



CITY OF WILLIAMS LAKE

**DATE /
ITEM NO.**

March 18 2025-E2

RES NO.

#102/25

SUBJECT: Security at Cariboo Memorial Recreation Complex

Moved and Seconded

That pursuant to Committee of Whole Council Report #10-2025 and the report of the Director of Community Services dated March 6, 2025, Council approve the termination of the security services at the Cariboo Memorial Recreation Complex effective April 7, 2025, and further that this decision be shared for information at a future Central Cariboo Joint Committee meeting.

CARRIED

RECORD OF VOTE (UPON REQUEST)

YEAS _____

NAYS _____



**CITY OF WILLIAMS LAKE
COMMITTEE OF WHOLE COUNCIL
REPORT #10-2025**

PRESENTED: Regular Meeting of Council – March 18, 2025 **DATE:** March 14, 2025
FROM: Committee of Whole Council **FILE:** 7900-10-01
SUBJECT: Security at Cariboo Memorial Recreation Complex

The Committee of Whole Council met on March 11, 2025 to consider the above matter and makes the following recommendation to Council:

RECOMMENDATION:

“That pursuant to the report of the Director of Community Services dated March 6, 2025, Council approve the termination of the security services at the Cariboo Memorial Recreation Complex effective April 7, 2025, and further that this decision be shared for information at a future Central Cariboo Joint Committee meeting.”

Respectfully submitted,

Ross Coupé
Corporate Officer



CITY OF WILLIAMS LAKE COUNCIL REPORT

DATE OF REPORT: March 6, 2025
DATE & TYPE OF MEETING: March 11, 2025 Committee of Whole Council Meeting
AUTHOR: Stacey Miranda, Director of Community Services
SUBJECT: SECURITY AT CARIBOO MEMORIAL RECREATION COMPLEX
FILE: 7900-10

Recommendation

That Council approve the termination of the security services at the Cariboo Memorial Recreation Complex effective April 7, 2025.

Purpose

This report outlines the supporting information to rescind security services at the Cariboo Memorial Recreation Complex for Friday and Saturday evenings, and Sunday afternoons.

Discussion

Background

Several incidents occurred during high-peak operating times and large volume spectator events at the Recreation Complex in 2024. These incidents could not be addressed in a timely fashion to ensure a safe, quality facility always. Most incidents are dealt with easily, and quickly when staff are readily available. Due to operational requirements, staff were not readily available, leaving patrons to call for support services or track down staff to inform them of an incident. The opportunity for additional staff was not available.

After discussion at the Central Cariboo Joint Committee and direction from Council at the December 3, 2024 regular meeting, the City of Williams Lake engaged security services during the higher spectator events and weekends to assist with the surveillance of the lobby and washroom areas. The surveillance was to:

- Support staff to enhance safety and security inside the Cariboo Memorial Recreation Complex, which includes carrying a radio to be in communication with CMRC staff;
- Assist with removing patrons under the influence of drugs/alcohol or behaving in a way that detracts from a positive experience of other patrons;
- Identify and address Cariboo Memorial Recreation Complex incidents which are in contradiction to the Facility Code of Conduct; and
- Have security personnel required to familiarize themselves with available resources in the area and work cooperatively with staff to ensure a positive experience within the facility.

The security services began in December 2024 and averages 24 hours per week (with additional shifts available when requested).

While the number of incidents during the times security personnel were engaged lowered, the incidents during non-security staffed times increased. Many issues occurred during daytime and early evenings on Monday through to Thursdays.

Analysis

The security personnel performed a rotation in the lobby areas, washrooms and changerooms. The average loop of a rotation was 15 minutes. The security personnel worked with staff supervising the spectator areas in the rinks and pool areas ensuring acceptable behaviours during events and activities.

There will be continued incidents in the facility, and during larger events and the winter months (ice season) will be when most incidents will continue to rise. Summer season (ice out) tends to have less incidents, as the facility has less events, activities, and closes earlier in the evenings and on weekends. This will be monitored and, if the situation requires further attention, it will be addressed quickly and result in the re-engagement of security services.

With less events, activities and earlier closing times, facility staff expect to be able to address incidents and situations that may arise in a timely fashion (including calling in third parties such as the RCMP). This does not guarantee that operations may prevent a quick solution or remedy, however, it will ensure a quicker response time with the dry floor on operation.

Options

1. Council may recommend termination of the security services at the Cariboo Memorial Recreation Complex effective April 7, 2025. ***(Recommended)***

Implication:

- a. Continue monitoring the incidents, and re-engage security services if required.
 - b. Re-assess the incident levels when the ice-in programs begin in the fall, along with large spectator events.
2. Council may continue security services at the Cariboo Memorial Recreation Complex at a reduction or adjustment of required hours.

Implication:

- a. Reduce the security contract to reflect the earlier closing times.
- b. Average cost with reduction in hours will be \$1500.00 to \$2500.00 per month, pending facility activities.

Financial Considerations (Cost and Resource Allocation)

- Yes – The monthly cost for security services ranges between \$2000.00 and \$3000.00 depending on the number of days and events
- N/A

Legislative Considerations (Applicable Policies and/or Bylaws)

- Yes
- N/A

This project aligns with the following Focus Areas of Council's Strategic Plan:

- Collaboration and Partnerships
- Indigenous Relations
- Livability / Positive Atmosphere
- Housing
- Infrastructure
- Organizational Effectiveness

OR

- *Core Service (not identified in Focus Areas, but necessary local government function)*

This report has been prepared in consultation with:

Chief Administrative Officer
Corporate Officer

Approved for Agenda by:

Chief Administrative Officer

Respectfully submitted,

Stacey Miranda
Director of Community Services