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| <b>TO:</b>      | <b>CHAIR AND MEMBERS,<br/>CORPORATE SERVICES COMMITTEE<br/>MEETING ON DECEMBER 5, 2017</b>               |
| <b>FROM:</b>    | <b>WILLIAM C. COXHEAD<br/>MANAGING DIRECTOR<br/>CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b> |
| <b>SUBJECT:</b> | <b>CROWD CONTROL PROCEDURES AT MEETINGS</b>  |

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| <b>RECOMMENDATION</b> |
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That, on the recommendation of the Managing Director, Human Resources and Corporate Services and Chief Human Resources Officer, the following **BE RECEIVED** for information purposes.

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| <b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b> |
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Nil

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| <b>BACKGROUND</b> |
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On March 23, 2016 Municipal Council resolved that Civic Administration **BE DIRECTED** to review the recommendations outlined in the Ontario Ombudsman Report dated February 2016 and report back with the necessary policies and procedures to address the recommendation of the Ontario Ombudsman. The recommendation is for a procedure to be developed to manage disruptions and crowds attending committee and council meetings. Attached as Appendix "A" is a procedure that addresses the concerns in the report related to crowd control. The procedure outlines responsibilities of staff related to managing room capacity, disruptions at meetings, protests, prohibited objects at meetings, off site meetings and Trespass to Property.

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| <b>SUMMARY</b> |
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The attached procedure has been developed to address concerns with respect to crowd control during public meetings and other procedural matters related to committee and council meetings. This procedure will be reviewed annually to ensure it remains current with best practices related to managing crowds at committee and council meetings.

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| <b>PREPARED BY:</b>   | <b>RECOMMENDED BY:</b>  |
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| <b>DAVE O'BRIEN<br/>DIVISION MANAGER,<br/>CORPORATE SECURITY AND<br/>EMERGENCY MANAGEMENT</b> | <b>WILLIAM C. COXHEAD<br/>MANAGING DIRECTOR, CORPORATE<br/>SERVICES AND CHIEF HUMAN<br/>RESOURCES OFFICER</b> |

## APPENDIX A

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|  | CMD-CSEMD-B-7   |
|   | CORPORATE SERVICES AND HUMAN RESOURCES DIVISION<br>CORPORATE SECURITY and EMERGENCY MANAGEMENT DIVISION |
|   | <b>CORPORATE SECURITY STANDARD<br/>OPERATING PROCEDURE</b>  |
| <b>Council &amp; Standing Committee Meetings – Crowd Control</b>                  |   |

*Council and Committee meetings are open to the public.  
The public has a right to attend the decision-making process at the City of London.  
The public's right to attend includes the responsibility to be respectful of the proceedings  
and to obey Council procedures.*

### **Purpose:**

1. This protocol is intended to ensure the safety of all participants in Council and Committee meetings.
2. This procedure shall be followed to ensure standardized crowd control measures are implemented as required during Council and/or Standing Committee meetings.
3. This procedure is based on the rules in the City of London Procedure By-law and the Municipal Act. It was developed by Corporate Security in conjunction with the City Solicitor's Office.
4. Specific plans may need to be developed over and above these general procedures as deemed necessary by the Division Manager, Corporate Security and Emergency Management or Designate.

### **Procedure:**

#### **I. General: Standing Committee/Council Meetings**

1. The Chair of the meeting is responsible for applying the Procedure By-law.
2. The Chair oversees order and behaviour, and when necessary, recesses the meeting due to public disorder, pursuant to the procedures outlined in the Procedure By-law.

#### **II. Exceeding Room Capacity:**

1. In the event that attendance in Council Chambers/Committee Rooms exceeds, or is expected to exceed, capacity:
  - a. the Division Manager, Corporate Security and Emergency Management or Designate shall have an overflow room prepared for excess members of the public to observe the meeting via live video stream.
  - b. Security personnel, with authorization from the Division Manager, Corporate Security and Emergency Management or Designate, may create a staging area in the lobby of City Hall and begin controlling access to Council Chambers/Committee Room until the gallery is full.
    - i. In the event the group size is too large to create a staging area in the lobby, the Division Manager, Designate or Security personnel may create a staging area outside City Hall and control access into City Hall by locking and unlocking the front doors.

2. Once the gallery has reached capacity, security personnel will direct the public to the overflow rooms on the second floor.
3. Once the overflow rooms are full, security will hold members of the public in the staging area until room becomes available in the overflow rooms / gallery.
4. Other than in the manner described above, should public access to the Council Chambers/ Committee Room be generally suspended, security is to inform the Chair of the meeting.

### **III. Disruption in Council Chambers/Committee Room:**

1. The Chair is responsible for applying the Procedure By-law. The Chair oversees order and behaviour and when necessary, recesses the meeting due to public disorder pursuant to his/her authority under Part 16 of the Procedure By-law.
2. In the event that a disruption occurs in Council Chambers/Committee Room, the Division Manager, Corporate Security and Emergency Management or Designate may temporarily suspend access to Council Chambers/Committee Room to members of the public until the disruption has been resolved.
3. Members of the public waiting to enter Council Chambers/Committee Room will be advised that there is a disruption, that entry is temporarily suspended and when it is resolved, they will be allowed entry.

### **IV. Protests:**

1. In the event that a person or group of people attends City Hall to attend a meeting and:
  - a. There are reasonable grounds to believe that the person or group of people may interfere with the operation of City Hall or the meeting being attended; or
  - b. due to the size of the group, Corporate Security cannot hold the group in the front lobby;

the Division Manager, Corporate Security and Emergency Management, Designate, or security staff may take reasonable measures to ensure the security and safety of the building, staff, councilors, officers, and members of the public within, including but not limited to, locking the outer doors of City Hall.

2. The person or group of people will be advised of the rules of the meeting and may be allowed into City Hall in stagnated smaller groups until the Council Chambers/Committee Room reaches capacity and overflow rooms are also full.
3. The decision to lock/unlock the doors can only be authorized by the Division Manager of Corporate Security and Emergency Management or his/her Designate.
4. Other than in the manner described above, should public access to the Council Chambers/ Committee Room be generally suspended, security is to inform the Chair of the meeting.

### **V. Prohibited Objects:**

1. The following objects are prohibited from being brought into Council and/or Standing Committee meetings:
  - a. Weapons (guns, knives, slingshots, explosives, etc.)
  - b. Projectiles
  - c. Large unwieldy objects (i.e. sign posts)
  - d. The above list is not an exhaustive list of prohibited items. The Division Manager, Corporate Security and Emergency Management, Designate, or security staff

retain the full authority to prohibit additional items not listed. Should you have questions regarding an item, please feel free to contact Corporate Security at 519-661-2500 ext. 4444.

2. Any person who attends or intends to attend a Council and/or Standing Committee meeting with a prohibited object(s), he/she may be denied entry to the meeting.
  - a. To facilitate an attendee's attendance at a meeting, security personnel, entirely at their own discretion, may agree to hold a prohibited item for the duration of an attendee's attendance at a meeting, after which it will be returned.

**VI. Off Site Meetings**

1. Occasionally it is necessary to hold Standing Committee and/or Council meetings at off-site locations such as Centennial Hall. In the event that a meeting is held off site a specific crowd control plan will be developed for the specific venue by the Division Manager, Corporate Security & Emergency Management Division or Designate.

**VII. Trespass Notices**

1. The Division Manager, Corporate Security & Emergency Management Division or Designate has the authority to issue Trespass Notices pursuant to the Trespass to Property Act where required for all City of London property, including City Hall.

**VIII. Notwithstanding:**

1. Notwithstanding the above directions, nothing in this Policy detracts from the Division Manager, Corporate Security and Emergency Management or Designate's authority to take reasonable steps to ensure the safety and security of the building and the persons

**IX. City Hall Meeting Room Capacity**

| Room                           | Capacity (#) |
|--------------------------------|--------------|
| Committee Room #1              | 60           |
| Committee Room #2              | 60           |
| Committee Room #1 & #2         | 60           |
| Committee Room #4              | 60           |
| Committee Room #5              | 60           |
| Board of Control               | 60           |
| Hearing Room (B'smt Level)     | 60           |
| Council Chambers Gallery Level | 90           |
| Council Chambers Main Level    | 90           |

**APPROVAL**  
Revision History

| Date             | Version | Comments | Approval |
|------------------|---------|----------|----------|
| January 12, 2016 | 1       |          |          |