





### Job Demands Analysis – Parking Enforcement Officer - Summary Table

a. Physical Demands		Frequency During Shift					Weight		Comments		
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)	
Strength	Lifting – Floor to Knuckle		x					<1	3	D1,2 - photocopy paper, clearing chattel off the street	
	Lifting – Knuckle to Waist		x					<1	3	D1, D2 - photocopy paper, or lifting gear of shelves in am	
	Lifting – Over Shoulder		x					<1	3	D2-putting gear on top shelf of locker	
	Carrying – with Handles	x									
	Carrying – without Handles		x					<1	3	D1,2 - PDA, utility belt, office supplies	
	Pushing – Upper Extremity		x					<1	5	D1,2 - opening doors	
	Pushing – Hips/Legs assist			x				<1	8	D2- pushing bike (bike patrol only), force varies with grade.	
	Pulling – Upper Extremity		x					<1	5	D1, 2 - opening doors	
	Pulling – Hip/Leg Assist	x									
Mobility	Reach - Shoulder or Above		x							D2, D3 - Accessing top shelves in locker or high shelves, adjusting rear view mirror	
	Reach - Below Shoulder		x							D3 - adjust car seat controls	
	Handling						x			D1,2,3 - keyboard/mouse/phone, PDA, radio, steering wheel, etc	
	Fine finger movements				x					D1,D2 - mouse control, PDA use	
	Neck - Static Flexion			x						D1,2 - looking down at PDA, writing tasks	
	Neck – Static Neutral					x				D1,2,3 - looking at meters, monitor, road when driving, etc	
	Neck – Static Extension				x					D2-when riding bike (bike patrol only)	
	Neck – Static Rotation		x								
	Throwing	x									
	Sitting				x	x	x				Varies: C for D1, and F for D3 and O (only in morning meetings/court) for D2
	Standing		x		x	x					D1,2,3 -Varies depending on office work-R, foot patrol-F or vehicle patrol-O
	Walking			x	x	x					D1,2,3-Varies depending on office work-l, foot patrol-F or vehicle patrol-O
	Running/Jumping	x									
	Climbing	x									
	Bending/Stooping			x							D2- chalking tires, viewing meter with glare
	Crouching	x									
	Kneeling	x									
	Crawling	x									
Twisting			x							D1,2,3	
Balancing					x					D2 - for bike patrol only, balancing on bike	
Travelling					x					D2	

## Job Demands Analysis – Parking Enforcement Officer - Summary Table

(continued)

a. Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations				x			D1,2,3 - phone, public, co-workers, etc
	Hear/Other Sounds						x	D1,2,3 - phone, alarms, sirens, vehicles, horns, etc
	Vision/Far						x	D1,2,3
	Vision/Near						x	D1,2,3
	Vision/Colour						x	D1, D3 - computer screen and driving requirements
	Vision/Depth						x	D1,2,3
	Perception/Spatial				x			D3 - Looking in mirrors, driving
	Perception/Form			x				D2,3 - identifying obstacles in dim light or poor weather
	Feeling	x						
Speech				x			D1,2,3 - phone, public, co-workers, etc	
Work Environment	Inside Work			x	x		x	Varies depending on office or outdoor work and vehicle vs. foot patrol, etc.
	Outside Work					x		D2,3
	Slippery			x				D2,3 - wet weather, ice/snow
	Congested worksite				x			D2,3 - depends on time of day and route
	Chemical Irritants	x						
	Confined Space Entry	x						
	Vapour Fumes					x		D2 - vehicle exhaust
	Noise					x		D2,3 - traffic noise, street noise, etc
	Proximity to moving objects					x		D2,3 - Vehicles and pedestrians
	Hazardous Machines				x			D2,3 - other vehicles
	Electrical hazard	x						
	Sharp/Hazardous Tools	x						
	Radiant/Thermal Energy	x						
	Hot/Cold		x					D2 -Weather dependent
	Humid		x					D2 - weather dependent
	Environmental Dust			x				D2 - if near construction site
	Organic Substances		x					D2
	Medical Waste	x						
	Blood Products	x						
	Lighting Issues – Direct		x					D1,2,3 - occasional sunlight glare makes monitor or PDA hard to see or hard to drive.
	Lighting Issues – Indirect		x					D1 - occasional glare issues in office
	Vibration – Whole Body					x		D3 - driving
Vibration – Hand/Arm	x							

**Job Demands Analysis – Parking Enforcement Officer - Summary Table**

(continued)

b. Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision	x			
Time Pressure	x			
Attention to Detail			x	D1,2 - Making PDA notes, court appearances, data entry in response to phone calls
Memory Requirements		x		D1,2 - remembering by-laws and vehicle locations and plates, etc
Interact with co-workers	x			
Interact with public		x		
Work Alone			x	
Reading		x		D1,2 - computer screens, PDA
Writing		x		D1,2 - notes from phone calls and in notebook when enforcing
Irregular Hours	x			
Operating Equipment			x	D2,3 - Bikes and cars for bike and vehicle patrol only, PDA/printer/radio







their area, monitoring for expired meters (Fig. 7) and issuing citations as appropriate (Fig. 8). Information regarding each infraction is entered into the PDA with detailed notes regarding each situation. The tickets are printed from a portable printer worn on a hip utility belt (Fig. 9). It is up to each individual officer how he patrols his/her route over the course of the shift. On average 40-45 tickets are issued each shift on foot patrol.



Fig. 5: Picking up radio before starting patrol.



Fig. 6: Bending to access PDA and printers in cabinet.



Fig. 7: Officer bending to view a meter on foot patrol.



Fig. 8: Making notes in PDA.



Fig. 9: Officer printing a citation from printer on utility belt.



Fig. 10: Foot patrol officer issuing a citation.

Bike patrol officers use city bikes that are stored in a central storage room at the parking enforcement offices (Fig. 11). Bike patrol officers do some meter patrol by walking their bikes through a metered area and checking meters, or perhaps chalking tires or noting valve positions, etc (Fig. 12). They are also engaged in bylaw enforcement within their assigned area. As well, they may be notified by the dispatcher via radio of suspected infractions and they then ride to that location to assess the situation, give a warning or issue a citation if appropriate (Fig. 12 & 13). Bike patrol parking enforcement officers ride their bikes approximately 3 hrs of the shift and issue on average 25 tickets.



Fig. 11: Accessing bikes from storage room.



Fig. 12: Bike patrol officer chalking a tire.



### **Essential Duty 3: Driving**

Vehicle patrol officers drive city vehicles to patrol for safety violations and bylaw infractions (Fig. 15). On average a vehicle patrol parking enforcement officer may drive 3 hrs per day. Officers perform a visual inspection each morning on the vehicle before starting the shift but are not required to check fluid levels or perform a detailed pre-trip inspection.



Fig. 15: City vehicle used for parking enforcement duties.

**Essential Duty 1: Parking Enforcement Officer – Customer Service/Dispatch**

a. Physical Demands		Frequency During Duty					Weight		Comments	
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)
Strength	Lifting – Floor to Knuckle		x					<1	3	Photocopy paper and other office supplies
	Lifting – Knuckle to Waist		x					<1	3	Photocopy paper and other office supplies
	Lifting – Over Shoulder	x								
	Carrying – with Handles	x								
	Carrying – without Handles		x					<1	3	Photocopy paper and other office supplies
	Pushing – Upper Extremity		x					<1	3	Opening doors
	Pushing – Hips/Legs assist	x								
	Pulling – Upper Extremity		x					<1	3	Opening doors
	Pulling – Hip/Leg Assist	x								
Mobility	Reach - Shoulder or Above	x								
	Reach - Below Shoulder	x								
	Handling						x			Mouse, keyboard, phone, pen/paper
	Fine finger movements				x					Mouse control
	Neck – Static Flexion				x					Taking notes and writing tasks
	Neck – Static Neutral					x				Viewing monitor
	Neck – Static Extension	x								
	Neck – Static Rotation	x								
	Throwing	x								
	Sitting						x			
	Standing		x							
	Walking			x						
	Running/Jumping	x								
	Climbing	x								
	Bending/Stooping		x							Accessing supplies in low cabinets or drawers
	Crouching	x								
	Kneeling	x								
	Crawling	x								
	Twisting			x						Moving around in cubicle
	Balancing	x								
Travelling	x									

**Frequency Rating Definition for % of Duty**

The definitions for frequency ratings are contained at the end of the Table (page 15).

### Essential Duty 1: Parking Enforcement Officer - Customer Service/Dispatch

a. Physical Demands (continued)		Frequency During Duty						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations						x	Phone calls, co-workers
	Hear/Other Sounds						x	Phone, alarms
	Vision/Far			x				When moving around the office
	Vision/Near						x	Computer screen and desk area
	Vision/Colour						x	Computer screen requirements
	Vision/Depth						x	
	Perception/Spatial	x						
	Perception/Form	x						
	Feeling	x						
	Speech						x	Answering phone calls, talk with co-workers
	Work Environment	Inside Work						x
Outside Work		x						
Slippery		x						
Congested worksite		x						
Chemical Irritants		x						
Confined Space Entry		x						
Vapour Fumes		x						
Noise			x					If office particularly noise or busy
Proximity to moving objects		x						
Hazardous Machines		x						
Electrical hazard		x						
Sharp/Hazardous Tools		x						
Radiant/Thermal Energy		x						
Hot/Cold		x						
Humid		x						
Environmental Dust		x						
Organic Substances		x						
Medical Waste		x						
Blood Products		x						
Lighting Issues – Direct			x					Occasional window glare depending on cube location or time of day/year/
Lighting Issues – Indirect		x					Occasional issues with glare from overhead lights	
Vibration – Whole Body	x							
Vibration – Hand/Arm	x							

**Essential Duty 1: Parking Enforcement Officer - Customer Service/Dispatch**

b. Cognitive and Psychosocial Demands	Frequency During Duty			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision	X			
Time Pressure		X		If a backlog of pay-by-phone calls
Attention to Detail			X	Data entry, receipt of verbal information over the phone
Memory Requirements		X		
Interact with co-workers		X		
Interact with public		X		Over the phone
Work Alone	X			
Reading			X	Information on computer screen, reference materials, etc.
Writing		X		
Irregular Hours	X			
Operating Equipment		X		Photocopier and other office equipment

**Frequency Rating Definitions for % of Duty**

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4th edition) published by the US Department of Labor.

	Percentage of Duty
<b>Never</b>	0 %
<b>Rare</b>	0-1 %
<b>Infrequent</b>	2-5 %
<b>Occasional</b>	6-33 %
<b>Frequent</b>	34-66 %
<b>Constant</b>	67-100 %

STRENGTH	
Strength Category	Weight Handled
5. Limited	Up to 5 kg.
6. Light	5 kg. to 10 kg.
7. Medium	10 kg. to 20 kg.
8. Heavy	>20 kg

**Essential Duty 2 – Parking Enforcement Officer – Parking Enforcement**

a. Physical Demands		Frequency During Duty					Weight		Comments	
		Never	Rare	Infrequent	Occasion	Frequent	Constant	Usual (kg)		Max (kg)
Strength	Lifting – Floor to Knuckle		x					<1	3	Clearing chattel from roads
	Lifting – Knuckle to Waist		x					<1	3	PDA, radios, utility belt
	Lifting – Over Shoulder		x					<1	3	Accessing/stowing gear on top shelf of locker or in cabinets
	Carrying – with Handles	x								
	Carrying – without Handles		x					<1	3	PDA, radios, utility belt
	Pushing – Upper Extremity		x					<1	3	Opening doors, stowing bike in storage room (bike patrol only)
	Pushing – Hips/Legs assist				x			<1	8	Pushing bike (bike patrol only), force varies according to grade
	Pulling – Upper Extremity		x					<1	3	Opening doors, accessing bike in storage room (bike patrol only)
	Pulling – Hip/Leg Assist	x								
Mobility	Reach - Shoulder or Above		x							Accessing top of locker or top shelves in office or cabinets
	Reach - Below Shoulder		x							Accessing items on low shelves or bottom of cabinet
	Handling					x	x			Varies between frequent handling of PDA, printer, etc and almost constant bike handling for bike patrol only
	Fine finger movements				x					Using PDA
	Neck - Static Flexion				x					Viewing PDA screen
	Neck – Static Neutral					x				Walking, sitting in court
	Neck – Static Extension				x					When riding bike, depending on posture (bike patrol only)
	Neck – Static Rotation		x							
	Throwing	x								
	Sitting		x			x				R-in court ,F-on bike seat (bike patrol only)
	Standing				x	x				O-bike and foot patrol, F-vehicle patrol
	Walking				x	x				O-bike and vehicle patrol, F-foot patrol
	Running/Jumping	x								
	Climbing	x								
	Bending/Stooping			x						Chalking tires, viewing meters on sunny days
	Crouching	x								
	Kneeling	x								
	Crawling	x								
	Twisting			x						
Balancing					x				On bike (bike patrol only)	
Travelling							x			

**Frequency Rating Definition for % of Duty**

The definitions for frequency ratings are contained at the end of the Table (page 18).

### Essential Duty 2 – Parking Enforcement Officer – Parking Enforcement

a. Physical Demands (continued)		Frequency During Duty						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations				x			Radio calls, questions from the public
	Hear/Other Sounds						x	Sirens, horns, traffic
	Vision/Far						x	
	Vision/Near						x	
	Vision/Colour	x						
	Vision/Depth						x	
	Perception/Spatial	x						
	Perception/Form			x				Identifying obstacles in dim light or poor weather
	Feeling							
	Speech				x			Answer radio calls or questions from public
Work Environment	Inside Work				x			Picking up gear, morning meetings, court
	Outside Work					x		
	Slippery			x				Wet weather, ice/snow
	Congested worksite			x				Depending on time of day and route
	Chemical Irritants	x						
	Confined Space Entry	x						
	Vapour Fumes					x		Vehicle exhaust
	Noise					x		Vehicle noise and street noise
	Proximity to moving objects				x			
	Hazardous Machines				x			Vehicles
	Electrical hazard	x						
	Sharp/Hazardous Tools	x						
	Radiant/Thermal Energy	x						
	Hot/Cold		x					Weather dependent
	Humid		x					Weather dependent
	Environmental Dust			x				If working near a construction site
	Organic Substances		x					
	Medical Waste	x						
	Blood Products	x						
	Lighting Issues – Direct		x					Occasional sunlight glare makes PDA hard to see
Lighting Issues – Indirect	x							
Vibration – Whole Body	x							
Vibration – Hand/Arm	x							

## Essential Duty 2 – Parking Enforcement Officer – Parking Enforcement

b. Cognitive and Psychosocial Demands	Frequency During Duty			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision	x			
Time Pressure	x			
Attention to Detail			x	Making PDA notes, court testimony
Memory Requirements		x		Remembering bylaws, vehicle locations and plates, etc
Interact with co-workers	x			
Interact with public		x		
Work Alone			x	
Reading		x		PDA
Writing		x		Notes from radio calls
Irregular Hours	x			
Operating Equipment			x	Bikes for bike patrol, and PDA/printer/radio

### Frequency Rating Definitions for % of Duty

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4th edition) published by the US Department of Labor.

	Percentage of Duty
<b>Never</b>	0 %
<b>Rare</b>	0-1 %
<b>Infrequent</b>	2-5 %
<b>Occasional</b>	6-33 %
<b>Frequent</b>	34-66 %
<b>Constant</b>	67-100 %

STRENGTH	
Strength Category	Weight Handled
9. Limited	Up to 5 kg.
10. Light	5 kg. to 10 kg.
11. Medium	10 kg. to 20 kg.
12. Heavy	>20 kg



### Essential Duty 3 – Parking Enforcement Officer - Driving

a. Physical Demands (continued)		Frequency During Duty						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations			x				Radio calls
	Hear/Other Sounds						x	Traffic noise, sirens, etc
	Vision/Far						x	
	Vision/Near						x	
	Vision/Colour						x	
	Vision/Depth						x	
	Perception/Spatial				x			Checking mirrors
	Perception/Form		x					Road obstacles under poor visibility conditions
	Feeling	x						
	Speech			x				Responding to radio calls
Work Environment	Inside Work						x	In cab of vehicle
	Outside Work		x					Walk around inspection in the morning
	Slippery			x				Depends on road conditions and weather
	Congested worksite				x			Depends on traffic conditions and time of day.
	Chemical Irritants	x						
	Confined Space Entry	x						
	Vapour Fumes		x					Exhaust fumes if windows down when driving
	Noise						x	Traffic noise
	Proximity to moving objects						x	Other vehicles
	Hazardous Machines	x						
	Electrical hazard	x						
	Sharp/Hazardous Tools	x						
	Radiant/Thermal Energy	x						
	Hot/Cold	x						
	Humid	x						
	Environmental Dust		x					If windows down and driving past construction site.
	Organic Substances	x						
	Medical Waste	x						
	Blood Products	x						
	Lighting Issues – Direct		x					Dark mornings in winter, poor weather
Lighting Issues – Indirect	x							
Vibration – Whole Body						x		
Vibration – Hand/Arm	x							

**Essential Duty 3 – Parking Enforcement Officer - Driving**

b. Cognitive and Psychosocial Demands	Frequency During Duty			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision	x			
Time Pressure	x			
Attention to Detail		x		
Memory Requirements		x		Remembering route and directions
Interact with co-workers	x			
Interact with public	x			
Work Alone			x	
Reading		x		Maps, street signs, parking signs, etc
Writing	x			
Irregular Hours	x			
Operating Equipment			x	City vehicle

**Frequency Rating Definitions for % of Duty**

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	Percentage of Duty
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<b>Rare</b>	0-1 %
<b>Infrequent</b>	2-5 %
<b>Occasional</b>	6-33 %
<b>Frequent</b>	34-66 %
<b>Constant</b>	67-100 %

STRENGTH	
Strength Category	Weight Handled
13. Limited	Up to 5 kg.
14. Light	5 kg. to 10 kg.
15. Medium	10 kg. to 20 kg.
16. Heavy	>20 kg