



## NEW WESTMINSTER POLICE BOARD

OPEN AGENDA

Tuesday, 19 October, 2021 at 0930  
Council Chamber, New Westminster City Hall

✓ Indicates Attachment

<b>1</b>	<b>ADOPTION</b>	
✓	1.1 Adoption of Open Agenda: 19 October, 2021	<i>Police Board</i>
	1.2 Delegations	
<b>2</b>	<b>CONSENT AGENDA</b>	<i>Police Board</i>
✓	2.1 Approval of Open Minutes: 21 September, 2021	
	2.2 Police Board Member Reports	
✓	2.3 Statistics: September 2021	
✓	2.4 Proposed 2022 Administration Fees	
✓	2.5 Proposed 2022 Police Board Meeting Dates	
✓	2.6 Correspondence: <ul style="list-style-type: none"> <li>Letter from New Westminster Downtown Residents Association</li> <li>Letter from Community Member</li> <li>E-Comm 2020 Annual Report</li> <li>CAPG 2023 Conference Call for Proposals</li> </ul>	
<b>3</b>	<b>ONGOING BUSINESS</b>	
✓	3.1 Loud Vehicle Report	<i>Inspector Dudar</i>
	<b>NEXT MEETING</b>	
	<b>Date:</b> Tuesday, 16 November, 2021 at 1400 <b>Location:</b> Council Chamber, New Westminster City Hall	
	<b>ADJOURNMENT OF OPEN MEETING</b>	



## NEW WESTMINSTER MUNICIPAL POLICE BOARD

September 21, 2021 @ 0930

Via ZOOM

### MINUTES of Open Meeting

<b>PRESENT:</b>	Mayor Jonathan Côté	Chair
	Ms. Heather Boersma	
	Mr. Karim Hachlaf	
	Ms. Shirley Heafey	
<b>REGRETS:</b>	Mr. Sasha Ramnarine	
<b>STAFF:</b>	Chief Constable Dave Jansen	
	Deputy Chief Paul Hyland	
	Inspector Trevor Dudar	
	Inspector Diana McDaniel	
	Inspector Chris Mullin	
	Inspector Andrew Perry	
	Ms. Jacqueline Dairon	Finance Supervisor
	Ms. Daisy Dyer	Board Secretary
	Ms. Heather Corbett	Acting Board Secretary

The meeting was called to order at 9:30am. Mayor Cote and Chief Constable Jansen introduced Heather Corbett, who will be the Acting Board Secretary while Ms. Dyer is on leave.

#### 1. ADOPTION

##### 1.1. Adoption of Open Agenda: 21 September, 2021

##### MOVED AND SECONDED

THAT The New Westminster Police Board approve the September 21, 2021, Open Agenda.

**CARRIED**

##### 1.2. Delegations

There were no Delegations.

#### 2. CONSENT AGENDA

##### 2.1. Approval of Open Minutes: 20 July, 2021

##### 2.2. Police Board Member Reports

**2.3. Statistics: July and August 2021**

**2.4. Report on National Day for Truth and Reconciliation**

**2.5. Correspondence**

- Email from New Westminster Resident
- E-Comm Board of Director Formal Rotation Correspondence
- CAPG Call 2021 Conference Sponsorship

**MOVED AND SECONDED**

THAT The New Westminster Police Board approve the items on the Consent Agenda.

**CARRIED**

**3. ONGOING BUSINESS**

**3.1. GOVERNANCE: Tri-Annual Financial Report**

Jacqueline Dairon, Finance Supervisor, provided a brief summary of the report, highlighting the following items:

- To ensure accuracy going forward, the tri-annual report will include the closed month-end results and forecasts;
- The results show a 1% variance to the budget;
- As of July 30, a surplus of \$260K is projected, which includes leaves and contracts;
- Salaries are trending higher, but these should even out by the end of the year;
- Recruitment and clothing are over-budget, largely due to recent hiring and ensuring members have their required equipment; and,
- Revenues are on-target.

**MOVED AND SECONDED**

THAT The New Westminster Police Board receive the Tri-Annual Financial Report for information.

**CARRIED**

**3.2. Police Board Zoom/In Person Meeting Discussion**

Chief Constable Jansen provided a brief summary of the report. He noted that the recommendation is to move to in-person meetings as of October, and that hybrid meetings would be challenging because of the IT requirements.

Discussion ensued about the pros and cons about hybrid-style meetings, with Board members noting that it may be useful to have the option to hold emergency meetings virtually, for efficiency and flexibility when warranted. Mayor Cote noted that Council Chamber in City Hall could be used for in-person meeting, as it would provide more space than the boardrooms at the police station.

**MOVED AND SECONDED**

THAT The New Westminster Police Board return to in-person meetings in the Council Chamber at City Hall, as of October 2021; and,

THAT, at the discretion of the Chair, Police Board meetings be held online when appropriate.

**CARRIED**

**3.3. NWPB Review of Recommendations from City of New Westminster *Police Act* Review Submission**

Inspector McDaniel provided a brief summary of the report, giving an overview of the recommended actions in relation to the City of New Westminster's Presentation to the Special Committee on the Reform of the BC *Police Act*.

In response to a question from the Police Board, Inspector McDaniel noted that the DEIAR framework refers to work that has been undertaken by an external agency on behalf of the City of New Westminster with the goal of providing a guide and a master plan that outlines the City's vision, goals, actions and deliverables on diversity, equity, inclusion, and anti-racism. There are ongoing workshops at the moment and recommendations are expected to be shared once work is complete.

Chief Constable Jansen noted that the recommended actions in the report are starting points that the Police Board could act on straight away.

Discussion ensued and Police Board members noted the following comments:

- General support of the two recommended actions in combination with the four broad categories, as noted in the City Report;
- An increase in the size of the Police Board may make it easier to increase diversity and achieve the Report's objectives.

Chief Constable Jansen noted that follow-up work would be carried out in regards to the actions, and the results will be reported back to the Board at a future meeting.

The follow up actions and reports would include:

- A scan of compensation levels of other Municipal Police Boards;
- A follow up letter to the Assistant Deputy Minister and Director of Police Services, Ministry of Public Safety & Solicitor General in regards to consideration of an increase in size of the Police Board; and,
- A letter of support to the Ministry of Mental Health and Addictions in regards to the recommendation of decriminalization of the simple possession of controlled substances.

**MOVED AND SECONDED**

THAT The New Westminster Police Board adopt the actions as outlined on Pages 4 and 5 of the report entitled "Review of City Report to Special Committee on the Reform of the Police Act".

**CARRIED**

**4. NEW BUSINESS**

**4.1. Provincial Policing Standards on the Promotion of Unbiased Policing**

Chief Constable Jansen discussed the report noting that it is a large document that will require a considerable amount of work, and that Inspector McDaniel is part of a working group that is looking at how the Department will be moving towards achieving the recommendations. Chief Constable Jansen noted that further reports and policy recommendations would be supplied to the Board once this work is ready.

Discussion ensued and Police Board members noted that it would be beneficial for the Board to review a holistic work plan all of the policies, timelines and prioritization of the items within the standards.

**MOVED AND SECONDED**

THAT The New Westminster Police Board receive the report entitled "Provincial Policing Standards on the Promotion of Unbiased Policing" for information.

**CARRIED**

**ADJOURNMENT of Open Meeting**

Chair Jonathan Cote adjourned the meeting at 0958 hrs.

**Next meeting**

The next meeting of the New Westminster Police Board will take place on October 19, 2021 at 0930, in Council Chambers at New Westminster City Hall.

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MAYOR JONATHAN COTE  
CHAIR

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HEATHER CORBETT  
RECORDING SECRETARY

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### Calls for Service

	August	Sept	Sept avg range	YTD 2020	YTD 2021	YTD +/-	YTD % chg
Queensborough (NWA)	169	163	151-178	1213	1311	98	8%
West End (NWB)	160	148	172-197	1564	1354	-210	-13%
Mid-Uptown (NWC)	600	538	553-666	5052	5005	-47	-1%
Downtown (NWD)	387	362	357-488	3524	3628	104	3%
East End (NWE)	220	212	245-268	2108	1842	-266	-13%
Water (NWF)	2	0	0	3	4	1	-
Skytrain Stns (NWG)	40	39	25-35	247	281	34	14%
Spec. Locations (NWH)	145	113	128-140	1082	1030	-52	-5%
Other	16	20	18-34	210	203	-7	-3%
<b>Total Calls For Service</b>	<b>1739</b>	<b>1595</b>	<b>1752-1903</b>	<b>15003</b>	<b>14658</b>	<b>-345</b>	<b>-2%</b>

Above normal range

Within normal range

Below normal range

### Monitored Occurrence Types

Persons Crimes	Sept 2021	Sept 2020	Sept avg range	2021 YTD	2020 YTD	+/-	% change
All Persons Offences	78	93	52-94	782	740	42	6%
Assault	42	50	23-48	381	375	6	2%
Domestic Violence	45	43	39-75	441	449	-8	-2%
Family Violence	29	12	18-43	195	202	-7	-3%
Robbery	4	1	1-5	47	23	24	104%
Sex Assaults	2	9	0-8	44	41	3	7%
Indecent Acts	2	7	0-5	22	27	-5	-19%
Other Sex Offences	0	5	1-5	24	30	-6	-20%

Property Crimes	Sept 2021	Sept 2020	Sept avg range	2021 YTD	2020 YTD	+/-	% change
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All Property Offences	201	282	252-330	2263	2240	23	1%
Break and Enter – Total	31	41	26-40	255	279	-24	-9%
Break and Enter – Business	16	19	12-21	150	124	26	21%
Break and Enter – Residence	9	10	5-15	46	71	-25	-35%
Break and Enter – Other	6	12	2-10	57	82	-25	-30%
Theft of Vehicle	12	18	16-21	94	122	-28	-23%
Recovered Stolen Vehicle	3	5	4-7	26	28	-2	-7%
Theft From Vehicle	61	79	53-125	600	666	-66	-10%

Drug Offences	Sept 2021	Sept 2020	Sept avg range	2021 YTD	2020 YTD	+/-	% change
Drug Possession (all)	1	2	4-10	31	34	-3	-9%
Trafficking (all)	0	2	1-3	28	23	5	22%

Other Crimes	Sept 2021	Sept 2020	Sept avg range	2021 YTD	2020 YTD	+/-	% change
Possession of Firearms	0	3	0-1	5	14	-9	-64%
Possession of Weapons	9	6	3-9	58	49	9	18%
Hate Motivated Crime	1	2	0-2	1	3	-2	-

Other Non-Criminal	Sept 2021	Sept 2020	Sept avg range	2021 YTD	2020 YTD	+/-	% change
Missing Persons	15	12	10-14	124	130	-6	-5%
Missing Persons – High Risk	4	8	8-15	59	57	2	4%
Mental Health related (study flag B)	50	45	45-78	622	432	190	44%
Mental Health related (s. 28 arrests)	37	22	20-35	338	234	104	44%
Disturbed Person/Att. Suicide	46	44	59-74	476	472	4	1%
Sudden Deaths	14	16	2-12	117	96	21	22%
Domestic Dispute – No Assault	40	35	36-56	340	396	-56	-14%
Street Checks			0	0		0	#DIV/0!
Overdoses	2		2	15	8	7	88%
	Sept 2021	Sept 2020	+/-	2021 YTD	2020 YTD	+/-	% change
Homelessness-related files	53		53	93	14	n/a	n/a

Traffic/Driving	Sept 2021	Sept 2020	Sept avg range	2021 YTD	2020 YTD	+/-	% change
Collision - Non-fatal Injury	11	5	8-16	95	72	23	32%

Collision - Fatal	0			0			
Collision - Damage under \$10,000	35	28	n/a	252	237	15	6%
Collision - Damage over \$10,000	10	4	n/a	61	37	24	65%
Impaired Driving	2	4	9-28	85	44	41	93%
IRP	23	14	4-23	135	96	39	41%

### Collision Locations (all types)



Statistics in this report are compiled from the Police Records Information Management Environment (PRIME) and reflect the most current information available at the time of writing regarding incidents reported to or discovered by the New Westminister Police Department. The data is subject to change if continuing investigation, Quality Assurance review, or Statistics Canada policies require an incident(s) to be reclassified.



# New Westminster Police Department

## MEMORANDUM

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TO: Mayor Jonathan Coté, Chair, and Members  
New Westminster Municipal Police Board

DATE: October 19, 2021

FROM: Jacqueline Dairon, Finance Supervisor

RE: New West Police Department Service Fees

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### **RECOMMENDATION:**

*That the New Westminster Police Board approve the fees for service increases outlined in this memorandum, effective January 1, 2022.*

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### **SUMMARY:**

The New Westminster Police Department provides services for a fee, which are subject to review to ensure full cost recovery. The last review of fees was performed in 2019 and changes were adopted in 2020. The proposed fee increases for 2022 are required to recoup contractual increases for CUPE, which have been trending at 2% annually. The time required to complete tasks for service was confirmed with the records department to ensure full costs recovery. We also reviewed the service fees for ten other policing agencies within the lower mainland to ensure NWPD rates were in line with other agencies.

### **POLICE INFORMATION CHECKS AND FINGERPRINTS:**

A police information check is a service that examines any collection of offence information including convictions, outstanding warrants, charges and judicial orders available from local agency's records management system and other system/records where authorized for employees and volunteers. The NWPD follows the British Columbia Guide for Police Information Checks to ensure all PICs are processed at a consistent standard and also

# New Westminster Police Department

ensures it is in compliance with the Canadian Criminal Real Time Identification Services, which require all record check applicants to be electronically fingerprinted.

An increase of 4% is proposed for non-volunteer police information checks and electronic prints. For volunteer requests we are proposing a 10% increase from \$20 to \$22. If a request for additional copies is made a charge of \$5.00 is being proposed. See below table for proposed increases, there are no other fee increase requests for 2022.

A full listing of fees and description can be found in Appendix 1.

Service Provided		2019 Fees	2022 Fee Proposal	\$ Change	% Change
<b>Police Information Checks (Without Prints)</b>					
	All Individuals except Volunteer	75.00	78.00	3.00	4%
	Volunteer	20.00	22.00	2.00	10%
	***Additional copies		5.00	5.00	100%
<b>Fingerprinting</b>					
	Electronic Prints	75.00	78.00	3.00	4%

POLICE INFORMATION CHECK		
Application Type	NWPD Fee	RTID Fee
<b>ADOPTION</b> (CDN/International)	\$78.00	\$25.00
<b>EMPLOYMENT *V/S SCREENING</b> <i>Employment, Private Industry, Provincial Government, Ministry, Other</i>	\$78.00	\$25.00
<b>VOLUNTEER *V/S SCREENING</b> <i>Volunteer Confirmation letter required, for every application (i.e. Ministry, team coach)</i>	\$22.00	-NO FEE *
<b>Canadian Citizenship/Landed Immigrant Status</b> • Applicant must present required documentation (please refer to the manual, for specific details)	\$78.00	-NO FEE *
<b>Privacy Act Request</b> <i>Plain format CCRTIS report only- not a certified copy of RCMP criminal record.</i>	\$78.00	-NO FEE *
<b>Employment - Private Industry/ Provincial Government/Federal Government</b> <i>Employment background clearances for federal government employment purposes (Must be Federal Government Department, Federal Security Screening Office, Crown Corporation, Special Operating Agency or affiliated Organization)</i>	\$78.00	\$25.00
		Federal -NO FEE *
<b>Employment- (Police)</b> • Sworn Member/Civilian	NWPD NO CHARGE *	-NO FEE *
<b>Record Suspension</b> Pardon Application- Step 1	\$78.00	\$25.00
<b>Visa/Border Crossing/Foreign Travel</b> <i>Used to obtain permission to enter another country which includes Permanent Residence/ Immigration/ US Waiver/Foreign Passport or Travel documentation into outside countries. Also used to obtain Canadian Visa.</i>	\$78.00	\$25.00
<b>Other (Specify Reason)</b> <i>Submissions not applying to any of the above reasons: e.g. criminal record for civil court purposes, prenuptial agreements, etc.</i>	\$78.00	\$25.00
<b>Name Change</b> <i>British Columbia- Legal Name Change</i>	\$78.00	\$25.00
<b>Additional Copies</b>	\$5.00	n/a
Fingerprinting Fee Schedule		
NWPD ELECTRONIC Fingerprinting	-ELECTRONIC PRINTS	\$78.00
	-NWPD NO CHARGE	-NO FEE *
NWPD INK Fingerprinting	-INK PRINTS	\$65.00
Report and Other Fees		
<b>Police Reports</b>	Booking Sheet, File Closure/preservation, MVA 6020 Report Traffic Accident Report	\$70.00 *0.65/page after 10 pages
<b>Traffic Analyst Report</b>		\$650.00
<b>Work Safe</b>	Report	\$65.00
	Additional Information	\$55/hour
<b>Certificate of Analysis</b>		\$100.00
<b>Certified Information</b>		\$45.00
<b>Certified True Copies</b>		1.20/ page
<b>Court and Consent Orders</b>		\$130.00
<b>Freedom of Information</b>		Set by Province
<b>Accident Reconstruction Report</b>		\$1,900.00
<b>Transcripts (Certified)</b>		8.00/ page
<b>Photographs</b>	Up to 4x6	3.00 ea.
	Over 4x6	5.00 ea.
	Custom Printing	Actual Cost + 15%
	CD - First 10	\$25.00
	Disclosure/Crown	-NO FEE *
<b>Video Tape/Audio Tape</b>	Crown	-NO FEE *
	None-Crown request	\$200.00
<b>Services</b>	Extra Duties	130/hour
	Document Service	\$75.00

### **2022 Police Board Meeting Dates - DRAFT**

<b>Month</b>	<b>Date</b>	<b>Time</b>
<b>January</b>	Tuesday, 18 January	0930
<b>February</b>	Tuesday, 15 February	0930
<b>March</b>	<i>Recess</i>	
<b>April</b>	Tuesday, 19 April	0930
<b>May</b>	Tuesday, 17 May	0930
<b>June</b>	Tuesday, 21 June	0930
<b>July</b>	Tuesday, 19 July	0930
<b>August</b>	<i>Recess</i>	
<b>September</b>	Tuesday, 13 September	0930
<b>October</b>	Tuesday, 18 October	0930
<b>November</b>	Tuesday, 15 November	0930
<b>December</b>	<i>Recess</i>	

# Letter from NW Downtown Residents Association

**Heather CORBETT**

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**From:** NWDRA Board  
**Sent:** September-28-21 9:02 PM  
**To:** Police Board Mailbox  
**Cc:** Jonathan Cote (Mayor)  
**Subject:** Fwd: Street Safety and Police Board Mandate in Downtown New Westminster

FYI below - a letter we received from a concerned downtown New Westminster resident, and which echoes the concerns expressed by many of our members. We would appreciate a detailed response to these questions.

Regards,  
 New Westminster Downtown Residents Association Board

----- Original message -----

**From:**  
**To:** [psu@nwpolice.org](mailto:psu@nwpolice.org)  
**Cc:** \_\_\_\_\_  
**Subject:** Street Safety and Police Board Mandate in Downtown New Westminster  
**Date:** Tuesday, September 28, 2021 20:10

## **Members of the Police Board New Westminster,**

I am a resident of New Westminster residing at ### Columbia Street, directly above the New Westminster Police Department – in the C2C Building. I am concerned for the safety of our residents and for the safety of the visitors to downtown new west.

My complaint:

I am a 48 year old adult male and I am no longer comfortable walking down the main street (Columbia) in my own City.

I am concerned for my safety, the safety of other residents of NW and visitors to the downtown core.

My primary concern is the open drug use (Crack Cocaine Smoking) and the sheer number of mentally &/or economically challenged individuals sleeping on the sidewalks, in shop entrances and wondering up and down Columbia street. These individuals are sleeping under tarps or in make shift tents, sometimes verbally abusive, sometimes ranting & screaming, sometimes screaming at all hours of the day or night without explanation..... Quite frankly, scaring the hell out of residents, visitors and everyone in the neighborhood.

## **Who in this City is responsible for the safety of our residents and visitors if not your board and the New Westminster police?**

To drive the point home, I include here one recent encounter and a brief follow up discussion I had with member of the New Westminster police.

Event:  
 \_\_\_\_\_

I arrive home to find a yellow tarp lying in a mound on the sidewalk out front of my building on the sidewalk adjacent the entrance for the NW Police Department. I make an attempt to move the tarp, and to my surprise the response is "Hey – There is a woman under this tarp.....F\*\*\* Off". This individual then started lighting up what appeared to be a crackpipe and refused to move. The time was approx. 8pm on a Tuesday evening.

Concerned for my safety, I walk away. As I am leaving, I notice 2 officers step around the yellow tarp and continue walking down the street as if nothing was there. I stopped the officers and asked "Did you not see that lady smoking crack on the sidewalk, sitting in front of the police station under a bright yellow tarp? Isn't there something you can you do about that?"

Officer replied: "To be perfectly honest with you, we have been directed by the Board of Police and the City to not approach or move these people along. There is nothing we can do." (He then stated he had a call coming in and left).

**New Westminster Police Board;**

Are you not concerned for the safety of the residents of downtown new Westminster?

Is it not in your authority to do something about these types of disturbances?

Why are you not getting the support you need from the City?

If the citizens and visitors of New Westminster do not feel safe walking down their own streets, they will simply move or not to come to New Westminster at all.

Let's not let that happen!

Thank you for reading.

Concerned resident of Downtown New Westminster.

Cc'd: New Westminster Downtown Residents Association

## Letter from New Westminster Resident

**Heather CORBETT**

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**From:** Dave JANSEN  
**Sent:** October-05-21 2:22 PM  
**To:** Heather CORBETT  
**Subject:** FW: [EXTERNAL] Letter from concerned citizen  
**Attachments:** letter to police board 10-4-21.pdf

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**From:** Jonathan Cote [mailto:[jcote@newwestcity.ca](mailto:jcote@newwestcity.ca)]  
**Sent:** October-05-21 1:56 PM  
**To:** Dave JANSEN <[DJansen@NWPolice.org](mailto:DJansen@NWPolice.org)>  
**Subject:** FW: [EXTERNAL] Letter from concerned citizen

Hi Dave,

Can you have this correspondence added to the next Police board meeting.

Regards,

Jonathan

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**From:** Brenda Southam  
**Sent:** Monday, October 4, 2021 4:57 PM  
**To:** Jonathan Cote <[jcote@newwestcity.ca](mailto:jcote@newwestcity.ca)>  
**Subject:** [EXTERNAL] Letter from concerned citizen

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Dear Mayor Cote:  
Attached please find a letter.

I look forward to hearing from you.

Best regards,  
Brenda

October 4, 2021

Mayor Jonathan Cote, Chair  
New Westminster Police Board  
511 Royal Avenue  
New Westminster, BC V3L 1H9

Dear Mayor Cote:

RE: New Westminster Police Board

I am a resident of downtown New Westminster, and I was saddened to read that the New Westminster Police Board is to advocate for decriminalization of simple possession of drugs. As a resident of downtown is it for disheartening for me to hear this.

There have been many residents talking about the issues that we are facing on Columbia Street, and we are now very upset to hear that decriminalization of simple possession of drugs is something that you will advocate for. I don't know if you have ever walked down Columbia St. at 9 or 10 at night, it is a scary place and I believe this decision will only make it worse.

I understand that there is a vulnerable population that you are concerned about, although today I feel like I am the vulnerable population as I can't walk down the streets in my own city without being afraid. Why is that not as important as someone doing drugs or leaving a mess on our streets? It seems that the only way to be heard is to be the ones that need all the help, so now I am reaching out telling you that I need help to feel safe in my neighbourhood.

Why don't we move some of the transition houses and others that help the vulnerable population to the Quay or to Queens Park. I'm sure there are people there that can help the vulnerable population and not feel threatened by them. Why is it that they all need to be within a three block radius of Columbia and 6th Street?

I am asking for a chance to have a discussion with the police board or with whomever we need to in order to put our thoughts out there and be heard. It seems like writing letters doesn't seem to help, although I don't know another way to do this.

I look forward to hearing from you and discussing this matter further.

Yours truly,

A handwritten signature in cursive script, appearing to read 'Brenda Southam'.

Brenda Southam  
Resident of Downtown New Westminster  
### Columbia St



**Heather CORBETT**

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**From:** External-Clerks <Clerks@newwestcity.ca>  
**Sent:** October-04-21 3:19 PM  
**To:** Jonathan Cote (Mayor); Lisa Spitale; Tim Armstrong; Curtis Bremner; Dave JANSEN; Chinu Das; Chuck Puchmayr (Councillor); Chuck Puchmayr (Shaw); Jaimie McEvoy (Councillor); Jaimie McEvoy (2); Mary TRENTADUE (Councillor); Nadine Nakagawa; Patrick JOHNSTONE (Councillor)  
**Cc:** Jacqueline KILLAWEE (City); Sophie Schreder; Angela Danielisz; Claire McClean; Heather CORBETT  
**Subject:** FW: E-Comm Annual Report  
  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Forwarded for information.

**Gillian Day** (she/her) | Agenda Secretary  
T 604.527.4612 | E [gday@newwestcity.ca](mailto:gday@newwestcity.ca)

🏛️ City of New Westminster | Legislative Services  
511 Royal Avenue, New Westminster, BC V3L 1H9  
[www.newwestcity.ca](http://www.newwestcity.ca)

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**From:** Melissa Yeo <[Melissa.Yeo@ecomm911.ca](mailto:Melissa.Yeo@ecomm911.ca)>  
**Sent:** Monday, October 4, 2021 11:25 AM  
**Subject:** [EXTERNAL] E-Comm Annual Report

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October 04, 2021

Dear E-Comm partner,

I am pleased to share E-Comm's 2020 Annual Report. We have posted the report on our website at this [link](#).

As British Columbia remains in the pandemic era, it is important take a moment to recognize the enormous contributions of E-Comm staff and all first responders in helping to keep British Columbians safe.

We remain in challenging times in the response and delivery of emergency communications services and E-Comm will continue to work with all public safety partners to adapt to changing circumstances.

E-Comm held its online Annual General Meeting on September 23, 2021. Following the meeting, we- announced our Board of Directors for 2021-22. Details are available [here](#).

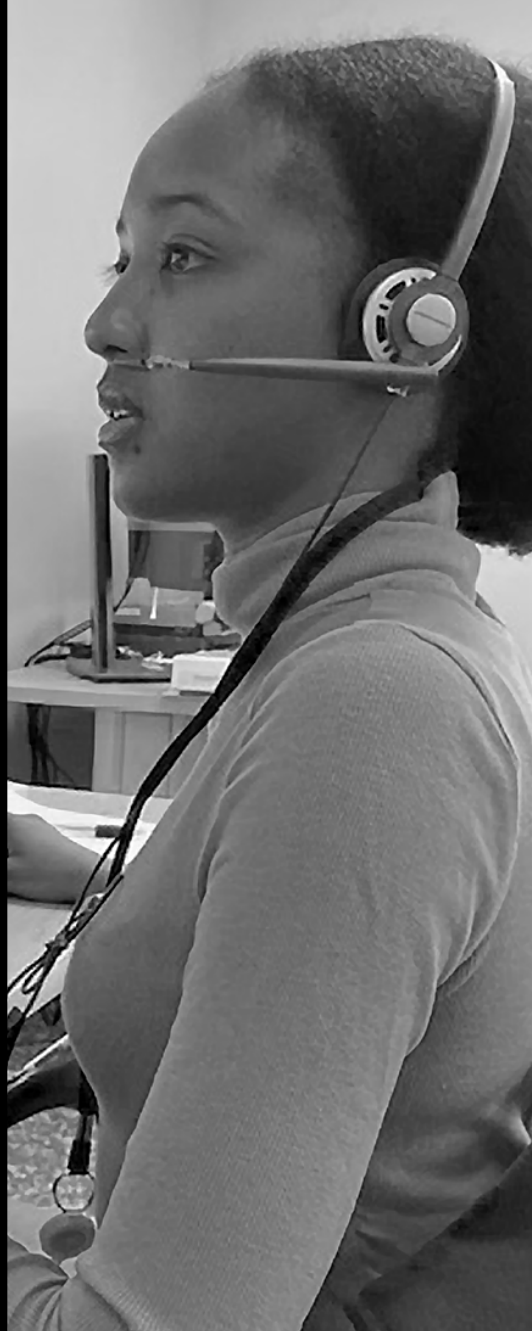
Thank you for your continued support of our organization and public safety in British Columbia. Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Oliver Grüter-Andrew', with a long horizontal stroke extending to the right.

Oliver Grüter-Andrew  
President and CEO

604.215-5002  
oliver.gruter-andrew@ecomm911.ca



# **E-Comm** 2020 Annual Report

**E-Comm 9-1-1**  
Helping to Save Lives and Protect Property

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## E-Comm Today

As the primary emergency communication services agency for British Columbia, E-Comm is the first point of contact for 9-1-1 callers in 25 regional districts throughout the province, handling nearly two million 9-1-1 calls annually (99 per cent of B.C.'s 9-1-1 call volume). For more than 20 years, the organization has played a pivotal role in keeping British Columbians safe and helping to protect communities. As the first, first responders, E-Comm's staff provide a critical entry point to emergency response by working behind the scenes to connect people with police, fire and ambulance. The organization currently provides dispatch services to 33 police agencies and 40 fire departments in B.C. E-Comm's consolidated, multi-jurisdictional dispatch provides economies of scale, the ability to deliver top-tier technology to smaller communities and increased operational efficiency. Computer-aided dispatch (CAD) systems support E-Comm call takers by providing them with swift and easy access to a wide range of information critical to emergency response.

## Technology Services

E-Comm provides a variety of secure, mission-critical technology services that support its own operations and those of its public safety partners, including multi-jurisdictional CAD systems, records management systems and electronic mapping services. E-Comm's in-house Technology Services team has the depth and breadth of experience to support a diverse range of software, systems and platforms to ensure continuity of service 24/7.

## Wide-Area Radio Network

E-Comm owns and operates the largest multi-jurisdictional radio network of its kind in British Columbia. The system is highly resilient with multiple layers of redundancy to survive natural disasters of various kinds. As of September 15, 2021 in the Lower Mainland, BC Emergency Health Services, all police agencies and 17 fire departments in Metro Vancouver and Abbotsford use E-Comm's radio network to communicate their essential messages.

### Vision

Safer communities in British Columbia through excellence in public safety communications.

### Mission

Deliver exceptional emergency communications to the public and first responders that help save lives and protect property.

### Values

Our values guide how we carry out our work. Developed and defined by our staff, we are proud of our values: Respect, Integrity, Collaboration, Accountability and Service.



# Leadership Message

## Remaining Resilient in 2020

As British Columbia remains in the pandemic era, it is important to recognize the enormous contributions of E-Comm's staff in helping to keep British Columbians safe in 2020. Our strategic plan, (a)SPIRE, guides our activities and investments over several years to 2025, but in 2020, we had to demonstrate our flexibility to adapt to rapidly changing circumstances.

As the COVID-19 pandemic took hold in B.C., we acted quickly to adjust our strategic initiatives as well as our daily service delivery practices. Our primary focus became keeping our staff safe while maintaining our commitment to provide emergency communications services for the public, our partners and shareholders. Our call takers and dispatchers work around the clock to deliver these services to the citizens of our province. They cannot stop because there is a pandemic. As essential service providers, they have to show up for work to respond to more than 5,000 9-1-1 emergency calls each day.

We implemented new COVID-19 measures rapidly to help make our worksites as safe as possible for our staff who must be onsite to answer emergency and non-emergency calls, provide dispatch services to our 73 police and fire agency partners and offer technological support for our own operations and those of our public safety partners. To reduce the number of people in our locations, staff who could work from home, did—many for the first time in the history of our organization. We split up our call-taking teams in the Lower Mainland and transformed our training centre into another full-time emergency communications centre.

Our Technology department stepped up to ensure off-site staff were fully connected to continue their duties. Virtual meetings became the norm. From hiring and training staff to procurement, all E-Comm departments were creative and implemented new ways to perform their daily activities under pandemic conditions.

Externally, we reached out to the public through our social media channels to continue our commitment to educate the community about the correct use of 9-1-1. However, as the pandemic continued, many callers contacted 9-1-1 in search of COVID-19 information. Our goal was to divert these general calls away from 9-1-1 to help keep emergency lines available for those in urgent need of assistance from police officers, firefighters or ambulance paramedics.

We worked with public health authorities to create safety plans at each of our locations. Daily screening and health checks, physical distancing, physical barriers, directional signage, mask wearing, increased cleaning and sanitizing stations became part of the daily routine at E-Comm. As we implemented each new measure, in a constantly changing environment, the strategic plan pillar we prioritized throughout 2020 was People. Our nearly 700-strong public safety team remained dedicated and flexible during challenging daily circumstances. We are impressed with how the entire E-Comm team embraced creative solutions and new safety protocols. Despite these stressful and uncertain times, one thing has remained the same: our steadfast commitment to deliver vital emergency communications services 24 hours a day, seven days a week.

We want to express our heartfelt thank you to the people of E-Comm for their resiliency and commitment to public safety in 2020.

As we reset for the future in a post-pandemic world, E-Comm will continue to adapt to help protect the lives and property of British Columbians.

**Doug Campbell,**  
Board Chair

**Oliver Grüter-Andrew,**  
President and CEO

*September 2021*

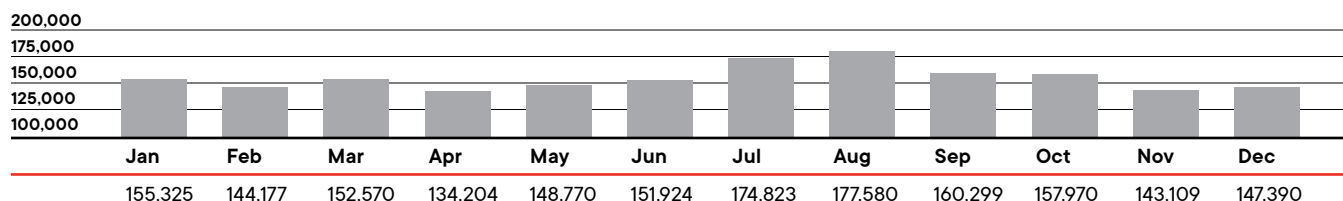


# 2020 Call Volumes and Radio Network

In 2020, 1,848,141 calls were placed to the TELUS 9-1-1 network, and 98 per cent of the calls received at E-Comm were answered within 5 seconds, surpassing our annual contracted service level target of 95 per cent.

The availability of 9-1-1 service was 100 per cent.

## Number of 9-1-1 Calls per Month

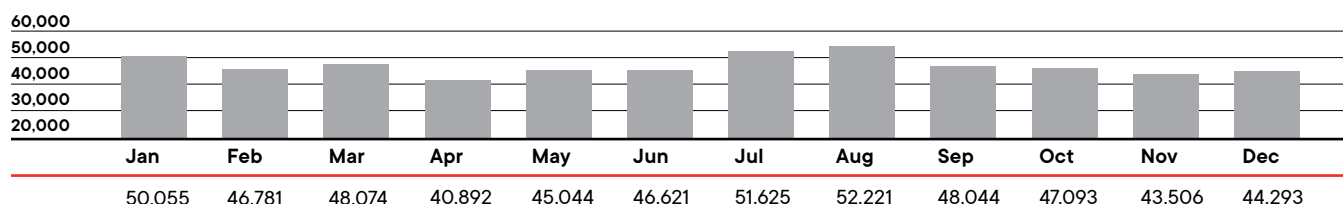


9-1-1 call volumes for April to June 2020 were reduced during the province-wide COVID-19 public health orders and restrictions.

## Police and Fire Emergency Calls

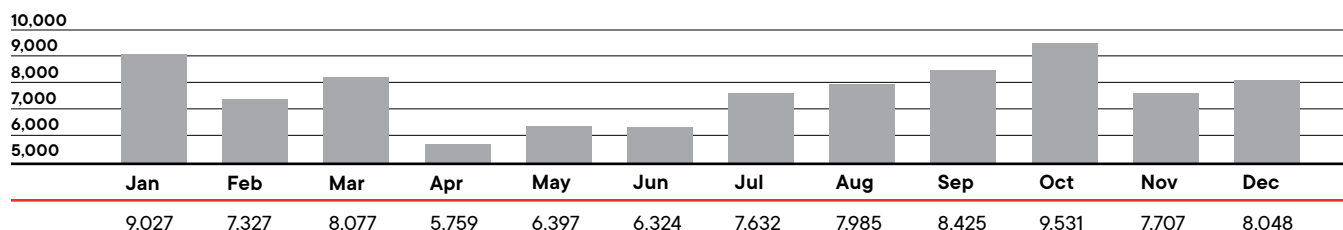
In 2020, E-Comm staff managed 564,249 police emergency calls and 92,239 fire emergency calls on behalf of the agencies for which we provide dispatch service.

### Police Emergency Calls by Month



86 per cent of police emergency calls were answered in less than 10 seconds.

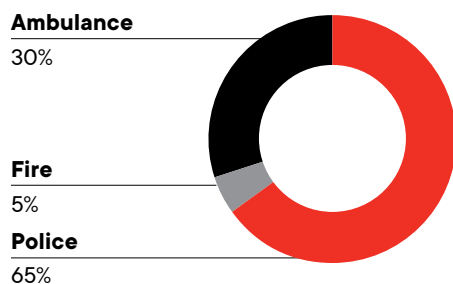
### Fire Emergency Calls by Month



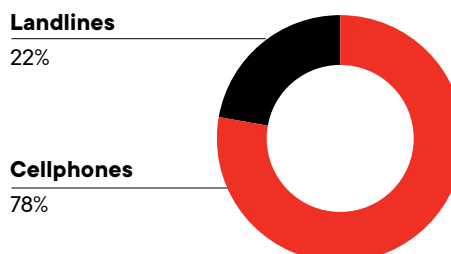
92 per cent of fire emergency calls were answered in less than 15 seconds.

Service levels are for the total volume of calls managed by our two emergency communications centres (Lower Mainland and Vancouver Island).

### 9-1-1 Calls for Police, Fire and Ambulance



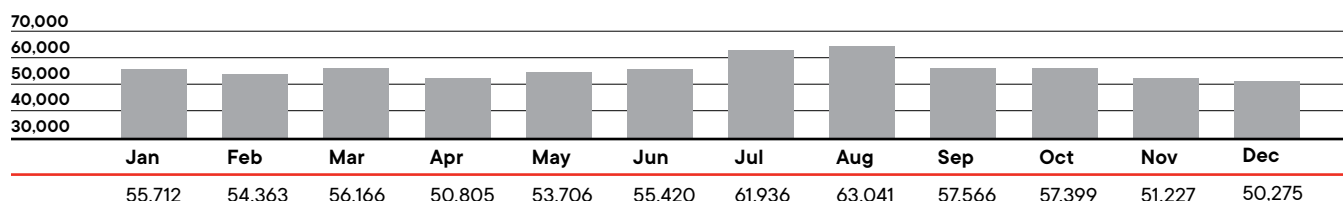
### 9-1-1 Calls from Landlines and Cellphones



## Non-Emergency Services

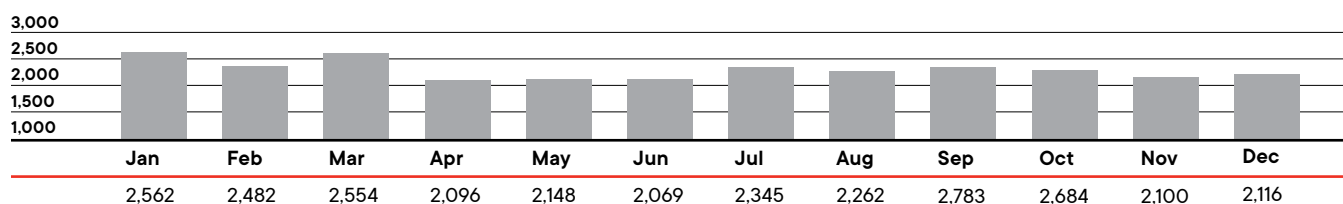
In 2020, E-Comm staff managed 667,616 police non-emergency calls and 28,201 fire non-emergency calls on behalf of partner agencies. These are calls placed to 10-digit non-emergency lines.

### Police Non-Emergency Calls to E-Comm by Month



70 per cent of police non-emergency calls were answered in less than three minutes.

### Fire Non-Emergency Calls to E-Comm by Month

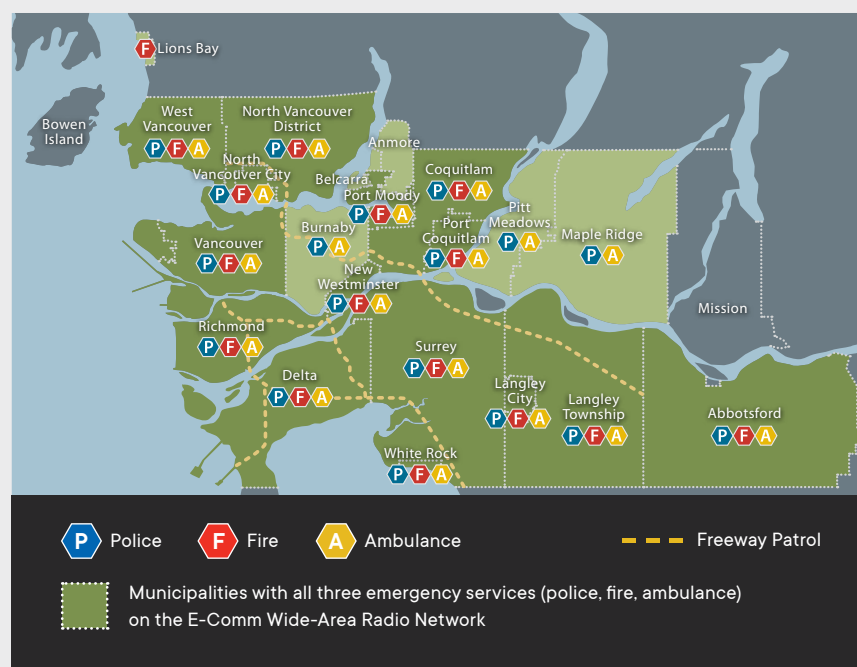


100 per cent of fire non-emergency calls were answered in less than three minutes.

Service levels are for the total volume of calls managed by our two emergency communications centres (Lower Mainland and Vancouver Island).

## E-Comm Wide-Area Radio Network

E-Comm owns and operates the radio network used by more than 30 police agencies and other ambulance and fire personnel across Metro Vancouver and parts of the Fraser Valley.



### Radio Network Statistics in 2020

- Network availability: 100%
- Total number of radio transmissions: 53,695,414
- Total airtime: 335,334,122 seconds
- Total number of radios available to be used on the network: Approximately 10,000

Abbotsford Fire Rescue Service began communicating on the E-Comm Wide-Area Radio Network on May 27, 2020.

# 2020 Financial Highlights

## Statement of Operations and Net Assets

	2020	2019
<b>Revenue</b>	79,793,667	75,473,836
<b>Direct operating expenses</b>	69,933,948	66,440,639
	9,859,719	9,033,197
<b>Other expenses</b>		
Amortization and other	6,380,826	6,341,448
Interest expenses	4,421,759	4,151,638
	10,802,585	10,493,086
<b>Deficiency of revenue over expenses</b>	(942,866)	(1,459,889)
<b>Unrestricted net assets, beginning of year</b>	522,257	1,982,146
<b>Unrestricted net assets (deficit), end of year</b>	(420,609)	522,257

	2020	2019
In-period operating surplus (deficit)	(942,866)	(892,448)
Planned draws from surplus	—	(567,441)
Deficiency of revenues over expenses	(942,866)	(1,459,889)

Similar to our partner agencies and many other organizations, the COVID-19 pandemic had an impact on our 2020 financial results. E-Comm ended the year with a deficiency of revenue over expenses of \$943K due wholly to a net deficit in operations. This has eradicated E-Comm's accumulated surplus, resulting in a net deficit (accumulated) of \$421K.

Pandemic-related direct operating expenditures were \$482K in 2020. Furthermore, we experienced additional salary cost impacts related to COVID-19, such as sick entitlements. The impact of COVID-19 on our organization for this fiscal year and into the future remains uncertain.

E-Comm saw no growth in the dispatch services base in 2020. Dispatch operations salaries (overtime) are the main contributing factor to the net deficit. Pre-pandemic, we started 2020 anticipating increased revenues from police dispatch agencies to account for additional operational resources required to better meet service levels, including ramping up hiring of staff at the start of the fiscal year so we could have higher staffing levels for the peak summer periods. Salary costs were much higher than planned, especially for overtime to address operationally required backfill and skill-set shortages.

E-Comm's Wide-Area Radio Network members saw a shared radio levy decrease in 2020 due to the addition of new members—Abbotsford Fire Rescue Service and Canada Border Services Agency (via the RCMP) and a decrease in expenditures. At year-end, management reconciled the 2020 radio levies, adjusting the levies based on actual 2020 capital and operating expenditures. Actual expenditures were lower than budgeted resulting in levy rebates to most members due to a combination of factors, including: increased revenue from radio contracts and decreased operating expenses, mainly in salaries (timing of hiring) and delays in facilities-related projects. This resulted in an average 5.7 per cent decrease in the radio levy to radio system members. The cumulative year-to-date reserve balance at December 31, 2020 is \$6.7M.

The dispatch levy increase for 2021 varies between 2.1 per cent and 5.5 per cent for Vancouver Island (VI) and Lower Mainland (LMD) respectively; VI is lower due to one-time funding in-period increases in 2020. In 2021, dispatch operations financial challenges, especially overtime, continue and are further exacerbated by the arbitration award of the new collective agreement which provides for an additional adjustment (beyond base rate) of 1.5 per cent in each of 2021 and 2022 for the vast majority of operations emergency communications staff. E-Comm continues to focus on the steps necessary to get our emergency operations division back on a sustainable path—financially, operationally and organizationally. Discussions continue with our partner agencies to ensure we align funding with growth in volume and the nature of the calls and activities, which results in a need for increased resourcing to support dispatch service delivery and related service level targets.

The total radio levy amount increases in 2021 is 3.0 per cent, which is aligned with the prior year Strategic Financial Plan (SFP) forecast. However, actual average agency shared levy increases are 2.4 per cent due to the continued deployment of radios for TransLink (Coast Mountain Bus Company). Radio levies continue to provide a sustainable means of funding for technology evolution of this mission critical asset.

E-Comm's radio, technology and contracted services continue to demonstrate the financial and operational benefits realized with consolidation, optimization and economies of scale.

While growth has been a significant achievement, we recognize that investment in human resources and innovation projects as well as technology is required as the organization continues to evolve to meet the expectations and needs of our public safety partners.

Full copies of E-Comm's 2020 Audited Financial Statements, including the Auditor's Report to the Shareholders and Notes to the Financial Statements are available at [ecomm911.ca](http://ecomm911.ca).



# Board of Directors

A 20-member Board of Directors provides governance to E-Comm and is responsible for overseeing the company's strategic direction, finances and operating results. Management is accountable to the Board of Directors for the day-to-day operations and administration of the company. This is a list of E-Comm Board members in 2020.

## Independent Directors

<b>Doug Campbell</b>	Board Chair
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<b>Barry Forbes</b>
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<b>Nancy Kotani</b>
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<b>Denise Nawata</b>
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### Director

### Nominee of:

<b>Aniz Alani</b>	City of Abbotsford
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<b>Lois Karr</b>	RCMP
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<b>Joe Keithley</b>	Cities of Burnaby, Coquitlam, New Westminster, Port Coquitlam, Port Moody, Village of Belcarra
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<b>Melanie Kerr</b>	City of Delta/Delta Police Board
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<b>Warren Lemcke</b>	Vancouver Police Board
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<b>Neil Lilley</b>	BC Emergency Health Services
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<b>Gayle Martin</b>	Cities of Langley, Surrey and White Rock, Township of Langley
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<b>Jen McCutcheon</b>	Metro Vancouver and TransLink
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<b>Bill McNulty</b>	City of Richmond
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<b>Paul Mochrie</b>	City of Vancouver
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<b>Mike Morden</b>	Cities of Maple Ridge and Pitt Meadows
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<b>Tara Richards</b>	Provincial Government
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<b>Mark Sieben</b>	Provincial Government
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<b>Richard Walton</b>	City of North Vancouver, District of North Vancouver, District of West Vancouver, Village of Lions Bay
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<b>Terry Waterhouse</b>	Cities of Surrey, Langley and White Rock, Township of Langley
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<b>Mike Welte</b>	Independent Police Boards (Abbotsford, New Westminster, Port Moody, Transit Police, West Vancouver)
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A second board seat, nominated by the Cities of Burnaby, Coquitlam, New Westminster, Port Coquitlam, Port Moody and Village of Belcarra, is to be filled later.

## Executive Leadership Team

<b>Oliver Grüter-Andrew</b>	President & CEO
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<b>Beatrix Nicolato</b>	Vice-President & Chief Financial Officer
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<b>Michael Webb</b>	Chief Innovation Officer
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<b>Sandra MacKay</b>	Vice-President, Legal & Governance
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<b>Stephen Thatcher</b>	Vice-President, Operations
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<b>Tony Gilligan</b>	Vice-President of Technology Services
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<b>Suzanne Halliday</b>	Executive Director, Data, Analytics and Decision Support
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<b>Tracy Lim</b>	Executive Director, Emergency Communications Centres
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<b>Christian Codrington</b>	Interim Executive Lead of Human Resources
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<b>Jasmine Bradley</b>	Executive Director, Communications and Public Affairs
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## The Numbers in 2020

- 1.84+ million Calls to 9-1-1
- Average of 5,000 9-1-1 calls per day
- 98 per cent of 9-1-1 calls answered within five seconds
- 564,249 police emergency calls
- 92,239 fire emergency calls
- 667,616 police non-emergency calls
- 28,201 fire non-emergency calls
- 53.6 million transmissions on the E-Comm radio system
- 91 per cent public confidence in E-Comm services

*Police and Fire emergency and non-emergency call volumes noted above are for the agencies for which E-Comm provides dispatch.*

## Follow us



[ecomm911.ca](http://ecomm911.ca)

**Heather CORBETT**

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**Subject:** FW: Call for Proposals 2023

**From:** "Canadian Association of Police Governance (CAPG)" <[communications@capg.ca](mailto:communications@capg.ca)>

**Sent:** Sep. 30, 2021 9:59 a.m.

**To:** Daisy DYER <[DDYER@NWPolice.org](mailto:DDYER@NWPolice.org)>

**Subject:** Call for Proposals 2023

[View this email in your browser](#)

**The following message is an exclusive CAPG member communication sent solely to the designated CAPG liaison. Kindly distribute this email to all members of your organization.**



## **Call for Proposals 2023**

CAPG's 34th Annual Conference

New Westminster Police Board,

On behalf of the Conference Committee for the Canadian Association of Police Governance, we are pleased to issue the Call for Proposals to host the CAPG Conference in 2023.

The CAPG Annual Conference provides a vehicle for the collection and sharing of information, and a forum for the discussion of matters relevant to policing in Canada. We provide a unique opportunity for various stakeholder groups to come together in the spirit of collaboration, knowledge exchange, and continuous professional development, all towards the improvement of public safety in Canada.

**If you are interested in hosting in 2023, we encourage you to fill out **this short survey** now ahead of drafting your official proposal.**

You may download the 2023 RFP Package below. **The deadline for proposal submissions is March 31, 2022.**

If you have any questions regarding proposals that are not answered in the Request for Proposals package, contact [communications@capg.ca](mailto:communications@capg.ca)

Download 2023 RFP

Preliminary Interest Survey



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**Our mailing address is:**

Canadian Association of Police Governance  
78 George Street  
Suite 204  
Ottawa, ON K1N 5W1  
Canada

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).



# REQUEST FOR PROPOSALS 2023

34TH ANNUAL CONFERENCE





## ABOUT OUR ANNUAL CONFERENCE

Since 1990, the Canadian Association of Police Governance (CAPG) has held an annual professional development conference in various locations across Canada. The Board of Directors of CAPG invites proposals for the four-day CAPG 34th Annual Conference to be held in July, August or September of 2023. The Conference has attracted up to 250 participants and has provided extensive workshops, training sessions, panel discussions and plenary presentations to further the professional development of those involved in civilian oversight and governance of municipal police. CAPG works to ensure that conferences are held in various regions of Canada in order to meet the needs of our geographically diverse membership and provide access to the opportunities afforded by the conference.

Some of the goals of CAPG in holding annual conferences are to provide:

- Specific, up to date, training workshops for civilian governors of policing, members of government entities that are concerned with and/or oversee policing policy, community members and members of police services
- Opportunities to meet and interact with leaders in the civilian governance community regarding current topics in police oversight
- Educational and organizational materials to bring back to your community
- Information on what communities need to know to establish or refine their board/commission policies and procedures
- Dialogue between members of police boards and commissions and leaders in policing



# BENEFITS OF HOSTING

When police governors from across Canada gather in your city for the CAPG Annual conference, the benefit to your local economy is between \$200,000 and \$300,000. Conference events include: 400 plus hotel room nights; breakfasts, lunches, dinners; companion tours; entertainment and transportation. Additional economic benefits are gained when delegates shop, dine out and a large percentage of delegates add vacation time to their trip. Local suppliers supply gifts, delegate bags, printing, signage, and other conference related materials.

In addition to the expected financial and business rewards that come with bringing any conference to a locale, the CAPG conference provides a unique opportunity to the host city to highlight existing or emerging policing programs in your area.



# HOST OBLIGATIONS

## **VOLUNTEERS**

- volunteers will be required to assist at the registration desk (minimum of 4 daily)
- volunteers will be required to assist with the companion's program (minimum of 2)

## **COMPANION PROGRAM**

- select venue(s) or hire tour company that offers tours that work with the conference schedule
- transportation between the venue(s) and the hotel
- manage all aspects of companion's program to ensure it operates smoothly

## **OFF SITE HOST EVENT/DINNER**

Work with the CAPG Conference Committee to:

- select venue
- determine transportation between the venue and the hotel
- plan catering and entertainment

liaise with the venue staff

# HOTEL REQUIREMENTS

## **MEETING SPACE**

- 100 people on Day 2
- 200 people on Days 3 - 5

## **SEPARATE MEAL ROOM**

- up to 200 participants, Days 2 - 6

## **BREAK OUT ROOMS**

- Four rooms, up to 40 participants, Day 2 & 3

## **ADDITIONAL SPACES**

- Registration area, Days 1 - 4
- Display space for conference sponsors
- Space for networking activities
- Office / Storage close to registration area

## **TOTAL ROOM BLOCK**

Minimum of 400 room nights

Tuesday – 50 rooms

Wednesday – 125 rooms

Thursday – 125 rooms

Friday, 100 rooms



# DECISION PROCESS

The proposal will be evaluated on the following criteria:

**Funding** – Host Police Commission/Board/City must commit to contribute \$5,000 to host Kick-Off breakfast at the 2022 Conference and \$25,000 in 2023 for a total of \$30,000 over two fiscal years. Remaining costs will be covered by the CAPG, including members support, partnerships, in-kind donations and sponsorship.

**Amenities, Attractions and Services** - If your city or province is planning a special celebration in 2023 hosting the CAPG Conference might tie in as part of the overall festivities. Please take this opportunity to highlight what makes your city a great choice for the Conference.

**Location** - Ease of CAPG members to travel to the chosen site will be a determining factor if all remaining criteria are equal between bidders.

**Responsiveness** - Based on submitting proposals on time, openness to questions on aspects of the proposal and a demonstration by the host City, Police Board or Commission of willingness to engage in all aspects of the planning and development process.

**Meeting and Function Spaces** - Ability to meet all requirements including separate meal space from plenary

**Room Rate** - Competitive rates are encouraged

**Catering** - Food costs are also a determining factor

**Incentives** - Rebates for rooms, free parking, bonus room, and free meeting space are all factors that will determine the awarding of the contract.

# SCHEDULE OF EVENTS

## **DAY 1, SEPTEMBER/OCTOBER, 2023:**

### *Arrival/Prep Day*

Conference team meets to put together delegate bags, organize signage and tour facilities

Delegates begin to arrive

Registration for delegates at hotel, 12:00 – 8:00 pm

## **DAY 2, SEPTEMBER/OCTOBER, 2023:**

### *First Nations Police Governance Council Conference*

One Day Conference - Evening program (offsite), 6:00 – 9:00 pm

## **DAY 3, SEPTEMBER/OCTOBER, 2023:**

### *CAPG Annual Conference 1st Day*

Host Dinner & Entertainment (offsite), 6:00 – 9:30 pm

## **DAY 4, SEPTEMBER/OCTOBER, 2023:**

### *CAPG Annual Conference 2nd Day*

Host sponsored Kick Off 2024 Breakfast

CAPG Evening event (offsite), 6:00 – 9:00 pm

## **DAY 5, SEPTEMBER/OCTOBER, 2023:**

### *CAPG Annual Conference 3rd Day of Program*

Breakfast, 7:30 to 8:30 am

Plenary & closing Panel Sessions, 8:30 am to 12:00 pm



# TENDER PROCESS

- RFP to be sent by email to all CAPG Members by September 30, 2021
- Proposals are due (electronic format) by March 31, 2022
- CAPG Conference Committee will review submissions at their meeting in April, 2022 and make a recommendation to the CAPG Board
- CAPG Board will review the recommendation received at the May, 2022 Board of Directors meeting
- The Board/Commission chosen to host will be notified by May 31, 2022

## PREVIOUS AND FUTURE LOCATIONS

1990 - ST. JOHN'S, NFLD  
1991 - LONDON, ON  
1992 - VICTORIA, BC  
1993 - HALIFAX, NS  
1994 - MONTREAL, PQ  
1995 - REGINA, SK  
1996 - OTTAWA, ON  
1997 - VICTORIA, BC  
1998 - NIAGARA FALLS, ON  
1999 - EDMONTON, AB  
2000 - SAINT JOHN, NB

2001 - SASKATOON, SK  
2002 - OTTAWA, ON  
2003 - HALIFAX, NS  
2004 - VANCOUVER, BC  
2005 - OTTAWA, ON  
2006 - EDMONTON, AB  
2007 - CALGARY, AB  
2008 - TORONTO, ON  
2009 - SYDNEY, NS  
2010 - SAINT JOHN, NB  
2011 - REGINA, SK

2012 - VICTORIA, BC  
2013 - SASKATOON, SK  
2014 - HALIFAX, NS  
2015 - YORK REGION, ON  
2016 - OTTAWA, ON  
2017 - MONTREAL, QUE  
2018 - WINNIPEG, MB  
2019 - CALGARY, AB  
2020 - VICTORIA, BC (VIRTUAL)  
2021 - OTTAWA, ON (VIRTUAL)  
2022 - SASKATOON, SK



2019 - CALGARY



2015 - YORK



2014 - HALIFAX



2013 - SASKATOON



## **REPORT**

**To:** Mayor Côté and Members of the New  
Westminster Police Board

**Date:** September 21, 2021

**From:** Inspector Trevor Dudar

**Item #:** 3.1

**Subject:** Loud Vehicle Noise – Complaints and Enforcement

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### **RECOMMENDATION**

*That the New Westminster Police Board accept this report for information.*

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### **BACKGROUND:**

In June 2021, the Mayor's Office and the New Westminster Police Department (NWPD) received emails expressing concerns about vehicles creating loud noise, generated by modified or unmaintained exhaust systems or engines, while travelling through downtown New Westminster.

This report will address the following seven specific points related to loud vehicle noise:

- 1) Scope of the issue
- 2) Vehicle Noise Standards
- 3) Enforcement and Powers
- 4) Vehicle Inspection and Decibel Meters
- 5) Case Law
- 6) Current Status and Approach
- 7) Conclusion

**DISCUSSION:****1) Scope of the Issue**

The issue of loud vehicle noise has been an ongoing issue for many years, not only in the City of New Westminster, but in many jurisdictions throughout the province. Loud vehicle noise typically refers to the excessive noise created by internal combustion engines and exhaust systems of passenger vehicles and motorcycles. The NWPD occasionally receives loud vehicle noise complaints, which are primarily assigned to the Traffic Unit. The majority of complaints usually refer to the excessive noise created by modified or removed mufflers/exhaust systems on motorcycles and passenger vehicles while they are being operated on the streets of the city.

**2) Vehicle Noise Standards:****a. Provincial Statutes**

The provincial vehicle exhaust noise standards are set out in Division 7 of the Motor Vehicle Act Regulations which provides a schedule of Standards for the Approval of a Motor Vehicle. Standard #27 relates to vehicle noise, which states:

*A motor vehicle shall be equipped with an exhaust muffler which complies with section 7.03 of the regulations.*

*The opinion of an inspector as to whether the engine and exhaust noise is greater than that made by other vehicles in good condition of comparable size, horsepower, piston displacement or compression ratio shall determine whether exhaust gases are expelled with excessive noise.*

*When tested in an inspection station, the vehicle engine, any auxiliary engine and exhaust level shall not exceed Table 3 standards.*

Class of Vehicle	Maximum Allowable Sound Pressure Level DBA
Light duty	83
Gasoline-driven heavy duty	88
Motorcycles	91
Diesel-driven heavy duty	93

Section **7.03** of the Motor Vehicle Act Regulations states:

**Muffler**

**7.03** (1) *A motor vehicle propelled by an internal combustion engine shall be equipped with an exhaust muffler consisting of a series of pipes or chambers which ensures that the exhaust gases from the engine are cooled and expelled without excessive noise.*

**Cut-outs prohibited**

(2) *No person shall drive or operate a motor vehicle propelled by an internal combustion engine when the muffler with which the vehicle is equipped is cut out or disconnected from the engine.*

**Part removal prohibited**

(3) *No person shall drive or operate a motor vehicle propelled by an internal combustion engine equipped with a muffler from which has been removed any baffle plate or other part.*

**Alteration prohibited**

(4) *No person shall drive or operate a motor vehicle propelled by an internal combustion engine equipped with a muffler the exhaust outlet of which has been opened or widened.*

**Noise increase or flames prohibited**

(5) *No person shall drive or operate a motor vehicle propelled by an internal combustion engine equipped with a muffler or exhaust system to which is attached any device which increases the noise of the expulsion of the gases from the engine or allows a flame to be emitted from the exhaust system.*

**b. City of New Westminster By-law**

The City of New Westminster (CNW) noise bylaw is set out in Bylaw No. 6520, 1999: A Bylaw to regulate or prohibit the making or causing of certain noises or sounds in the municipality. The bylaw states:

**PROHIBITION**

3. *Except as specifically permitted in this Bylaw, no person shall:*

- (a) *make or cause any noise or sound to be made in or on a highway, real property or elsewhere in the Municipality which disturbs, or tends to disturb, the quiet, peace, rest, enjoyment, comfort or convenience of the neighbourhood, or of persons in the vicinity; or*
- (b) *make or cause any noise or sound to be made in or on a highway, real property or elsewhere in the Municipality that exceeds the noise levels authorized by this Bylaw.*

**OBJECTIONABLE NOISES FROM MOTOR VEHICLES**

11. *Without limiting the generality of Section 3, no person shall make, cause or allow to be made any of the following noises or sounds which are, in the opinion of Council of the Corporation, objectionable and liable to disturb the quiet, peace, rest, enjoyment, comfort or convenience of individuals or the public:*

- (a) the amplified sound of a radio, television, player or other sound playback device or amplification equipment, or the sound of a musical instrument, that emanates from a motor vehicle and can easily be heard by someone outside the motor vehicle;*
- (b) sound from vehicle-mounted sound amplification equipment which is continuously made for more than two (2) minutes at the same location; and*
- (c) the sound of an automobile security system which is made, either continuously or non-continuously for a period exceeding one minute, or the sound of an automobile security system, but not including its activation status signal, which is made more than three times in a 24 hour period.*

12. *No person shall operate a motor vehicle so as to create a nuisance by noise or sound emanating from the motor vehicle.*

**3) Enforcement and Powers:**

There are various options for NWPD members to address loud vehicle noise including standards created at both the local municipal level and at the provincial level.

The City of New Westminster Noise Bylaw has created offences applicable to loud vehicle noise under sections 3(a) and section 12, which is enforceable by Bylaw Enforcement Officers and Peace Officers. The enforcement of an alleged offence could be handled by way of the issuance of a Bylaw Offence Notice, which carries a fine of \$200.

Furthermore, at the provincial level, the Motor Vehicle Act BC Regulations (MVAR) has also created an offence applicable to loud vehicle noise. The enforcement of an alleged offence could be handled by the issuance of a provincial violation ticket, which carries a fine of \$109.

**MVAR Division 7A — Noise from Motor Vehicles****Prohibition**

**Section 7A.01** - *No person shall start, drive, turn or stop any motor vehicle, or accelerate the vehicle engine while the vehicle is stationary, in a manner which causes any loud and unnecessary noise in or from the engine, exhaust system or the braking system, or from the contact of the tires with the roadway.*



A further option available to members under the MVAR is the issuance of a Notice and Order. If a peace officer determines that the condition or component of the vehicle is unsafe or non-compliant, the owner or driver of the vehicle could be issued a notice and order which would require a vehicle inspection at a designated facility and potential modifications to eliminate the loud and unnecessary noise.

### **MVAR - Powers of a peace officer**

**Section 25.30** (1) *If a peace officer has reasonable and probable grounds to believe that a vehicle is, by reason of mechanical, structural or other defect, unsafe for use on a highway, whether or not the vehicle meets the standards prescribed under the Act, the peace officer may order the owner or operator of the vehicle, either immediately or within such time as is specified in the order, to do one or both of the following:*

- (a) remove it from the highway and keep it so removed until either
  - (i) repairs as may be set out in the order of the peace officer have been implemented, or*
  - (ii) the peace officer revokes the order;**
- (b) surrender the vehicle licence or number plates, or both, for that vehicle to the corporation or to the peace officer.*

The Ministry of Transportation and Infrastructure website provides a description of a Notice and Order, which is described as follows:

*A Notice and Order (N & O) is a provincial legal document informing the driver or registered owner of a vehicle that they, or the vehicle, do not meet the requirements of a specific Act or Regulation. Unlike a Violation Ticket, a Notice & Order does not include a fine or driver licence demerit points, however the Order may require that identified defects be remedied or repairs made, or to require a driver to obtain or produce certain documents or certifications. Once complete, most often the vehicle would be required to report back to the issuing officer or agency, or that the vehicle undergo a complete mechanical inspection at a Designated Inspection Facility (DIF). If an Order is not complied with in the time indicated by the issuing officer, there is potential for the driver or registered owner to be issued a Violation Ticket or further enforcement action, up to and including removing the vehicle from the road until defects are repaired and any required inspections are complete.*

*It is at the discretion of the Peace Officer to determine if the vehicle condition or a component is unsafe or non-compliant.*

[http://www.th.gov.bc.ca/cvse/references\\_publications/pdf/Notice-and-Order-info.pdf](http://www.th.gov.bc.ca/cvse/references_publications/pdf/Notice-and-Order-info.pdf)

The Ministry of Transportation and Infrastructure website also provides a description of a box 2 Notice and Order, which is described as follows:

*A Notice and Order is an enforcement tool requiring certain actions to be taken. Police officers and peace officers may issue a Notice and Order. A Box 2 Notice and Order requires a vehicle*



*to be repaired and presented promptly to a Designated Inspection Facility for an inspection. An Authorized Inspector at a Designated Inspection Facility will conduct the vehicle inspection and complete an inspection report. A passed inspection report must be provided to the Commercial Vehicle Safety and Enforcement Branch within 30 days.*

*<http://www.th.gov.bc.ca/cvse/faqs.htm>*

#### **4) Vehicle Inspection and Decibel (dBA) Meters**

The NWPD does not own or use a decibel meter, nor are any of the NWPD members trained in the use of one. Notice and Order Vehicle Inspections are not conducted by NWPD members as vehicle inspections are regulated through the Commercial Vehicle Safety and Enforcement (CVSE) Vehicle Inspection and Standards Program. Vehicle Inspections are completed at Designated Inspection Facilities (DIF).

The Ministry of Transportation and Infrastructure website provides an overview of the CVSE Vehicle Inspection and Standards Program as follows:

##### ***Vehicle Inspections and Standards***

*The Vehicle Inspection & Standards program encompasses all types of highway vehicles – both private and commercial – and is dedicated to improving vehicle and road safety in British Columbia. Through the application of the British Columbia [Motor Vehicle Act](#), [Motor Vehicle Act Regulations](#), [Vehicle Inspection Manual](#) and Canadian vehicle manufacturing standards, Commercial Vehicle Safety and Enforcement (CVSE) strives to have only the safest and most roadworthy highway vehicles operating on British Columbia's highways.*

##### ***Inspections***

*Private and Commercial Vehicle Inspections are performed by trade qualified mechanics that are authorized through CVSE as Authorized Inspectors (AI's). Inspections are completed at a Designated Inspection Facilities (DIF) or Preventative Maintenance Facilities (PMP) throughout the province. Preventative Maintenance Facilities may only conduct inspections on their own vehicle fleet. CVSE Area Vehicle Inspectors conduct periodic audits on both DIFs and PMPs to monitor compliance of all applicable vehicle inspection program standards, expectations and regulations.*

*Primary statutory provisions under this program include Divisions, 4, 5, 6, 7, 11, 25 of the Motor Vehicle Act Regulations, and the standards of Safety and Repair Regulation (Vehicle Inspection Manual).*

##### ***Standards***

*The Vehicle Standards Program mandate is to accurately interpret and apply BC Motor Vehicle regulatory standards, Canadian Manufacturing Standards, and National and International*

*Vehicle Safety Standards. It is the Program's intent to maintain road safety and ensure compliant and safe vehicles are operating on BC roadways through proper application of applicable standards and regulations.*

[https://www.cvse.ca/vehicle\\_inspections.htm](https://www.cvse.ca/vehicle_inspections.htm)

In a case where a vehicle is the subject of a Notice and Order and undergoes an inspection at a Designated Inspection Facility, an Authorized Inspector is required to perform the inspection on the vehicle. With reference to the CVSE's Light Vehicle Inspection Regulation Manual (VIM), when the inspector is measuring for excessive exhaust noise (under Section 1 – Powertrain subsection 3), the inspector can rely on their opinion to determine whether the noise level is excessive. The following guideline is from page 103 of the *Commercial Vehicle Safety and Enforcement – Vehicle Inspection Manual (VIM) 2016 – Amended 2018*:

*Item and Method of Inspection:*

*o) noise emissions*

*– confirm noise level with decibel meter for any vehicle with non-OEM, modified or altered exhaust system*

*Reject If:*

*o ) excessive*

*The opinion of an inspector as to whether the engine and exhaust noise is greater than that made by other vehicles in good condition of comparable size, horsepower, piston displacement or compression ratio shall determine whether noise level is excessive. Must be comparable to OEM and confirmed with decibel meter.*

*– is equipped with any noise enhancing device*

That being said, the VIM does not indicate a specific decibel meter, nor any standard or required training.

## **5) Related Case Law**

To assist with the enforcement of loud vehicle noise, recent case law has clarified the required assessments for a charge under Section 7A.01 MVAR. This case has been shared with members at NWPD and other police agencies throughout the province.

In 2009, Mr. Tootill was operating a Harley Davidson motorcycle and was stopped by a Vancouver Police Department (VPD) member due to excessive exhaust noise. Mr. Tootill was issued a violation ticket under Section 7A.01 of the MVAR. The VPD member came to a “subjective opinion that the vehicle was loud” and used a sound meter to corroborate. The Judicial Justice relied on

the member's subjective determination that the motorcycle was excessively loud and as a result, found Mr. Tootill guilty.

Mr. Tootill appealed the conviction, which was heard in the Supreme Court of BC (SCBC). In *R. v. Tootill*, 2012 BCSC 1015, the BC Supreme Court upheld that a subjective assessment is all that is required for a charge under s. 7A.01 MVAR. As a result of the SCBC decision, relying on a decibel meter to enforce loud vehicle noise is not required when charging for an offence under this section as subjective evidence will suffice.

## **6) Current Status and Approach**

The Traffic Safety Unit is responsible for responding to the majority of all traffic related complaints and incidents (such as collisions and erratic drivers), with support from the patrol watches. The Unit's primary role is to focus on road safety and harm reduction offences such as aggressive driving, distracted driving, impaired driving and intersection violations. Loud vehicle noise is one of the broad range of traffic complaints the Traffic Unit is also tasked with addressing throughout the city.

Over the past few years, the NWPD has typically received approximately 12 to 15 loud vehicle noise complaints per year. The majority of complaints are received from spring through fall as the issue is typically a seasonal matter associated with clear, warm and dry weather. The complaints are received via the general complaint phone line to E-COMM, a direct call to the Traffic Unit supervisor and through general email to the Traffic Unit. The complaints would be logged in PRIME under "traffic complaints" or "disturbance" as the records management system doesn't have a specific category that solely captures loud vehicle noise.

Detection and apprehension of vehicles creating unnecessary noise can present some challenges at times. As with many other motor vehicle moving violations, many drivers tend to change/improve their driving behavior when a police vehicle is in the vicinity making it somewhat challenging to observe (and hear) any violation. Furthermore, accurately identifying the offending vehicle actually creating the noise in traffic amongst many other vehicles, creates additional challenges. To overcome these challenges, when resources permit, members will form a small team that will consist of a member(s) at a specific location observing/hearing the violation while another member(s) is in a separate location to apprehend the violator.

When an NWPD member observes/hears a vehicle that is creating unnecessary noise, the previously noted enforcement and "notice and order" options under the MVAR and City Noise Bylaw are available to them. NWPD members have typically deliver a verbal warning, issue a violation ticket (VT) under 7A.01 MVAR for unnecessary noise or issue a "notice and order" for an inspection at a DIF.

**7) CONCLUSION**

This report provides an overview of the current scope of the issue of loud vehicle noise, the provincial and municipal standards, and the manner in which the NWPD receives and addresses complaints related to it. Loud vehicle noise is an issue that disturbs the residents of the city. NWPD will continue with their education and enforcement efforts as resourcing allows to deal with these violations with the intent of reducing loud vehicle noise that has a negative impact on residents.

**OPTIONS**

Option # 1 – That the New Westminster Police Board accept this report for information.

Option # 2 - That the New Westminster Police Board provide additional direction to staff.

Submitted by

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New Westminster Police Department