

From: Wilton, Shauna
Sent: Friday, August 21, 2020 10:51 AM
To: PB Commissioners
Cc: PB SLT (Senior Leadership Team) - DL
Subject: FW: COVID Enforcement Task Force

Dear Commissioners:

Here is the more detailed communication on the City wide approach to enforcement I referenced in my previous email.

Regards,
Shauna

From: Johnston, Sadhu
Sent: Friday, August 21, 2020 10:37 AM
To: Direct to Mayor and Council - DL
Cc: City Manager's Correspondence Group - DL
Subject: COVID Enforcement Task Force

Dear Mayor and Council-

Earlier this morning, Mike Farnworth, Minister of Public Safety and Solicitor General, provided an update on compliance and enforcement measures under the Provincial State of Emergency, as part of the overall response to COVID-19.

With a view to upholding public safety, the new measures provide increased enforcement powers for police and special constables across the Lower Mainland. Working with their local bylaw officers, the goal is to establish stricter penalties and deterrents for blatant non-compliance with Public Health Orders.

The detailed news release can be found here: <https://news.gov.bc.ca/releases/2020PSSG0046-001568>

I have asked Jessie Adcock to coordinate the City's efforts by leading an inter-departmental Vancouver COVID Enforcement Task Force to work with other provincial stakeholders that comprise the new integrated enforcement regime. Staff from my office; Development, Buildings and Licensing; VPD, Civic Engagement and Communications, 311, Digital Services, VFRS, Engineering, and Park Board have been working together to develop a framework to quickly implement the revised enforcement approach in line with Minister Farnworth's announcement. The team, along with colleagues from VCH and ecomm-911 have established a process for inter-team communication and collaboration to ensure quick escalation action when serious offenses and offenders are detected. The Task Force and coordinated response is intended to optimize and align efforts recognizing the multiple pressures our teams across the City are facing.

The team has very quickly,

- Mobilized resources for the near term
- Defined an initial implementation framework for the revised enforcement approach:
 - Worked with partners to establish conditions for enforcement
 - Developed a new Service Request on VanConnect to allow citizens to use their smart phones to report complaints
 - Developed updated messaging and scripting for Vancouver.ca and 311
 - Agreed an escalation path between stakeholders

- Initiated work on reporting and tracking
- Worked with VPD to align messaging and communications

311, VanConnect and Vancouver.ca will serve as the primary intake channel for reporting concerns to our local bylaw officers. You can direct all complaints to one of those intake points. Our objective is to divert traffic from 911 and to track complaints to the best of our abilities.

Major changes to our existing enforcement approach involve the following: Establishing 311, VanConnect and Vancouver.ca as the intake point of choice for as many complaints as possible; expanding VanConnect and Vancouver.ca to accept complaints digitally; scheduling PUI and Park Rangers shifts for the weekend; establishing a Vancouver Task Force and an escalation path from City staff to VPD for egregious offenders; and finally, leveraging the increased ticketing powers for VPD where required.

We expect a surge in incoming complaints this weekend and will do our best to triage and surface the ones that pose the biggest threats to public safety. As you may be aware, staff are struggling with resource shortages, increased workloads and burnout at the moment but as always they are doing their best and we should be very proud of the incredible staff we have at the City. The following staff will be working this weekend in addition to VPD:

Shift	Staff Team	Count
Friday	DBL	<ul style="list-style-type: none"> • 4 Property Use Inspectors from 6 PM – 12 AM
	Park Board	<ul style="list-style-type: none"> • 12 Rangers – 24 Hour Coverage <ul style="list-style-type: none"> ○ 2 Rangers on during the overnight shifts on Fri/Sat/Sun.
Saturday	DBL	<ul style="list-style-type: none"> • 4 Property Use Inspectors from 6 PM – 12 AM
	Park Board	<ul style="list-style-type: none"> • 12 Rangers – 24 Hour Coverage <ul style="list-style-type: none"> ○ 2 Rangers on during the overnight shifts on Fri/Sat/Sun.
Sunday	DBL	<ul style="list-style-type: none"> • 4 Property Use Inspectors from 6 PM – 12 AM
	Park Board	<ul style="list-style-type: none"> • 12 Rangers – 24 Hour Coverage <ul style="list-style-type: none"> ○ 2 Rangers on during the overnight shifts on Fri/Sat/Sun.

We will start reporting out on the early results of our enforcement efforts as soon as possible and keep your apprised of our actions as they unfold. Teams have done an excellent job in responding to the provincial announcement on very short notice and we expect that the process and data exchange will evolve significantly over the coming days as we understand more about the increased enforcement capabilities.

Please don't hesitate to reach out to Jessie Adcock if you have any immediate questions or concerns.

Best,

Sadhu

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