



City of Lloydminster

Policy

Policy Title:	Bylaw Enforcement - Service Standards			Policy Number:	004-2015
Date of Council Approval:	August 24, 2015	Motion No.:	235-2015	Year of Review:	2018
Department Sponsored by:	Community Services	Date of Procedure Revision:			

Purpose: The City of Lloydminster is committed to providing a safe community for its residents by creating service level standards with regard to Bylaw Enforcement.

Objective: To establish clear, concise processes and service standard levels for the City of Lloydminster Bylaw Staff in order to provide world class service to its residents.

Definitions:

Primary Duties	<p>Conducted on a daily basis or a per complaint basis and represent core services, including but not limited to:</p> <ul style="list-style-type: none"> • Public Safety • Traffic (non-moving) • 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	<p>Conducted on a weekly or monthly basis but are either regulatory in nature or safety related, including but not limited to:</p> <ul style="list-style-type: none"> • School Zone Patrols • Court Related duties • Assisting in City of Lloydminster events, as needed
Limited or Special Duties	<p>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:</p> <ul style="list-style-type: none"> • Pest Control, on residential properties only • Assist the RCMP/Fire Services, as needed. • Enforcement of parking on commercial private property in response to a complaint • Semi-Annual enforcement Blitz
Designated Officer	Any Person who has been appointed a Bylaw Enforcement Officer, or a Peace Officer.

Scope: This policy will apply city wide with regards to enforcement of municipal bylaws, and additional duties as required.

Policy Instructions:

Designated Officers will strive to provide a 15 minute response time to calls for service received during regular duty hours and whenever reasonably possible. This response time is based on Designated Officer availability at the time the call is received.

Designated Officers Regular Duty Hours and On-Call Hours:

- Monday to Friday, 8 AM to 7 PM
- Saturday, 8 AM to 5 PM
- Off Duty, 8 AM to 5 PM

Any calls received outside of the noted time periods will be directed to the RCMP Complaints Line and dispatched to the on-call Bylaw Officer.

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.

Community Services will provide a monthly enforcement report to Council.

Responsibility:

City Council will review and approve all policies.

City Administration will administer the policy through the use of a supporting procedure.

Community Services Department is responsible for creating and amending a supporting procedure.