



2020 Annual Report - Abridged

Community Standards Peace Officer Section
Community Standards & Neighbourhoods
City of Edmonton

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1.0 Introduction

Community Standards and Neighbourhoods Branch

The City of Edmonton Community Standards and Neighbourhoods Branch contributes to a livable city by supporting safe properties and a civil urban society that meets the standards and expectations of communities. This is accomplished by the identification of standards, together with the education, compliance and, where necessary, enforcement initiatives required to uphold them in accordance with the *Municipal Government Act*, Provincial legislation and City of Edmonton bylaws.

As part of the Community Standards and Neighbourhoods Branch, the Peace Officer Section employs personnel and peace officers in five operational areas focusing on distinct areas of legislative enforcement. The five units are as follows:

- Community Standards Peace Officers (CSPO)
 - General Duties CSPO
 - Downtown Unit
 - Commercial Vehicle Unit
 - Infill Construction Unit
 - Vehicle for Hire Unit
- Transit Peace Officers (TPO)
- Animal Control (ACO) and Park Rangers (PR)
 - Animal Control Officers
 - Park Rangers
- Dispatch Operations
- Standards and Operational Improvement
 - Professional Standards
 - Training
 - Community Relations
 - Business/Strategic Analytics
 - Program Development

During 2020, the Peace Officer Section employed frontline peace officers for enforcement across the City of Edmonton. The majority of officers are trained as Community Peace Officer Level 1, in uniform, and operate a clearly marked peace officer patrol vehicle. The organization also started to transition all existing level 2 officers to level 1 status with a goal of completion by December 2022.

Special challenges and responses were also taken during 2020 as a result of the COVID-19 global pandemic and the City of Edmonton emergency response. First wave response started on March 25 to June 15, 2020 during the Alberta State of Public Health Emergency, the City of Edmonton Peace Officers were granted the authority to enforce the *Public Health Act (PHA)* to support orders from the Chief Medical Officer of Health (CMOH). During this time, the City of Edmonton also concurrently announced a State of Local Emergency (SOLE)

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from March 20 to May 25, 2020, with additional bylaws to support the enforcement of public health and safety in regards to COVID-19.

A second response was initiated by a second declaration of Alberta State of Public Health Emergency from November 24, 2020 to February 24, 2021. This granted peace officers with the authority to enforce the PHA for a second time in 2020. The City of Edmonton also continued to support public health measures with the implementation of Bylaw 19408 Temporary Mandatory Face Coverings from August 1, 2020 to December 31, 2021.

In order to meet the needs of the Province and City for a more enhanced or intense response adjustments were made to the deployment model of the peace officers. Specialized teams were formed to address municipal needs, conduct integrated Health Safety Compliance work with Alberta Health Services and the Edmonton Police Service, and to support emergency shelters activities for the vulnerable population.

2.0 Summary of Services

Community Standards Peace Officers

1. General Duty Community Standards Peace Officers:

The officers are assigned to teams working a rotating schedule to provide enforcement coverage seven days a week with hours of day varying depending on requirements and seasonality.

The Community Standards Peace Officers respond to "on the spot" enforcement needs such as illegal fire pits, noise, littering and people operating vehicles with unsecured or uncovered loads. These officers give the Community Standards Branch the ability to uphold Edmonton's community standards not only on private property, but also on public property like highways and green spaces. Community Standards Peace Officers are assigned patrol areas based on population density along with complaint volume.

Community Standards Peace Officers are responsible for the following enforcement areas:

- Unsecured or uncovered loads on public roadways
- Tracking of mud or debris onto city roadways
- Illegal curb-crossing or driving across boulevards
- People littering or dumping snow, dirt, garbage or material(s) illegally on public and private property
- People obstructing or causing obstructions on a public road or sidewalk
- Illegal occupancy of road-rights-of-way
- Smoking complaints
- Noise complaints (except for parties)
- Illegal signs or other visual obstructions along roadways
- Fire Pits

The Community Standards Peace Officers will also respond to appropriate enforcement concerns that may require an immediate response. Complaints may be dispatched for immediate action or assigned to an officer for inspection. All complaints are investigated within four business days or sooner.

2. Downtown Unit

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The officers are assigned to teams working a rotating schedule to provide enforcement coverage seven days a week with hours of day varying depending on requirements.

The Downtown Unit patrols City Hall, Churchill Square and other City of Edmonton properties in the immediate vicinity of Churchill Square including the Stanley A. Milner Library, Chancery Hall, Century Place, and the Library Parkade. The team provides the primary security and safety function for public meetings involving Council in City Hall to ensure safety for the public participants and to support the democracy of the municipal government. They provide enforcement of the *Public Places Bylaw*, the *Parkland Bylaw* and limited enforcement of both the *Traffic Safety Act* (as it pertains to jaywalking), the *Gaming, Liquor and Cannabis Act* (as it pertains to smoking and consuming intoxicants in public) and other bylaws and provincial statutes as required.

3. Commercial Vehicle Unit

The officers are assigned to teams working a rotating schedule to provide enforcement coverage seven days a week with hours of day varying depending on requirements.

The Community Standards Peace Officer Commercial Vehicle Unit is mandated with the enforcement of various municipal bylaws, but with a strong focus on commercial vehicle related legislation at the provincial and federal level. All members of the Commercial Vehicle Unit are certified North American Standard Inspection (NASI) inspectors as part of the Commercial Vehicle Safety Alliance (CVSA). Their enforcement is focused on truck route violations, cargo securement, vehicle safety, driver behaviour, licensing, and documentation, provincial and federal hours of service regulations, transportation of dangerous goods, along with weights and dimensions.

4. Infill Compliance Unit

The officers are assigned to teams working a rotating schedule to provide enforcement coverage seven days a week with hours of day varying depending on requirements.

The Infill Compliance unit responds to complaints or concerns at infill construction sites. This program provides the necessary support required to address community concerns as it relates to infill construction in mature and established neighbourhoods. The Infill Compliance Unit works holistically with the City of Edmonton's municipal enforcement officers, development compliance officers, safety codes officers, drainage and lot grading officers, along with some provincial partners such as OH&S. The unit is both proactive and reactive, whereby they conduct proactive site inspections, respond to complaints associated with infill construction and take enforcement action as necessary to elicit compliance.

5. Vehicle for Hire Unit

The officers are assigned to teams working a rotating schedule to provide enforcement coverage over a seven days a week schedule with hours of day varying depending on need. In order to work during the for-hire industry's peak hours of service actual team deployment also varies. The team works on a rotating schedule with a focus on special events.

The Community Standards Peace Officer Vehicle for Hire Unit responds to complaints and initiates enforcement for infractions of the *Vehicle for Hire Bylaw*, *Traffic Bylaw*, and/or provincial offences. This unit's role is based predominantly on ensuring that vehicle's for hire and their drivers are properly licensed in accordance with the *Vehicle for Hire Bylaw* along with licensing requirements established in the *Traffic Safety Act* and its *Regulations*. Some members are trained and appointed to partake in plain clothes operations geared towards

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identifying and taking enforcement actions against for-hire drivers not authorized to accept street hails along with taxi drivers refusing service to patrons.

Transit Peace Officers

The officers are assigned to teams working a rotating schedule to provide enforcement coverage seven days a week with hours of day with varying shifts to provide coverage throughout each entire day overlapping at peak service times.

The Transit Peace Officers provide around the clock coverage 365 days a year dedicated to supporting the operations of the Edmonton Transit Service (ETS). They are tasked with ensuring the safety and security of users, ETS (City) employees and properties. Additionally Transit Peace Officers are responsible to attend calls for service related to ETS operations or assets, enforce city bylaws, enforce provincial statutes and ensure the transit service is safe for users and operators. They engage in partnerships with the Edmonton Police Service and ETS Inspectors to facilitate larger events, such as football games, hockey games at Roger's Place Arena and other concerts or large community events. Transit Team members also participated in numerous special initiatives including: Bicycle Patrols, Rogers Place Arena, Mental Health Issues, Ride-on-Bus (ROB) Assignments and Contact with Bus Operators (CBO) Assignments.

Animal Control / Park Ranger Peace Officers

1. Animal Control Officer Unit

The officers are assigned to teams working a rotating schedule to provide enforcement coverage seven days a week with hours of day varying depending on seasonality. ACO's also provide on-call service to assist the Edmonton Police Service and Edmonton Fire Rescue Services.

The Animal Control Officers are responsible for responding to animal-related complaints within the City of Edmonton. The officers provide enforcement services under the city's bylaws for dogs at large, dogs on parkland, dog attacks, prohibited animals within the jurisdiction, limit on the numbers of animals residing on property, and animals on public transit or in city buildings. The unit promotes responsible pet ownership through enforcement of regulations concerning pet licensing, dog barking noise complaints, excessive defecation and recently have taken on responsibility for *Animal Protection Act* concerns. Since taking this on City of Edmonton Animal Control Officers have responded to a large number of complaints related to animal matters of this nature. These calls for service include animals in distress, animals in excessively hot or cold vehicles, inadequate shelter, animal cruelty which normally consist of cats or dogs in poor health.

The unit also provides assistance to the Edmonton Police Service and Edmonton Fire Rescue Services in situations where animals are involved, as well as assistance to provincial Fish & Wildlife officials along with the City's Park Rangers for wildlife which are posing a risk to public safety. Animal Control Officers are deployed out in neighbourhoods, parks, and on public roads while in uniform and vehicles compliant with the *Peace Officer Ministerial Regulation*.

2. Park Ranger Unit

The officers are assigned to teams working a rotating schedule to provide enforcement coverage seven days a week with hours of day varying depending on seasonality.

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The Park Rangers are mandated to provide proactive and innovative education and enforcement for parkland matters, its users, along with strategies that support ecology and biodiversity. The general nature of the services the Park Rangers offer is to provide a safe environment for all parkland users while preserving the stability of parkland, our river valley, and its natural areas. The underlying philosophy is to achieve a balance between patron usage and the protection of parkland.

The unit is also supported by two specialized teams focused on wildlife and people experiencing homelessness on public land. These initiatives were recently adjusted and resourced to focus on strategies within those specific objectives outlined by City Council.

Proactive and reactive patrols are conducted on City of Edmonton parkland in marked patrol vehicles such as: trucks, snowmobiles, all-terrain vehicles (quads and side-by-side(s)), snowmobiles, bicycles, and on foot, thus providing a strong officer presence. Patrols are also conducted on the North Saskatchewan River by the Park Rangers with the use of our river boat.

Dispatch Operations

The Community Standards Dispatch Centre offers support for the following officer teams: CSPO, ACO and PR. The ETS and Corporate Security Dispatch Centres support the TPO and Downtown Teams on a 24/7 basis. The Dispatch Centre offers safety and communication support to ensure officers are tasked effectively and supported for officer safety for duties in the field. The Dispatch Centre also supports the non-uniformed Municipal Enforcement Officers (bylaw) within the city. Dispatchers also support the response to citizen complaints and assign investigations as required.

Hours of coverage have been adjusted seasonally as part of a pilot program to ensure officers are supported, if resources are available.

Standards and Operational Improvement Team

The unit provides administrative support, training, business intelligence, program development, policy management, community relations and conducts professional standards investigations in support of the entire peace officer section. This unit supports the requirements to meet the standards as required by Alberta Justice and Solicitor General in maintaining employer status for our Community Peace Officers Program.

1. Professional Standards

The operational mandate includes receiving and investigating complaints of conduct brought forward against community peace officers. Providing assistance and guidance to the leadership team regarding best practices and liability awareness. Updates to and maintenance of the peace officer policy. Records keeping for all conduct related matters, driving offences, collisions and complaints regarding service concerns.

2. Training Team

The training team members identify, plan, deliver and track all of the training provided to the Community Standards Peace Officer Section. The team also reviews and updates curriculum on an annual basis to improve and grow the program and to ensure alignment with Alberta Justice and Solicitor General program parameters.

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3. Community Relations Advisor

The community relations team works with our internal Communications and Engagement area and external partners on a wide variety of community based programming and events. The peace officers provide a broad reach in services, as such our community relations activities are equally broad. Many diverse external stakeholders from elementary schools to post secondary institutions are part of our program. Our activities also include working with various social welfare not-for-profits or nonprofits on contributing positively to supporting the vulnerable sector, marginalized communities and at risk youth.

4. Business and Strategic Analysis

The analytics team provides invaluable support to our data collection, data management and performance metrics. The team supports our efforts to leverage technology to improve our operational effectiveness, efficiency and intelligence as enforcement becomes more complex across urban cities.

Provincial Acts and Bylaws Enforced

The appointed and enforced provincial acts:

The Animal Protection Act

The Dangerous Dogs Act

The Dangerous Goods Transportation and Handling Act

The Environmental Protection and Enhancement Act, Part 9, Division 2

The Fuel Tax Act

The Gaming, Liquor and Cannabis Act

The Highways Development and Protection Act

The Provincial Offences Procedure Act

The Stray Animals Act

The Tobacco and Smoking Reduction Act

The Tobacco Tax Act

The Traffic Safety Act

The Trespass to Premises Act

The appointed and enforced City of Edmonton bylaws, including but not limited to:

Access Control Bylaw #9957

Animal Licensing and Control Bylaw # 13145

Addressing Bylaw # 9668

Business Licence Bylaw #13138

City Streets Access Bylaw #13521

City Streets Development Control Bylaw #12513

Community Standards Bylaw #14600

Conduct of Transit Passengers Bylaw #8353

Drainage Bylaw #18093

Fire Rescue Service Bylaw#15309

Parkland Bylaw #2202

Public Places Bylaw #14614

Regulation of Work & Equipment Installation Bylaw #12846

Traffic Bylaw #5590

Unauthorized Use of Parkland Bylaw #12308

Vehicle for Hire Bylaw #17400

Waste Services Bylaw #18590

Zoning Bylaw #12800

Special COVID-19 Response During 2020

A. First Wave Response:

First wave COVID-19 response started on March 25 to June 15, 2020 during the Alberta State of Public Health Emergency, the City of Edmonton Peace Officers were granted the authority to enforce the Public Health Act to support orders from the Chief Medical Officer of Health (CMOH). During this time, the City of Edmonton also concurrently announced a State of Local Emergency (SOLE) from March 20 to May 25, 2020, with additional bylaws to support the enforcement of public health and safety in regards to COVID-19. In order to meet the needs of the Province and City for a more enhanced or intense response adjustments were made to the deployment model of the peace officers. Specialized teams were formed to address municipal needs, conduct integrated Health Safety Compliance work with Alberta Health Services and the Edmonton Police Service, and to support emergency shelters activities for the vulnerable population.

In response to both the Alberta State of Public Health Emergency and State of Local Emergency, the Peace Officer Section moved to an adjusted Incident Command System (ICS) model of emergency management. Core services of CSPO, ACO, PR and TPO were maintained at a minimum level of staffing, while three specialized response teams were created to respond to new and emerging tasks and trends:

1. General Task Team Response
2. EXPO Centre Security Team
3. Health Safety Compliance Team (HSCT)

A1. General Task Team Response:

This team performed new and emergent duties to support the orders from the CMOH as well as SOLE orders set out by the City of Edmonton to restrict and prevent the spread of COVID-19. The team operated with extended hours of 0700-2200 daily, with brief stretches of extended operations until 0200 daily. The team supported additional security activities related to shuttle transportation for vulnerable sector populations and provided public education on health orders to prevent the spread. The team extensively patrolled city property, transit, dog parks, parks and open spaces to educate the public and help ensure physical distancing measures were being followed through voluntary compliance.

A2. EXPO Centre Security Team:

During the response to COVID-19, the city collaborated with AHS and Boyle Street Community Services to provide a shelter, day use and medical support facility at the EXPO Centre. A team of peace officers led the integrated enforcement and site safety operations to support the social agencies. Peace officers worked with EPS and on site private security to maintain a safe and secure operation for all the clients attending and receiving services at the EXPO Centre. The operation was open 24/7 and ran from March to August 2020.

A3. Health Safety Compliance Team (HSCT):

This team worked with AHS and EPS to discuss enforcement trends on CMOH orders and to refer investigations among the agencies to ensure an integrated approach was taken to enforce orders regarding the *Public Health Act* (PHA). Peace officers coordinated efforts for city participation for enforcement on businesses non-compliant with health orders and known citizens non-compliant with self-isolation orders via AHS. The HSCT has continued to work with AHS and EPS post expiry of both states of emergencies to ensure agencies are communicating and discussing potential actions on curbing the spread of COVID-19. In the post emergency state of 1st Wave response, EPS continues to enforce PHA when required, while peace officers and bylaw enforcement follow up with local businesses on following

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COVID-19 guidelines as part of business licensing and the Bylaw 19408 *Temporary Mandatory Face Coverings* from August 1st to December 31, 2020.

A4. Adjusted Hours of Operation during COVID-19 Response:

As part of the response, all shift and team schedules were adjusted for extended hours of coverage (including Dispatch Centre Operations). TPO's maintained standard 24/7 coverage.

B. Second Wave Response:

On November 24, 2020, in response to the 2nd Wave of COVID-19, the Alberta State of Public Health Emergency was enacted by Order in Council 354/2020. As part of this response, Ministerial Order 64/2020 has granted temporary authority to Community Peace Officers Level 1 to enforce the Public Health Act (PHA) under their current appointments and within their jurisdictional boundaries. Orders were in place for 90-days, temporarily ending February 24, 2021. All adjusted shifts and hours of operations have remained in place as part of the COVID-19 response.

As a continued response to COVID-19, the following adjustments remained in place for collaborative enforcement among the Health Safety Compliance Team of Peace Officers, AHS and EPS. The HSCT was augmented with the addition of two special teams from the CSPO General Enforcement operations to help assist with targeted patrols for 2nd Wave enforcement. Targeted activity was focused on outdoor public spaces, transit and businesses. During the 2nd wave response, Bylaw 19408 *Temporary Mandatory Face Coverings* was extended until December 31, 2021. Peace Officers have authority and discretion to apply applicable Public Health Act Chief Medical Officer of Health Orders and Bylaws from the City for enforcement response to maintaining public health safety.

3.0 Statistics

Total Calls for Service Investigated:

	<i>CSPO</i>	<i>TPO + Churchill</i>	<i>ACO</i>	<i>PR</i>	<i>VFH</i>	<i>CVU</i>	<i>Infill</i>
<i>Citizen 311 Complaint Calls</i>	7,077	--	10,194	6,265	27	27	272
<i>Officer Initiated</i>	1,303	38,850	574	362	711	1401	9
<i>Warnings Issued</i>	1,813	43,230	5285	154	327	3067	92
<i>Tickets Issued</i>	749	4,978	1,483	251	674	1603	393

Complaints against Peace Officers:

2020 Complaints Against Peace Officers	
<i>TYPE</i>	<i>TOTALS</i>
Formal Complaints	8
Employer Initiated Investigations	3
Written Public Complaints	5
Reportable Events	20
Reportable - Use of Force	14
Reportable - Discipline	6