

**VANCOUVER POLICE BOARD
SERVICE & POLICY COMPLAINT REVIEW COMMITTEE**

Meeting minutes

January 20, 2022, 1:33pm to 2:09pm

7TH Floor Boardroom 2120 Cambie, Vancouver & via VIDEO CONFERENCE

Board Members Present

Allan E. Black (Committee Chair)
Mayor Kennedy Stewart
Faye Wightman (Vice-Chair)
Patricia Barnes
Frank Chong
Merrilee Robson
Wendy John

Staff Present

Chief Constable Adam Palmer
DCC Howard Chow
DCC Steve Rai
DCC Fiona Wilson

Stephanie Johanssen, Executive Director
Minutes by Ali Huculak, Executive Assistant

Absent:

Rachel Roy

1. Consent Agenda

The Chair called the meeting to order.

1.1 Agenda for January 20, 2022

1.2 Minutes of November 25, 2022 Service or Policy Complaints Review Committee Meeting

1.3 OPCC/Service or Policy Correspondence

Motion to approve the consent agenda minus item #1.3 OPCC Correspondence which is moved to other business.

MOVED/SECONDED

UNANIMOUSLY CARRIED

The Chair noted at the previous Service or Policy Complaints Review Committee meeting, the Board adopted a new process in which a subcommittee reviews each complaint upon receipt, and then decides if it should be sent to the Department directly for preliminary investigation, or if another course of action should be recommended to the full Committee. Complaint 2021-016 is the last complaint before the new process was adopted, and therefore has not been reviewed by the subcommittee.

2. Service or Policy Report Back

2.1 Complaint #2021-016: E-Comm

2.2 Report #2201C01:

Sgt. Mehrban Sidhu spoke to report and summarized the complaint. Sgt. Sidhu noted the service demands for 9-1-1 and non-emergency are exceeding the existing capabilities of E-Comm, and when he spoke with the Complainant, they were happy with the investigation and understood

the reason for delay was as a result of E-Comm. There was discussion with respect to the issues around E-Comm, and the Board will have a more in depth conversation In Camera.

MOTION to conclude the review of the complaint, based on the information outlined in the report.

MOVED/SECONDED

UNANIMOUSLY CARRIED

3. Service or Policy Complaint Report back

3.1 Complaint #2021-018: Front Counter Reporting

3.2 Report Back #2201C02: VPD Report Back on SP # 2021-018

Sgt. Astrid Bonter summarized the complaint, noting the complainant had called non-emergency on several occasions and waited on hold for extensive periods of time, and finally attended the public service counter at Cambie in order to make a report. Unfortunately the complainant was unable report her assault due to the extensive wait. She then filed a Service or Policy complaint with the OPCC. The complainant was reached out to by the VPD and is satisfied with assistance received since making her complaint.

Sgt. Bonter noted that E-Comm is a third party contract service provider, and they are aware of extensive non-emergency wait times. These wait times are unacceptable to the VPD, and E-Comm is working on improving this inefficiency. The VPD has expanded call types that allow for online reporting, and installed a priority non-emergency line at the public service unit counter to allow those who are coming in-person the opportunity to bypass the non-emergency queue.

This investigation has resulted in change to the Public Service Unit policy as they relate to persons reporting sexual assaults, as they already provided special assistance to persons reporting unique or extraordinary circumstances. The amended policy now expressly directs staff to receive sexual assault reports at a designated wicket. Public Service Unit staff will make calls to non-emergency via the non-emergency priority line on behalf of the person reporting, which ensures that a person is less likely to leave in frustration, and allows for close monitoring via public service unit staff. This enhanced customer service extends to persons reporting missing people, domestic violence, and all others that report with extraordinary circumstances. If someone comes in person to report the aforementioned circumstances, and they wish to speak to an officer, this can be facilitated by the VPD.

Sgt. Bonter spoke to a Board member's question stating that trauma victim support is embedded within the Sex Crimes Unit.

Motion to conclude this the review of the complaint, based on the information outlined in the report and the actions taken by the VPD in response.

MOVED/SECONDED

UNANIMOUSLY CARRIED

4. Report #2201C03 and Verbal Update: OPCC Recommendation Trespass Prevention Program

DCC Chow provided a verbal update on the status of the Trespass Prevention pilot program, noting the recommendations from the OPCC are things the VPD intended on doing anyways with the Board's approval.

DCC Chow stated the evaluation will be comprehensive, and ensure that all qualitative data is analyzed, as well as data in relation to enforcement measures that were taken. DCC Chow stated any referrals to shelters, and any instances involving violence and weapons will also be included. The VPD will do a survey of the participating businesses in terms of the efficacy of the program itself.

The VPD would like to report their finding to the Board through a presentation and a written report.

DCC Chow stated the data has been compiled up to the end of December, however the program is currently status quo, despite there being a long list of businesses and residential buildings that are wanting to join the program.

Motion to respond to the OPCC's recommendation as outlined in the subcommittee's report.

MOVED/SECONDED

UNANIMOUSLY CARRIED

5. Report #2201C04 and Verbal Update: Vaccination Policy – Service or Policy Complaint

The Service or Policy Complaints Review Subcommittee has reviewed these concerns, and as a recommended action to sufficiently address the concerns, requested the VPD to provide a verbal update.

DCC Rai spoke to the vaccine policy currently in place at the VPD, noting the vaccinated percentage of employees at the VPD is just over 97%, and the unvaccinated employees are rapid testing.

Insp. Tyrone Sideroff provided an overall update on where the VPD stands with their COVID-19 vaccination policy. The VPD announced they were developing a COVID-19 vaccination policy in October 2021, to align with best practices endorsed by public health.

Insp. Sideroff stated on December 30th, 2021 the vaccination policy and rapid testing protocol were officially implemented. The VPD has an extraordinarily high vaccination rate amongst employees, and there is a small number of VPD employees who are required to adhere to frequent rapid testing on their own time and cost. The VPD vaccination policy is similar to many policing agencies across BC and Canada. At this time, VPD has achieved 100% compliance rate with this policy, and if VPD employees were not in compliance they would not be allowed to come into work, or commence work at all. The VPD's policy demonstrates a comprehensive approach to managing COVID-19 at the VPD.

Motion to process the complaints pursuant to Section 171(1)(e) of the Act, by providing the complainants with an overview of the information received.

MOVED/SECONDED

UNANIMOUSLY CARRIED

6. Other Business

The meeting was adjourned at 2:09pm.