



PORT MOODY POLICE BOARD

Regular Meeting AGENDA

DRAFT

Date:	October 4, 2021
Location	Virtual via Zoom https://us06web.zoom.us/j/83528247507?pwd=Ui9mbFVSb0YxN0x3R3pMYm12cWFVUT09 Port Moody. BC - 5:00 pm

**Indicates Attachment*

1. CALL TO ORDER
2. ADOPTION OF AGENDA*
 - **THAT the Agenda for the Regular Police Board meeting of 04 October 2021 be adopted.**
3. APPROVAL OF MINUTES*
 - **THAT the Minutes of the 13 September 2021 Regular Police Board meeting be approved.**
4. DELEGATIONS/PRESENTATIONS
5. STANDING ITEMS/UNFINISHED BUSINESS
 - 5.1 Community Concerns/Considerations
 - **THAT (any) community concerns/considerations be received for information.**
6. NEW BUSINESS
 - No New Business this month.
7. REPORTS FROM COMMITTEE
 - 7.1 Governance Committee*
 - **THAT the October 2021 Governance Committee Report be received.**
 - 7.2 Finance Committee*
 - **THAT the October 2021 Finance Committee Report be received.**
 - 7.3 Human Resource Committee
This report is as In-Camera Meeting item.

8. INFORMATION ITEMS*

8.1 Correspondence received: Appreciation forwarded by Cllr. Madsen;

8.2 ECOMM 2021 AGM Summary and ECOMM Media Release re: wait time delays.

9. PUBLIC INPUT

10. ADJOURNMENT

**PORT MOODY POLICE BOARD
REGULAR MEETING
MINUTES
September 13, 2021 5:00 pm
via ZOOM
3051 St. Johns Street, Port Moody, BC**

DRAFT

Minutes of the PORT MOODY POLICE BOARD Regular Meeting held 13 September 2021, via ZOOM, Port Moody, British Columbia

PRESENT:

Mayor Rob Vagramov
David Fox
Chloe Goodison
Shahid Hussain
Manjit Nijjar
Nick Zupan

REGRETS:

Mary Vellani

STAFF:

C/Cst. Dave Fleugel, DC Cst. Leslie Stevens,
Insp. Manj Kaila, Insp. Travis Carroll

Rhonda Doig, Recording Secretary

GUESTS

None

Prior to the meeting being Called to Order, Port Moody Police Board Provincial Appointee Member Mr. Shahid Hussain affirmed the Oath of Office, overseen by C Cst. Fleugel.

CALL TO ORDER

1. **CALL TO ORDER**

Mayor Vagramov called the meeting to order at 5:01 pm.

**AGENDA for
13 September 2021**

2. **APPROVAL OF THE AGENDA**

Moved. Seconded and Carried.

THAT the Agenda for the Regular Meeting of the Port Moody Police Board held on 13 September 2021 be approved.

**Minutes of the
REGULAR MEETING
held 05 July 2021**

3. **APPROVAL OF MINUTES**

Moved. Seconded and Carried.

THAT Regular Meeting minutes of 05 July 2021 be approved.

**DELEGATIONS/
PRESENTATIONS**

4. **DELEGATIONS/PRESENTATIONS**

No Delegations/Presentations this month.

**STANDING
ITEMS/UNFINISHED
BUSINESS**

5. **STANDING ITEMS/UNFINISHED BUSINESS**

**Community Concerns/
Considerations**

5.1 Community Concerns/Considerations

C Cst. Fleugel introduced recently promoted Inspector Travis Carroll to the Police Board. Insp. Carroll is now the Officer in Charge of Administration.

The Police Board was provided a viewing of the recent video created by Cst. Zacharias, Community Relations Officer. The video follows and depicts a typical night shift for a Port Moody Patrol Officer. The video will be used for recruiting and on social media for community information/engagement. Mayor Vagramov requested that a copy be sent to City Council for information.

Moved. Seconded and Carried.

THAT the community concerns/considerations be received for information.

NEW BUSINESS

6. **NEW BUSINESS**

**Police Board Committee
Appointments**

6.1 Police Board Committee Appointment

The role and responsibility of each Board Committee; Finance, Human Resources and Governance; were discussed for information purposes.

Moved. Seconded and Carried.

THAT the following Port Moody Police Board member Shahid Hussain be appointed to the Governance Committee.

Mr. Hussain requested an orientation meeting with each of the Committees.

**ECOMM Annual General
Meeting 2021**

6.2 ECOMM Annual General Meeting September 23, 2021

Moved. Seconded and Carried.

THAT Shahid Hussain will attend the 2021 ECOMM AGM as the Port Moody Police Board's voting representative.

**New Westminster Police
Board Proposal to
Rotate 'Class A' ECOMM
Members Board
Designate**

6.3 Proposed Rotation of the ECOMM 'Class A' syndicate Board Designate between communities.

Correspondence was received from the New Westminster Police Board proposing to engage in a formal rotation of the ECOMM

		<p>'Class A' syndicate Board Designate position between communities. Discussion.</p> <p>Moved. Seconded and Carried.</p> <p>THAT the Port Moody Police Board supports the New Westminster Police Board's proposal to engage in a formal rotation of the ECOMM 'Class A' syndicate Board Designate position between communities.</p>
REPORTS FROM COMMITTEE	7.	<u>REPORTS FROM COMMITTEE</u>
GOVERNANCE COMMITTEE REPORT	7.1	<p>Governance Committee</p> <p>Chloe Goodison, Member of the Governance Committee, presented the September 2021 Governance Committee Report for information.</p> <p>Moved. Seconded and Carried:</p> <p>THAT the September 2021 Governance Report be received.</p>
FINANCE COMMITTEE REPORT	7.2	<p>Finance Committee</p> <p>Dave Fox, Chair of the Finance Committee, presented the September 2021 Finance Committee Report for information. Highlights of which included:</p> <ul style="list-style-type: none"> • Financial Report as at July 31, 2021 continues to reflect a surplus position; • The priority of the Finance Committee moving forward is to prepare the draft of the 2022 Budget for presentation to the Board in October. <p>Moved. Seconded and Carried.</p> <p>THAT the September 2021 Finance Committee Report be received.</p>
HUMAN RESOURCE COMMITTEE	7.3	<p>Human Resource Committee</p> <p>The Human Resources Committee report is an In-Camera item.</p>
INFORMATION ITEMS	8.	<p><u>INFORMATION ITEM(S)</u></p> <p>Moved. Seconded and Carried.</p> <p>THAT the Information Item(s) for September 2021 be received.</p> <p>8.1 Correspondence received: Ministry of Public Safety and Solicitor General #622499 BC Provincial Policing</p>

Standards: Promotion of Unbiased Policing and Guiding Principles
8.2 Appreciation received.

PUBLIC INPUT

9. **PUBLIC INPUT**

None.

ADJOURNMENT

10. **ADJOURNMENT**

Meeting adjourned at 5:37 pm

NEXT MEETING DATE

11. **NEXT MEETING DATE**

The next Regular Meeting: **October 4, 2021: 5:00 pm**, Port Moody Public Safety Building, EOC 3rd Floor, 3051 St. Johns Street, Port Moody, BC

Mayor Rob Vagramov, Chair

Rhonda Doig, Recording Secretary



PMPD BOARD COMMITTEE REPORT

COMMITTEE NAME:

Governance Committee

Chair:

Mary Vellani

Committee Members:

Chloe Goodison

Shahid Hussain

REPORTING DATE:

October 4th, 2021

COMMITTEE UPDATE:**1) Policy**

Committee met with Chief Fleugel on September 27th to discuss the New Standards on Biased Policing issued July 30th. It will take some time for the policy to support to be released. We also discussed having the Governance Committee review policies prior to presentation to Board, especially now that the majority of the Policy project is complete and what will be presented are the ongoing policy updates.

2) Board Calendar & Board Training

The Board Committees are encouraged to connect with Shahid Hussain to coordinate his orientation to the various committees. Shahid is encouraged to reach out to Rhonda Doig in regards to a tour of the department and meetings with the Chief & the Board Chair. Ride-alongs when permitted (for all Board Members, ceased due to Covid). Governance orientation scheduled for October 26th.

3) Risk Assessment

Chief Fleugel updated the Governance Committee and will be presenting on the progress at tonight's meeting and the upcoming Risk Registry.

RECOMMENDATIONS:

- 1) Information
- 2) Information
- 3) Information

Board Meeting Plans & Timelines

Action Items in Progress

Reference #	Action	Owner
	Budget Workshop	Finance Committee
	Task Force	Nick Zupan & Police Board
	Strategic Plan 2020 - 2022	Governance Committee & Police Board
	Amend Governance Manual -Update Code of Conduct -Update Conflict of Interest Guidelines	Mary Vellani

Board Meeting Plans & Timelines

Regular Meetings:

Monthly Operations & Budget Report

Chief Constable Report & Updates

Strategic Plan Performance Report

Committee Reports

- Finance
- Governance
- Human Resources

Board Training & Education

January	Budget Introduction to City Council Performance Review Process for Chief begins Review Board Matrix Results		July	Confirm 5 Year Budget Guideline Strategic Plan submitted to Police Services
February	Final Budget Presentation Resolutions for BCAPB AGM		August	CAPG Conference & AGM No regular meeting scheduled
March	Performance Review Completed		September	Invite City Council to Police Board Meeting
April	Board Self Evaluations BCAPB Conference & AGM		October	Police Board Budget Workshop Provisional Budget prepared
May	Review Self Evaluations Invite City Council to Police Board Meeting		November	Distribute Board Matrix Performance Review Process for Chief Begins
June	Resolutions for CAPG AGM		December	No regular meeting scheduled



DRAFT FOR DISCUSSION

Mr. David Fleugel
Chief of Police
Port Moody Police Department
3051 St. Johns Street,
Port Moody, B.C. V3H 2C4

September 21, 2021

Dear Chief Fleugel,

Re: Engagement Letter for Risk Register Creation

Thank you for the opportunity to provide you with an Engagement Letter for the creation of a Risk Register for your police department. This letter confirms that the Port Moody Police Department (“Client” or “you”) has engaged PricewaterhouseCoopers LLP (“we” or “us” or “PwC”) to perform the services described below. This letter should be read with the attached Terms of business (together, the “Agreement”).

Our Approach

Many organizations find that creating a strategic risk register along with the risk assessments and supporting processes can improve support for the risk management program and generate useful management information for risk-based decision-making. Careful thought is required to develop a risk register in order to produce risk information that is valuable for decision-making. Mature organizations often include a risk assessment as part of developing a risk register to promote internal support and excitement, and refresh information to ensure that risks and key activities are consistent with common standards. We use a systematic process to identify, assess, prioritize and lay out responses for the high priority risks that are documented in a risk register.

Scope of our Services

You have engaged us to perform the following advisory services (the “Services”):

- Develop project plan for engaging key stakeholders in PMPD
- Develop a risk register based on inputs gathered from key interviews with PMPD stakeholders identified i.e. select leadership Interviews (estimated 1 to 3) and develop top risks profile
- Provide template of a risk register and input key risk identified through the interviews

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Key Activities

Phase 1: Plan and Assess

1. Mobilize project team, develop project plan and kick-off with PMPD
2. Prepare Pre-Read Package:
 - A pre-read package can help prepare interviewees for discussions regarding the project background and objectives, risk management terminology, and questions regarding strategies, objectives, risks and management capabilities.
3. Initial Data Request to Understand Strategies, Objectives & Risks:
 - Information received as part of the initial data request is critical to understanding the organization's risk profile and supporting interviews.
 - Examples of key documents:
 - i. Mission & values statement
 - ii. Most current comprehensive strategic/ Business Plan and related initiatives
 - iii. Previous strategic initiatives/ project report, including governance, monitoring and reports
 - iv. Previous risk reports shared with the Board/ senior management and the risk committee (if any)
 - v. Risk inventory which will include list of recent risks and mitigations (if any)
4. Prepare interview guide and interview questions
5. Confirm key stakeholders for interviews, schedule interviews and share pre-read package as necessary. PMPD to confirm up to 3-4 key participants from senior management and operational team

Phase 2: Design

1. Conduct interviews with PMPD and provide overview of risk register template to confirm parameters of interest
2. Undertake Interview synthesis and assessment of interview outputs to:
 - Identify risks from the perspectives of stakeholders
 - Categorize risks by sub-category (e.g., technical, organizational, socioeconomic)
 - Estimate likelihood of risk occurring
 - Estimate potential impact of risk
 - Identify the risk impact on project's objectives in terms of time, cost and quality
 - Prioritize risks according to their overall potential likelihood and impact
3. Undertake analysis and review of documentation provided by PMPD

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- Determine appropriate and efficient risk responses such as accepting, avoiding, transferring or controlling the risk through mitigation and contingency planning based on documentation
- Assign responsibilities to risk owner and determine risk transfer possibility
- 4. Incorporate interview inputs into draft of the the risk register and provide to PMPD for feedback

Phase 2: Roadmap

1. Finalize risk register based on feedback received
2. Present risk register with a subset of key risks identified through interviews including roadmap for next steps

Deliverables

We expect as a result of this project we will create the following deliverables (“Deliverables”):

Phase 1: Plan and Assess Deliverables

1. Project plan
2. Pre-Read Package:
3. Interview guide and interview questions

Phase 2: Design Deliverables

1. Draft risk register template (blank)
2. List of Key risks identified in the interviews/ other sources provided to us by PMPD
3. Draft Risk register with interview inputs

Phase 2: Roadmap Deliverable

1. Finalized risk register based on feedback received



DRAFT FOR DISCUSSION

The Deliverables will be accepted by you when the acceptance criteria set out in this letter, if any, have been met, or when you make any productive or live use of the Deliverables, whichever occurs first. Where no criteria are specified, they will be accepted by you on delivery.

This Agreement does not include maintenance, support or enhancement of any cloud-based digital dashboard or other deliverable outside of what is outlined in this SOW. PwC will not provide nor will it be responsible for providing any Support or other services in connection with the Deliverables pursuant to this Agreement. Support services for a cloud-based dashboard may be available from PwC pursuant to our then current terms and conditions for the provision of such services.

Port Moody Police Department's responsibilities:

Our role is advisory only. You are responsible for all management functions and decisions relating to this engagement, including evaluating the scope of the Services and determining that it meets your needs. You are also responsible for the results of using the Services or Deliverables, and for establishing and maintaining your internal controls. You will designate a competent member of your management to oversee the Services.

Where you are using third parties in connection with the Services, you are responsible for contracting with them. You will be responsible for the management of those third parties and the quality of their input and work unless we agree otherwise.

You are also responsible for:

- 1) Providing a key contact / resource responsible for project coordination
- 2) Identifying and availing key staff members/ stakeholders for interviews
- 3) Providing key documents requested within one week of the request wherever possible
- 4) Providing feedback on key deliverables within one week so as not to delay the project progress

You will give us:

1. use of and access to the necessary information or personnel resources which we reasonably need to perform the Services;
2. access to and support of qualified staff members; and
3. accurate, reliable and timely information we may reasonably request about your systems required for us to perform the Services.

You warrant that you have all necessary rights or approvals to let us do the work and to use all such systems and information in connection with the performance of the Services. You agree that to the extent you do not meet your obligations and this affects our ability to perform our obligations, we are relieved of such obligations.

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Third Party Access to Deliverables

In no event, regardless of whether consent has been provided by us, shall we assume any liability or responsibility whatsoever to any third party who benefits from or uses the Services or gains access to the Deliverables.

We may prepare some Deliverables with you that will be intended to be treated solely as your own, and will not be represented as having been prepared by us or branded as a PwC Deliverable. You will review such Deliverables, revise them as you see fit, approve them before you use them and be responsible for them.

We may also develop electronic materials (including spreadsheets, documents, databases and other tools) to assist us with the engagement. If we give these to you, they are provided “as is, where is”. You use them at your own risk and we do not provide any representation or warranty that they meet your needs. If you engage us specifically to develop any software tools specifically for you these will be described in a separate engagement letter or an amendment to this letter.

During this project, we expect that some of our advice and input will be provided verbally and informally through emails.

The project team will be led by:

Tara Macpherson, Partner, Public Safety and Justice

Tara is a Partner in PwC Canada’s Consulting & Deals practice and specializes in public safety. She has worked with a range of public safety and justice clients in Canada and the United Kingdom on organizational design, benefits realization, strategic alignment, technology strategy and change management. She has also worked in a policy think-tank where she led their research program on policing and justice, including authoring reports on police accountability and the use of technology in policing. She has widely published articles across several online and print outlets. She has a MA (Distinction) in Criminology and Criminal Justice from King’s College London and a recipient of the Dickinson School of Law Prize as Summa Cum Laude (Highest Distinction) for her research into organizational culture in high-security prisons.

Nahanni Pollard, Senior Manager, Public Safety and Justice

Nahanni is in PwC Canada’s Consulting & Deals practice and specializes in policing. She holds a PhD in Criminology from Simon Fraser University, and has spent the past 10 years working in academia. She has also worked throughout those years consulting with numerous police and public service organizations, including most policing agencies within the Lower Mainland of BC.

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Anthony Njoroge, Manager, Digital Operations

Anthony is focused on helping public sector organizations build world-class operational capabilities. He brings over 11 years experience working across a variety of industries. He brings a wealth of knowledge in operational risk, operational excellence and operations strategy in public sector organizations including Federal Departments, Provincial Ministries, Crown Corporations, Policing (RCMP and Municipal Police Forces). Throughout his career Anthony has helped clients extract over \$20M in value from their operations through performance improvement initiatives and capability-driven transformations that create competitive advantage.

We will tell you if there are any significant changes to our team. If we have to change any of the individuals named in the engagement letter, we will consult with you and provide replacements with equivalent qualifications.

Location of Services

Due to the ongoing COVID pandemic restrictions and health guidance, we will conduct the Services remotely. We will abide by governmental health guidelines and jointly agree when it is acceptable to hold in-person meetings or workshops, or work on-site. Completion of our services requires availability of resources, which may be impacted by the COVID-19 pandemic. We will advise you on a timely basis if we encounter any issues with the project timeline and will work with you to mitigate potential impacts and, if necessary, agree on a revised timeline.

Timetable

Our expected timeline to complete this work will be approximately 4 weeks from project initiation to the completion of the deliverables outlined above. With an expected completion date set before the end of the calendar year (December 2021), this will entail commencing the work prior to mid-November 2021 at the latest. If we are unable to meet the expected timetable, we will advise you as soon as possible and will discuss the factors that have caused the delay with you.

Fees

Our fixed fee to perform the Services above is \$25,000 (plus any applicable taxes).

Payment of our invoices is due on the date of issue and you agree to pay the invoice within 15 days of the invoice date. We will advise you on a timely basis if anything happens which causes actual time to exceed our estimate and we will not undertake additional work without your prior approval.

If you have any questions, please call Tara Macpherson, at (647) 642-1331 who will lead our engagement team. To accept the services and terms of this letter, please sign it where indicated and return to us. Please retain a copy for your reference.

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Terms of business

This engagement letter should be read with the attached Terms of business. If there is conflict or inconsistency between the Terms of business and this engagement letter, this engagement letter shall take precedence.

If you have any questions, please call Tara Macpherson, at (647) 642-1331 who will be the Engagement Partner. To accept the services and terms of this letter, please sign it where indicated and return to us. Please retain a copy for your reference.

Yours truly,

Tara Macpherson
Partner, PricewaterhouseCoopers Associates,
Authorised Representative of PricewaterhouseCoopers LLP

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Confirmation of Agreement

Having read both the engagement letter and the Terms of business, we agree to engage PricewaterhouseCoopers LLP upon the terms set out therein.

By:

(Name of designated official)

(Title)

(Date)

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PMPD BOARD COMMITTEE REPORT

COMMITTEE NAME:

Finance Committee

(ESTIMATED TIME 10.00 Minutes)

CHAIR:

Co-Chairs: David Fox and Manjit Nijjar

REPORTING DATE:

October 4, 2021

COMMITTEE UPDATE:

1. Year to date Statement of Revenue and Expenses to August 31, 2021

The year to date August 31, 2021 Statement of Revenue and Expenses is attached. The report indicates a surplus of \$594,920.

The main sources of the surplus are wages and operating expenses. A portion of the year to date surplus is timing in nature. Member wages are lower than budget primarily due to savings for members at pay steps below 1st class constable, member vacancies, as well as several members on WCB. Civilian wages are also lower than budget due to vacant positions which include the Business Systems Manager and the Crime Analyst (which have now both been filled as of July and May respectively) as well as lower guard wages.

The operating expenses are under budget in Administration, ECOMM, Patrol and Identification and at this point are primarily timing related as operating expenses trend lower in the first part of the year. Administration costs are lower due to less spending on training & conferences, legal, internal audit, and board expenses. Patrol expenditures are lower due to uniforms, training and firearms spending. Identification operating expenses consist primarily of the Integrated team costs which did not start until we joined the Integrated Forensic Identification Team on April 1st. ECOMM expense is under budget due to a lower radio and user equipment levy for the current year as well as a credit received as a result of the reconciliation of the 2020 radio and user equipment levy, both items will result in savings for the year.

Revenues are slightly higher than budget for the year which is due to higher traffic fine revenue than expected, however this was partially offset by less recovery of costs on the building due to the tenanted space being currently vacant.

Growth was originally budgeted for 2021, however our budget for 2021 has been revised to exclude growth. At the City Finance Committee in July it was decided that Police would no longer be allocated a portion of City growth. The impact is that police net expenses for 2021 will

increase by \$543,063 (the amount of the growth) but our budget will also increase by the same amount. Therefore, there will be no impact to our budget surplus for the year.

2. Reserve Accounts

There is no reserve account information for this month. Updated reserve account information will be provided during the Budget workshop.

3. Audit

The \$25,500 audit budget for 2021 has been allocated to complete a comprehensive risk assessment and to develop a prioritized audit plan for implementation in 2022. PWC has provided an engagement letter proposal for the work on the risk assessment for \$25,000. The intention would be to spend \$25,000 on the risk assessment this year.

RECOMMENDATIONS / MOTIONS:

1. For receipt, information and discussion.
2. For receipt, information and discussion.
3. For receipt, information and discussion

Port Moody Police Department
Revenue and Expenses
For the period ended August 31, 2021

	YTD Actual Adjusted *	YTD Budget	Prior Year YTD Actuals	YTD Variance to Budget	Current Year Actuals vs. Prior Year Actuals Variance	
Revenues						
Traffic Fine Revenue	\$ 377,316	\$ 344,437	\$ 344,437	\$ 32,879	\$ 32,879	[1]
Growth	-	-	324,542	-	(324,542)	[2]
Revenue from Tenant	-	23,333	-	(23,333)	-	[3]
Front Counter	26,950	30,000	24,996	(3,050)	1,954	
Victim Services	46,010	44,366	46,984	1,644	(974)	
Keep of Prisoners	3,353	4,161	1,136	(808)	2,217	
Allocation from Surplus-Employer Health Tax	-	-	34,611	-	(34,611)	
Other	16,423	-	147,087	16,423	(130,664)	[4]
Total Revenues	470,052	446,298	923,793	23,754	(453,741)	
Expenses						
Salaries						
Members	\$ 5,246,520	\$ 5,517,167	\$ 5,411,274	\$ 270,647	\$ 164,754	[5]
Civilians	1,000,539	1,141,705	929,888	141,167	(70,651)	[6]
Total Salaries	6,247,059	6,658,872	6,341,162	411,813	94,103	
Operating Expenses						
Administration	\$ 264,454	\$ 329,744	\$ 301,268	\$ 65,290	\$ 36,814	[7]
Cell Block	3,237	4,161	2,038	924	(1,199)	
Major Crime	33,877	39,941	33,754	6,065	(123)	
Civic Building	249,046	235,411	230,586	(13,635)	(18,460)	[8]
ECOMM	336,966	392,487	353,902	55,521	16,936	[9]
Communications	2,027	3,608	1,655	1,581	(372)	
Community	37,970	27,451	25,821	(10,520)	(12,149)	[10]
Emergency Reponse Team - Integrated	55,205	55,205	55,484	-	279	
Front Counter	750	1,333	725	583	(25)	
Identification	69,604	79,861	18,781	10,257	(50,823)	[11]
Integrated Homicide - Integrated	108,909	108,909	112,757	-	3,848	
Police Dog Services - Integrated	80,879	80,879	80,532	-	(347)	
Patrol	159,044	180,254	135,241	21,210	(23,803)	[12]
Traffic	278	1,061	2,232	783	1,954	
Victim Services	1,462	11,668	2,885	10,206	1,423	
Community Action Team	2,481	6,441	2,385	3,960	(96)	
Vehicles	356,032	363,160	339,510	7,128	(16,522)	
Total Operating Expenses	1,762,220	1,921,573	1,699,556	159,352	(62,664)	
Total Expenses	8,009,279	8,580,445	8,040,718	571,166	31,439	
Net impact	\$ 7,539,227	\$ 8,134,147	\$ 7,116,925	\$ 594,920	\$ (422,302)	

* These financial statements have been adjusted to include estimates for significant accruals and prepaid amounts.

Notes:

[1] Traffic fine revenue - received in July and higher than expected at \$565,974 - which is higher than budgeted by \$49,318. The pro-rated variance to August 31 is \$32,879.

[2] Growth - the police budget has been revised for 2021 to exclude Growth - no growth actuals will be transferred for 2021 - therefore Police net costs are higher in 2021 but budget net costs also higher. Therefore, this will have no impact on our surplus to budget for the year.

[3] Revenue from Tenant - currently tenant spot is vacant in Police building (this is a recovery of building costs) but RCMP have signed a lease with the City and once renovations start we will start recovering costs from the tenant.

[4] Other revenue in the prior year was higher due to funding from the future operating reserve HR related expenses that were in salary expense. Current year other revenue includes revenues from reserves, CISM course and auctions.

[5] Member salary savings primarily due to members at pay steps below 1st class constable rank, vacancies, several members on WCB and members using banked overtime.

[6] Civilian salary savings due to Business Systems Manager position not filled until July, Crime Analyst position not filled until the end of May as well as lower guard wages.

[7] Administration is under budget - largely due to timing of expenses due to lower spending to date on conferences & dues, legal fees, internal audit, board expenses which is offset by higher costs for strategic plan (which will be funded by the reserve) as well as the costs related to the consultant expenses for the evolution of policing work.

[8] Civic Building costs are higher than budgeted due to the extra cleaning related to COVID-19.

[9] ECOMM expenses are underbudget due to the 2021 radio and user equipment levy coming in slightly lower for the year as well as a credit received from ECOMM based on a reconciliation of the 2020 actual expenses vs. charged for our radio and user equipment levy.

[10] Community expenses are higher due to CISM course hosted by PMPD - will offset with amounts collected from other police agencies for attending (offset in other revenue).

[11] Identification expenses are lower than budget due to budget timing (the monthly budget is timed evenly throughout the year). PMPD joined the Integrated Forensic Identification Team in April 2021 which is when the majority of the operating expenses will start to be incurred.

[12] Patrol expenses under budget due to timing of expenses primarily in Uniforms, Firearms and Other Professional Fees.

From: Hunter Madsen <HMadsen@portmoody.ca>
Sent: September 24, 2021 2:25 PM
To: Tim Savoie - City Manager <TSavoie@portmoody.ca>; David Fleugel <David.Fleugel@portmoodypolice.com>
Cc: Council City of Port Moody <council@portmoody.ca>
Subject: Fwd: commendation for community policing

FYI. Always a pleasure to pass forward such praise for astute city/policing service!

Cllr Hunter

From:
Date: September 24, 2021 at 10:57:31 AM PDT
To: Hunter Madsen <HMadsen@portmoody.ca>, Amy Lubik <alubik@portmoody.ca>
Subject: commendation for community policing

Hi Hunter and Amy, I hope that both of you are well. On Sept 22nd at the Rec Centre Chris and I witnessed some first class Community policing. It was late in the afternoon we were having a coffee at the Waves coffee house. When we saw the male manager of the rec centre speak to 3 teen aged boys about not having their vaccine passports. He was very professional and polite when he talked to them. The 3 boys were being rude and unruly with him. After a time he returned back into the centre.

They went to the parking lot to plan out their next rude confrontation with him and the front desk staff. Then they went back in while talking on their phones to their friends about it. They were rude and boisterous and accusatory with the staff and manager.

Which got the police called on them. 3 male police officers showed up and defused the situation and wrote up a file about them. They acted in a fair, polite and professional manner with these unruly teens. We felt that it was an fine example of first class community policing.

We would like to suggest to both of you that our police chief and his staff be praised by council about this situation.

Regards,

This response is provided by Councillor Madsen and may not reflect the City of Port Moody's official position or that of Council.

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A Brief Summary of E-COMM AGM on 23rd of September, 2012

- Shahid Hussain attended the AGM on behalf of the PMPD Board. Also present on the zoom call were Mark Welte, the representative of independent Police Departments including PMPD, and Councillor Meghan Lahti on behalf of the City of Port Moody. Doug Campbell, Chairman of the E-COM Board of Directors chaired the AGM.
- The Chairman welcomed Vancouver Island Police Department to the Board of E-COM and with its inclusion there will now be 22 members in the E-COM Board as opposed to 21.
- It was highlighted in the introductory remark made by Mr. Campbell that the emergency call volume for E-COMM has substantially increased particularly due to the COVID situation. Usually they get about 5000 calls per day but recently it has been in the range of about 8000 call per day; about 55% increase in call volume.
- Given the increase in call volume and time required to manage all the health and safety measures in E-COM facilities, E-COM is facing severe staff shortage.
- Consulting company PwC LLP has been hired to do an evaluation of staffing situation and recommend how best to mitigate the problem.
- E-COMM expects to run about \$3M deficit in 2021 fiscal year and in their view it is not sustainable without increase in revenue and/or new sources of revenues.
- E-COMM also needs new funding for implementation of next generation of technology which is referred to as **NG911 Technology** in order to sustain E-COM's service levels and efficiency.
- All the motions in the AGM were carried without any objections or discussions.
- In my view, it was a very short meeting and there were no opportunities for discussions and or Q&A. It is probably not a very good use of a PMPD board member's time particularly if one has to drive to the E-COMM facility to attend the AGM. In the future the PMPD board might like to consider submitting a proxy vote as many other organizations have done in this meeting unless of course we recognize that there is a controversial item that needs to be discussed and /or challenged in the AGM. Most likely such a controversial item will be discussed and resolved in a regular board meeting with our representative's participation.

Shahid Hussain

Oliver Grüter-Andrew, E-Comm President & CEO: addressing 9-1-1 wait times due to ambulance transfer delays

September 28, 2021

Vancouver, B.C.—E-Comm wishes to acknowledge how incredibly difficult it is for British Columbians, in a time of need, to be faced with call delays when requiring urgent assistance from emergency services.

The current issue regarding 9-1-1 call-taking delays is directly related to the staffing levels at BC Emergency Health Services (BCEHS), the provincial organization responsible for ambulance call-taking and dispatch.

It is important to understand that when an individual calls 9-1-1, they are initially connected to an E-Comm call taker who immediately transfers the caller to the requested police agency, fire department or, when an ambulance is needed, to BCEHS. The E-Comm call taker must wait on the line with the caller until they have been connected with the requested emergency service agency. Unfortunately, over the past several months, E-Comm has experienced continued and consistent delays in attempting to transfer calls for ambulance to BCEHS. This has resulted in significant delays on the 9-1-1 lines as our staff are unavailable to answer other incoming calls, not only for ambulance, but also for urgent police and fire response.

Overall, E-Comm has enough staff to be able to handle current 9-1-1 call volumes and answer these calls quickly and efficiently, provided agencies are able to accept call transfers in a timely manner. The staffing challenges at BCEHS mean our call takers are having to spend a significant amount of time on the line with callers, waiting for them to be connected to BCEHS. When all 9-1-1 call takers are waiting to transfer calls, this means other incoming 9-1-1 calls (whether for ambulance, or police and fire) have to wait to be answered until our call takers have been freed up.

This is an incredibly serious issue that has been difficult not just for the public, but also for our staff who are forced to wait on the line with callers in medical distress, while seeing that other incoming 9-1-1 calls are on hold as a result. E-Comm staff do not have the training or the authority to provide medical guidance and therefore the stress of this situation – both for our staff and members of the public in critical need – is extremely difficult.

One of the challenges these delays are creating is that callers are hanging up and calling back on 9-1-1 after reaching a recorded announcement during transfers to the ambulance service. We urge the public to please stay on the line, as hanging up and redialing will further tie-up the system. You will get help faster by staying on the line.

The risk to public safety as a result of the BCEHS delays is of serious and growing concern to our organization. E-Comm will continue to offer what assistance we can as BCEHS works to find an immediate solution to this matter.