

CHINATOWN AUTHORITIES AND RESOURCES

Who to contact in case of an incident or emergency

The City of Edmonton is providing this information tool to help you know the roles and responsibilities of the different enforcement agencies that are working in the Chinatown and Downtown areas. It also provides important contact information in case of any incident in public or private locations.

Edmonton Police Service

The Edmonton Police Service increases community safety by **preventing crime, protecting the public and their property and reducing fears**. EPS works to improve the quality of life for all citizens and is responsible for enforcing federal and provincial laws, as well as municipal bylaws.

To increase responsiveness in Chinatown and Downtown, EPS launched ["Project Connection"](#) in May 2022. This strategy focuses on addressing the violence, property and disorder-related incidents in these areas, intending to increase community safety.

Call 911 immediately if a crime is in progress or the situation is threatening. An operator will determine if you require police, fire or an ambulance.

Call the EPS Complaint line at 780-423-4567 or #377 from a mobile phone when your situation doesn't require an immediate response or for more information.

Certain crimes like damage to vehicle or property, breaking into a detached garage or shed or lost property can be reported online at edmontonpolice.ca/reportcrimesonline.

Community Standards Peace Officers

Community Standards Peace Officers' (CSPO) role is to **enforce municipal bylaws and some provincial laws and to help ensure our communities are safe and secure places where we can live, work and raise families**. Peace Officers patrol in full uniform providing high visibility to provide guardianship in collaboration with other stakeholders including the Edmonton Police Service.

Since May of this year, additional CSPOs have been deployed into Chinatown. The same month, City Council approved the [Community Safety and Well-being Strategy \(CSWB\)](#) to address immediate needs for the remainder of the year, including supporting the training, improvement of professional standards and public transparency for CSPOs.

Contact 311, or use the 311 App in case of littering, smoking in areas where it's not permitted, obstruction of a sidewalk or public road, illegal signs, illegal dumping on public and private property, construction, industrial or vehicle noise, and graffiti vandalism.

Park Rangers

Park Rangers (PRs) **patrol the City's park spaces in uniform and can enforce municipal bylaws and some provincial laws to ensure all visitors have a positive experience.** The Encampment Response Team's Park Ranger Peace Officers, partner with EPS, to investigate complaints about encampments on public land, including some public spaces in Chinatown.

The City of Edmonton is currently working on the response to the different current active encampments located in the downtown area and more specifically Chinatown. On May 9, 2022, Council increased investment in the [City's Encampment Response Team](#) to focus on priority hot spots.

Contact 311, or use the 311 App to report any encampment issues on public or parkland spaces.

Transit Peace Officers

Transit Peace Officers (TPOs) **patrol in uniform on Edmonton Transit Services (ETS) vehicles and property which includes buses, LRT and transit stations 24 hours a day, 7 days a week.** They create safe environments and provide customer assistance while enforcing municipal bylaws and some provincial laws.

The [Transit Safety and Security Plan](#) coordinates and integrates the response and social support and enhances safety measures and protocols in public transit. This includes the Community Outreach Transit Team (COTT) in partnership with Bent Arrow Traditional Healing Society. Since June 2022, the regular teams of TPOs have increased patrols, bus shelter checks and rides on the buses through Chinatown. TPOs foot patrol teams are called now Transit Community Action Teams (TCAT) and act as a more consistent presence on the LRT and platforms throughout the transit network including the downtown area.

Contact 311, or use the 311 App in case of use of liquor/narcotics in a bus shelter or a bus bench, an encampment adjacent to bus or rail infrastructure, or harassment onboard a transit vehicle (with no violence or weapons indicated).

Reporting - Transit Watch: (780) 442-4900 through phone call or text message.

Municipal Enforcement Officers

Municipal Enforcement Officers (MEOs) are **non-uniform bylaw officers who patrol city-wide, investigating complaints related to private properties**. Where citizen activities or property conditions don't meet acceptable municipal standards, MEOs provide education, warnings, inspections and apply penalties.

Contact 311, or use the 311 App for encampments on private property, problem properties that are derelict and unsecured for residents' health and safety and all nuisance on private properties including untidy or unsightly, graffiti, and long grass or weeds.

If you would like to report a **Problem Property** please contact: 311 or visit our website https://www.edmonton.ca/residential_neighbourhoods/report-a-problem-property. This is a confidential service.

Private Security Guards

Private Security Guards often have **agent status on private property and can direct individuals to leave a site, and, in some cases, make arrests for trespassing**. Security guards must be licensed by the Government of Alberta. Individual service providers have different policies regarding the type of services they offer to the public.

In May 2022, City Council approved funding to address the immediate needs of Chinatown including new private security resources which coordinate with EPS and Peace Officers. In June 2022, the City provided a grant to the Chinatown and Area Business Association to help fund private security resources in and throughout Chinatown.

If you see something out of the ordinary or have questions or concerns, contact the security guard company or call 311 for more information.

For more information, the [Chinatown Project and Support Summary](#) includes all the programs and initiatives in the area.