



THE CORPORATION OF THE CITY OF VERNON

INTERNAL M E M O R A N D U M

TO: Will Pearce, Chief Administrative Officer **FILE:** 4000-02
PC: Kevin Poole, Director, Community Safety, Lands, Administration **DATE:** July 27, 2022
FROM: Darren Lees, Manager, Protective Services
SUBJECT: BYLAW COMPLIANCE 2023 BUDGET PRIORITY

This memorandum outlines a proposed service level adjustment to Bylaw Compliance services for an additional full time equivalent (FTE) regulatory Bylaw Compliance Officer.

Bylaw Compliance operates seven days a week from 8:30 a.m. to midnight between May 1 and October 31 and from 8:30 am to 10:00pm between November 1 and April 30. Bylaw Compliance Officers respond to calls for service throughout the City and attend to a variety of calls throughout their shifts. These files may include a bylaw related dispute between neighbours, a noisy party, or officers may encounter an individual with mental health or addictions issues that needs assistance. While the majority of calls for service go well, due to the potential unpredictable nature of each call and for critical officer safety consideration, two officers are assigned to every shift. Officers constantly rely on their shift partner to provide necessary backup and support prior to or during a file where there may be previous history or where a risk management assessment of the situation requires a second officer for safety and situational awareness. Traffic, Specialized Enforcement Unit (SEU) and Regulatory officers on evening and weekend shifts all work with a partner.

Currently there is only one regulatory officer on dayshift 8:30 a.m. to 4:30 p.m. Monday through Friday, with a regulatory dayshift officer working Monday through Wednesday and the Senior Bylaw Compliance Officer (SBCO) working dayshift on Thursday and Friday. All regulatory calls for service during weekdays fall to a single officer.

The SBCO is responsible for ensuring effective field operations, training, department adjudication and court processes, as well as monitoring, coaching and development of officers but these core duties are suffering due to file workload. Even with delegating files to other officers, the SBCO currently has 81 open files while the other dayshift regulatory officer currently has 31 open files. Although SEU and traffic officers are often on duty, they are focused on their immediate related tasks and priorities. Critical calls for service that require two officers may see a delayed response as the officer calls for another officer on another assignment to attend. The Bylaw Clerk does try to assist in reducing the

dayshift regulatory workload by assigning lower priority incoming files to evening shift officers or traffic officers where applicable.

In order to continue to provide a high level of customer service throughout the community, maintain critical officer safety protocols and promote staff health, development and retention, an additional full time Bylaw Compliance Officer is being requested.

Should Council support the request for funding for a Full time Bylaw Compliance Officer, Administration would bring forward a Service Level Adjustment during the 2023 Budget deliberations, for consideration.

RECOMMENDATION:

THAT Council receive the memorandum titled "Bylaw Compliance 2023 Budget Priorities" dated July 27, 2022 respectfully submitted by the Manager, Protective Services.

AND FURTHER, that Council direct Administration to bring forward a Service Level Adjustment for consideration during 2023 budget deliberations for one full time Bylaw Compliance Officer at a fully loaded cost of \$92,741. to be funded through taxation.

Respectfully submitted:



Darren Lees
Manager, Protective Services