

Policy Title:	Municipal Enforcement Service Standards Policy	Policy Number:	250-05
Date of Adoption:	August 22, 2022	Motion Number:	313-2022
Date of Amendment:	August 17, 2026	Motion Number:	249-2026

1. Purpose:

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

2. Definitions:

Administration	An employee or contract employee of the City of Lloydminster.
Authorized Employer	The designated representative of a municipality authorized to employ Peace Officers.
Bylaw Enforcement Officer	A person employed or engaged by the City of Lloydminster, appointed through the Bylaw Enforcement Officer Bylaw.
City	The corporation of the City of Lloydminster.
Community Peace Officer	A person employed or engaged by the City of Lloydminster as a Community Peace Officer under the Peace Officer Act of Alberta.
Municipal Enforcement Officer	Any person who has been appointed as a Bylaw Enforcement Officer, or a Community Peace Officer for the City of Lloydminster.
Public Safety and Emergency Services	The Province of Alberta Ministry responsible for the administration and oversight of the Peace Officer Program.
Scheduled Hours	Standard working hours provided by Enforcement Services of Monday to Friday 7:00 AM to 7:00 PM, excluding Statutory Holidays.

3. Scope:

- 3.1. This Policy applies to all Municipal Enforcement Officers for the enforcement of municipal bylaws and any acts appointed to them through the Peace Officer Act, including Community Peace Officers and Bylaw Enforcement Officers.
- 3.2. This Policy applies to City of Lloydminster employees responsible for oversight or administrative support of Enforcement Services.

4. Authority:

- 4.1. The Public Safety department may employ a combination of Community Peace Officers and Bylaw Enforcement Officers to conduct Municipal Enforcement Services.
 - 4.1.1. Bylaw Enforcement Officers shall provide services and response to all City of Lloydminster bylaws.
 - 4.1.2. Community Peace Officers shall provide services and response to all City of Lloydminster bylaws and Provincial or Federal Acts as they have been appointed authority.
- 4.2. The Authorized Employer may identify the necessary authorities to achieve service standards. An application may be made to the Province of Alberta Public Safety and Emergency Services Peace Officer Program to amend appointments of Community Peace Officers to facilitate enforcement.
 - 4.2.1. Additional authorities may integrate with policing services, such as the Royal Canadian Mounted Police. A Memorandum of Understanding shall be completed and retained on file for any integrated service responses.
- 4.3. Community Peace Officers shall adhere to the Public Security Peace Officer Program Policy and Procedures Manual as amended from time to time.
- 4.4. Bylaw Enforcement Officers shall adhere to the Bylaw Enforcement Officer Bylaw as amended from time to time.

5. Schedule:

- 5.1. Municipal Enforcement Officers shall be scheduled to provide response Monday to Friday 7:00 AM to 7:00 PM.
 - 5.1.1. Municipal Enforcement Officers may be scheduled to provide response outside of Scheduled Hours, including weekends or evenings as operationally required.
- 5.2. Municipal Enforcement Officers shall strive to provide a fifteen (15) minute response time to calls for service received during Scheduled Hours or as soon as practicable.
 - 5.2.1. This response time is based on Municipal Enforcement Officers availability at the time the call is received.
 - 5.2.2. Calls for service reported via online format shall receive a response within 24 hours.
- 5.3. Calls received outside of Scheduled Hours shall be triaged based on severity. Complaints requiring an immediate response shall be forwarded to the

appropriate authorized agency.

5.3.1. Non-emergency and non-urgent complaints shall be held for the next available Municipal Enforcement Officer

5.4. Municipal Enforcement Officers shall action and document all calls for service received.

6. Authority and Enforcement Jurisdiction

6.1. Bylaw Enforcement Officers are authorized to enforce all City of Lloydminster Bylaws, unless enforcement authority is otherwise assigned, limited, or restricted within a specific bylaw or by Administration.

6.2. Community Peace Officers are authorized to enforce all City of Lloydminster bylaws and any Provincial Acts, regulation, and authorities granted through their appointment.

6.2.1. Authorities granted to Community Peace Officers may be amended, expanded, restricted, or otherwise modified by the Province of Alberta or the Authorized Employer from time to time in accordance with applicable legislation, regulations, policies, and appointment conditions.

6.2.2. Community Peace Officers shall only exercise those authorities for which they are currently appointed and authorized.

i. A current list of authorized authorities held by the City of Lloydminster may be referenced on the City of Lloydminster's webpage.

7. Supplementary Services

7.1. Municipal Enforcement Officers will also provide service and support for Emergency Management situations as it relates to their roles and responsibilities.

7.2. Municipal Enforcement Officers may provide support to community events and engagement initiatives as it relates to their role and responsibility.

7.3. Municipal Enforcement may create special assignments to achieve service standard goals.

8. Annual Objectives:

8.1. Municipal Enforcement shall create an Annual Department Performance Plan, which shall be approved by the Director, Public Safety.

8.2. Municipal Enforcement shall complete quarterly reports and an annual report to showcase progress of the Annual Department Performance Plan.

8.2.1. Reports shall be submitted to the Director, Public Safety.

9. Penalty:

- 9.1. Any member of Administration found to be in violation of this Policy may be subjected to 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.
- 9.2. Any Member of Council found to be in violation of this Policy may be dealt with utilizing the "*Council Code of Ethics Bylaw*" or provisions of "*The Lloydminster Charter*."

10. Responsibility:

- 10.1. City Council shall review and approve all policies.
- 10.2. Administration may administer this Policy through the use of a supporting procedure, as required.