

BY-LAW ENFORCEMENT

VALUE STATEMENT

I expect my by-laws to be enforced fairly to maintain acceptable standards and safety in my neighbourhood, and I expect that complaints will be resolved in a fair and timely manner.

By-Law Enforcement

What is this Service?

By-law Enforcement Services help protect the public health, safety and property rights of citizens through timely, consistent and effective enforcement of by-laws. The number and nature of municipal by-laws vary extensively throughout MBNCanada municipalities. MBNCanada benchmarks the following specified by-laws, which most of the single-tier MBNCanada municipalities have in common.

Objectives May Include:

- Yard maintenance
- Property standards
- Noise control
- Zoning enforcement
- Animal control

Influencing Factors:

1. Service Levels: The service standards and by-laws set by municipal Councils.
2. Geography: The total square kilometres and population density of the municipality.
3. Contracted Services: Components may be contracted out or provided by municipal staff.
4. Systems: The type and quality of systems used to track complaints, inspections and other data.
5. Inspections: The extent, complexity of the inspections done by each municipality.
6. Response Time: Response time is dependent on the standard set by the municipality and the nature of the complaint.
7. Enforcement: Differing service delivery models and levels of proactive enforcement.
8. Community Demographics: The age of housing and residents' ability to maintain property to required standards.

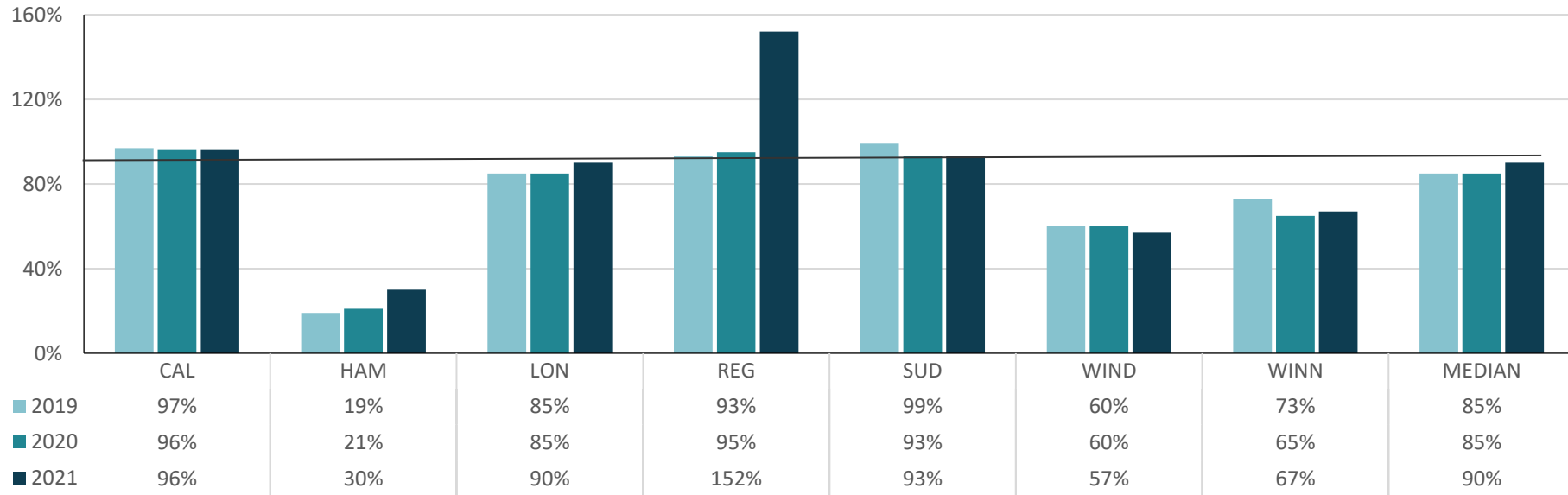
Extenuating Circumstances:

- **COVID-19 Pandemic:** Pandemic related changes to work/life patterns and locations impacted the type and volume of complaints received. Each municipality responded differently to provincial health orders, however, all had periods of redeployment of staff resulting in changes to the number and types of inspection and enforcement activities.

By-Law Enforcement

BYLW120 - Percent of Compliance to Noise, Property Standards, Yard Maintenance and Zoning By-laws

Experts interpret compliance to mean no municipal action or prosecution required. If a contractor is hired by the City or court action is taken, this would be considered non-compliance.



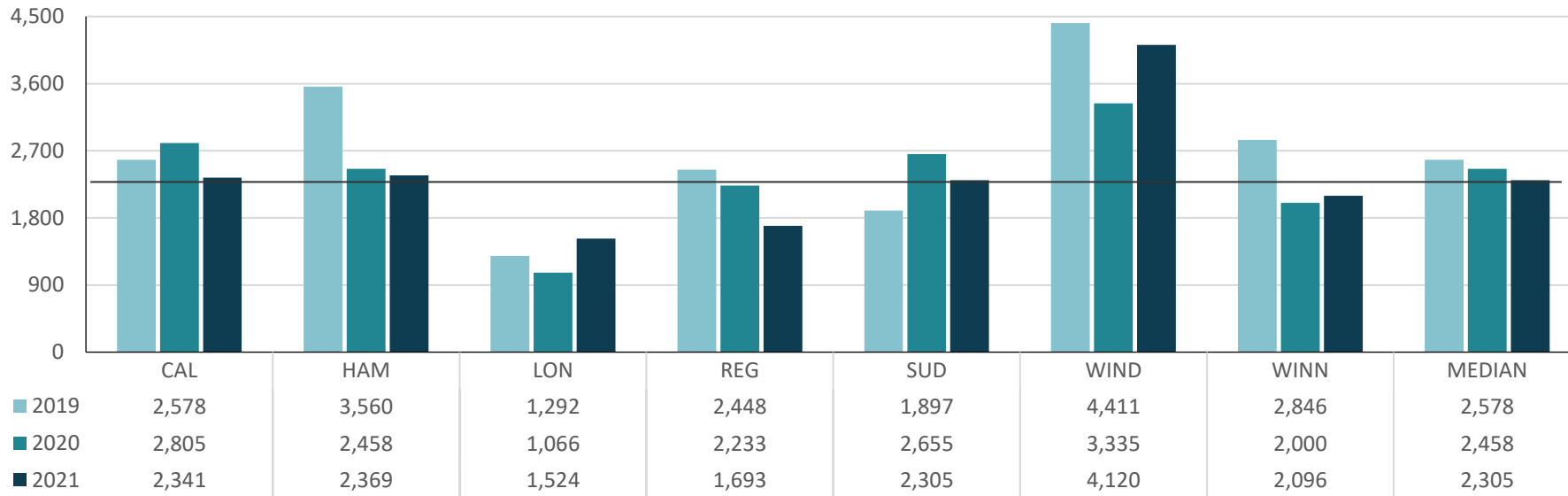
Hamilton: Increase in 2021 due to resumption of regular duties versus 2020 pandemic and health and safety focused activities.

Regina: In 2021, the Bylaw Enforcement branch addressed the backlog of outstanding cases and introduced new processes resulting in an increase in compliance rates. Our data includes compliance for cases started proactively by officers in the field as well as requests for service received from residents from residents, which is why our percentage of compliance exceeds 100%.

By-Law Enforcement

BYLW205 - Number of Noise, Property Standards, Yard Maintenance and Zoning By-law Complaints per 100,000 Population

The measure includes reactive (citizen-initiated) and proactive (municipally-initiated) investigations logged.



Calgary: 2021 decrease due to amendments and regulations resulting in reduced volumes in land use (LUB) and yard complaints.

London: Increase in 2021 due to post pandemic focus on municipal by-law enforcement activities.

Regina: The focus and change in proactive enforcement has resulted in a decrease in the number of complaints received in 2021.

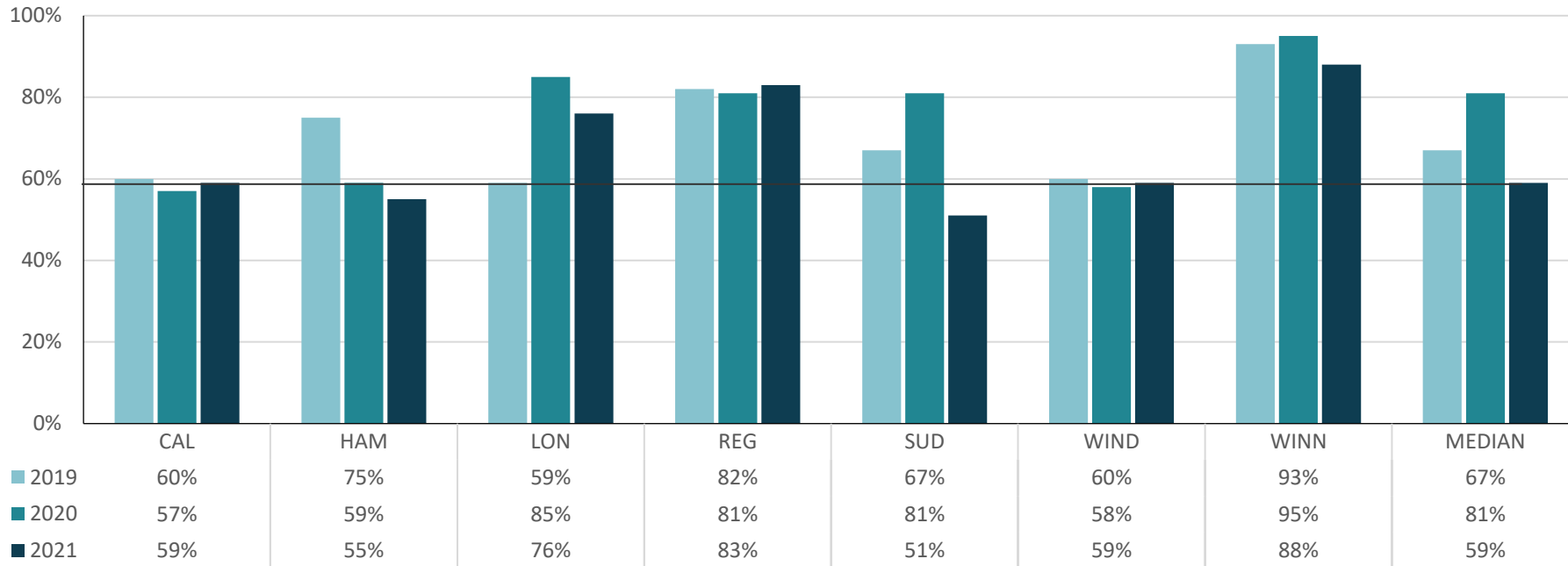
Sudbury: In 2020, there was an increase in Property Standards and Yard Maintenance complaints.

Windsor: 2021 results reflect an increase in the number of complaints which may have resulted from people working from home.

By-Law Enforcement

BYLW207 - Percent of All By-law Complaints Represented by Noise, Property Standards, Yard Maintenance and Zoning By-laws

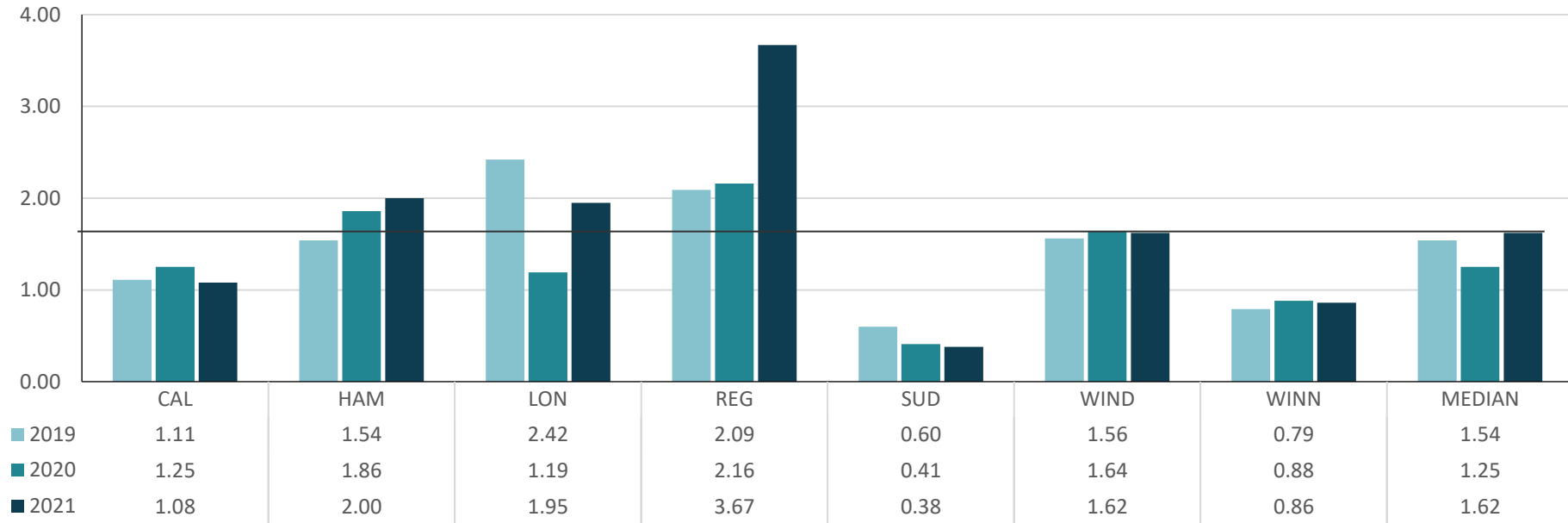
A variety of by-laws govern various aspects within municipalities. This measure compares the proportion of overall complaints that are represented by noise, property standards, yard maintenance and zoning by-laws.



By-Law Enforcement

BYLW226 - Number of Inspections per Noise, Property Standards, Yard Maintenance and Zoning By-law Complaint

Inspections are used to verify the validity of a complaint and/or remedial actions taken. Lower results may be due to alternative methods of citizen interaction, e.g. sending a letter and/or calling a citizen.



London: Increase in 2021 due to post pandemic focus on municipal by-law enforcement activities.

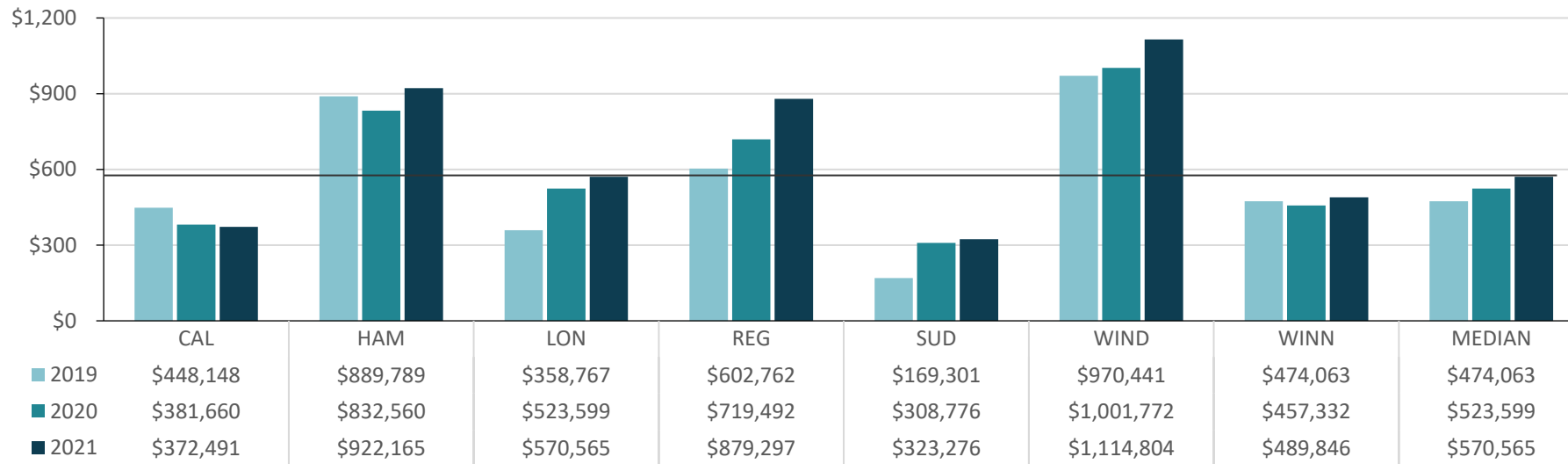
Regina: In 2021, the number of cases dealt with by the Bylaw Enforcement branch increased, resulting in a corresponding increase in the number of inspections. Further, in response to a Council priority, we implemented a process change that required a second inspection be performed if there was no compliance five days following the issuance of an order for overgrown grass & vegetation violations.

By-Law Enforcement

BYLW273 - Operating Cost of Enforcement for Noise, Property Standards, Yard Maintenance and Zoning By-laws per 100,000 Population

This measure reports the operating costs relevant to the enforcement of noise, property standards, yard maintenance, and zoning by-laws. Municipalities have a variety of other by-laws which are not reflected in this measure.

(In Thousands)



Regina: Increase in 2021 due to addition of staff to deal with increased seasonal demands as well as the several enforcement projects. There are internal allocations for corporate services (e.g. HR, Purchasing, IT, etc.) that are assigned to Bylaw Enforcement but cannot be managed/influenced by the operating area.

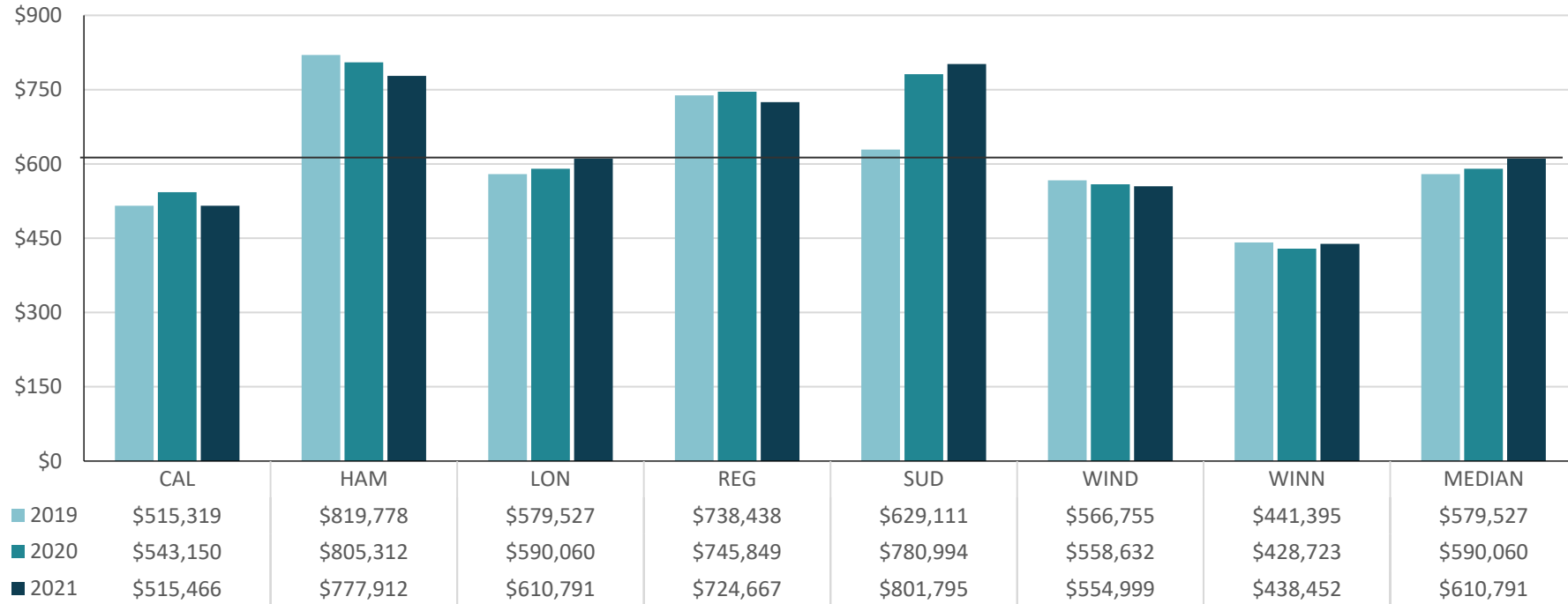
Windsor: Windsor saw an increase in public complaints that resulted in 30% more hours being spent by By-law officers resolving those issues in 2021 compared to 2020 and 40% more hours from 2019 to 2021.

By-Law Enforcement

BYLW275 - Operating Cost of Enforcement for Animal Control By-laws per 100,000 Population

This measure reports the operating costs to enforce animal control by-laws. The costs include animal shelters in some municipalities.

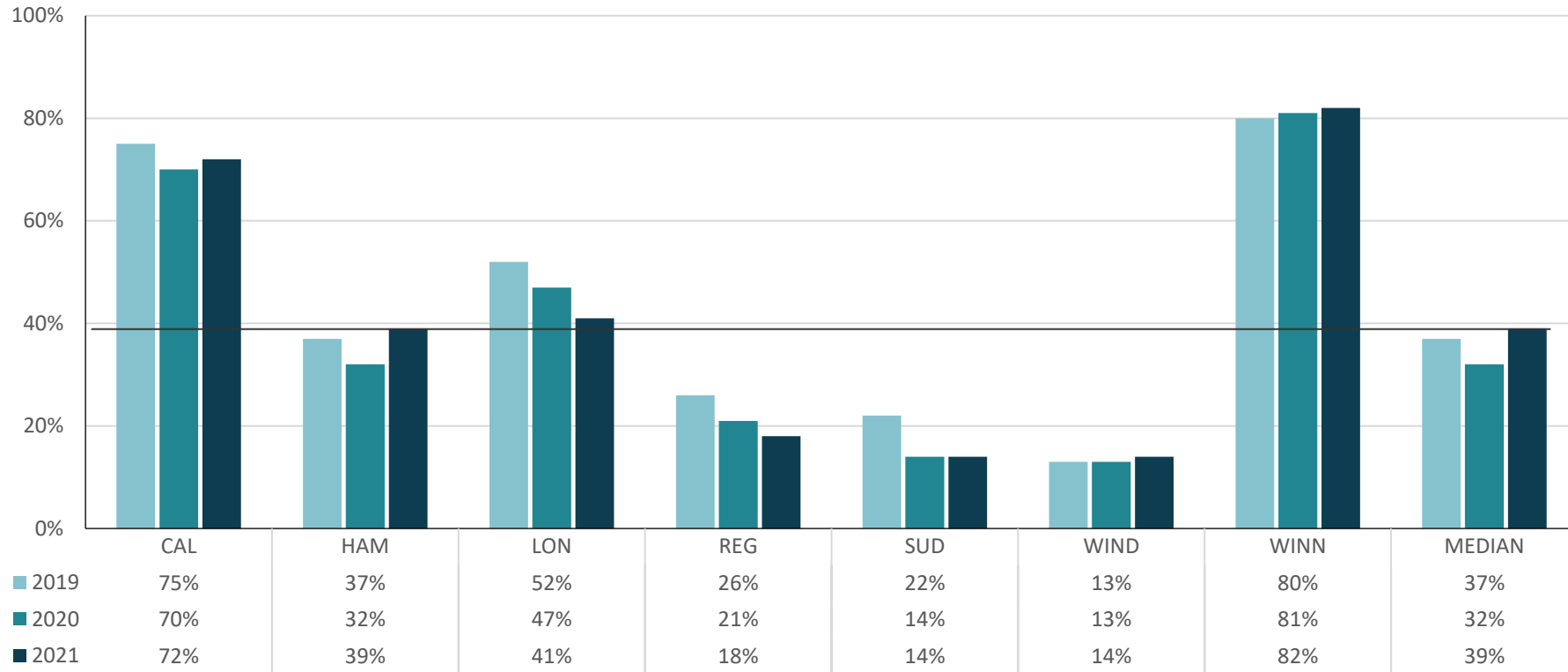
(In Thousands)



By-Law Enforcement

BYLW318 - Percent of Recovery of Animal Control Costs

This measure reports the percentage of animal control operating costs that are recovered by user fees such as licensing and registration.



Regina: In 2019, there was an increase in animal licensing revenues.

Sudbury: In 2019, there was a combination of a 28% drop in revenues (mainly licensing fees) while expenses rose slightly.