



City of Lloydminster

Policy

Policy Title:	Municipal Enforcement Service Standards Policy	Policy Number:	250-06
Date of Adoption:	August 22, 2022	Motion Number:	313-2022
Date of Amendment:	September 19, 2022	Motion Number:	357-2022
Sponsoring Department:	Public Safety		

1. Purpose:

- 1.1. The purpose of this Policy is to establish clear, concise processes and service standard levels for the City of Lloydminster Designated Officers in order to provide exceptional service throughout the community.

2. Definitions:

Administration	An employee or contract employee of the City of Lloydminster.
City	The corporation of the City of Lloydminster.
Designated Officer	Any Person who has been appointed as Bylaw Enforcement Officer, or a Peace Officer.
Limited or Special Duties	Conducted less frequently or on a quarterly basis, duties of this nature shall not take away from primary or secondary duties, including but not limited to: <ul style="list-style-type: none"> • Assist the RCMP/Fire Services, as needed. • Enforcement of parking on commercial private property in response to a complaint
Primary Duties	Conducted on a daily and per complaint basis and represent core services, including but not limited to: <ul style="list-style-type: none"> • Parking patrols of the downtown core • Domestic animal control • Neighborhood patrols (including City owned facilities and parks) • Taxis (monitoring, inspection and regulatory) • Enforcement of municipal bylaws
Secondary Duties	Conducted on a weekly or monthly basis but are either regulatory in nature or safety related, including but not limited to: <ul style="list-style-type: none"> • School Zone Patrols • Traffic Enforcement • Court Related duties • Assisting in City of Lloydminster events, as needed

3. Scope:

- 3.1. This Policy applies to all Designated Officers in the City regarding expectations of service levels and for enforcement of municipal bylaws, and additional duties as required.

4. Policy Instructions:

- 4.1. Designated Officers shall strive to provide a fifteen (15) minute response time to calls for service received during regular duty hours, as outlined in 4.2. below, and whenever reasonably possible.
 - 4.1.1. This response time is based on Designated Officer availability at the time the call is received.
- 4.2. Designated Officers Regular Duty Hours:
 - 4.2.1. Monday – Friday: 7:30AM – 10:00PM
 - 4.2.2. Saturday & Sunday: 7:30AM – 6:00PM
- 4.3. Any calls received outside of the noted time periods will be held for the next available officer on duty.
- 4.4. In addition to providing Primary, Secondary, and Limited or Special Duties, Designated Officers will also provide service and support for Emergency Management situations as it relates to their roles and responsibilities.

5. Penalty:

- 5.1. Any member of Administration found to be in violation of this Policy may be subjected to a disciplinary action. Such action may be dependent upon the nature of the breach of this Policy; discipline may range from a verbal warning to dismissal with cause.
- 5.2. Any Member of Council found to be in violation of this Policy may be dealt with utilizing the "*Code of Conduct Bylaw*" or provisions of "*The Lloydminster Charter*."

6. Responsibility:

- 6.1. City Council shall review and approve all policies.
- 6.2. Administration shall administer this Policy through the use of a supporting procedure.
- 6.3. Sponsoring Department shall be responsible for creating and amending a supporting procedure.