Bio – George Madden
Metro Vancouver Transit Police Board
(South Coast British Columbia Transportation Authority Police Board)

George Madden’s extensive executive-level public relations, communications, and business management expertise have made him a well-known figure in the Canadian business landscape. A 29-year veteran of the executive search industry, George is a successful entrepreneur and results-focused business leader. His strong understanding of board governance and oversight has made him a trusted advisor to Boards and senior executives in private, public and not-for-profit sectors.

Prior to co-founding PFM Executive Search, George held various senior management roles within the Jim Pattison Group, one of Canada's largest privately held companies. Previously, he served as Vice President of Corporate Communications for the 1986 World Exposition (Expo 86) in Vancouver.

George has held the role of Chair of the Americas Council for the New York-based Association of Executive Search Executives, in addition to two terms as Chair of the Jack Webster Foundation.

Experience:

Metro Vancouver Transit Police – Board Member

June 2020 - Present

- Chair of the Governance Committee
- Member of the Finance Committee

PFM Executive Search / Panorama Search Partners

- Senior Advisor – Jan 2020 – 2021
- Co-Founding Partner & Principal Owner – 1992 – 2020

Jim Pattison Broadcast Group

- President & Vice President Corporate Relations – 1987 – 1992

Expo 86

- Vice President, Corporate Communications – 1982 – 1986

City of Vancouver

- Chief of Staff & Executive Assistant to Mayor – 1978 - 1981