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## MLEO Parking By-law Enforcement Policy

### Secure Shield Security Inc.

#### Purpose

The purpose of this policy is to provide guidelines for the enforcement of parking bylaws by Municipal Law Enforcement Officers (MLEOs) to ensure public safety, traffic flow, and adherence to municipal regulations.

#### Scope

This policy applies to all MLEOs employed by Secure Shield Security and covers all aspects of parking bylaw enforcement within municipal boundaries.

#### Definitions

- **Municipal Law Enforcement Officer (MLEO):** An individual appointed by the municipality to enforce bylaws.
- **Parking Bylaw:** Local regulations governing the parking of vehicles within municipal limits.
- **Violation Notice:** A notice issued to a vehicle in contravention of parking bylaws, detailing the offense and penalty.

#### Responsibilities

- **Municipal Council:** Establish and update parking bylaws as needed.
- **MLEO Supervisor:** Oversee enforcement activities, provide training, and ensure compliance with policies.
- **MLEOs:** Enforce parking bylaws fairly and consistently, issue violation notices, and educate the public on parking regulations.

#### Enforcement Procedures

1. **Patrol and Surveillance:**
  - Conduct regular patrols of municipal areas to monitor compliance with parking bylaws.
  - Use municipal vehicles and equipment as required for enforcement activities.

## 2. **Issuing Violation Notices:**

- Issue violation notices for observed infractions, ensuring accuracy in documentation.
- Place violation notices on the offending vehicle in a visible and secure manner.
- Record details of the violation, including vehicle make, model, license plate number, location, time, and nature of the infraction.

## 3. **Handling Disputes and Appeals:**

- Inform violators of their right to dispute or appeal a violation notice.
- Provide clear instructions on the dispute process, including deadlines and necessary documentation.
- Participate in dispute resolution hearings as required.

## 4. **Towing and Impoundment:**

- Identify situations that warrant the towing or impoundment of vehicles (e.g., obstruction of traffic, repeated offenses).
- Coordinate with authorized towing services to remove vehicles in violation of bylaws.
- Document towing and impoundment actions thoroughly.

## 5. **Public Education and Awareness:**

- Educate the public on parking bylaws through community outreach, informational brochures, and online resources.
- Respond to public inquiries and provide clear information on parking regulations and enforcement practices.

## **Training and Development**

- **Initial Training:** Provide comprehensive training for new MLEOs on parking bylaws, enforcement procedures, conflict resolution, and safety protocols.
- **Ongoing Training:** Offer regular refresher courses and professional development opportunities to ensure MLEOs stay current with bylaw updates and best practices.
- **Scenario-Based Training:** Conduct practical exercises and scenarios to enhance decision-making skills and enforcement effectiveness.

## **Safety and Conduct**

- **Officer Safety:** Ensure MLEOs have access to personal protective equipment and are trained in safety protocols.
- **Professional Conduct:** Require MLEOs to conduct themselves professionally and courteously at all times, treating the public with respect.
- **Conflict Resolution:** Train MLEOs in conflict resolution techniques to handle confrontations effectively and de-escalate tense situations.

## Reporting and Documentation

- **Incident Reporting:** Require MLEOs to report all significant incidents, including confrontations, threats, or use of force.
- **Daily Logs:** Maintain detailed daily logs of enforcement activities, including patrol areas, violations issued, and public interactions.
- **Data Management:** Use a centralized system to track violation notices, payments, disputes, and resolutions.

## Review and Evaluation

- **Policy Review:** Conduct annual reviews of the parking bylaw enforcement policy to ensure it remains effective and up-to-date with legal requirements.
- **Performance Evaluation:** Regularly evaluate MLEO performance and provide feedback to improve enforcement practices and outcomes.
- **Continuous Improvement:** Use data and feedback to identify areas for improvement and implement changes to enhance the effectiveness of parking bylaw enforcement.

## Compliance and Accountability

- **Monitoring Compliance:** Conduct regular audits of enforcement activities to ensure adherence to policies and procedures.
- **Disciplinary Actions:** Enforce disciplinary measures for violations of the enforcement policy, including improper conduct or failure to follow procedures.
- **Transparency:** Maintain transparency in enforcement practices and provide public access to enforcement statistics and policy documents.



## More information

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