

# BY-LAW ENFORCEMENT

## SNAPSHOT MEDIANS FOR 2015



make up **70%** OF COMPLAINTS

fig. BYLW207 (SERVICE LEVEL)



**89%**  
by-law  
COMPLIANCE  
RATE

fig. BYLW120  
(COMMUNITY IMPACT)



**1.98**  
per complaint  
INSPECTIONS  
CONDUCTED

fig. BYLW226 (SERVICE LEVEL)

### KEEP IN MIND: Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



**Age of Housing Stock**  
*Impacts the type and quantity of improvements required over time*



**Contracted Services**  
*Components may be contracted out or provided by municipal staff*



**Enforcement**  
*Differing service delivery models and organizational forms*



**Geography**  
*Total square kilometres and population density of the municipality*



**Inspections**  
*Extent and complexity of the inspections done by each municipality*



**Service Levels**  
*Different service standards set by each municipality's Council*



**Socio-Economic Indicators**  
*Residents' ability to maintain property to required standards*

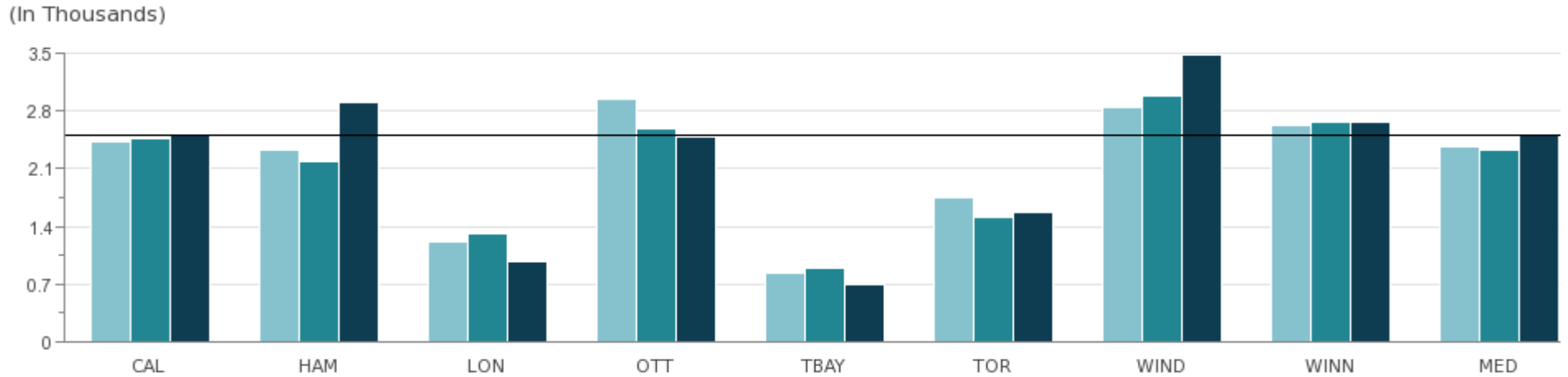


**Processes & Systems**  
*Type and quality of systems used to track complaints, inspections and other data*

For a full description of influencing factors, please go to: [www.mbncanada.ca](http://www.mbncanada.ca)

**Fig. 3.1 Number of Noise, Property Standards, Yard Maintenance and Zoning By-Law Complaints per 100,000 Population**

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

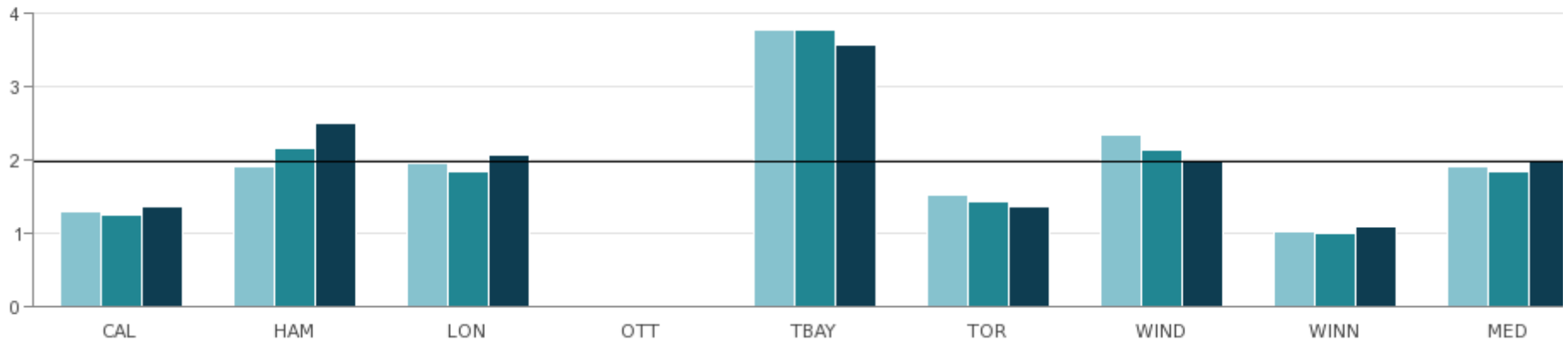


2013	2,427	2,324	1,213	2,938	837	1,744	2,856	2,621	2,376
2014	2,475	2,191	1,305	2,582	885	1,504	2,996	2,663	2,333
2015	2,520	2,911	981	2,495	689	1,574	3,488	2,663	2,508

Source: BYLW205 (Service Level)

**Fig. 3.2 Number of Inspections per Noise, Property Standards, Yard Maintenance and Zoning By-Law Complaint**

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.



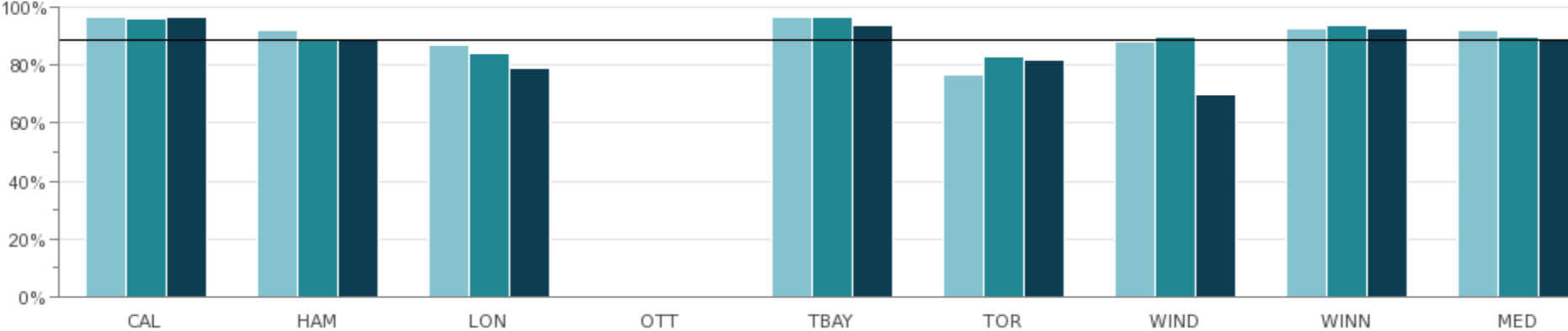
2013	1.29	1.91	1.95	N/A	3.77	1.52	2.34	1.03	1.91
2014	1.25	2.15	1.83	N/A	3.77	1.44	2.14	0.99	1.83
2015	1.37	2.50	2.07	N/A	3.57	1.37	1.98	1.09	1.98

Source: BYLW226 (Service Level)

Comment: The City of Ottawa does not report due to technology restrictions.

**Fig. 3.3 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 a City, or court action is taken, this would be considered as non-compliance.

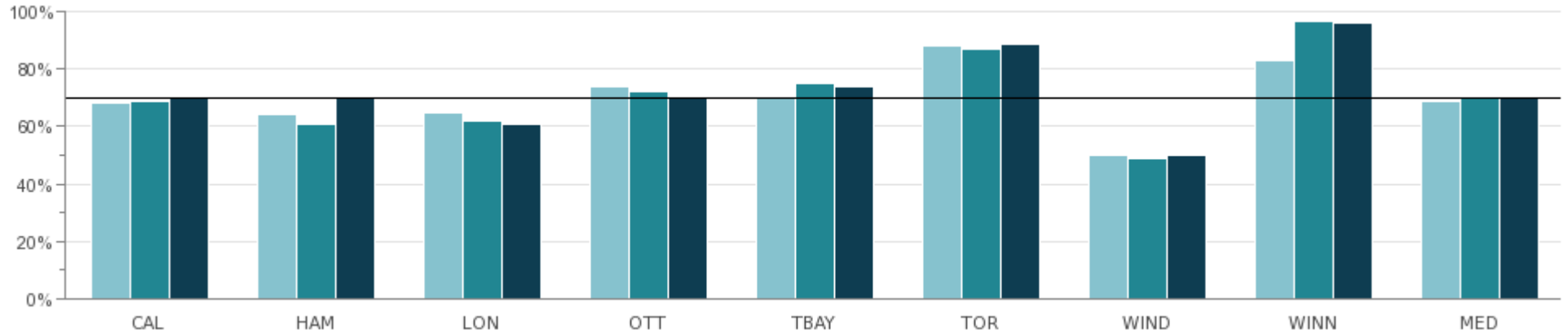


<b>2013</b>	<b>97%</b>	<b>92%</b>	<b>87%</b>	<b>N/A</b>	<b>97%</b>	<b>77%</b>	<b>88%</b>	<b>93%</b>	<b>92%</b>
<b>2014</b>	<b>96%</b>	<b>89%</b>	<b>84%</b>	<b>N/A</b>	<b>97%</b>	<b>83%</b>	<b>90%</b>	<b>94%</b>	<b>90%</b>
<b>2015</b>	<b>97%</b>	<b>89%</b>	<b>79%</b>	<b>N/A</b>	<b>94%</b>	<b>82%</b>	<b>70%</b>	<b>93%</b>	<b>89%</b>

Source: BYLW120 (Community Impact)

Comment: The City of Ottawa does not report due to technology restrictions.

**Fig. 3.4 Percent of All By-Law Complaints Represented by Noise, Property Standards, Yard Maintenance and Zoning By-Laws**

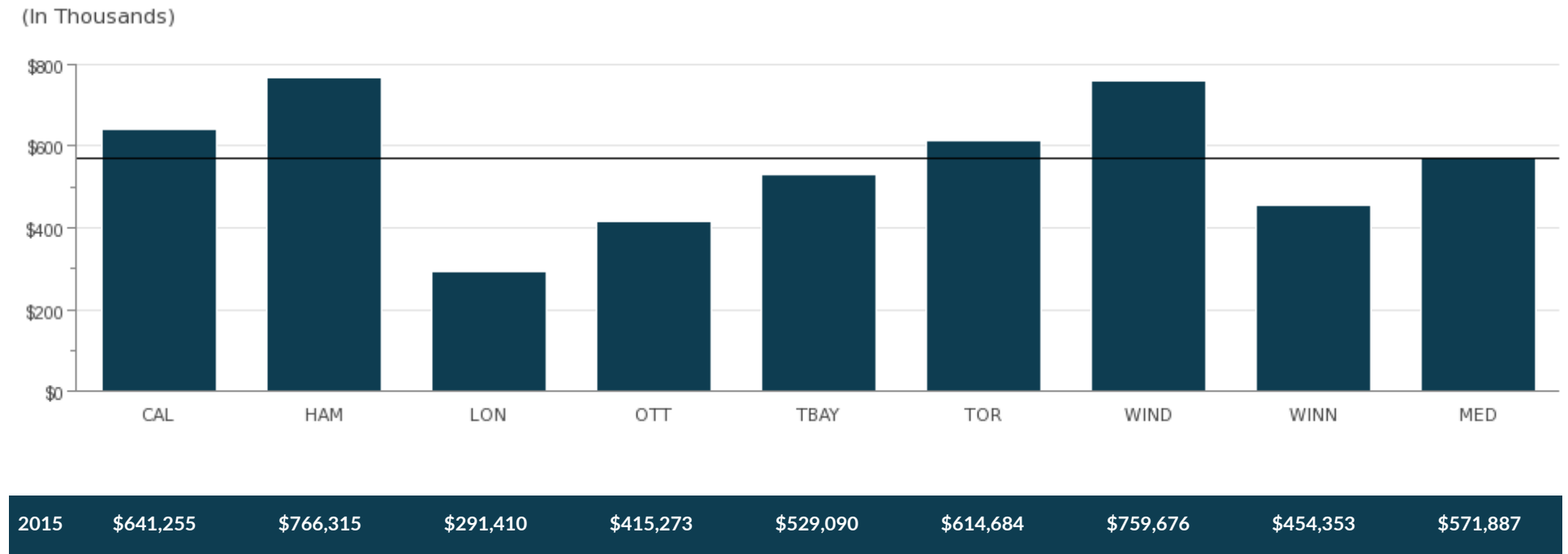


<b>2013</b>	<b>68%</b>	<b>64%</b>	<b>65%</b>	<b>74%</b>	<b>70%</b>	<b>88%</b>	<b>50%</b>	<b>83%</b>	<b>69%</b>
<b>2014</b>	<b>69%</b>	<b>61%</b>	<b>62%</b>	<b>72%</b>	<b>75%</b>	<b>87%</b>	<b>49%</b>	<b>97%</b>	<b>71%</b>
<b>2015</b>	<b>70%</b>	<b>70%</b>	<b>61%</b>	<b>70%</b>	<b>74%</b>	<b>89%</b>	<b>50%</b>	<b>96%</b>	<b>70%</b>

Source: BYLW207 (Service Level)

**Fig. 3.5 Enforcement Operating Cost for Noise, Property Standards, Yard Maintenance, Zoning By-laws per 100,000 Population**

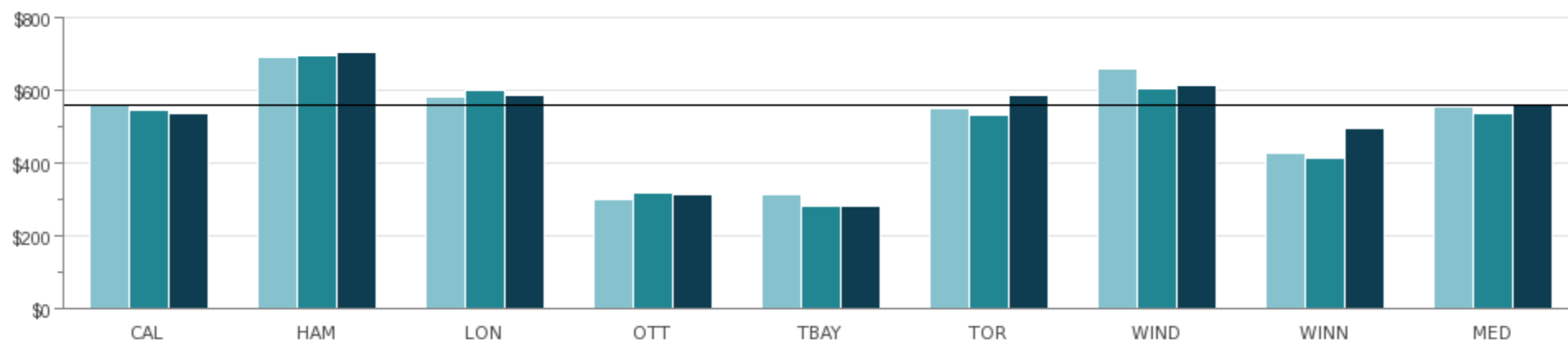
This is a new measure in 2015; therefore there is only one year of data.



Source: BYLW273 (Efficiency)

**Fig. 3.6 Enforcement Operating Cost for Animal Control By-laws per 100,000 Population**

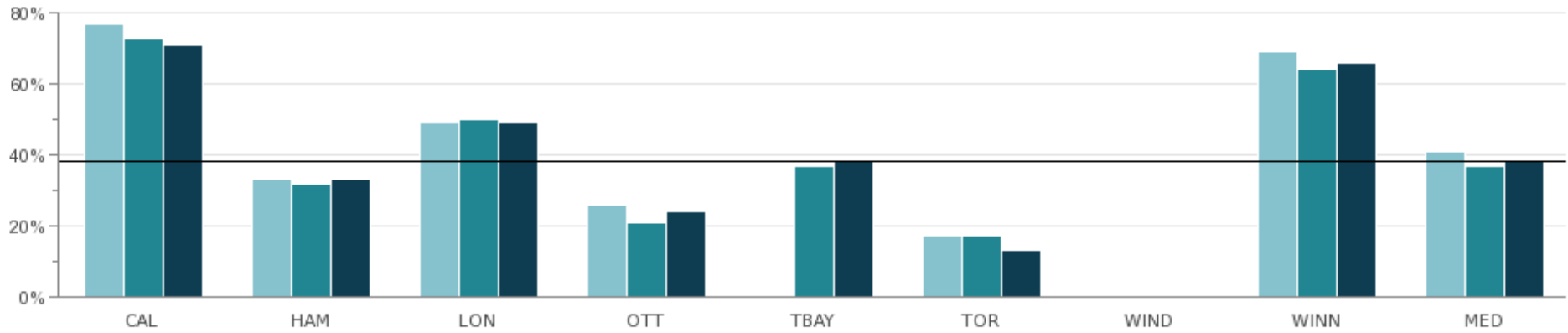
(In Thousands)



<b>2013</b>	<b>\$560,969</b>	<b>\$692,137</b>	<b>\$580,870</b>	<b>\$299,923</b>	<b>\$314,151</b>	<b>\$552,136</b>	<b>\$659,340</b>	<b>\$426,198</b>	<b>\$556,553</b>
<b>2014</b>	<b>\$544,878</b>	<b>\$694,436</b>	<b>\$602,193</b>	<b>\$318,769</b>	<b>\$283,294</b>	<b>\$532,618</b>	<b>\$603,664</b>	<b>\$415,698</b>	<b>\$538,748</b>
<b>2015</b>	<b>\$537,349</b>	<b>\$706,851</b>	<b>\$587,199</b>	<b>\$313,653</b>	<b>\$280,721</b>	<b>\$584,655</b>	<b>\$615,453</b>	<b>\$493,774</b>	<b>\$561,002</b>

Source: BYLW275 (Efficiency)

**Fig. 3.7 Percent of Recovery of Animal Control Costs**



2013	77%	33%	49%	26%	N/A	17%	N/A	69%	41%
2014	73%	32%	50%	21%	37%	17%	N/A	64%	37%
2015	71%	33%	49%	24%	38%	13%	N/A	66%	38%

Source: BYLW318 (Efficiency)

Comment: The City of Windsor contracts animal control services to the local Windsor/Essex County Humane Society; therefore no revenues are returned to the City.