



2 By-Law and Enforcement Services

What is the 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 OMBI municipalities. OMBI benchmarks the following specified by-laws, which most of the single-tier OMBI municipalities have in common.

Specific objectives include:

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

Influencing Factors:

Contracted Services: Whether animal control service is contracted out or provided by municipal staff.

Enforcement: Differing service delivery models and organizational forms.

Geography: Total square kilometers and population density of the municipality.

Inspections: Extent, complexity of the inspections done by each municipality, including the use of proactive inspections.

Service Levels: Different service standards set by each municipality's Council, i.e. response time, is dependent on the standard set by the municipality and the nature of the complaint.

Processes & Systems: Type and quality of systems used to track complaints, inspections and other data.

Additional Information:

For the purposes of this report, the term:

"Specified by-laws" include noise control, property standards, yard maintenance, and zoning enforcement by-laws only.

"All by-laws" refers to the four specified by-laws plus animal control.

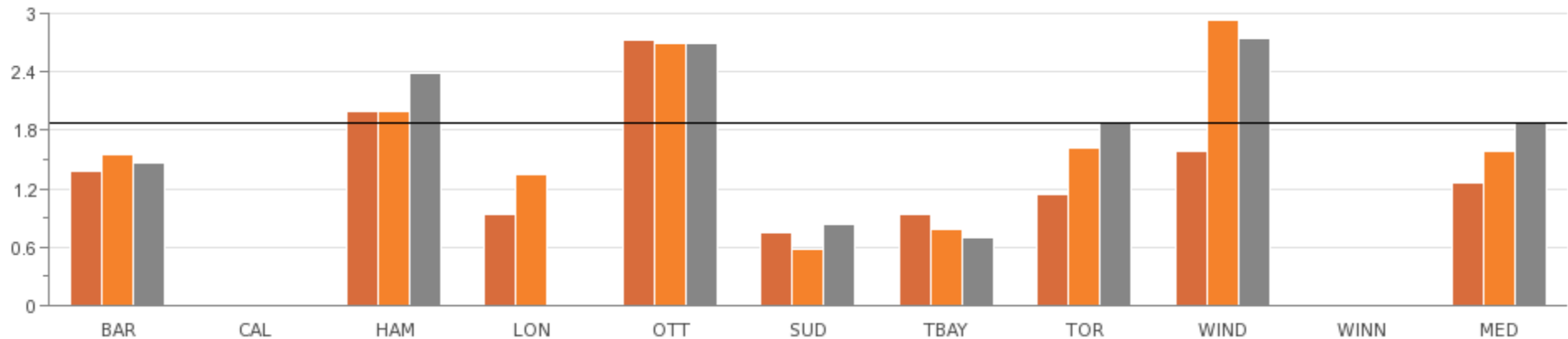
Due to restructuring in London, no data is available for 2011.

By-Law and Enforcement Services

How many specified by-law complaints are received?

Fig 2.1 Number of Specified By-Law Complaints per 100,000 Population

(In Thousands)



2009	1,374	N/A	1,988	928	2,735	741	938	1,147	1,593	N/A	1,261
2010	1,543	N/A	2,001	1,341	2,700	580	786	1,621	2,935	N/A	1,582
2011	1,463	N/A	2,396	N/A	2,703	838	693	1,884	2,756	N/A	1,884

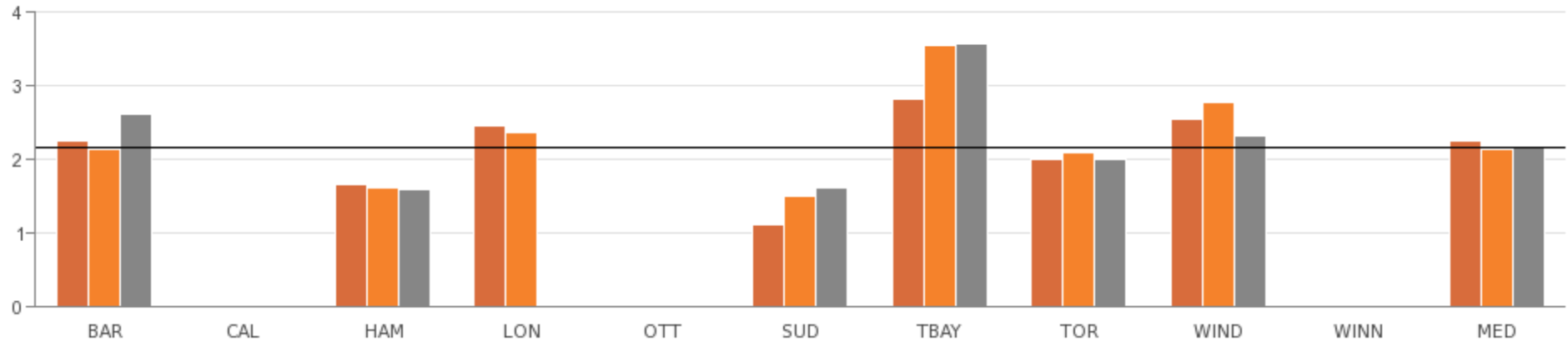
Source: BYLW205 (Service Level)

Note: "Specified by-laws" include noise, property standards, yard maintenance and zoning by-laws only.

Comment: The variation in results reflect local enforcement practices and specific conditions, e.g. introduction of new by-laws, new 3-1-1 service, work stoppages, etc. Also, in some municipalities, noise complaints are handled by Police Services and not municipal staff.

How many inspections are performed on complaints?

Fig 2.2 Total Number of Inspections per Specified By-Law Complaint



2009	2.24	N/A	1.66	2.46	N/A	1.11	2.81	1.99	2.54	N/A	2.24
2010	2.14	N/A	1.62	2.37	N/A	1.50	3.55	2.10	2.77	N/A	2.14
2011	2.62	N/A	1.60	N/A	N/A	1.62	3.57	2.00	2.31	N/A	2.16

Source: BYLW226 (Service Level)

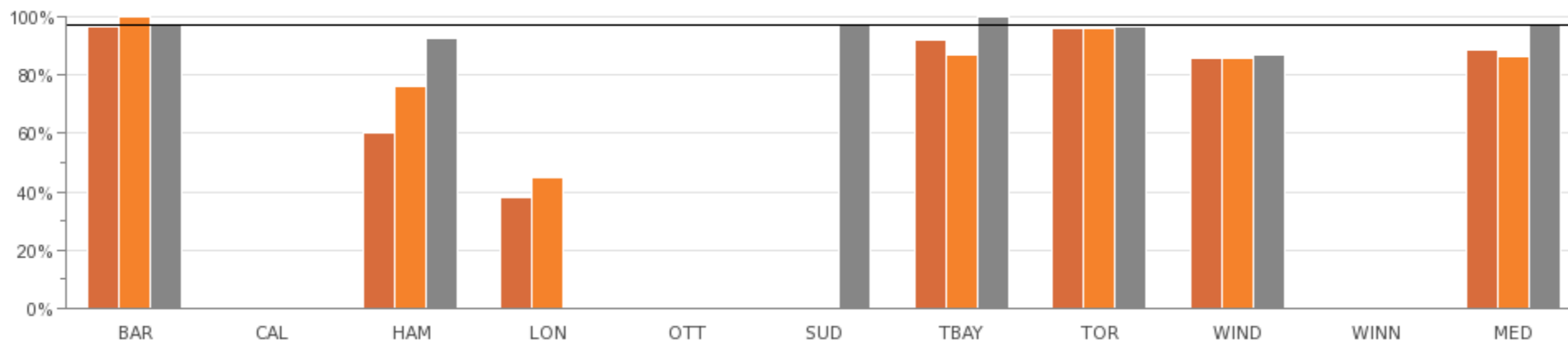
Note: "Specified by-laws" include noise, property standards, yard maintenance and zoning by-laws only.

Note: Ottawa does not track due to technology restrictions.

Comment: Inspections are used to verify the validity of a complaint. Lower results may be a result of alternative methods, e.g. sending a letter, calling a citizen and/or following up in person.

What percent of residents complied with by-laws?

Fig 2.3 Percent of Compliance to Specified By-Laws



2009	97%	N/A	60%	38%	N/A	N/A	92%	96%	86%	N/A	89%
2010	100%	N/A	76%	45%	N/A	N/A	87%	96%	86%	N/A	87%
2011	98%	N/A	93%	N/A	N/A	98%	100%	97%	87%	N/A	98%

Source: BYLW120 (Community Impact)

Note: Specified by-laws include noise, property standards, yard maintenance and zoning by-laws only.

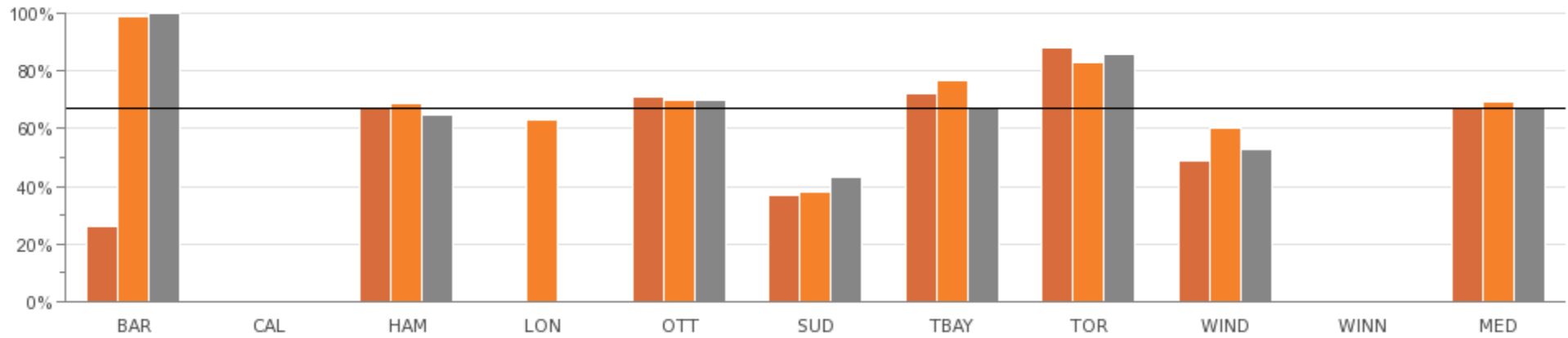
Note: London does not report as they track data for 2 of the 4 by-laws only.

Note: Ottawa does not report due to technology restrictions.

Note: Greater Sudbury is reviewing 2010 and 2009 data therefore it does not appear in this report.

What percent of all by-law complaints pertained to specified by-laws?

Fig 2.4 Percent of All By-Law Complaints represented by the Specified By-Laws



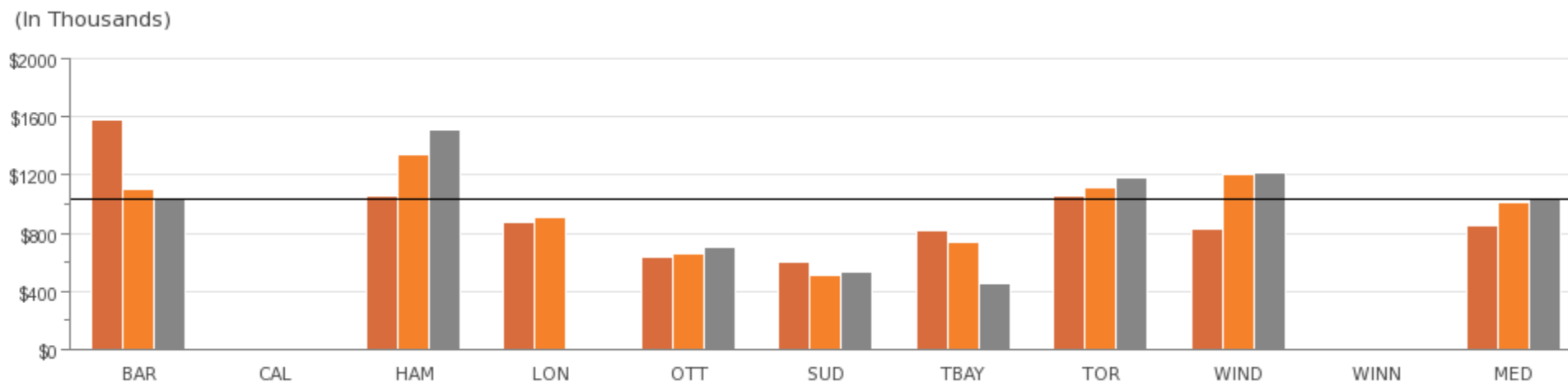
2009	26%	N/A	67%	N/A	71%	37%	72%	88%	49%	N/A	67%
2010	99%	N/A	69%	63%	70%	38%	77%	83%	60%	N/A	70%
2011	100%	N/A	65%	N/A	70%	43%	67%	86%	53%	N/A	67%

Source: BYLW207 (Service Level)

Note: "Specified by-laws" refers to noise, property standards, yard maintenance and zoning by-laws. Comment: The results illustrates the wide variation in the number of by-laws enacted at the municipalities.

How much does it cost to enforce specified by-laws and animal control by-laws?

Fig 2.5 Enforcement Operating Cost for Specified By-laws plus Animal Control per Capita



2009	\$1,586,907	N/A	\$1,053,551	\$873,237	\$632,183	\$600,797	\$818,409	\$1,056,562	\$828,793	N/A	\$851,015
2010	\$1,106,196	N/A	\$1,338,386	\$906,846	\$655,884	\$511,656	\$738,148	\$1,109,066	\$1,204,560	N/A	\$1,006,521
2011	\$1,035,159	N/A	\$1,516,802	N/A	\$705,604	\$535,105	\$453,626	\$1,186,947	\$1,215,239	N/A	\$1,035,159

Source: BYLW270 (Service Level)

Note: This measure includes noise control, property standards, yard maintenance, zoning and animal control by-laws.