

Risk Mitigation Measure - Additional Bylaw Enforcement Officers - COVID

Number:	2021-075	Service:	By-law Enforcement
		Business Case Type	Service Enhancement
Purpose			
Description	<p>The purpose of this business case is to add two additional By-law Enforcement Officer positions on a contract basis to aid with municipal law enforcement. Costs to be offset by funding from the Region of Halton with the agreement that COVID-19 enforcement be prioritized.</p> <p>Resources dedicated to by-law enforcement were last increased in 2019, however growth in the city and more specifically development intensification has increased the frequency and complexity of issues. In the last 5 years, the volume of regular calls to the By-law Section has doubled. When compared to the other lower tier municipalities in the region, Burlington has approximately 50% less staff on a per capita basis.</p> <ul style="list-style-type: none">• Burlington – 1 by-law officer per 27,461 population• Milton – 1 by-law officer per 12,232 population• Oakville – 1 by-law officer per 10,065 pop• Halton Hills – 1 per 7,333 <p>The COVID-19 pandemic has highlighted the importance of enforcement in maintaining public safety. The lack of staffing resources has made it difficult to maintain appropriate service levels during the pandemic and has increased the levels of staff fatigue. COVID-19 related regulations require regular enforcement outside of regular business hours. Current staffing levels make it difficult to cover all required shifts. Staff previously operated on a Monday-Friday 8:30-4:30 schedule so their work-life balance has been greatly impacted by this pandemic.</p>		
Justification			
V2F Workplan Initiative / Strategic Alignment	Additional By-law Officers help us achieve Focus Area #5 of Vision to Focus - Delivering Customer Centric Services with a Focus on Efficiency and Technology Transformation. Specifically, it allows us to maintain a reasonable customer service level response.		

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Benefits of Implementation	Improves ability to maintain customer service levels and provide coverage outside of business hours and focus on proactive enforcement of COVID-19 public safety regulations.
Consequences / Risks of Not Implementing	<p>Risk to Public Health/Safety and reduced customer service levels as staff are unable to address issues in a timely manner and there is not enough capacity to patrol outside of regular business hours.</p> <p>Potential for staff burnout, mental/physical illness, loss of experienced staff and inability to attract new staff due to workload pressures.</p>

Financial Impact

Account Category	2021 Budget
Human Resources	\$ 222,413
Operating & Minor Capital	\$ 10,747
Purchased Services	\$ 840
Total	\$ 234,000
Controllable Revenues	\$ 234,000
Total	\$ 234,000
Net Total	\$ 0

Capital Impacts

Additional vehicles and relevant equipment (radios, computers) required.

Human Resource Impact

	2021 Budget FTE Impact
Full Time / Contract	2.00

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Part Time	0.00
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Total FTE	2.00
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FTE Type	One-time / Contract
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Position(s)	By-law Enforcement Officers
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