

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 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:

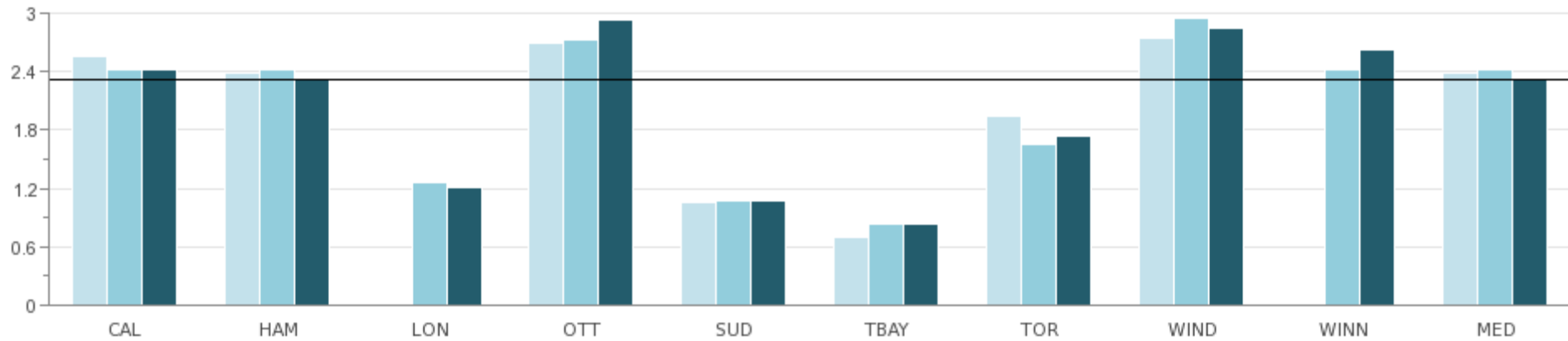
For the purposes of this report, the term "specified" refers to yard maintenance, property standards, noise control and zoning enforcement by-laws.

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)



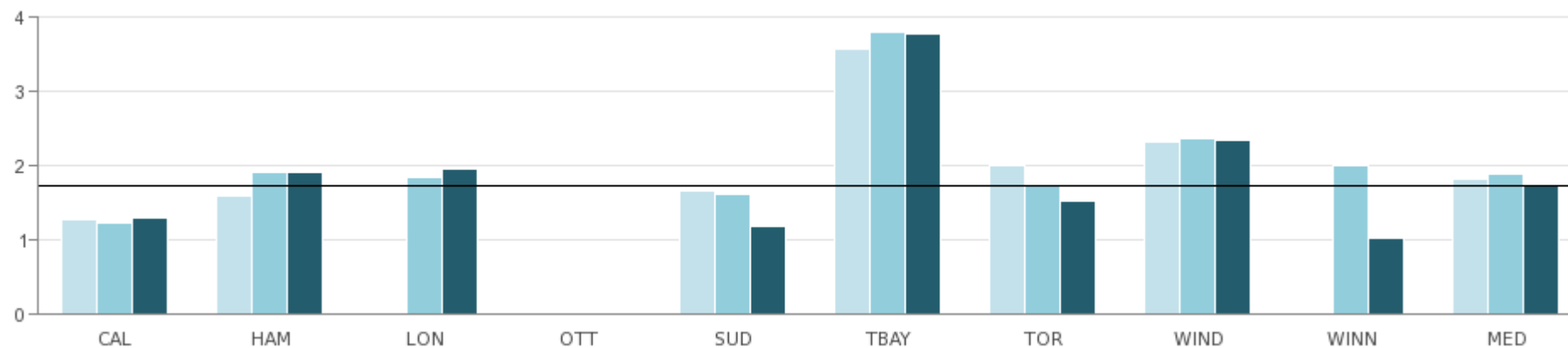
2011	2,553	2,396	1,261	2,703	1,047	693	1,943	2,756	2,418	2,396
2012	2,430	2,421	1,261	2,727	1,077	832	1,655	2,958	2,418	2,418
2013	2,427	2,324	1,213	2,938	1,067	837	1,744	2,856	2,621	2,324

Source: BYLW205 (Service Level)

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



Year	CAL	HAM	LON	OTT	SUD	TBAY	TOR	WIND	WINN	MED
2011	1.26	1.60	1.65		1.65	3.57	2.00	2.31	2.01	1.83
2012	1.23	1.91	1.85		1.62	3.79	1.72	2.36	2.01	1.88
2013	1.29	1.91	1.95		1.18	3.77	1.52	2.34	1.03	1.72

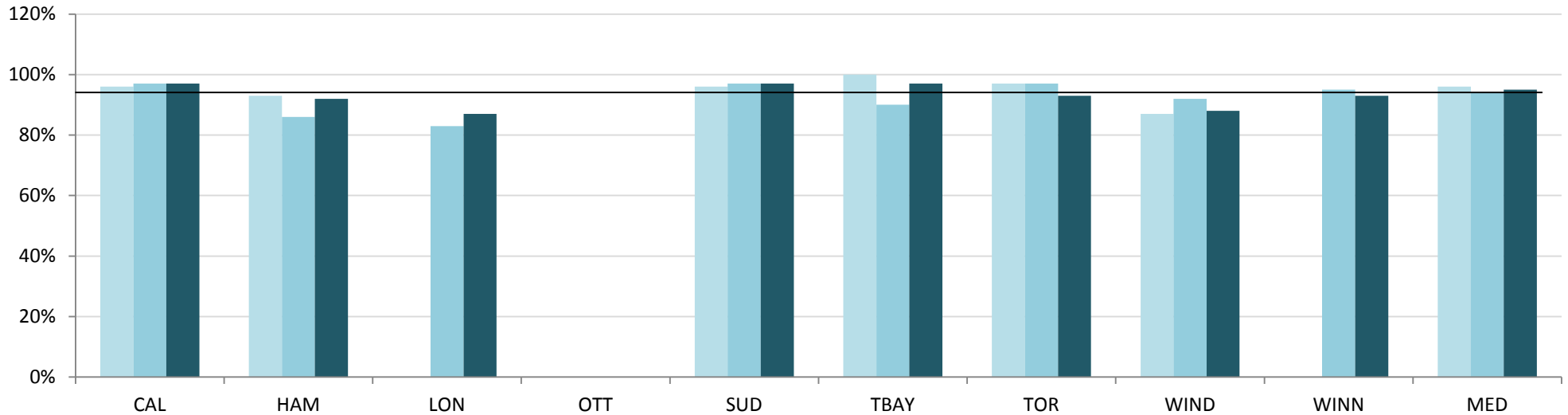
Source: BYLW226 (Service Level)

Note: Specified by-laws include noise, property standards, yard maintenance and zoning by-laws only. Inspections are used to verify the validity of a complaint. Lower results may be due to alternative methods of citizen interaction, e.g. sending a letter, calling a citizen and/or following up in person.

Comment: Ottawa does not track due to technology restrictions.

What percent of residents complied with by-laws?

Fig 3.3 Percent of Compliance to Specified By-Laws



2011	96%	93%		96%	100%	97%	87%		96%
2012	97%	86%	83%	97%	90%	97%	92%	95%	94%
2013	97%	92%	87%	97%	97%	93%	88%	93%	95%

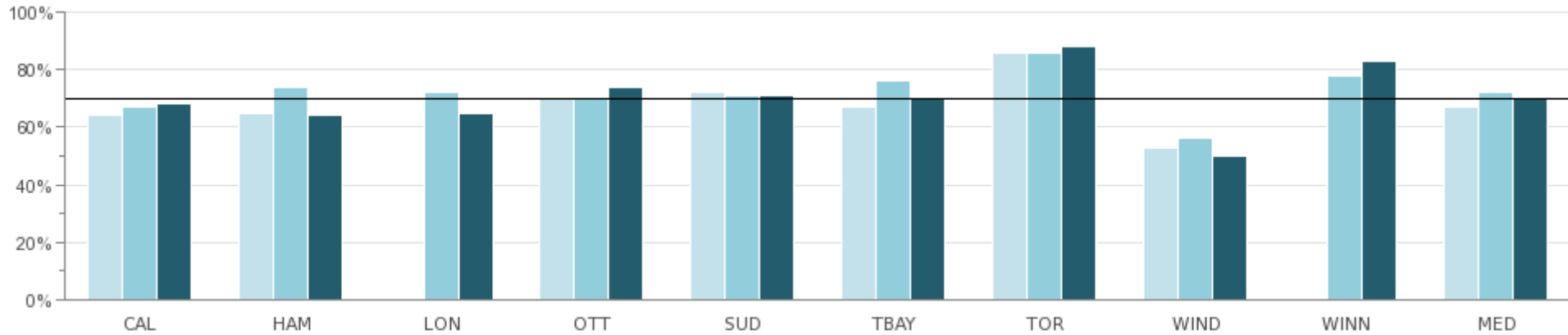
Source: BYLW120 (Community Impact)

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

Comment: Ottawa does not report due to technology restrictions.

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



2011	64%	65%	70%	72%	67%	86%	53%	78%	67%
2012	67%	74%	72%	70%	71%	76%	56%	78%	72%
2013	68%	64%	65%	74%	71%	70%	50%	83%	70%

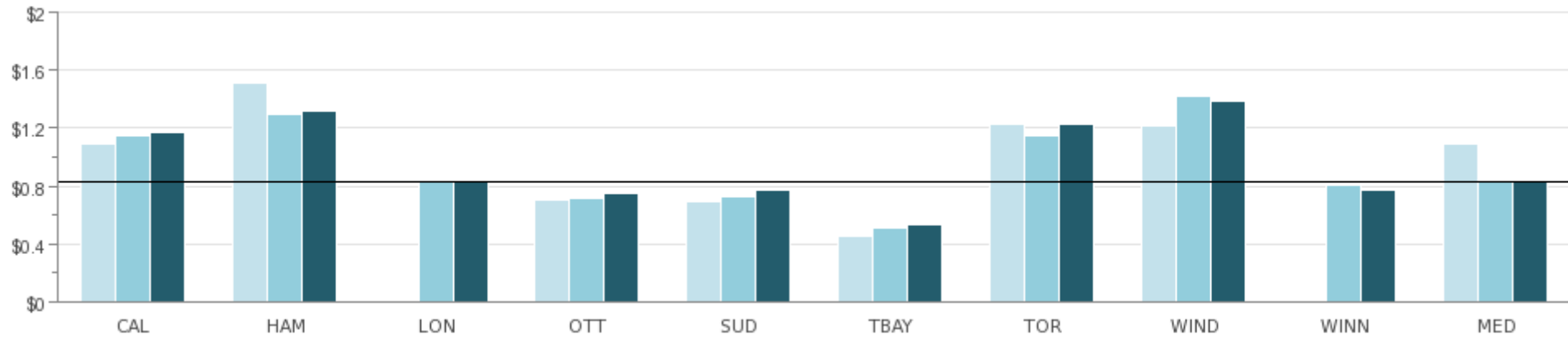
Source: BYLW207 (Service Level)

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

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

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

(In Thousands)



2011	\$1,090	\$1,517		\$706	\$696	\$454	\$1,225	\$1,215		\$1,090
2012	\$1,151	\$1,298	\$839	\$714	\$728	\$514	\$1,150	\$1,423	\$806	\$839
2013	\$1,175	\$1,321	\$832	\$747	\$769	\$531	\$1,229	\$1,385	\$768	\$832

Source: BYLW270 (Service Level)