

Subject: By-law Enforcement Service Hours

Report to: Thorold City Council

Recommendations

1. That Report DS 15-2023 **BE RECEIVED**; and
2. That Option 1, Improving citizen connection during current service hours, **BE APPROVED** with implementation subject to successful recruitment of approved staffing.

Key Facts

- By-law enforcement services are currently provided from 7:00 AM – 7:00 PM Monday through Friday
- Parking enforcement services are currently provided from 6:00 AM – 2:00 PM Tuesday through Saturday
- 2297 by-law concerns were lodged with the city in 2022
- 5.7% of the concerns (131 in total) were received outside of city hall office hours
- 31.33% or 41 of the concerns received outside office hours were received between the hours of 4:30 PM to 7:00 PM Monday through Friday
- 27.11% or 36 of the concerns received outside office hours were received between the hours of 7:00 PM to 10:00 PM Monday through Friday

Budgetary Status

Recommendation provided to Council does not result in a budgetary impact, however, should council opt to enhance by-law enforcement service delivery beyond the recommendation of the report then additional expenditures will impact the budget as outlined within the report.

Analysis

Current Service Hours

City Council have requested an analysis of by-law enforcement service delivery hours and the options for extending service delivery into the evenings and weekends.

The By-law Enforcement Division currently provides the following service delivery.

Service Delivery Hours

Service	Hours
Intake of inquiries and complaints	Monday – Friday 8:30 AM – 4:30 PM
Parking enforcement	Tuesday – Saturday 6:00 AM – 2:00 PM
General by-law enforcement	Monday – Friday 7:00am – 6:00pm
Residential rental licensing enforcement	Monday – Friday 9:00am – 7:00pm
Residential rental licensing inspections	Monday, Tuesday, Thursday, Friday ¹ 1:00pm – 4:30pm

¹ Days and times of inspections are subject to change based on the number of inspections required

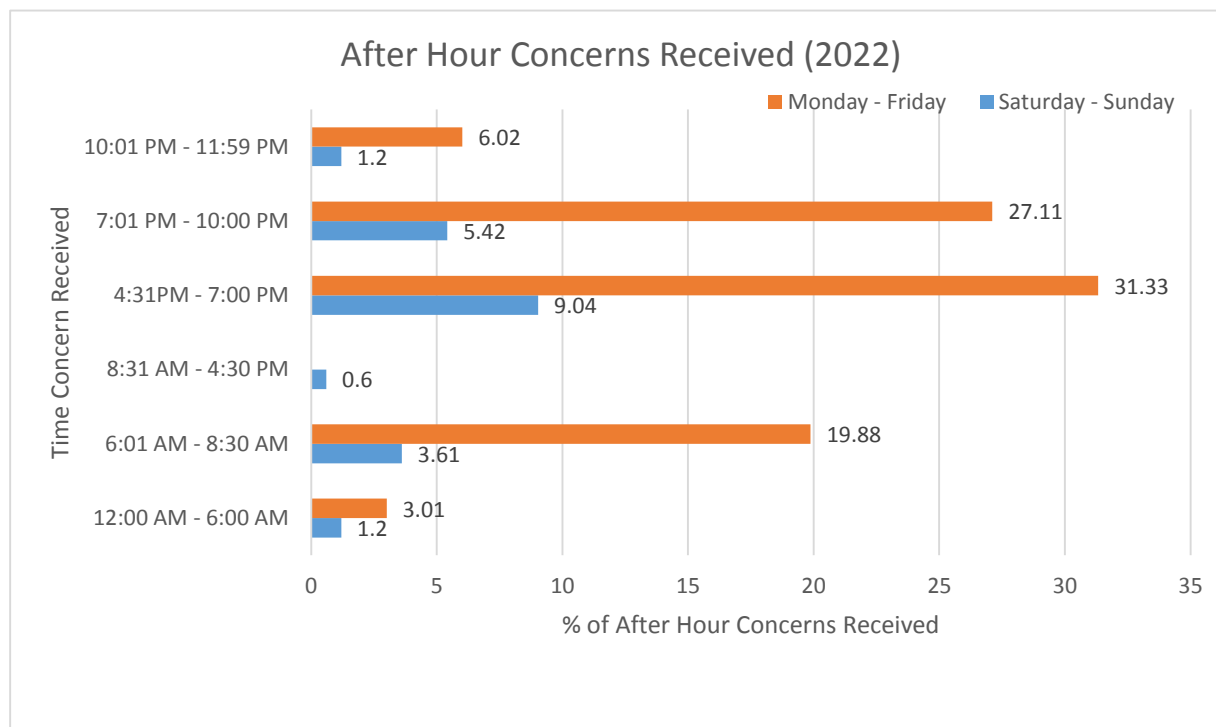
In February 2023, Council approved the hiring of two full-time parking enforcement officers. Once these positions have been recruited then parking enforcement may be provided from 6:00am – 7:00pm five days per week including weekends.

Service Calls

The By-law Enforcement Division filed 2297 by-law related concerns in 2022. 5.7% of the concerns, which equates to 131 concerns, were received outside of regular city hall business hours such as evenings and weekends. The following

chart identifies when calls were received outside of city halls 8:30 am – 4:30 pm, Monday to Friday hours.

Distribution of After Hour Concerns Received



Current Staffing Resources

The City of Thorold's By-law Enforcement Division consists of the following staff complement.

Current Staffing Resources

By-law Enforcement Supervisor	By-law Enforcement Officer	Parking Enforcement Officer	Clerical Support Staff
1 (vacant)	4	2 (1 vacant)	2 (1 vacant)

Council received report PDS2021-55 on December 7, 2021 which identified staffing resource needs at that time. Council has since approved the requested staffing needs via the 2022 and 2023 operating budgets. Once all positions are filled, the current compliment should be sufficient to accommodate the current service delivery hours.

Officer Safety

By-law enforcement officers are currently equipped with cell phones to contact others for assistance when their safety is compromised on the job or if a matter requires additional assistance. It is important that officers always have access to immediate assistance when the need arises as by-law enforcement officers are subject to an increased risk of harassment or abuse due to the nature of their role. It is also important to note that by-law enforcement officers do not have the training, equipment or authority to effectively perform the same functions as a police officer such as dispersing large crowds or addressing situations involving intoxication.

Alternatives Reviewed

Option 1 – Improving citizen connection during current service hours

31.33% of the concerns received outside of city hall business hours occurred between the hours of 4:30 PM and 7:00 PM, Monday through Friday in 2022. This equates to approximately 41 of the concerns received throughout the year. Officers are currently scheduled during these hours and continue investigating existing files that are received however citizens are unable to connect with staff after 4:30 PM, Monday through Friday.

Citizen calls to City Hall after 4:30 PM Monday through Friday or anytime on the weekend are received by an automated messaging system that will allow the citizen to leave a voicemail message. All voicemail messages, emails and web submissions submitted after city hall business hours are reviewed at the start of the next business day and input into the internal tracking system used to assign and monitor investigations.

Option 1 considers scheduling the supervisor or clerical support staff approved by Council in February 2023 to work until 7:00 PM Monday through Friday. This option will not require any additional staffing resources or funding and will increase the opportunity for citizens to connect with by-law enforcement staff up to 7:00 PM Monday through Friday.

Option 2 – By-law Enforcement to 10:00 PM, 7 Days Per Week

27.11% of the concerns received outside of city hall business hours occurred between the hours of 7:00 PM and 10:00 PM Monday through Friday in 2022. This equates to approximately 36 of the concerns received throughout the year.

By-law Enforcement Officers do not currently work beyond 7:00 PM. Parking Enforcement Officers are anticipated to be scheduled until 10:00 PM five days per week including weekends once all positions have been filled. Option 2 considers extending the service hours for by-law enforcement to include 7:00 AM - 10:00 PM seven days per week. Extending service hours to weekends and to 10:00 PM seven days per week will require the minimum recruitment of 3 additional by-law enforcement officers plus 1 additional supervisor and 1 manager to oversee the operations within the division.

The additional recruitment needs would result in the following estimated expenditures.

Increased Expenditures for Coverage to 10:00 PM Including Weekends

Annual Operating Budget Expenditure (Increase)	Capital Budget Expenditure
\$662,000.00	\$155,000

Relationship to Strategic Plan

By-law enforcement supports the maintenance of vibrant, inclusive neighbourhoods as desired by residents, business owners and visitors. Council has identified creating and maintaining vibrant, inclusive neighbourhoods as a strategic priority. Enhancing the service delivery of by-law enforcement can positively impact neighbourhoods and enhance customer satisfaction.

Other Pertinent Reports

PDS2021-55 By-law Enforcement Service Delivery

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