



Municipal Support Services

A Division of James Special Services Inc.

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James Special Services Inc

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Overview

The Municipal Law Enforcement unit at James Special Services Inc. aspires to be leaders in the privatization of Municipal Law Enforcement. Locally owned and operated James Special Services is close-knit with the communities that we serve. The goal of Municipal Support Services is not to penalize the citizens and or visitors to a community. We wish to achieve compliance through education and the provision of information that may help and offender realize their mistake, which will help preserve the quality of life to which each citizen is entitled. We offer cost-effect solutions to municipalities that are looking for effective and efficient solutions to the Bylaw concerns they are facing. James Special Services strives to offer the best customer service to the municipalities we serve and to the citizens who are living with in the municipality.

Goals

1. To offer excellent customer service by understanding the bylaws and listening to people's concerns so everyone feels as though their needs are being addressed.
2. Create cost certainty for municipalities.
3. Reduce issues when addressing complaints by having a trained team well versed in documentation and de-escalation.
4. Less time wasted in court by having all reports and files ready for immediate use.

Specifications

Selection Process:

To accomplish this role, it is necessary for the enforcement personnel to be well trained and highly motivated. Our officers must have security or law enforcement training at a post-secondary level or have previous experience in law enforcement or the military. Once the candidate has been selected, they will be required to pass the training program.

Municipal Enforcement Officer Training:

All officers are required to attend and pass an in-house training program that was designed with the cooperation of law enforcement trainers. This program covers the different duties and issues that arise while on the job. Please review the attached table of contents for a list of topics covered in the training.

Rate:

For services rendered, the municipality will be charged \$35.00 per hour. With additional officers, the rate will be lowered.

Benefits

1. Budget-friendly - James Special Services offers cost-certainty as the municipality will know the agreed-upon amount before services begin. All other costs associated with the services, such as fuel, will be assumed by James Special Services Inc.

2. Scheduling is completed by our Operations Manager meaning we can adjust the schedule as needed to accommodate changing calls.
3. James Special Services is a member of the Municipal Law Enforcement Officers Association.
4. We offer a 24/7 dispatch service so all calls are answered and a report will be done for the officer to investigate.
5. Multiple staff are trained for the position. This allows for sick days and vacations and guarantees the shifts will be staffed.

Services

James Special Services provides the following services:

1. Animal Control - James Special Services has the required equipment for the safe capture of dogs. Our vehicles are also equipped with a divider to prevent harm to the officer and animal once in the vehicle. James Special Services can also call upon a canine behaviorist to assist with dangerous or at-risk dogs.
2. Enforcing and Issuing Provincial Offences Notices (i.e. parking enforcement, noise complaints, and property standards act). The team at James Special Services is trained to properly write POA's when necessary. The proper completion of POA's will help when trying to move a case through the court system.
3. Routine patrols - using our vehicles the officer will patrol high-risk areas to watch for damages and mischief and make a report so the findings can be addressed immediately.
4. Crowd Control - James Special Services officers are equipped with body armor and Use of Force tools for their protection. This also gives the officers the ability to assist in crowd control operations.
5. Education - Being well versed in the Bylaws and regulations of the municipality the officers are able to educate the citizens. This helps morale within the community instead of the officer always handing out tickets. This approach can reduce issues with upset citizens who feel since they were unaware of the rules, they should not be forced to pay a fine.

This is only a small sample of the services we provide and we can accommodate any unique regulations your municipality may have.

Reporting and Administration

James Special Services will take care of all reporting and administrative tasks relating to all occurrences. You will receive an occurrence notice that will describe in detail the events that led up to the citation being served. The reports will be digital and have a paper copy which will be filed until it is needed. Our officers are also equipped with cameras that have photo and video recording capabilities. These will be used as evidence for investigation and will be included in all reports for review. Having photo and video evidence is a benefit when justifying the notices that have been served. It also serves as a guide for our officers to compare dates when investigating something such as a property standards issue.

Conclusion

Respecting the rights of our neighbours is an important aspect of a community. At times however, boundaries may be crossed and it is up to Municipal Law Enforcement Officers to investigate complaints received from the public. Through education and working with the community

we can achieve a higher rate of compliance, all the while keeping our relationship with the community in good standing. We at James Special Services Inc. are excited to assist you in all your municipal enforcement services.