

# 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*

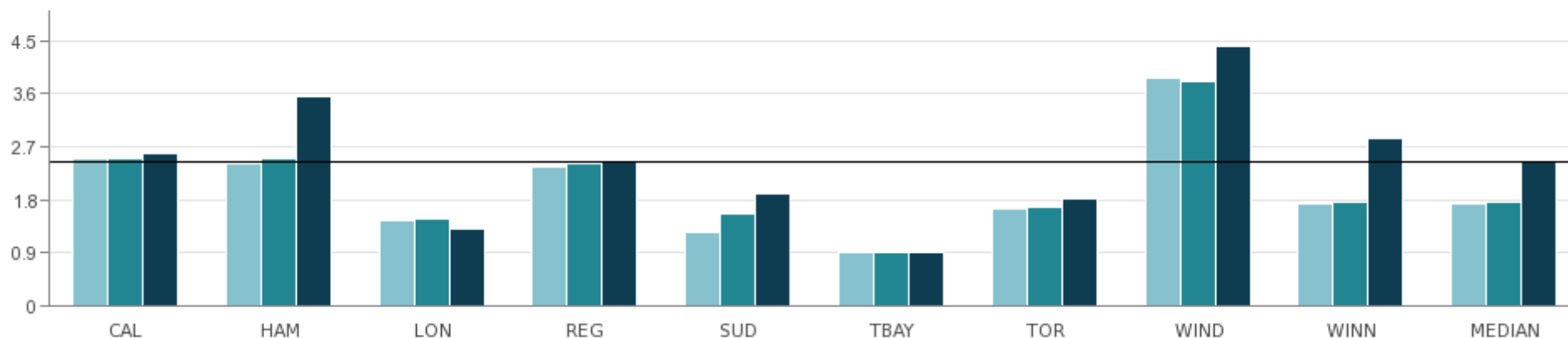
For a full description of influencing factors, please go to: [www.mbncanada.ca](http://www.mbncanada.ca)

## By-Law

**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)



2017	2,501	2,416	1,441	2,369	1,250	894	1,651	3,870	1,725	1,725
2018	2,494	2,496	1,468	2,422	1,567	915	1,670	3,823	1,770	1,770
2019	2,578	3,560	1,292	2,448	1,897	901	1,810	4,411	2,846	2,448

Source: BYLW205 (Service Level)

Sudbury: There was an increase in Property Standards and Yard Maintenance complaints.

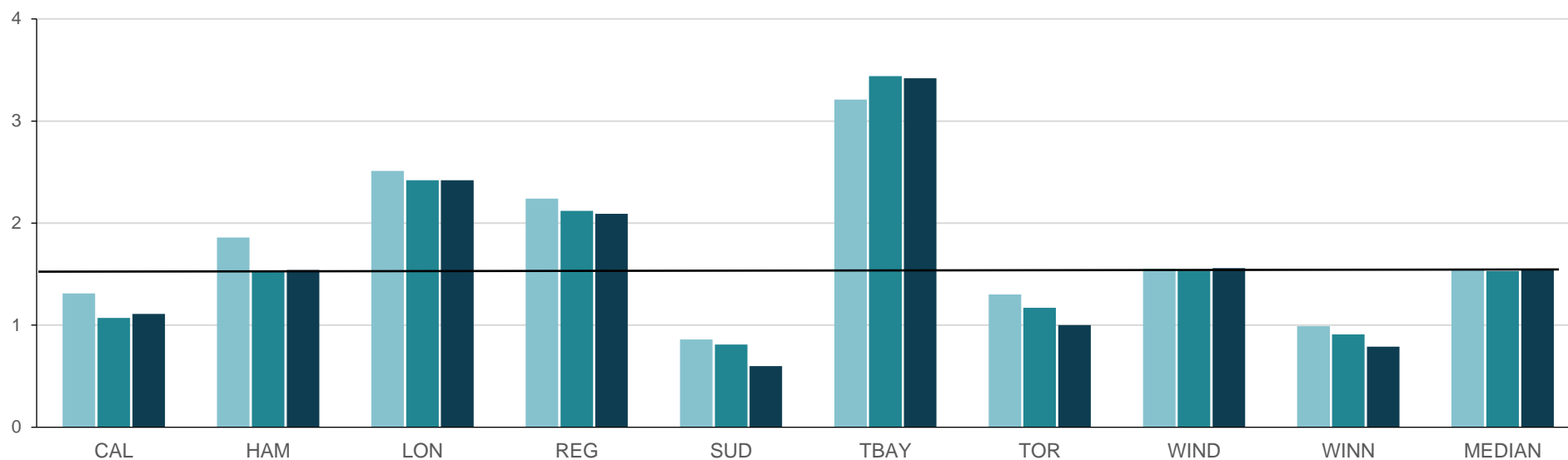
Windsor: The City has traditionally seen a higher number of citizen complaints through their 311 call centre, which provides a number of ways in which citizens are able to register complaints.

Winnipeg: Any increase or decrease in the number of annual complaints can be attributed to public demand for service and other factors.

## By-Law

**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.



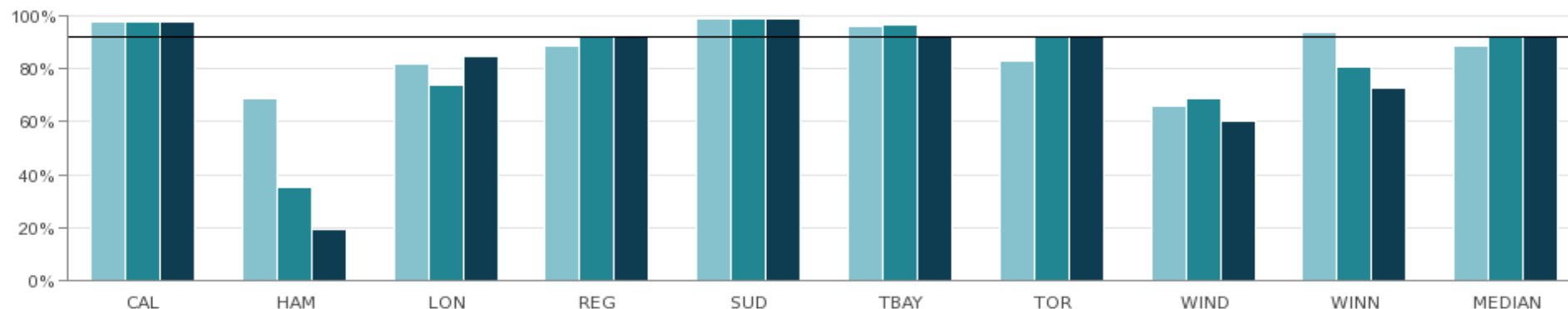
2017	1.31	1.86	2.51	2.24	0.86	3.21	1.30	1.55	0.99	1.55
2018	1.07	1.53	2.42	2.12	0.81	3.44	1.17	1.53	0.91	1.53
2019	1.11	1.54	2.42	2.09	0.60	3.42	1.00	1.56	0.79	1.54

Source: BYLW226 (Service Level)

## By-Law

**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.



2017	98%	69%	82%	89%	99%	96%	83%	66%	94%	89%
2018	98%	35%	74%	92%	99%	97%	92%	69%	81%	92%
2019	98%	19%	85%	93%	99%	92%	93%	60%	73%	92%

Source: BYLW120 (Community Impact)

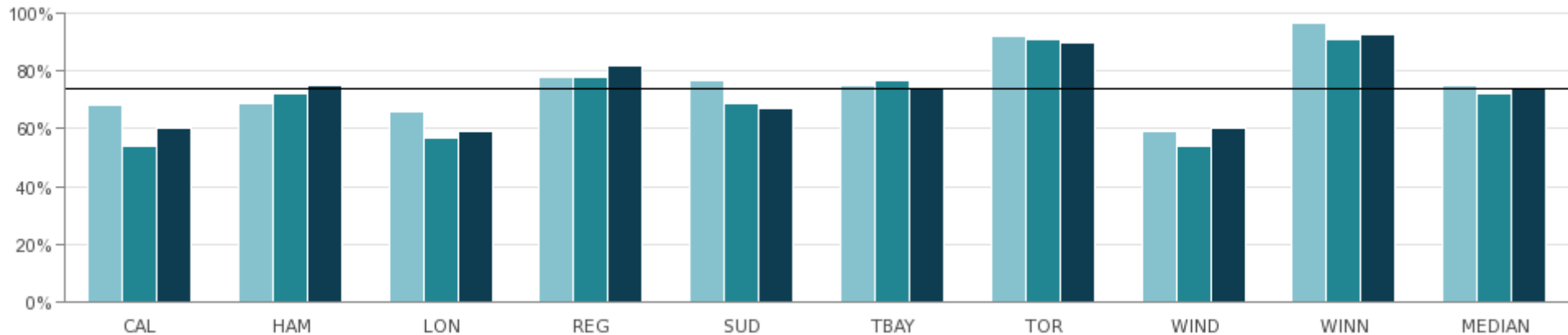
Hamilton: A process change in mid-2018 has resulted in lower compliance. Officers are not re-issuing Orders for properties where there are repeat violations within the last 12 months. Repeat violations are issued an Administrative Penalty Notice. Fees for inspection are added to the property taxes and/or 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 in 2018 and 2019 helped increase compliance across the City of Toronto.

## By-Law

**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.



2017	68%	69%	66%	78%	77%	75%	92%	59%	97%	75%
2018	54%	72%	57%	78%	69%	77%	91%	54%	91%	72%
2019	60%	75%	59%	82%	67%	74%	90%	60%	93%	74%

Source: BYLW207 (Service Level)

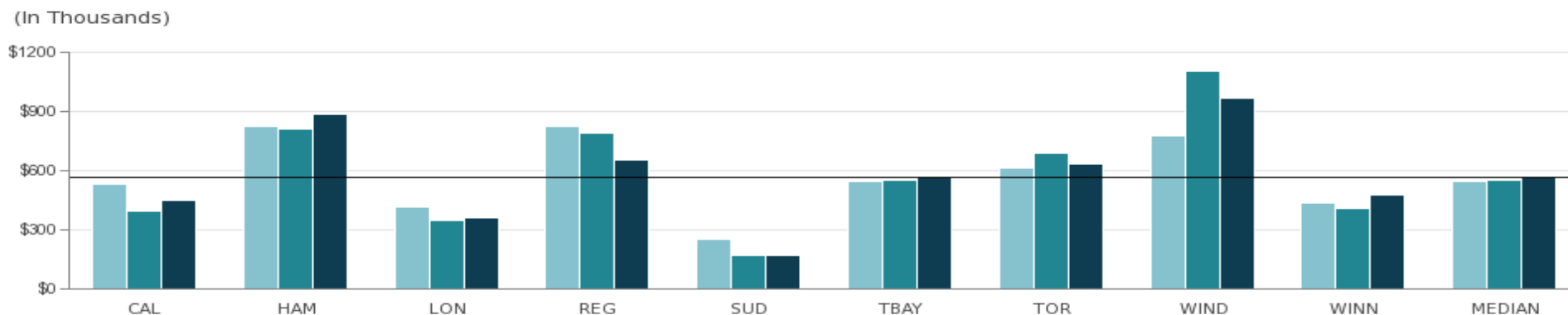
**Calgary:** The main driver of the variance in 2018 was due to the increase in total bylaw complaints related to snow and ice. Therefore, the proportion related to noise, property, yard and zoning decreased. 2019 saw a return to normal levels.

**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

**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.



2017	\$530,314	\$823,975	\$414,369	\$827,776	\$250,159	\$542,288	\$616,041	\$774,539	\$434,095	\$542,288
2018	\$396,366	\$811,846	\$348,236	\$788,108	\$169,389	\$550,423	\$690,149	\$1,107,078	\$411,051	\$550,423
2019	\$448,148	\$889,789	\$358,767	\$652,960	\$169,301	\$568,028	\$635,328	\$970,441	\$474,063	\$568,028

Source: BYLW273 (Efficiency)

Calgary: The main driver of the variance in 2018 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.

Regina: Decrease in 2019 due to staffing level changes (i.e., resignations/retirements and LTDs).

Windsor: By-law operating costs increased in 2018 due to a temporary pilot program approved by Council to administer and enforce the clean-up and repair of rental and vacant properties.

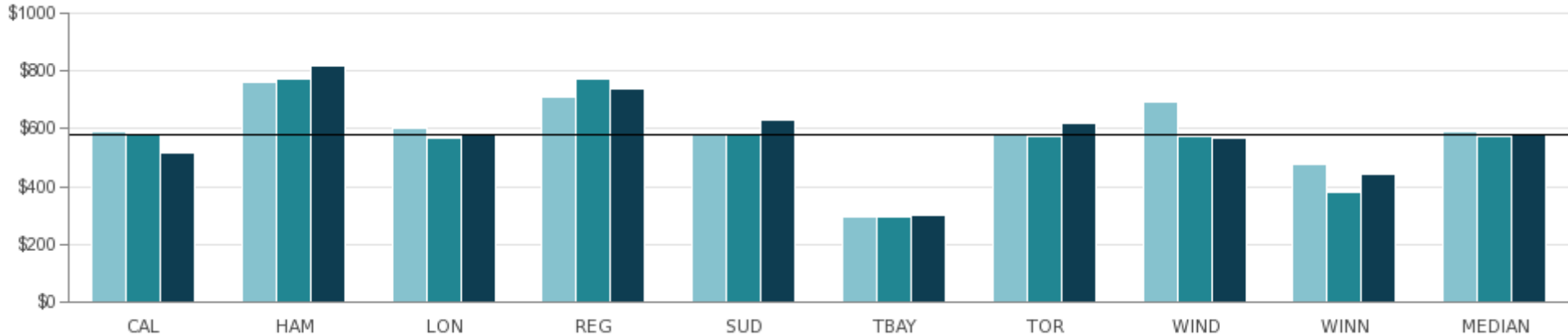
Winnipeg: There was an increase in staffing in 2019 for the Pilot Grass Remediation Program.

## By-Law

**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.

(In Thousands)



2017	\$592,239	\$763,171	\$603,310	\$712,252	\$581,359	\$292,371	\$583,007	\$691,852	\$476,326	\$592,239
2018	\$587,792	\$771,879	\$567,650	\$770,877	\$587,824	\$296,849	\$573,261	\$575,338	\$379,879	\$575,338
2019	\$515,319	\$819,778	\$579,527	\$738,438	\$629,111	\$300,411	\$618,189	\$566,755	\$441,395	\$579,527

Source: BYLW275 (Efficiency)

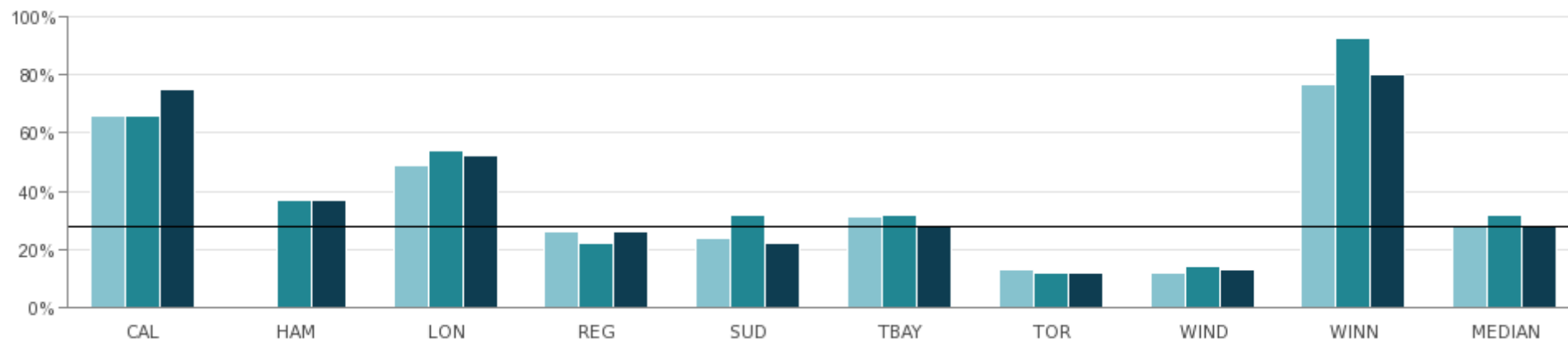
Windsor: 2018 results reflect a decrease in cost for the 2018 Animal Control contract with the Humane Society and a 50% reduction in by-law enforcement hours being spent on animal control activities from the previous year.

Winnipeg: In 2019, the Agency realized a normalization of its worker's compensation expense while the remaining variance is due to reduced vacancies and an increase in salaries and benefits.

## By-Law

**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.



2017	66%	N/A	49%	26%	24%	31%	13%	12%	77%	29%
2018	66%	37%	54%	22%	32%	32%	12%	14%	93%	32%
2019	75%	37%	52%	26%	22%	28%	12%	13%	80%	28%

Source: BYLW318 (Efficiency)

Calgary: Increase in recovery in 2019 due to cost reduction related to an operational reorganization.

Sudbury: In 2019, there was a combination of a 28% drop in revenues (mainly licensing fees), while expenses rose slightly.

Regina: In 2019, there was an increase in animal licensing revenues.

Winnipeg: In 2019, the Agency realized a normalization of its worker's compensation expense while the remaining variance is due to reduced vacancies and an increase in salaries and benefits.



