

# BY-LAW ENFORCEMENT



## VALUE PROPOSITION

*I expect by-laws to be enforced fairly to maintain acceptable standards and safety in my neighbourhood, and I expect that complaints will be resolved in a fair and timely manner.*

### 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*

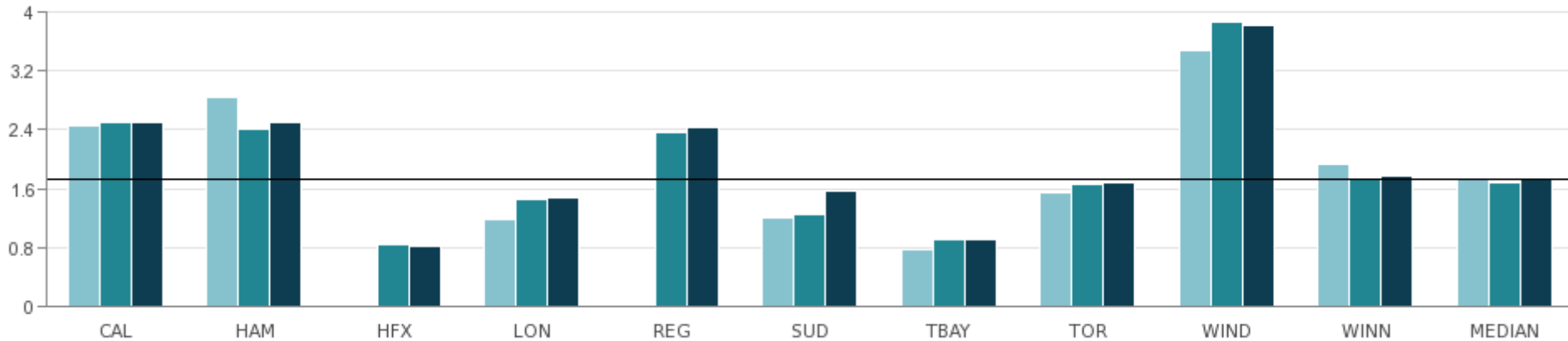
*For a full description of influencing factors, please go to: [www.mbncanada.ca](http://www.mbncanada.ca)*

## By-Law Enforcement

**Figure 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)



2016	2,451	2,847	N/A	1,169	N/A	1,193	774	1,537	3,474	1,938	1,738
2017	2,501	2,416	839	1,441	2,369	1,250	894	1,651	3,870	1,725	1,688
2018	2,494	2,496	804	1,468	2,422	1,567	915	1,670	3,823	1,770	1,720

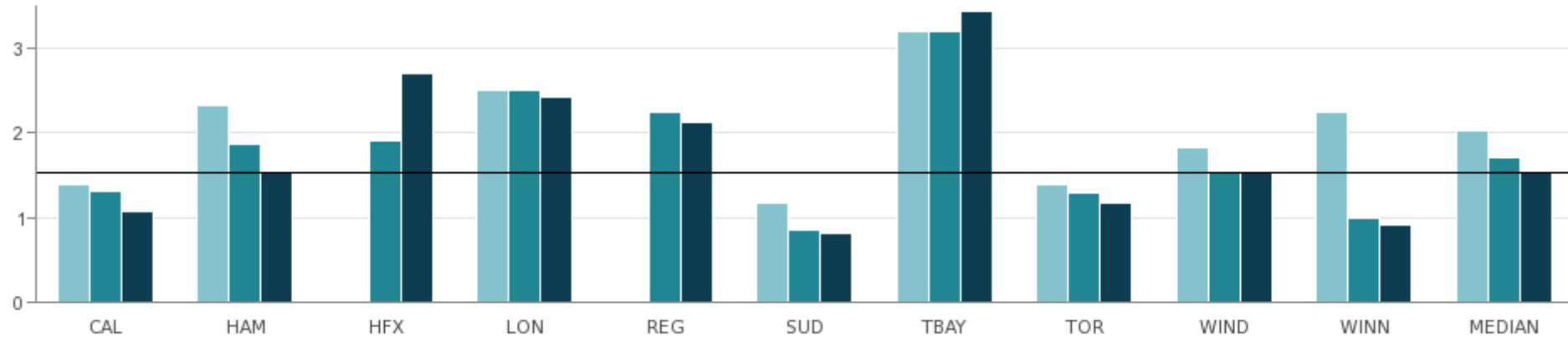
Source: BYLW205 (Service Level)

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

## By-Law Enforcement

**Figure 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.



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	2.24	0.86	3.21	1.30	1.55	0.99	1.71
2018	1.07	1.53	2.71	2.42	2.12	0.81	3.44	1.17	1.53	0.91	1.53

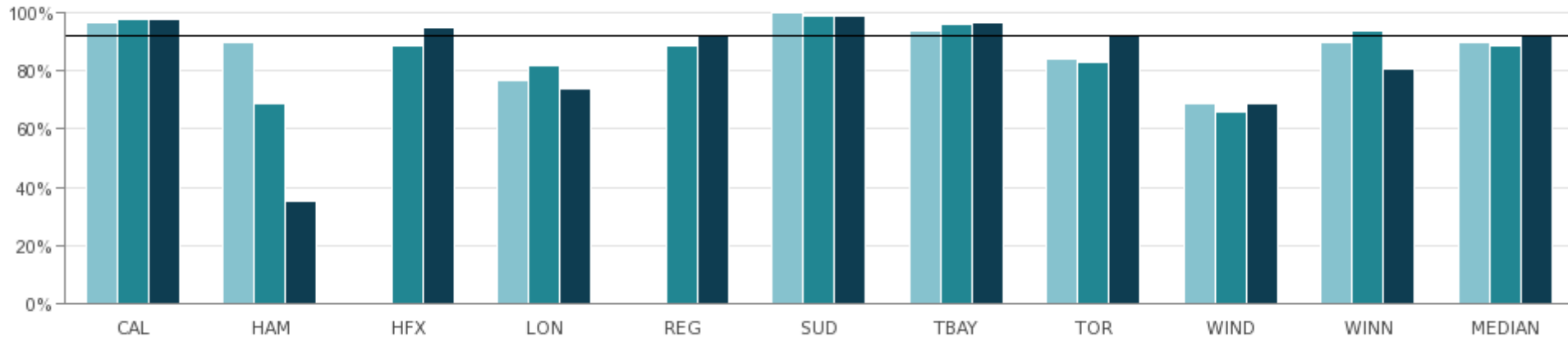
Source: BYLW226 (Service Level)

Windsor: In 2017, the City resolved more complaints with fewer site visits, which has continued for 2018.

## By-Law Enforcement

**Figure 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 non-compliance.



2016	97%	90%	N/A	77%	N/A	100%	94%	84%	69%	90%	90%
2017	98%	69%	89%	82%	89%	99%	96%	83%	66%	94%	89%
2018	98%	35%	95%	74%	92%	99%	97%	92%	69%	81%	92%

Source: BYLW120 (Community Impact)

**Hamilton:** A process change in mid 2018 has resulted in lower compliance. Officers are not re-issuing Orders for properties where there are repeat violations within the last 12 months. Repeat violations are issued an Administrative Penalty Notice. Fees for Inspection on the Property Taxes and/or Contractors are being sent to bring the property into compliance. This new procedure has affected our compliance as property owners are not given another chance to comply.

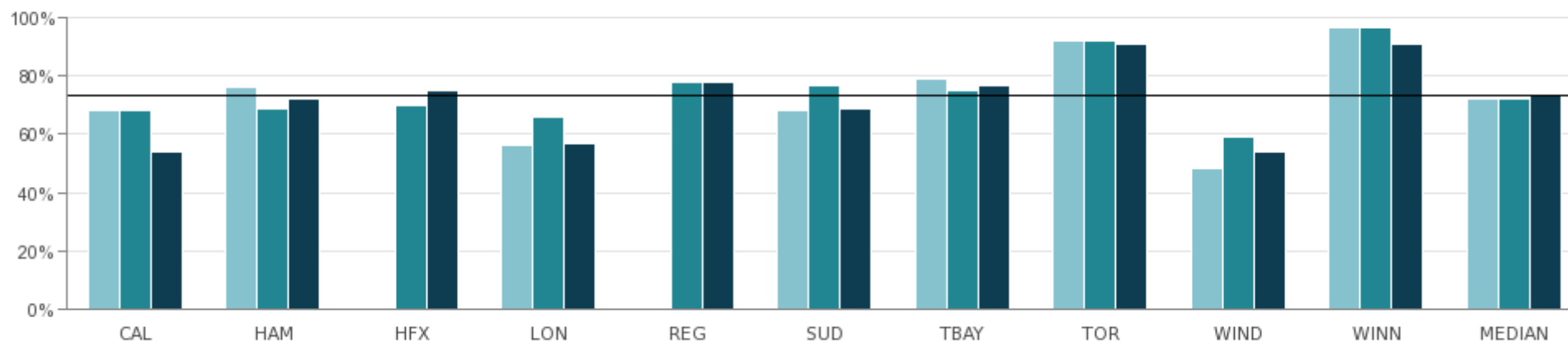
**Toronto:** The business practice of sending advisory letters has helped increase compliance across the City of Toronto.

**Windsor:** Increase in construction activity has limited our ability to deal with property standards and complaints which are enforced by by-laws in the City of Windsor.

## By-Law Enforcement

**Figure 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 are represented by noise, property standards, yard maintenance and zoning by-laws.



2016	68%	76%	N/A	56%	N/A	68%	79%	92%	48%	97%	72%
2017	68%	69%	70%	66%	78%	77%	75%	92%	59%	97%	73%
2018	54%	72%	75%	57%	78%	69%	77%	91%	54%	91%	74%

Source: BYLW207 (Service Level)

**Calgary:** The main driver of the variance is due to the increase in total by-law complaints related to snow and ice. Therefore, the proportion related to noise, property, yard and zoning decreased.

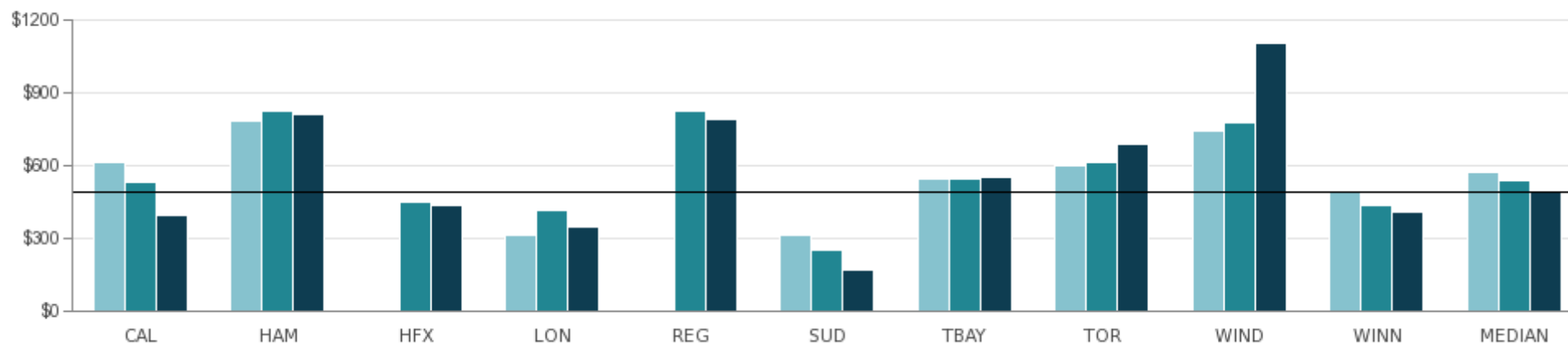
**Windsor:** The data reflects calls received by our 311 Call Centre from residents. Windsor is below the median as we have more by-laws than most of our comparators.

## By-Law Enforcement

**Figure 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.

(In Thousands)



2016	\$611,780	\$781,245	N/A	\$310,062	N/A	\$311,797	\$545,849	\$598,277	\$744,151	\$495,250	\$572,063
2017	\$530,314	\$823,975	\$450,166	\$414,369	\$827,776	\$250,159	\$542,288	\$616,041	\$774,539	\$434,095	\$536,301
2018	\$396,366	\$811,846	\$433,676	\$348,236	\$788,108	\$169,389	\$550,423	\$690,149	\$1,107,078	\$411,051	\$492,050

Source: BYLW273 (Efficiency)

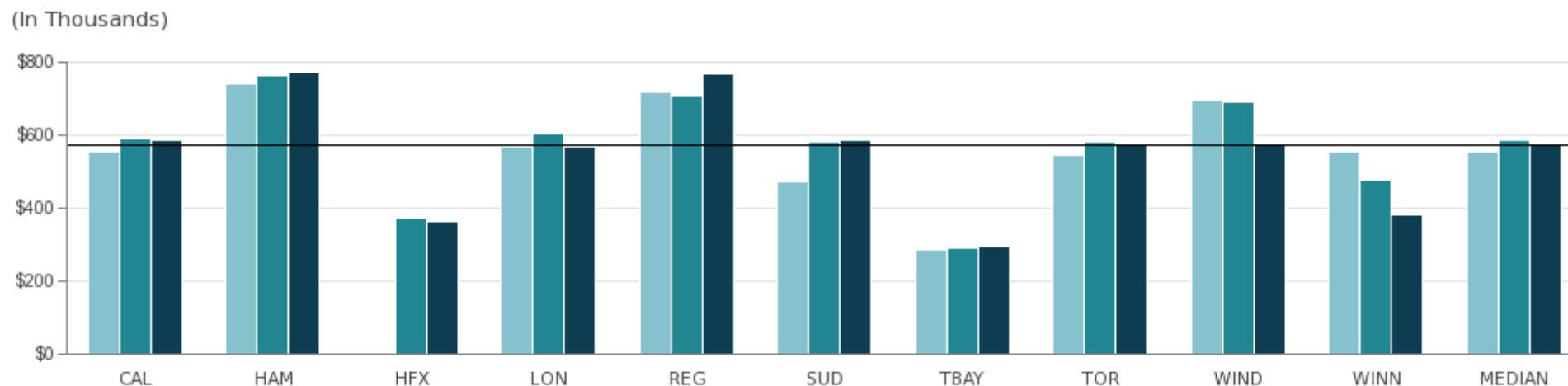
**Calgary:** The main driver of the variance is due to the increase in total by-law complaints related to snow and ice. Therefore, less officer time was dedicated to the enforcement of noise, property, yard and zoning by-laws.

**Windsor:** By-law operating costs increased due to a temporary pilot program approved by Council to administer and enforce the clean up and repair of rental and vacant properties.

## By-Law Enforcement

**Figure 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.



2016	\$555,099	\$740,714	N/A	\$569,523	\$721,113	\$475,144	\$284,399	\$546,137	\$697,861	\$555,927	\$555,927
2017	\$592,239	\$763,171	\$373,771	\$603,310	\$712,252	\$581,359	\$292,371	\$583,007	\$691,852	\$476,326	\$587,623
2018	\$587,792	\$771,879	\$364,644	\$567,650	\$770,877	\$587,824	\$296,849	\$573,261	\$575,338	\$379,879	\$574,300

Source: BYLW275 (Efficiency)

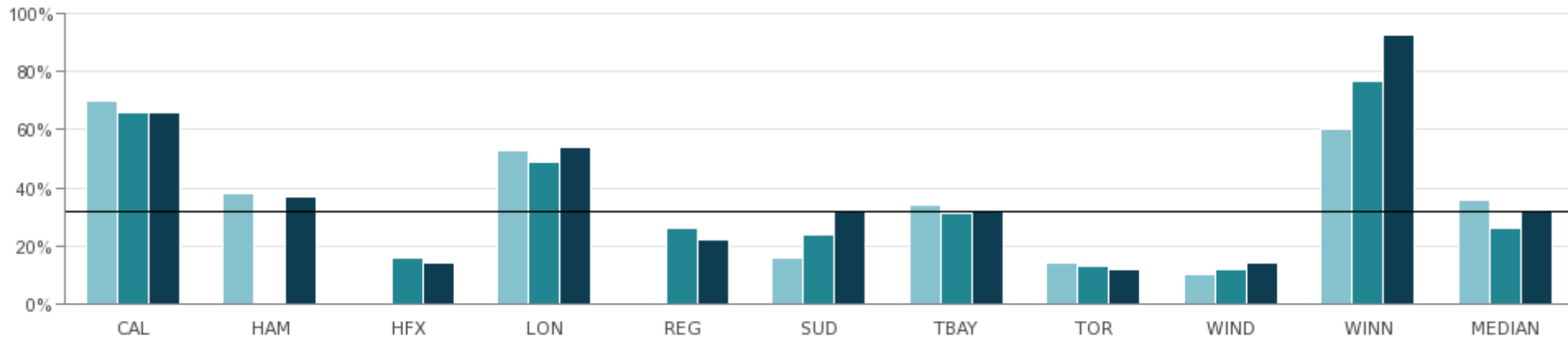
Sudbury: 2017 was the first full year the City operated a municipal animal shelter.

Windsor: 2018 results reflect a decrease in cost for the 2018 Animal Control contract with the Humane Society and a 50% reduction in by-law enforcement hours being spent on animal control activities from the previous year.

## By-Law Enforcement

**Figure 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.



2016	70%	38%	N/A	53%	N/A	16%	34%	14%	10%	60%	36%
2017	66%	N/A	16%	49%	26%	24%	31%	13%	12%	77%	26%
2018	66%	37%	14%	54%	22%	32%	32%	12%	14%	93%	32%

Source: BYLW318 (Efficiency)

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

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



