BY-LAW ENFORCEMENT SNAPSHOT MEDIANS FOR 2016

make up **72%** OF COMPLAINTS

BYLW207 (SERVICE LEVEL)

89.9%
by-law
COMPLIANCE
RATE

BYLW120
(COMMUNITY IMPACT)

2.04 INSPECTIONS CONDUCTED
per complaint

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.

Community Demographics
The age of housing and residents' ability to maintain property to required standards

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

Enforcement
Differing service delivery models and level of proactive enforcement

Geography
The total sq km and population density of the municipality

Inspections
The extent and complexity of the inspections done by each municipality

Response Time
Response time is dependent on the standard set by the municipality and the nature of the complaint

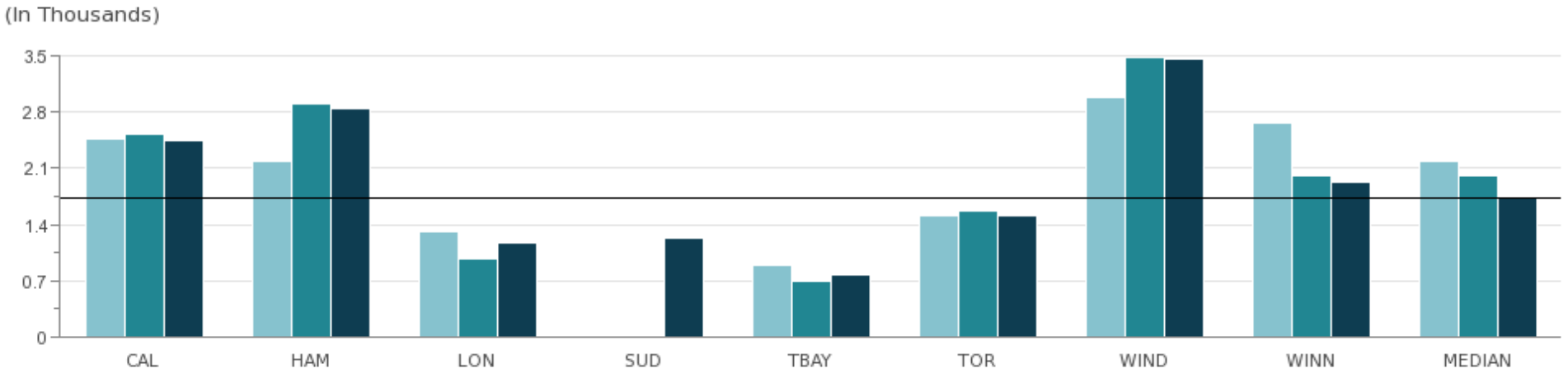
Service Levels
The service standards set by each municipality's Council

Systems
The 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

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 (municipally-initiated) investigations logged.

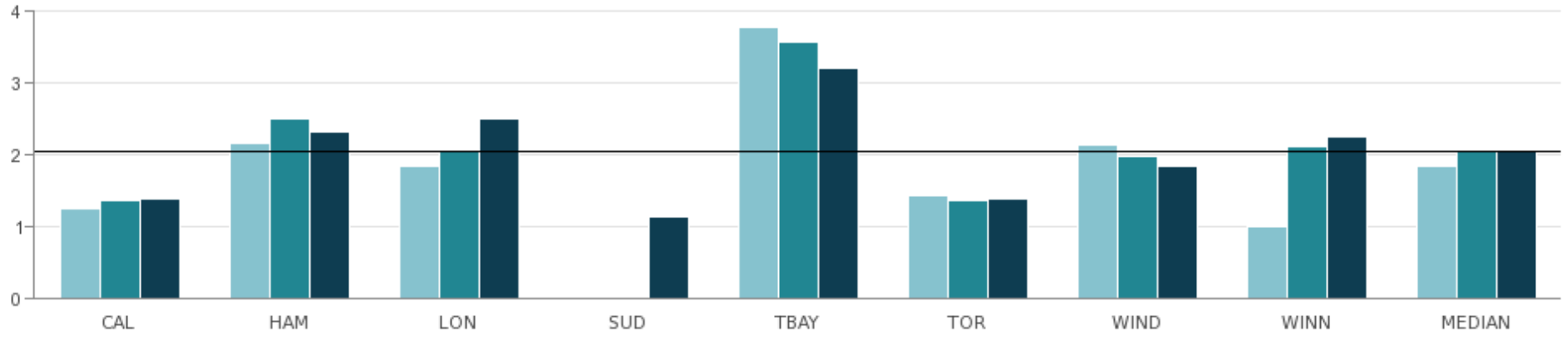


2014	2,475	2,191	1,305	N/A	885	1,504	2,996	2,663	2,191
2015	2,520	2,911	981	N/A	689	1,574	3,488	2,008	2,008
2016	2,451	2,847	1,169	1,228	774	1,509	3,474	1,938	1,724

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 and/or remedial actions taken. 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.

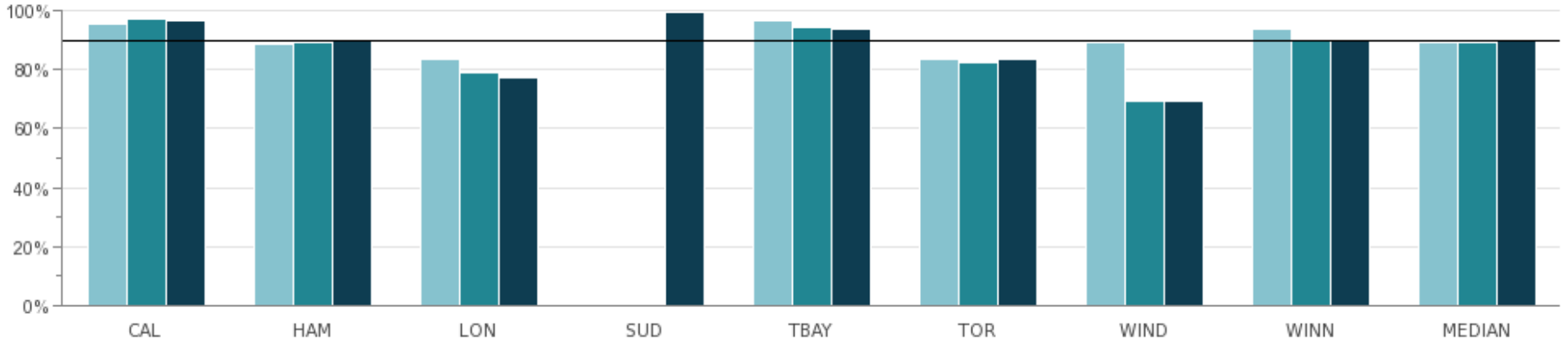


2014	1.25	2.15	1.83	N/A	3.77	1.44	2.14	0.99	1.83
2015	1.37	2.50	2.07	N/A	3.57	1.37	1.98	2.11	2.07
2016	1.39	2.32	2.50	1.14	3.20	1.39	1.83	2.24	2.04

Source: BYLW226 (Service Level)

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 the City, or court action is taken, this would be considered as non-compliance.

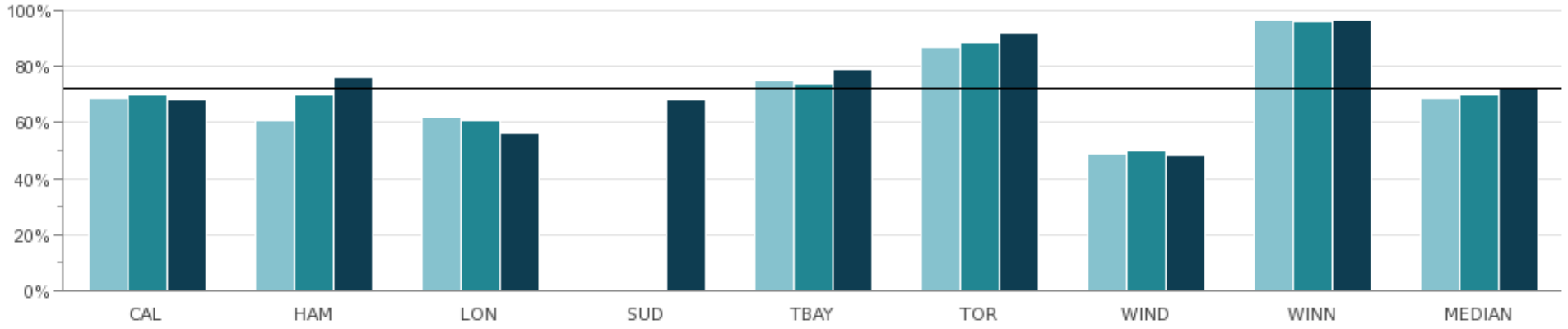


2014	95.6%	88.8%	83.6%	N/A	96.7%	83.4%	89.6%	93.7%	89.6%
2015	97.1%	89.3%	79.2%	N/A	94.4%	82.3%	69.6%	90.1%	89.3%
2016	96.8%	90.0%	77.4%	99.6%	94.1%	83.5%	69.1%	89.7%	89.9%

Source: BYLW120 (Community Impact)

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

A variety of by-laws govern various aspects within municipalities. This measure compares the proportion of overall complaints that is represented by noise, property standards, yard maintenance and zoning by-laws.

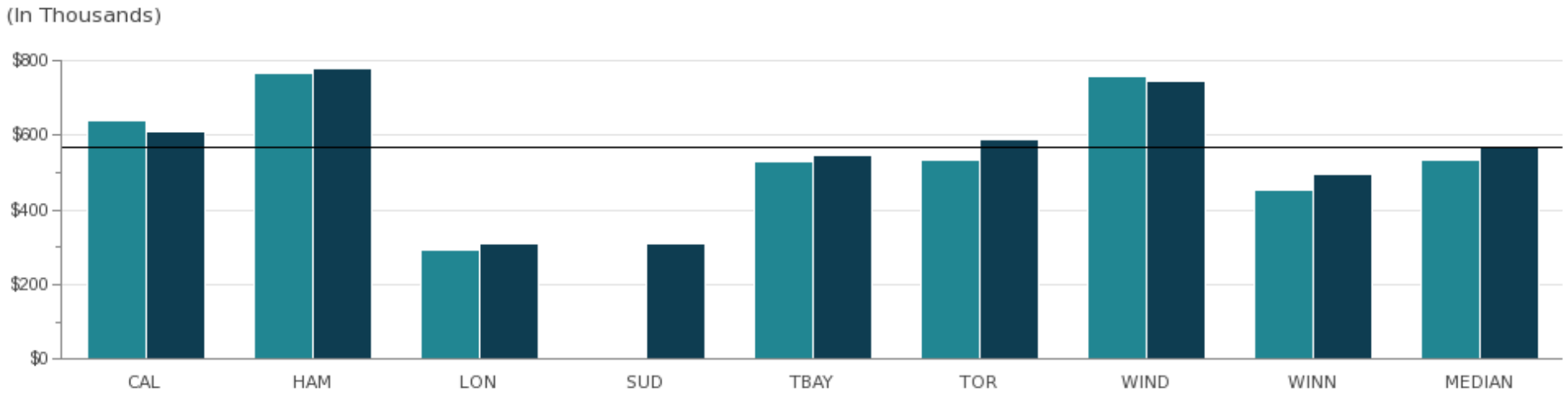


2014	69%	61%	62%	N/A	75%	87%	49%	97%	69%
2015	70%	70%	61%	N/A	74%	89%	50%	96%	70%
2016	68%	76%	56%	68%	79%	92%	48%	97%	72%

Source: BYLW207 (Service Level)

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

A variety of by-laws govern various aspects within municipalities. This measure compares the cost that is represented by enforcement of the by-laws pertaining to noise, property standards, yard maintenance and zoning. This measure was introduced in 2015.

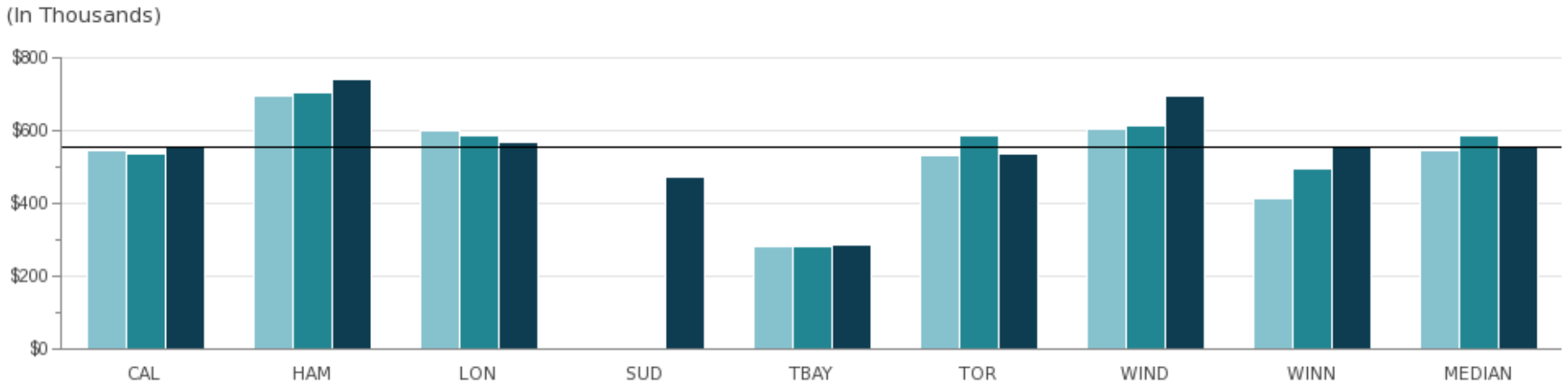


2015	$641,255	$766,315	$291,410	$0	$529,090	$533,804	$759,676	$454,353	$533,804
2016	$611,780	$781,245	$310,062	$311,797	$545,849	$587,211	$744,151	$495,250	$566,530

Source: BYLW273 (Efficiency)

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

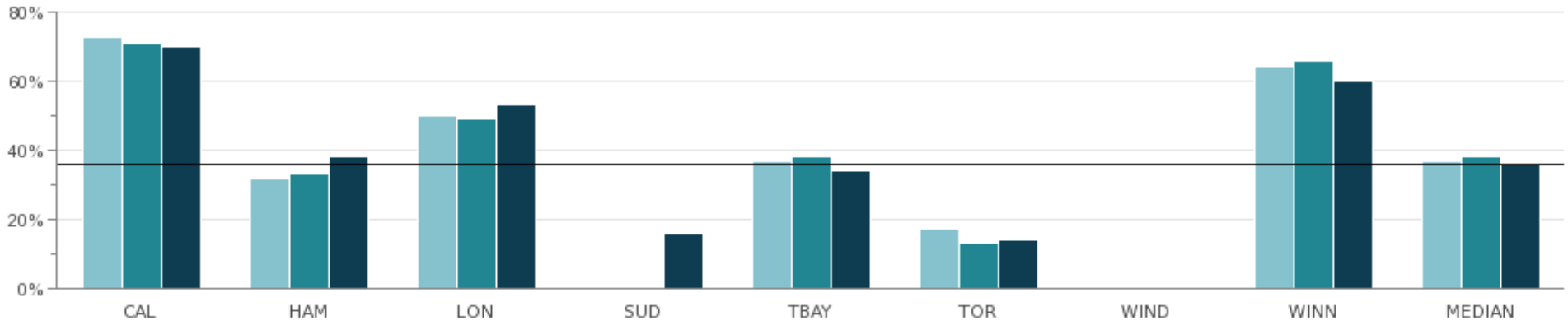
The cost of enforcing animal control by-laws within municipalities.



2014	$544,878	$694,436	$602,193	N/A	$283,294	$532,618	$603,664	$415,698	$544,878
2015	$537,349	$706,851	$587,199	N/A	$280,721	$584,655	$615,453	$493,774	$584,655
2016	$555,099	$740,714	$569,523	$475,144	$284,399	$536,035	$697,861	$555,927	$555,513

Source: BYLW275 (Efficiency)

Fig. 3.7 Percent of Recovery of Animal Control Costs



2014	73%	32%	50%	N/A	37%	17%	0%	64%	37%
2015	71%	33%	49%	N/A	38%	13%	0%	66%	38%
2016	70%	38%	53%	16%	34%	14%	0%	60%	36%

Source: BYLW318 (Efficiency)

Comment:

In the City of Windsor, services are contracted out to the local Humane Society. No revenues are returned to the City.