



## NEW POSITION REQUEST TO COUNCIL

DATE OF REQUEST:	May 12, 2025
POSITION / JOB TITLE:	By-Law Enforcement Officer to PFT
DEPARTMENT:	Community and Development Services
ANNUALIZED COST (includes benefits):	Covered in the existing budget
EQUIPMENT COSTS:	
ESTIMATED START DATE:	Immediate
TYPE OF EMPLOYMENT:	FT

### POSITION JUSTIFICATION:

In March 2022, the Municipality of Strathroy-Caradoc hired a second By-law Enforcement Officer on a two-year temporary contract to maintain service levels in response to a notable increase in enforcement requests. This contract provided the opportunity to assess whether the rise in demand was short-term, possibly due to the COVID-19 pandemic, or a lasting trend. In addition to managing case volume, the second officer has provided essential coverage for vacations, sick leave, and other absences, contributing to consistent service delivery.

By-law enforcement plays a critical role in ensuring compliance with municipal regulations through education, mediation, and enforcement when necessary. This function is essential to public safety, quality of life, and upholding community standards in Strathroy-Caradoc.

In 2024, the department responded to 776 occurrences, marking a 27.2% increase over the 610 cases handled in 2023 (excluding contracted services to Southwest Middlesex). Of these, over 70% were complaint-driven, while the remaining cases arose from proactive enforcement of municipal by-laws on public property, such as parking regulations, right-of-way concerns, and park infractions.

Additional contributing factors to the rising volume include:

- Population growth and urbanization
- New residents with heightened expectations for enforcement and service
- Greater public awareness of municipal by-laws

- Economic pressures leading to compliance issues (e.g., property maintenance)

In parallel, enforcement services for the Municipality of Southwest Middlesex continue under contract, resulting in 168 additional cases in 2024, up from 111 in 2023. This contract, which generates approximately \$20,000 annually, has been renewed through November 2026.

Given the sustained increase in enforcement activity and the organizational reliance on two officers for consistent service, staff recommends that the temporary By-law Enforcement Officer position be converted to permanent status.

This transition would provide:

- Timely response to complaints
- Improved public safety
- Stronger Community Standards
- Equitable Enforcement across the Municipality
- Ensure continued service delivery without disruption
- Maintain coverage for staff absences
- Provide stability within the team and improve staff retention

#### IMPACT OF NOT APPROVING POSITION:

**Service levels may decline**, resulting in slower response times and reduced ability to meet public and Council expectations.

**Coverage gaps will increase** during staff absences, potentially leaving critical enforcement needs unaddressed.

**Staff turnover risk will rise**, as temporary employees seek stable, long-term employment elsewhere, leading to increased recruitment and training costs.

**Customer satisfaction may decrease**, particularly as complaint volumes grow and response capacity is strained.

**Implementation of new or revised by-laws may be delayed**, limiting the municipality's ability to address emerging issues.

**The Southwest Middlesex service agreement may be jeopardized**, risking both reputation and revenue if service capacity cannot be maintained.