

# 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; therefore OMBI benchmarks the following By-laws only:

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

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

## 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 and 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.

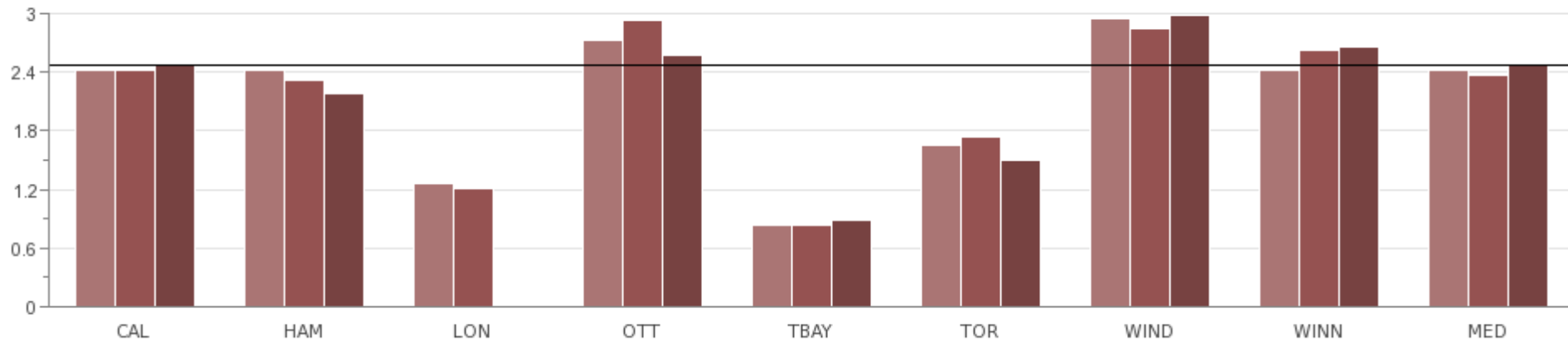
**Processes & Systems:** Type and quality of systems used to track complaints, inspections and other data.

# By-law Enforcement

## How many noise, property standards, yard maintenance and zoning by-law complaints are received?

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

(In Thousands)



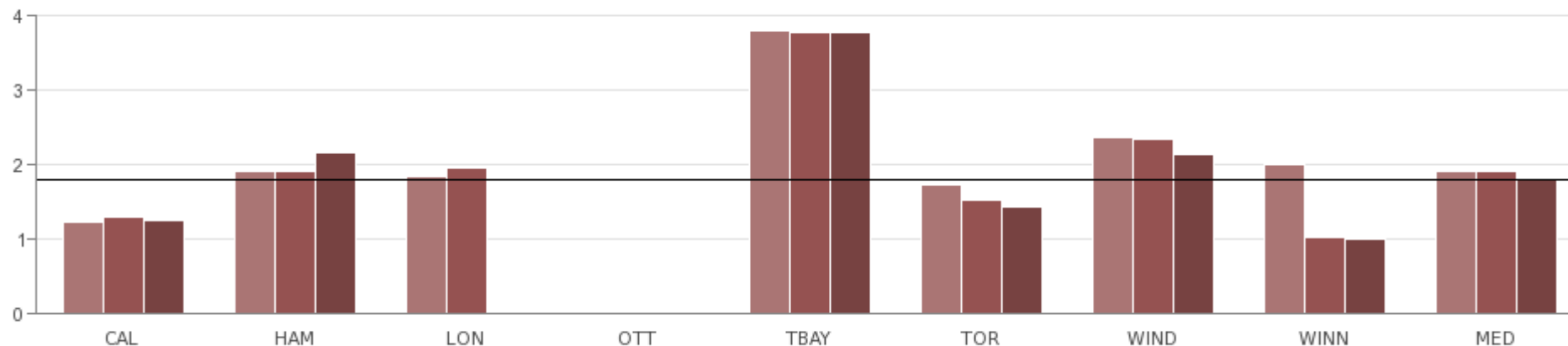
<b>2012</b>	<b>2,430</b>	<b>2,421</b>	<b>1,261</b>	<b>2,727</b>	<b>832</b>	<b>1,655</b>	<b>2,958</b>	<b>2,418</b>	<b>2,420</b>
<b>2013</b>	<b>2,427</b>	<b>2,324</b>	<b>1,213</b>	<b>2,938</b>	<b>837</b>	<b>1,744</b>	<b>2,856</b>	<b>2,621</b>	<b>2,376</b>
<b>2014</b>	<b>2,475</b>	<b>2,191</b>	<b>N/A</b>	<b>2,582</b>	<b>885</b>	<b>1,504</b>	<b>2,996</b>	<b>2,663</b>	<b>2,475</b>

Source: BYLW205 (Service Level)

Note: Measure includes reactive (citizen-initiated) and proactive investigations logged.

## How many inspections are made for noise, property standards, yard maintenance and zoning by-law complaints?

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



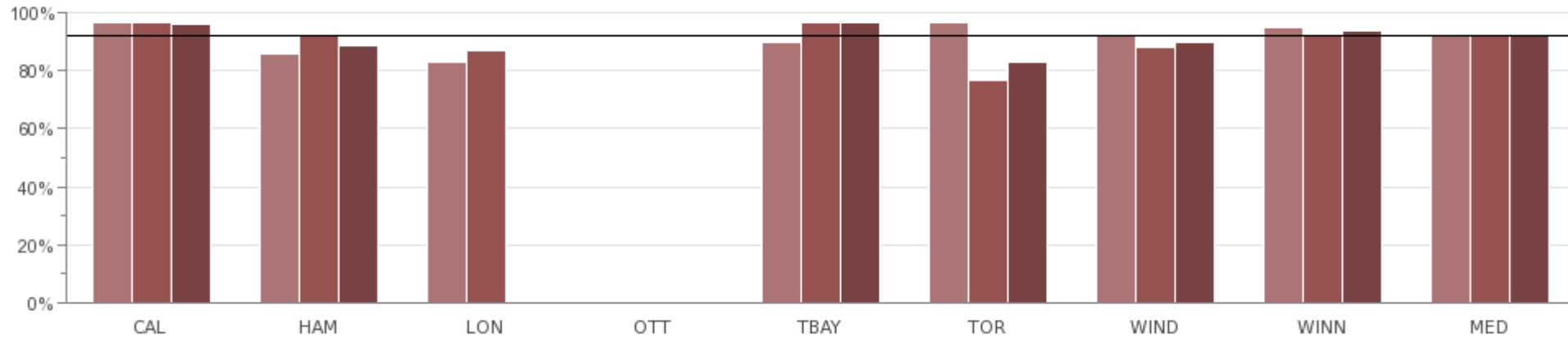
2012	1.23	1.91	1.85	N/A	3.79	1.72	2.36	2.01	1.91
2013	1.29	1.91	1.95	N/A	3.77	1.52	2.34	1.03	1.91
2014	1.25	2.15	N/A	N/A	3.77	1.44	2.14	0.99	1.79

Source: BYLW226 (Service Level)

Note: 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. Ottawa does not track due to technology restrictions.

## What percentage of residents complied with noise, property standards, yard maintenance and zoning by-law complaints?

Fig 3.3 Percent of Compliance to Specified By-laws



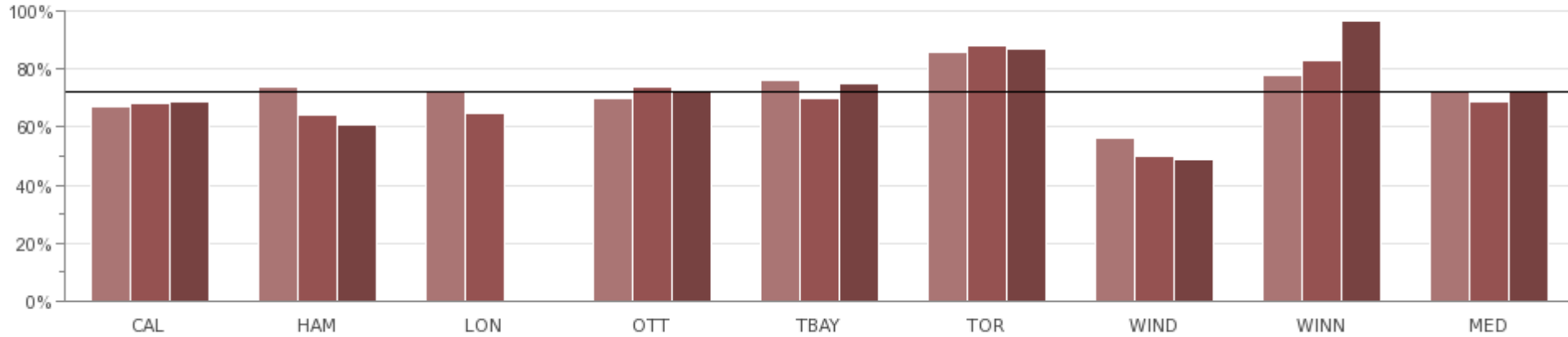
<b>2012</b>	<b>97%</b>	<b>86%</b>	<b>83%</b>	<b>N/A</b>	<b>90%</b>	<b>97%</b>	<b>92%</b>	<b>95%</b>	<b>92%</b>
<b>2013</b>	<b>97%</b>	<b>92%</b>	<b>87%</b>	<b>N/A</b>	<b>97%</b>	<b>77%</b>	<b>88%</b>	<b>93%</b>	<b>92%</b>
<b>2014</b>	<b>96%</b>	<b>89%</b>	<b>N/A</b>	<b>N/A</b>	<b>97%</b>	<b>83%</b>	<b>90%</b>	<b>94%</b>	<b>92%</b>

Source: BYLW120 (Community Impact)

Note: 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. Ottawa does not report due to technology restrictions.

## What percentage of all By-law complaints were for noise, property standards, yard maintenance and zoning by-laws?

Fig 3.4 Percent of All By-law Complaints represented by the Specified By-laws



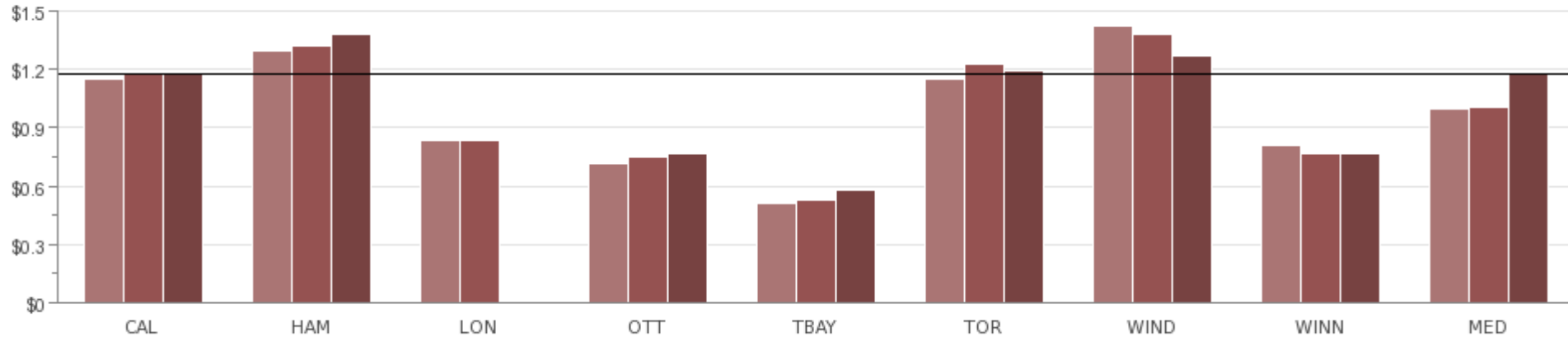
<b>2012</b>	<b>67%</b>	<b>74%</b>	<b>72%</b>	<b>70%</b>	<b>76%</b>	<b>86%</b>	<b>56%</b>	<b>78%</b>	<b>73%</b>
<b>2013</b>	<b>68%</b>	<b>64%</b>	<b>65%</b>	<b>74%</b>	<b>70%</b>	<b>88%</b>	<b>50%</b>	<b>83%</b>	<b>69%</b>
<b>2014</b>	<b>69%</b>	<b>61%</b>	<b>N/A</b>	<b>72%</b>	<b>75%</b>	<b>87%</b>	<b>49%</b>	<b>97%</b>	<b>72%</b>

Source: BYLW207 (Service Level)

## What is the total cost to enforce animal control, noise control, property standards, yard maintenance and zoning by-laws?

Fig 3.5 Enforcement Operating Cost for Animal Control and Specified By-laws per 100,000 Population

(In Thousands)



2012	\$1,151	\$1,298	\$839	\$714	\$514	\$1,150	\$1,423	\$806	\$995
2013	\$1,175	\$1,321	\$832	\$747	\$531	\$1,229	\$1,385	\$768	\$1,004
2014	\$1,180	\$1,384	N/A	\$765	\$583	\$1,195	\$1,272	\$769	\$1,180

Source: BYLW270 (Service Level)