

# 3 By-Law Enforcement



## 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:

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

## Influencing Factors:

**Contracted Services:** Components may be contracted out and/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" refers to yard maintenance, property standards, noise control and zoning enforcement by-laws.*

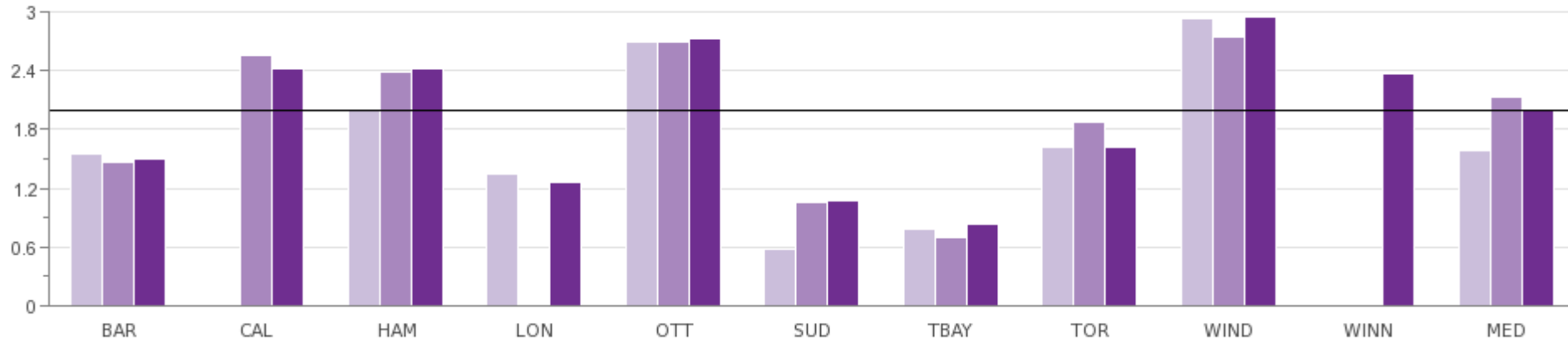
*Due to restructuring in London, no data is available for 2011.*

# By-Law Enforcement

## How many specified by-law complaints are received?

Fig 3.1 Number of Specified By-Law Complaints per 100,000 Population

(In Thousands)



2010	1,543	N/A	2,001	1,341	2,700	580	786	1,621	2,935	N/A	1,582
2011	1,463	2,553	2,396	N/A	2,703	1,047	693	1,884	2,756	N/A	2,140
2012	1,508	2,430	2,421	1,261	2,727	1,077	832	1,626	2,958	2,365	1,996

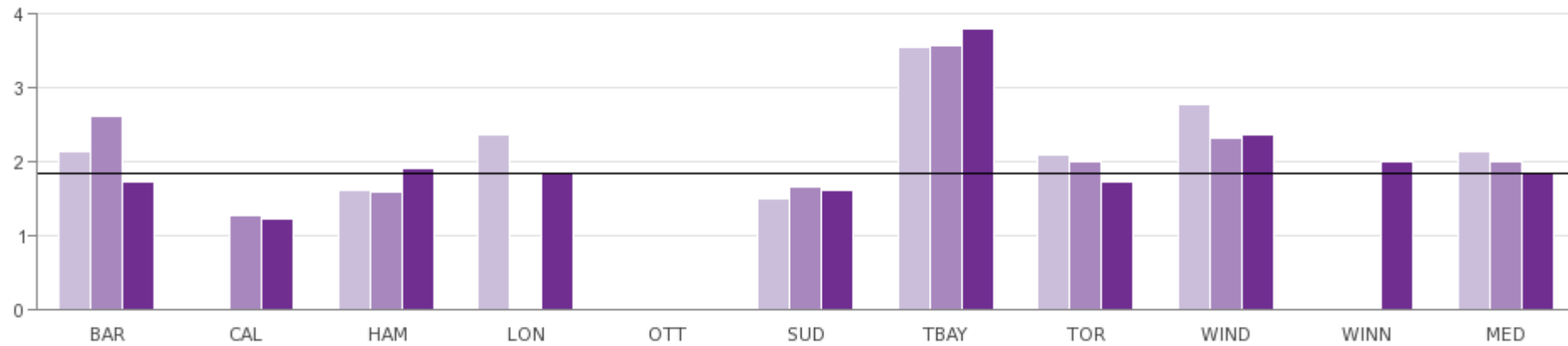
Source: BYLW205 (Service Level)

Note: Specified by-laws include noise, property standards, yard maintenance and zoning by-laws only. Includes reactive (citizen-initiated) and proactive investigations.

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.

## How many inspections are performed on complaints?

Fig 3.2 Total Number of Inspections per Specified By-Law Complaint



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	1.26	1.60	N/A	N/A	1.65	3.57	2.00	2.31	N/A	2.00
2012	1.72	1.23	1.91	1.85	N/A	1.62	3.79	1.72	2.36	2.01	1.85

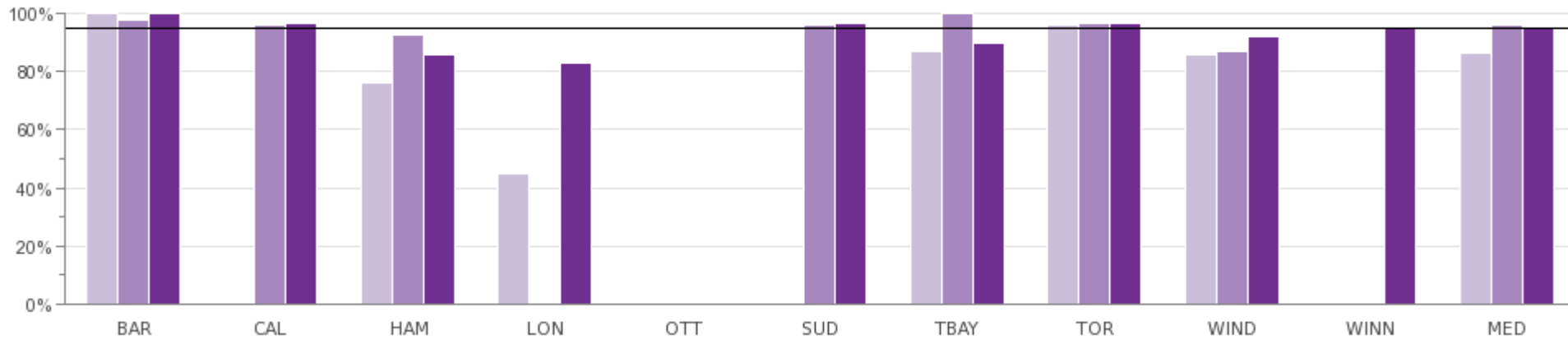
Source: BYLW226 (Service Level)

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

Fig 3.3 Percent of Compliance to Specified By-Laws



Year	BAR	CAL	HAM	LON	OTT	SUD	TBAY	TOR	WIND	WINN	MED
2010	100%	N/A	76%	45%	N/A	N/A	87%	96%	86%	N/A	87%
2011	98%	96%	93%	N/A	N/A	96%	100%	97%	87%	N/A	96%
2012	100%	97%	86%	83%	N/A	97%	90%	97%	92%	95%	95%

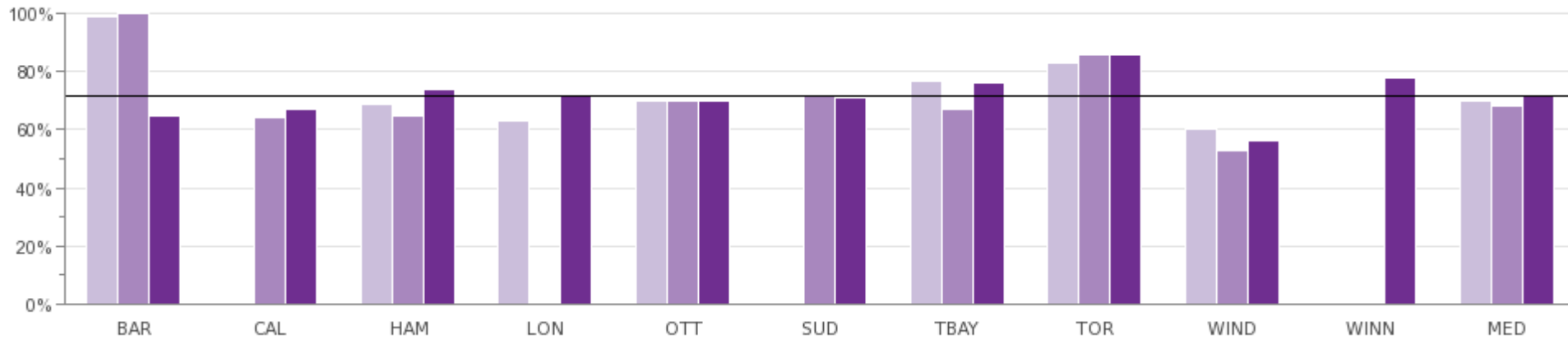
Source: BYLW120 (Community Impact)

Note: Specified by-laws include noise, property standards, yard maintenance and zoning by-laws only. Ottawa does not report due to technology restrictions. Greater Sudbury data for 2010 is not available.

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

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

Fig 3.4 Percent of All By-Law Complaints represented by the Specified By-Laws



2010	99%	N/A	69%	63%	70%	N/A	77%	83%	60%	N/A	70%
2011	100%	64%	65%	N/A	70%	72%	67%	86%	53%	N/A	69%
2012	65%	67%	74%	72%	70%	71%	76%	86%	56%	78%	72%

Source: BYLW207 (Service Level)

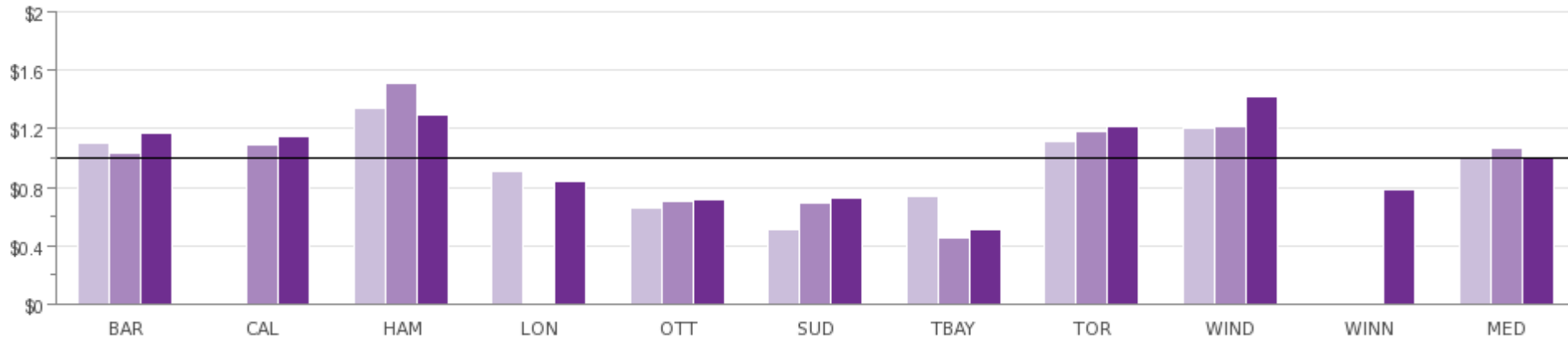
Note: Specified by-laws include noise, property standards, yard maintenance and zoning by-laws only.

Comment: The results illustrate the wide variation in the number of by-laws enacted by the municipalities.

## How much does it cost to enforce the specified by-laws plus animal control by-laws?

Fig 3.5 Enforcement Operating Cost for the Specified plus Animal Control By-laws per 1,000 Population

(In Thousands)



2010	\$1,106	N/A	\$1,338	\$907	\$656	\$512	\$738	\$1,109	\$1,205	N/A	\$1,007
2011	\$1,035	\$1,090	\$1,517	N/A	\$706	\$696	\$454	\$1,187	\$1,215	N/A	\$1,063
2012	\$1,168	\$1,151	\$1,298	\$839	\$714	\$728	\$514	\$1,217	\$1,423	\$783	\$995

Source: BYLW270 (Service Level)