



Governance & Services Committee

TO: Governance and Services Committee

FROM: Todd Cashin
Director Community Services

DATE: November 4, 2021

SUBJECT: Protective Services – Realignment Update

Purpose: To update the Regional Board of some minor realignment of Community Services and Corporate Services, as well as the creation of the Protective Services Branch.

Executive Summary:

The Protective Services Branch replaces the former Regional Police & Community Support Services. This new structure was established to incorporate other RDCO programs to meet current demands and align resources. Protective Services will be conducting service reviews to ensure that the re-allocation of resources and programs best serves our communities within the Central Okanagan.

RECOMMENDATION:

THAT the Governance and Services Committee receives the Protective Services – Realignment Update report from the Director of Community Services dated November 4, 2021, for information.

Respectfully Submitted:

A handwritten signature in black ink, appearing to read "Todd Cashin".

Todd Cashin
Director of Community Services

Approved for Board's Consideration

A handwritten signature in black ink, appearing to read "Brian Reardon".

Brian Reardon, CAO

Prepared by: David Gazley, Manager Protective Services

Implications of Recommendation:

Strategic Priorities:	Receiving the update on the Protective Services realignment supports the Regional Board Strategic Priorities 2019-2022 with respect to “Sustainable Communities” and supports efforts to create a healthy built environment in which all people throughout the region enjoy a high quality of life with access to safe neighbourhoods.
Policy:	The creation of a Protective Services Branch supports numerous policies outlined in the Regional Growth Strategy Bylaw No. 1336.

Background:

Like other communities, the Regional District of Central Okanagan continues to grow as do calls for service, placing significant demands on all departments. The envisioned Protective Services Branch, planted firmly within Community Services is now a reality and has re-aligned existing programs. This shift has appropriately reallocated resources from Corporate Services and Community Services to better serve the Regional District of Central Okanagan.

The scope and justification for the change is driven by the Regional Board’s Strategic Priorities, the Regional Growth Strategy and in part from employee responses to the Employee Engagement Corporate Goals and Actions 2019-2022 which highlights needed improvement in building opportunities, increasing innovation, and continuing to improve our work environment. These goals and actions will be accomplished through this realignment.

Protective Services will be service driven and recognizes the need for change and innovation. Collaboration among departments and partners has resulted in the creation of the Property Standards Compliance Team with a mandate of enhancing health and community and creating a sense of safety through a coordinated, multi-agency approach. Project 529 aims to ensure that all bicycles are registered in order to be returned if stolen and later recovered. Other drivers of innovation include the creation of multiple Public Service Announcements and other innovative marketing strategies to promote our programs through our existing communication channels, societies, and resources.

Given this, Protective Services will have the ability to effect change through bylaw compliance and progressive enforcement. Our partnerships with the RCMP, local municipal and provincial government, the syilx/Okanagan people, and our internal RDCO departments will assist us in meeting a number of the Regional Board’s Strategic Priorities (e.g. creating healthy environments, safer communities).

Policy Considerations:**Regional Board Strategic Priorities 2019-2022**

RDCO’s strategic priorities, developed by the Regional Board, speak to important goals, services and needs on which the Board wishes to focus the organization’s attention and resources.

Receiving the update on the Protective Services realignment supports the Regional Board Strategic Priorities 2019-2022 with respect to Sustainable Communities and supports efforts to create a healthy built environment in which all people throughout the region enjoy a high quality of life with access to safe neighbourhoods.

Regional Growth Strategy (RGS) Bylaw No. 1336

The RGS provides overall direction to work with local governments and provincial agencies to respond to the needs of the region with an effective and efficient governance model. Additionally, this realignment supports the various policies of the RGS.

Our Governance goal is to respond to the needs of the region with an effective and efficient governance service model. Policies include:

- Encourage cooperation, collaboration and partnerships among regional partners in the delivery of effective and efficient public services and/or enhance opportunities of mutual benefit for cost sharing on procurement, delivery of services, and/or capacity building on issues to ensure financial and human resources are invested effectively; (Policy No. 3.2.10.1).
- Encourage effective governance and service delivery by being transparent, accountable and accessible; (Policy No. 3.2.10.2).
- Support opportunities for regional partners to collaborate, communicate and coordinate on matters of regional significance (Policy No. 3.2.10.4);
- Encourage collaboration among the regional partners on long range land use, infrastructure and financial planning based upon projected growth, emerging priorities and the anticipated needs of communities; and (Policy No. 3.2.10.5).
- Ensure the Region maintains effective services, which meets the present and future user demands (Policy No. 3.2.10.6).

Financial Considerations:

There are currently no associated financial implications as the realignment is being done within existing budgets. However, staff will be bringing forward a Service Review in the coming months which may result in additional financial considerations as part of the 2022 budget cycle.

External Implications:

Communication, engagement, and input are important and necessary components of any realignment. This includes learning from staff, partners and the public about their values and concerns related to emerging issues and then incorporating these into future actions and outcomes.

Organizational Issues:

In accordance with the Board's Service Establishment Bylaw Review Schedule, staff will be bringing forward a Service Review for the Protective Services Branch in the coming months.

Considerations not applicable to this report:

- *Organizational Issues:*
- *External Implications:*
- *Alternative Recommendation:*