

CITY OF NANAIMO

BUSINESS CASE – Bylaw Enforcement Section: Municipal Enforcement Officers (MEOs) 35 to 40 Hour Workweek

CURRENT OVERVIEW

As part of the 2020 budget deliberations, Council approved an increase in the workweek of the Bylaw Enforcement Officers (BEOs), including Parking Patrollers, from 35 hrs per week to 40 hrs per week.

The increase in hours was seen as a way of increasing capacity and availability of BEOs to assist with increased levels of social disorder, provide additional hours to improve response time and delay the response in hiring additional FTE bylaw officers.

The roll out of the 40-hour workweek has been implemented in the Bylaw Services Section and has been deemed a success.

In 2020, the Municipal Enforcement Officers (MEOs) who were traditionally based out of the RCMP Detachment joined the Bylaw Enforcement Section. These two employees are responsible for enforcing the Commercial Vehicle regulations and respond to traffic and parking calls outside of the downtown core. The MEOs work a modified 35 hr workweek.

The MEOs are now integrated within the Bylaw Enforcement Section. There are benefits of moving the MEOs to a similar work schedule as the BEOs to ensure parity and level of service to the community.

Current Staffing – Bylaw Services

- One Manager of Bylaw Services
- One Senior Bylaw Enforcement Officer
- Three Bylaw Enforcements Officers; and
- Six Bylaw Enforcements Officers – Parking Patrollers
- Two Municipal Enforcement Officers
- One Bylaw Regulation Clerk
- One Parking Clerk
- One Steno

BUSINESS ISSUE

The Bylaw Services Section will benefit from the MEOs and BEOs working a similar schedule to ensure consistent coverage and provide timely response to queries from the public.

From a parity perspective, it is important that the MEOs and BEOs are operating in a consistent manner.

EXPECTED OUTCOME

Increasing MEOs workweek from 35 to 40 hours is anticipated to:

- Increase capacity & availability of municipal enforcement officers, including the ability to support bylaw enforcement officers in parking enforcement;

- Additional work hours will improve response time to general traffic/parking bylaw calls backlogged by increasing demands for response to homelessness, disorder and security-related issues; and
- Delay the necessity to hire additional FTE bylaw officers.

OPTIONS

Option #1 – Increase MEOs from 35 – 40 Hour Work Week

Increase workweek from 35 to 40 hours for Municipal Enforcement Officers.

If a change was approved, the City and CUPE Local 401 could negotiate a Letter of Understanding that will codify this change, given that the change will be made during the life of the collective agreement.

Benefits:

- Increased capacity/availability
- Additional work hours will improve response time
- Equitable shift-hours to BEOs

Weaknesses:

- Permanent increase to the operating budget of Bylaw and Parking

Financial Analysis:

- The annual impact is approx. for two Municipal Enforcement Officers is \$22,600.

Option #2 – Maintain Status Quo

Benefits:

- No increase to operating budgets

Weaknesses:

- MEOs and BEOs will work different schedules
- Level of service will not be improved.

Financial Analysis:

N/A

RECOMMENDATION

Option #1 is recommended