

# BY-LAW ENFORCEMENT

## SNAPSHOT MEDIANS FOR 2017



make up **73%** OF COMPLAINTS

BYLW207 (SERVICE LEVEL)



**86%**  
by-law  
COMPLIANCE  
RATE

BYLW120  
(COMMUNITY IMPACT)

**1.46**  
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

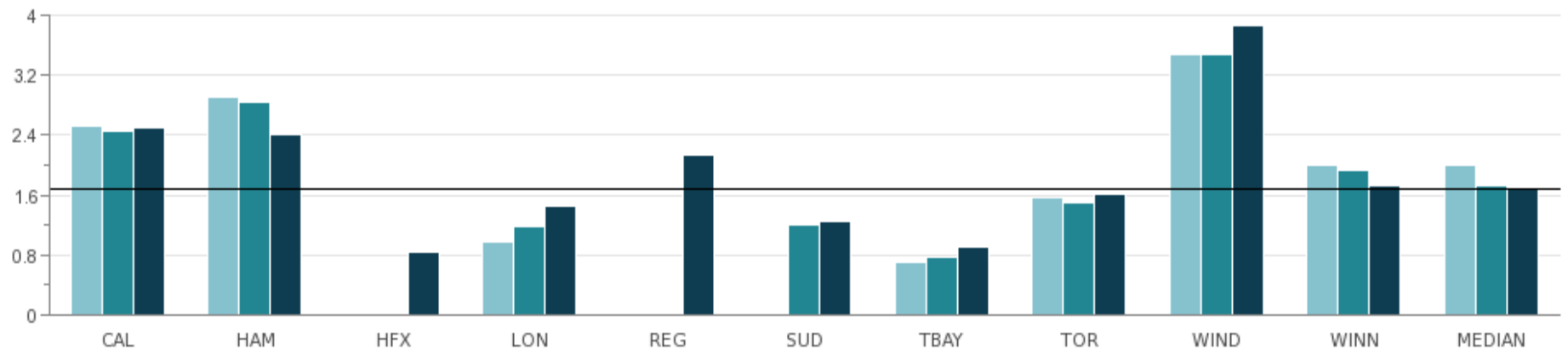
*The type and quality of systems used to track complaints, inspections and other data*

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

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

The measure includes reactive (citizen-initiated) and proactive (municipally-initiated) investigations logged.

(In Thousands)



2015	2,520	2,911	N/A	981	N/A	N/A	689	1,574	3,488	2,008	2,008
2016	2,451	2,847	N/A	1,169	N/A	1,193	774	1,509	3,474	1,938	1,724
2017	2,501	2,416	839	1,441	2,144	1,250	894	1,622	3,870	1,725	1,674

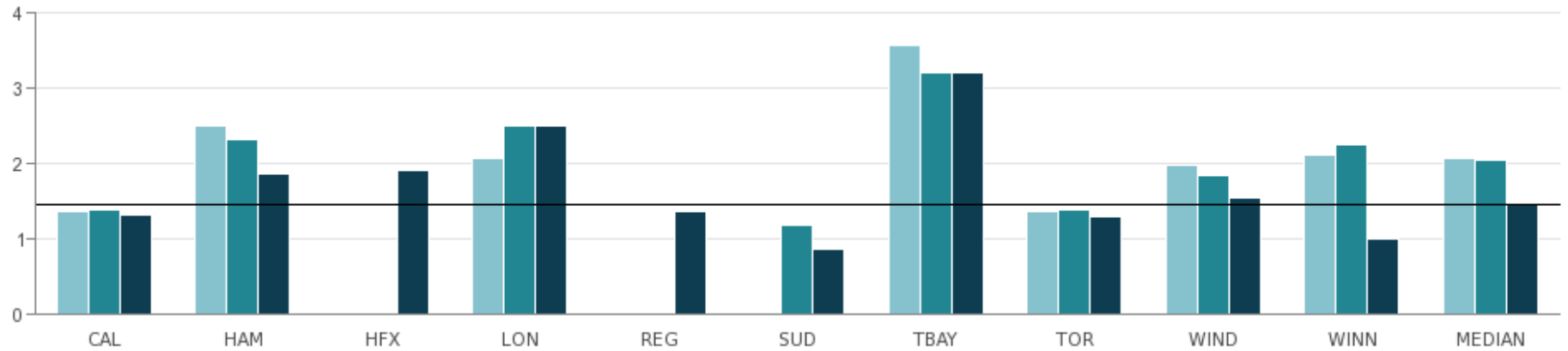
Source: BYLW205 (Service Level)

London: Each of these factors contributed to the increase: In 2017 as part of the Residential Rental Unit Licence (RRUL) application, every rental property requires an internal inspection prior to the issuance of the licence; and/or the implementation of a Noise Shifts Program (Friday and Saturday nights); and/or four (4) new proactive inspection areas were added for yard and lot maintenance.

Windsor: The City has traditionally seen a higher number of citizen complaints through our 311 Call Centre.

**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 and/or calling a citizen.



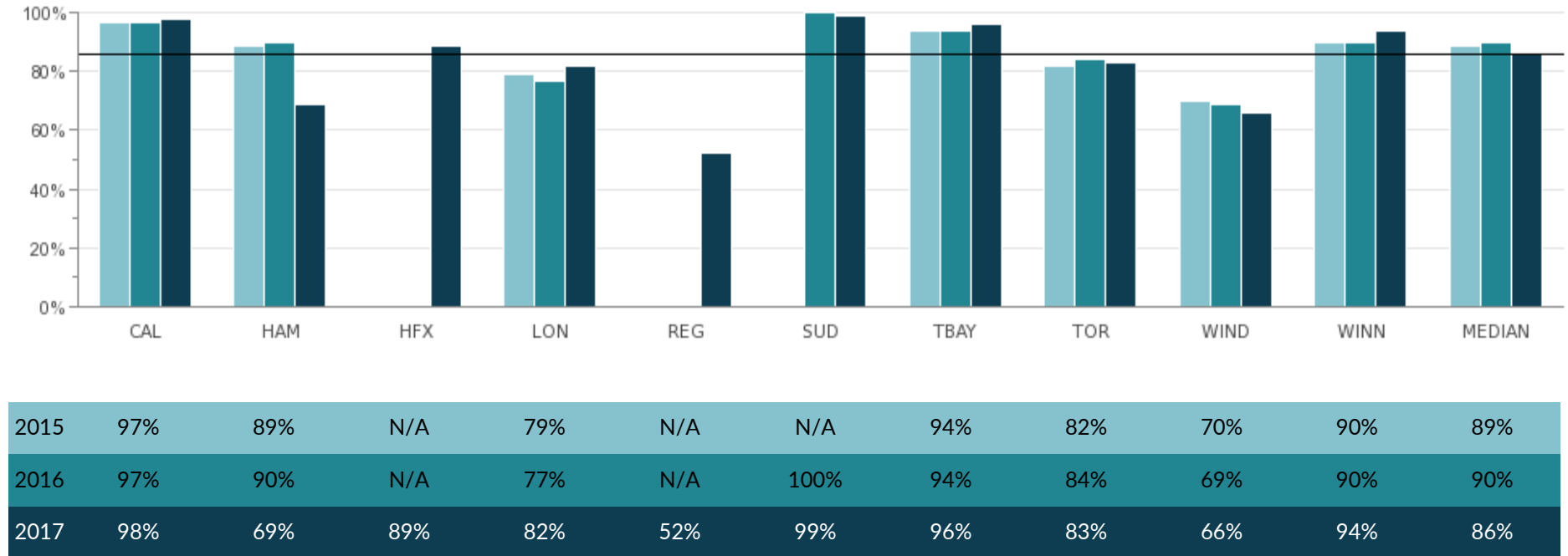
2015	1.37	2.50	N/A	2.07	N/A	N/A	3.57	1.37	1.98	2.11	2.07
2016	1.39	2.32	N/A	2.50	N/A	1.17	3.20	1.39	1.83	2.24	2.04
2017	1.31	1.86	1.91	2.51	1.37	0.86	3.21	1.30	1.55	0.99	1.46

Source: BYLW226 (Service Level)

Windsor: The City resolved more complaints with fewer site visits.

**Fig. 3.3 Percent of Compliance to Noise, Property Standards, Yard Maintenance and Zoning By-Laws**

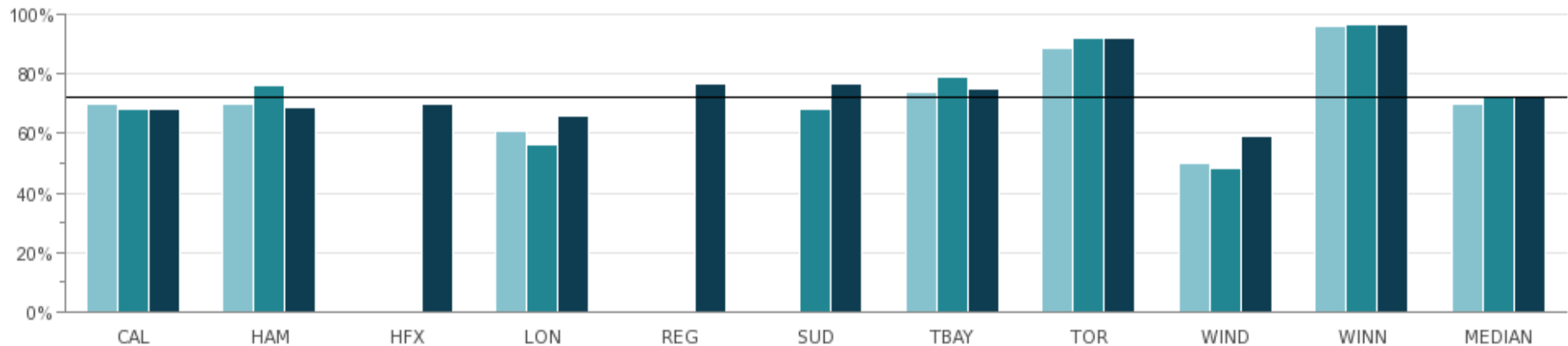
Experts interpret compliance to mean no municipal action or prosecution required. If a contractor is hired by the City or court action is taken, this would be considered as non-compliance.



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.



Year	CAL	HAM	HFX	LON	REG	SUD	TBAY	TOR	WIND	WINN	MEDIAN
2015	70%	70%	N/A	61%	N/A	N/A	74%	89%	50%	96%	70%
2016	68%	76%	N/A	56%	N/A	68%	79%	92%	48%	97%	72%
2017	68%	69%	70%	66%	77%	77%	75%	92%	59%	97%	73%

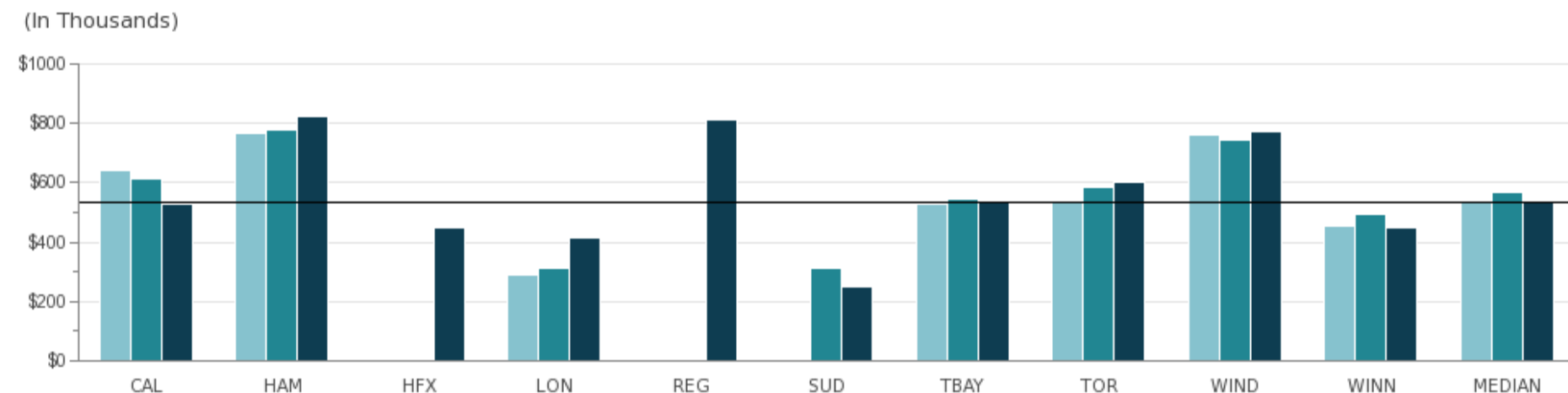
Source: BYLW207 (Service Level)

London: The increase can be attributed to one the following: 2017 was the first full year of Municipal Law Enforcement Services (MLES) handling weekend noise complaints. This program started in August 2016 and has taken time for citizens to utilize; there has been an increase in noise complaints; and additionally, the Residential Rental Unit Licence (RRUL) program began and more Property Standards complaints have been identified as a result of implementing this program.

Windsor: In 2017, there was an increase in the number of calls received by the 311 call centre related to these 4 by-laws.

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

This measure reports the operating costs relevant to the enforcement of noise, property standards, yard maintenance, and zoning by-laws. Municipalities have a variety of other by-laws which are not reflected in this measure.

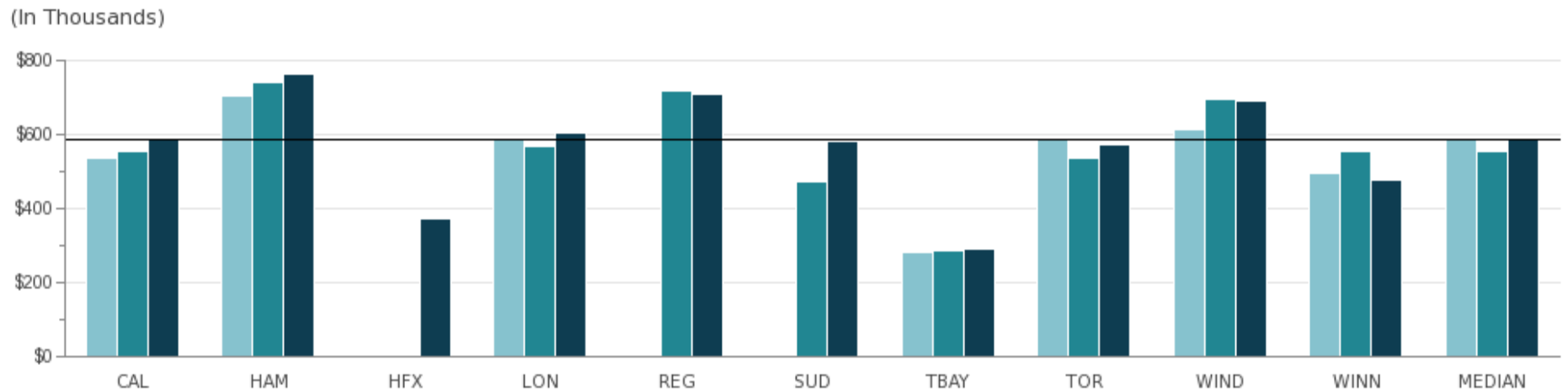


2015	\$641,255	\$766,315	N/A	\$291,410	N/A	N/A	\$529,090	\$533,804	\$759,676	\$454,353	\$533,804
2016	\$611,780	\$781,245	N/A	\$310,062	N/A	\$311,797	\$545,849	\$587,211	\$744,151	\$495,250	\$566,530
2017	\$530,314	\$823,975	\$450,166	\$414,369	\$815,281	\$250,159	\$542,288	\$605,255	\$774,539	\$449,359	\$536,301

Source: BYLW273 (Efficiency)

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

This measure reports the operating costs to enforce animal control by-laws. The costs include animal shelters in some municipalities.



2015	\$537,349	\$706,851	N/A	\$587,199	N/A	N/A	\$280,721	\$584,655	\$615,453	\$493,774	\$584,655
2016	\$555,099	\$740,714	N/A	\$569,523	\$721,113	\$475,144	\$284,399	\$536,035	\$697,861	\$555,927	\$555,927
2017	\$592,239	\$763,171	\$373,771	\$603,310	\$712,252	\$581,359	\$292,371	\$572,799	\$691,852	\$476,326	\$586,799

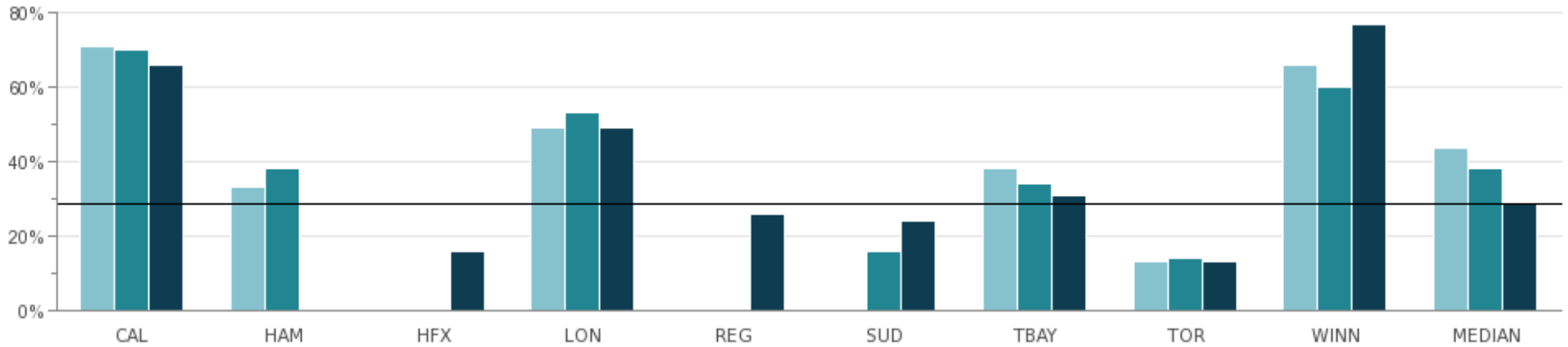
Source: BYLW275 (Efficiency)

Sudbury: 2017 was the first full year the City operated a municipal animal shelter.

Windsor: In 2016, services were contracted out to the local Humane Society.

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

This measure reports the percentage of animal control operating costs that are recovered by user fees such as licensing and registration.



2015	71%	33%	N/A	49%	N/A	N/A	38%	13%	66%	44%
2016	70%	38%	N/A	53%	N/A	16%	34%	14%	60%	38%
2017	66%	N/A	16%	49%	26%	24%	31%	13%	77%	29%

Source: BYLW318 (Efficiency)

Sudbury: 2017 was the first year the City operated a municipal animal shelter.

Windsor: Revenue data for the City of Windsor is currently unavailable at this time.

Winnipeg: In 2017, the revenues were adjusted due to a change in the deferred revenue liability calculation.