



Corporation of the City of
NEW WESTMINSTER

A vibrant, compassionate, sustainable city that includes everyone.

CITY COUNCIL WORKSHOP

MINUTES

Monday, January 31, 2022

**Meeting held electronically and open to public attendance
Council Chamber, City Hall**

PRESENT:

Mayor Jonathan Cote
Councillor Chinu Das
Councillor Patrick Johnstone
Councillor Jaimie McEvoy
Councillor Nadine Nakagawa
Councillor Chuck Puchmayr
Councillor Mary Trentadue

STAFF PRESENT:

Ms. Lisa Spitale	Chief Administrative Officer
Ms. Jacque Killawee*	City Clerk
Mr. Rod Carle	General Manager, Electrical Utility
Mr. Dean Gibson	Director of Parks and Recreation
Mr. Dave Jansen	Chief Constable
Ms. Lisa Leblanc	Director of Engineering Services
Ms. Lorraine Lyle	Senior Manager, Finance
Ms. Denise Tambellini	Manager, Intergovernmental and Community Relations
Ms. Serena Trachta	Acting Director of Climate Action, Planning and Development
Ms. Harji Varn	Chief Financial Officer and Director of Finance
Mr. Erin Williams	Acting Fire Chief
Ms. Nicole Ludwig*	Assistant City Clerk

* Denotes attendance in the Council Chamber.

1. **CALL TO ORDER AND LAND ACKNOWLEDGEMENT**

Mayor Cote opened the meeting at 3:02 p.m. and recognized with respect that New Westminster is on the unceded and unsurrendered land of the Halkomelem speaking peoples. He acknowledged that colonialism has made invisible their histories and connections to the land. He recognized that, as a City, we are learning and building relationships with the people whose lands we are on.

2. **PRESENTATIONS**

2.1 **E-Comm 9-1-1 Update**

a. **On Table Presentation, Oliver Grüter-Andrew, President and CEO and Stephen Thatcher, Vice President of Operations, E-Comm**

Olive Gruter-Andrew, President and CEO, provided an update on E-Comm, and Steven Thatcher, Vice President of Operations, provided an update on 911 and police call services and general operations review.

In response to Council questions, Mr. Gruter-Andrew and Mr. Thatcher provided the following information:

- If people on a non-emergency call hang up before the three-minute mark, that call is not included in any scoring towards goals;
- It is fair to say that fewer calls may be coming because people are giving up on the service;
- Some agencies have recently stopped using E-Comm for non-emergency calls;
- Emergency calls to police are the default if the call is not clearly for fire or ambulance;
- E-Comm will need to restructure deals in order to provide more supports for dispatchers and the current lack of support leads to ongoing issues;
- BC Ambulance Service (BCAS) changed their protocols in the fall to mitigate a dip in response times;
- There are multiple jurisdictions using E-Comm and it would be better to have one coordinating entity at the provincial level to make sure needs are being addressed;

- Triaging calls to BC 211 would require substantial training for 211 staff;
- BC 211 is potentially the right organization to handle non-emergency calls that are not police, fire, or ambulance related, however they need to be strengthened through permanent annual funding. The E-Comm Board is prepared to advocate for these changes.
- A differentiated response to non-emergency calls that can provide more specific responses would be extremely helpful;
- Municipalities managing emergency calls on their own is not necessarily easier or less expensive; and,
- E-Comm is currently looking for a small group of local elected officials who could advocate with the province and support a potential motion at the Union of BC Municipalities (UBCM) in the fall.

b. E-Comm Financial Background Report, Chief Administrative Officer

To provide information to Council regarding the fees increases by E-Comm.

MOVED AND SECONDED

THAT Council direct New Westminister Fire and Rescue Services to report back in response to the issues raised by E-Comm; and

THAT Council asks the New Westminister Police Board to provide a report back on their response to the issues raised by E-Comm.

Carried.

All members present voted in favour of the motion.

3. END OF THE MEETING

The meeting ended at 4:03 p.m.

Jonathan Cote

MAYOR

Jacque Killawee

CITY CLERK

