

From: "Singh, Sandra" <[Sandra.Singh@vancouver.ca](mailto:Sandra.Singh@vancouver.ca)>

To: "[Direct to Mayor and Council - DL](#)"

Date: 7/2/2025 2:53:06 PM

Subject: Memo: Body Worn Cameras Pilot program update

Attachments: CMO - Memo (Council) - Body Worn Camera Pilot program (2025-07-02).pdf

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Good afternoon Mayor and Council,

Please find attached a memo that provides further information about the planned pilot of Body Worn Cameras for Parking Enforcement Officers (PEOs). Key information includes:

- Under BC's Occupational Health and Safety Regulation, employers are legally required to implement comprehensive policies and procedures to safeguard both the physical and psychological well-being of workers.
- The City has a violence prevention program that meets the Provincial regulatory requirements and incorporates best practices such as regular program reviews and active participation from the Joint Health and Safety Committee.
- Given increases in inappropriate behaviour toward City staff during the course of their duties by members of the public, the program is being updated to ensure the program remains responsive to the changing public service environment and maintains a proactive approach to staff safety and public service delivery.
- One of the new planned measures is to pilot the use of body worn cameras (BWCs) by frontline bylaw enforcement/compliance staff as both a preventative and an incident response measure.
  - For the duration of 6 months, 15 PEOs will be outfitted with a BWC for every shift once the pilot starts.
  - The 15 participants represent a range of shifts schedules, experience levels, genders as well as RFT and AUX staff.
- Currently, staff are planning for a launch of the pilot in late July or August, pending training and finalization of some details.
- Given the importance of this pilot, to enhance public awareness and ensure transparency around the BWC pilot, CEC will implement a robust communication strategy:
  - Prior to the launch, a news release will be issued, accompanied by a media availability session featuring key City staff to provide context and answer questions.
  - A dedicated section on the City's official website will offer detailed information about the pilot, including a robust FAQ to address common concerns.
  - Throughout the duration of the pilot, CEC will actively use the City's social media platforms to share timely updates and keep the public informed and engaged.

As we have already seen some significant media interest regarding this topic, we invite you to direct any media queries to [media@vancouver.ca](mailto:media@vancouver.ca).

If you have any further questions, please do not hesitate to email me and I will work with the project team to ensure a response through the weekly Q&A.

Thank you,

Sandra

**Sandra Singh** | Deputy City Manager

City of Vancouver

E-mail: [sandra.singh@vancouver.ca](mailto:sandra.singh@vancouver.ca)

Pronouns: she/her

Assistant: Laura Holvor

Phone: 604.829.9602

E-mail: [laura.holvor@vancouver.ca](mailto:laura.holvor@vancouver.ca)

Pronouns: she/her

*The City of Vancouver acknowledges the unceded homelands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Sel̓ilwílulh (Tsleil-Waututh) Nations.*

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**MEMORANDUM**

July 2, 2025

TO: Mayor & Council

CC: Paul Mochrie, City Manager  
Armin Amrolia, Deputy City Manager  
Karen Levitt, Deputy City Manager  
Katrina Leckovic, City Clerk  
Maria Pontikis, Chief Communications Officer, CEC  
Teresa Jong, Administration Services Manager, City Manager's Office  
Trevor Ford, Chief of Staff, Mayor's Office  
Mellisa Morphy, Director of Policy, Mayor's Office  
Lon LaClaire, General Manager, Engineering Services

FROM: Sandra Singh, Deputy City Manager

SUBJECT: Body Worn Camera Pilot – Parking Enforcement Officers

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**PURPOSE**

The purpose of this memo is to provide an update on the planned Body Worn Camera (BWC) pilot for Parking Enforcement Officers (PEOs), projected to launch at the end of July or early August.

**BACKGROUND**

Violence Prevention: Employer Responsibilities

Under British Columbia's Occupational Health and Safety Regulation, employers are legally required to implement comprehensive policies and procedures to safeguard both the physical and psychological well-being of workers. This includes specific measures to prevent workplace violence and harassment. Employers must conduct regular risk assessments to identify potential threats of violence. Where risks cannot be fully eliminated, they are obligated to establish and maintain written policies and work area arrangements, procedures, worker and supervisor training, and incident reporting and investigation protocols.

City of Vancouver's Violence Prevention Program

The City has a violence prevention program that meets the Provincial regulatory requirements and incorporates best practices such as regular program reviews and active participation from the Joint Health and Safety Committee.

Given increases in inappropriate behaviour toward City staff during the course of their duties by members of the public, the program is being updated to ensure the program remains responsive to the changing public service environment and maintains a proactive approach to staff safety and public service delivery. This includes developing and implementing clear behavioural expectations across all areas of public service, introducing procedures to address public conduct toward staff, and enhancing physical and procedural safety measures such as piloting new uniforms and increasing security presence at City Hall. The program also focuses on expanding and aligning incident reporting and enhancing staff support systems. Continuous evaluation of these initiatives is central to ensuring a safe and respectful environment for both staff and the public.

At the October 9, 2024, Standing Committee on City Finances and Services meeting, the City's Chief Safety Officer provided an update to Council on the updates to the City's Violence Prevention Program and planned initiatives. The presentation *Inappropriate Public Behaviours: Updating the City's Violence Prevention Program to Ensure a Respectful and Safe Work Environment for Employees* is available online: [power point presentation](#) and [video recording](#).

### Violence Prevention Program Pilot: Body Worn Cameras

One of the measures identified in the October 2024 update to Council was the intention to explore the potential use of body worn cameras (BWCs) by frontline bylaw enforcement/compliance staff as both a preventative and an incident response measure.

BWCs have been implemented as a means of violence deterrence and are reported to have a range of positive impacts. They are most commonly deployed by policing organizations across North America. However, over recent years, the City has observed their deployment by an increasing range of organizations – including municipalities – in non-policing situations.

### BWCs: How they work

BWC are compact video recording devices typically worn on the chest or the shoulder. When powered on, they operate in a standby mode known as Buffer Mode, which continuously records a short loop of footage that is saved only if the camera is activated. When a situation arises that may pose a safety risk or escalate into an incident, the wearer activates the camera, capturing both the live event and the buffered footage leading up to it. This ensures a more complete record of the interaction. The footage is securely stored and can only be accessed by authorized personnel, maintaining the integrity and confidentiality of the recordings.

### Jurisdictional Scan: BWCs in non-policing environments

The City is closely monitoring the growing trend among municipalities and the private sector organizations integrating BWCs into various non-policing enforcement and security roles. Below are some examples of where BWCs are currently deployed in non-policing situations:

#### **Public sector**

- Toronto Transit Commission (ON): BWC & ICCS Policy [BWC & ICCS Policy](#)
- City of Guelph (ON): Using BWCs for by-law enforcement, identifying multiple scenarios where cameras have been useful, [Bylaw compliance - City of Guelph](#)
- City of Burnaby (BC): Implementing BWCs for by-law enforcement, <https://burnaby.widen.net/s/sjtmpnjdwk/body-worn-camera-policy>

- City of Saskatoon (SK): Body camera usage in parking services, where staff reported feeling safer wearing cameras <https://pub-saskatoon.escribemeetings.com/filestream.ashx?DocumentId=172442>

### Private Sector

- Loblaw Companies Ltd.: In response to rising incidents of violence and retail crime in its stores across Canada, Loblaw expanded its [BWC pilot](#) in February 2025 from two stores in Saskatoon and Calgary to select communities in British Columbia, Ontario, and Manitoba.
- Newton Business Improvement Association (Surrey, BC): Hired private security company is using BWC - [Bodycam-wearing security guards patrol Newton business district - Cloverdale Reporter](#)
- GardaWorld Security: [Enhancing security through technology: The role of body cameras in mitigating violent incidents | GardaWorld Security Canada](#)

## DISCUSSION

### City Pilot Summary

The objective of the pilot is to assess whether BWCs deter abuse and violence toward PEOs and whether they improve the physical and psychological safety for PEOs.

#### *Pilot Group: Parking Enforcement Officers*

Parking Enforcement Officers (PEOs) routinely engage with the public while enforcing the Parking, Street, and Traffic Bylaws and increasingly face hostility in the course of their duties. This hostility manifests as verbal threats, harassment, bullying, as well as physical violence. A number of measures to support the safety of PEOs and de-escalate situations have been implemented over the years. Appendix A includes a summary of some of the existing measures. Despite these extensive efforts, incidents of aggression toward PEOs has been increasing, with physical assaults occurring at an average rate of one every two weeks.

#### *BWC Pilot Design*

For the duration of 6 months, 15 PEOs, who all volunteered to participate in the pilot, will be outfitted with a BWC for every shift once the pilot starts. The 15 participants represent a range of shifts schedules, experience levels, genders as well as RFT and AUX staff. The group's experiences over the pilot program time period will be compared with a group of PEOs not equipped with BWCs.

Staff have developed a BWC policy as well as clear user guidelines and rules for access to footage and retention. At a high level, these include:

- **Daily deployment:** PEO to check out BWC at beginning of shift and turn it on to Buffer Mode. The camera is on stand-by and has a 30-second loop that captures pre-activation footage
- **Activation:** PEO to activate BWC if encountering warning signs that an interaction may result in an incident or if an incident just happened, i.e. if they feel their safety is or may be threatened. The Buffer Mode feature results in the recording starting 30 seconds prior to activation of the camera.
- **Notification:** Before activation, PEO to notify the member of the public that they are activating the camera.

- **Access to footage:** Footage/recordings are only accessible to two senior staff. The PEO who activated the camera is not able to access, review, delete or modify the footage.
- **Retention:**
  - If the situation when the camera was activated did not result in a reportable incident, i.e. the deterrence of violence was successful, the footage will not be reviewed and will be deleted after 5 days.
  - If the situation when the camera was activated resulted in an incident, the PEO will note on the incident report that footage exists for, senior staff to review and triage to determine next steps. Footage may be shared with VPD for investigation purposes

### Privacy Impact Assessment

The Office of the Chief Safety Officer and Parking Operations Enforcement Branch has worked closely with the Privacy Office to develop a comprehensive Privacy Impact Assessment (PIA), which has been submitted to the OIPC as part of a compliance review. The PIA for the BWC pilot outlines the management of footage, detailing its collection, use, disclosure, storage, access controls, security measures, and retention policies.

### Financial Implications

Through an amendment of to the VPD BWC agreement, their provider, Axon Canada Inc., will be providing the equipment for the City BWC pilot at no cost. Axon is a leading provider in public safety technology with experience in supporting BWC for other agencies such as RCMP, Loblaw Companies, etc. There is no commitment of a permanent deployment following the pilot.

### Pilot Evaluation

The pilot evaluation will involve a comprehensive approach to stakeholder engagement, data collection, and reporting. Key stakeholders in the evaluation includes PEOs, supervisors, IT and support staff, as well as legal and privacy. Feedback will be gathered from participants through surveys, focus groups, and analysis of various data points, including incident reports, complaints and near misses. As it is difficult to measure incidents that did not happen, situations where the BWC was activated, and the situation did not result in an incident, will be tracked. A final report will evaluate the outcomes of the pilot to determine whether BWC enhance physical and psychological safety for PEOs and support broader implementation.

The outcome of the pilot will guide future decisions on a permanent deployment to all PEO as well as potential expansion to other CoV public-facing Bylaw enforcement/compliance teams.

## **NEXT STEPS**

### Timeline to launch

Currently, staff are planning for a launch of the pilot in late July or August. Staff are currently finalizing the policy, revising and finalizing pilot details, and working with the vendor to ensure all the logistics related to the equipment and training of staff is in place prior to the launch.

### Public Awareness and Communications


Given the importance of this pilot, to enhance public awareness and ensure transparency around the BWC pilot, the City will implement a robust communication strategy:

- Prior to the launch, a news release will be issued, accompanied by a media availability session featuring key City staff to provide context and answer questions.
- A dedicated section on the City's official website will offer detailed information about the pilot, including a robust FAQ to address common concerns.
- Throughout the duration of the pilot, the City will actively use its social media platforms to share timely updates and keep the public informed and engaged.

## **FINAL REMARKS**

The BWC pilot represents a significant opportunity to use modern technology to enhance physical and psychological safety for frontline bylaw enforcement/compliance. Through careful planning, stakeholder engagement, and ongoing evaluation, the City aims to assess the effectiveness of this technology in real-world conditions. The insights gained from this pilot will inform future decisions regarding a broader implementation.

Thank you,

A handwritten signature in black ink, appearing to read "Sandra Singh". The signature is fluid and cursive, with the first name "Sandra" written in a larger, more prominent script than the last name "Singh".

Sandra Singh  
Deputy City Manager

## **APPENDIX A**

The City has implemented multiple measures to enhance staff safety, which are outlined below.  
Current Measures and Processes:

### **Training**

PEOs receive non-physical, verbal de-escalation training upon hiring, followed by refresher courses every two years. In addition, the courses listed below equip staff with strategies to recognize, respond to, and prevent violence.

- Talkwondo (verbal de-escalation) – Mackenzie
- Zero Violence – Fiore Group
- Workplace Violence Prevention & De-escalation – Arete
- De-escalation – City Protective Services

### **Safe Work Procedures**

The following Safe Work Procedures are in place to support our PEOs

- Preparing for Violence – Provides proactive steps for managing potentially escalating interactions.
- Encountering Threats or Assault – Outlines emergency protocols for Parking Enforcement Officers, including reporting procedures and access to support.
- Reporting Violent Incidents – Guides staff on reporting procedures for violent incidents.
- Working Alone – Details check-in procedures and tools to ensure staff well-being while working independently.
- De-escalation – Lists essential dos and don'ts to help staff manage volatile situations effectively.

### **Programs and Processes**

The following Programs and Processes are in place to support our PEOs:

- Behavior-Based Safety – Involves one-on-one observations of employees performing routine tasks, with immediate feedback on safety-related behaviors. Parking Enforcement staff benefit from job shadowing led by peer mentors who identify opportunities for improved safety practices.
- Abusive Plate Warning – Alerts are issued for vehicles linked to incidents involving staff. These warnings, which typically last five years, provide different levels of notification depending on incident severity.
- Branch Practice – Not Served Process (Ticket by Mail) – Staff may opt to issue tickets by mail rather than in-person if their safety is at risk.
- Branch Practice – Paired-Up Enforcement – High-risk areas (e.g., late-night enforcement, special events, and outreach locations) are covered by paired-up enforcement teams for added security.
- Branch Risk Assessment – A comprehensive assessment identified potential hazards in every staff task and evaluated existing control measures to mitigate risks.
- Incident Reports – Provides a structured reporting process to document negative public interactions, helping to ensure understanding of the circumstances, track repeat offenders, analyze trends, and implement preventative and/or corrective actions.
- Incident Tickets – Introduced after surveys revealed unreported minor incidents. This streamlined reporting process helps uncover patterns, linking certain vehicles to multiple incidents involving staff.
- Supervisor and Superintendent Job Shadows – Supervisors conduct on-street job shadows to support officers, boost morale, and gain firsthand insights into challenges.