



# Special General Committee - Bylaw Services Workshop

## Presentation

May 3, 2024





**1. Who We Are**

**2. Key Functions & Partners**

**3. Key Themes Arising From Bylaw Review**

**4. Bylaw Review - Implementation Highlights**

**5. 2023 Accomplishments**

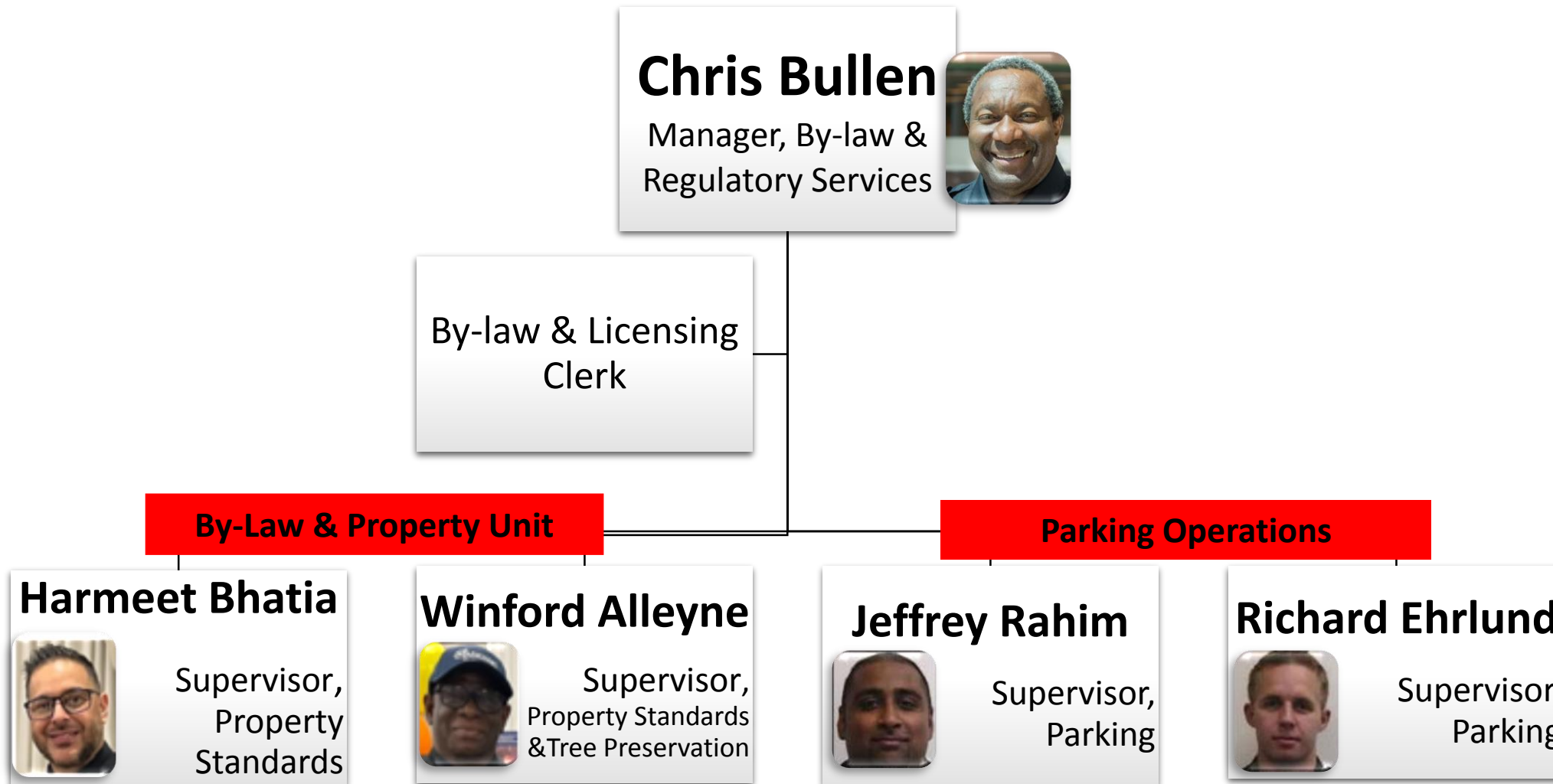
**6. 2024 Priorities & Projects**

**7. AMPS**



# 1. Who We Are

## Bylaw & Regulatory Services



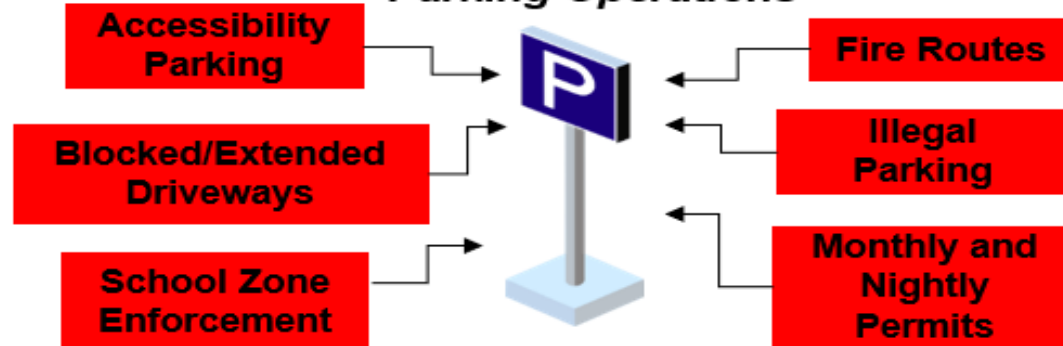


# 2. Key Functions

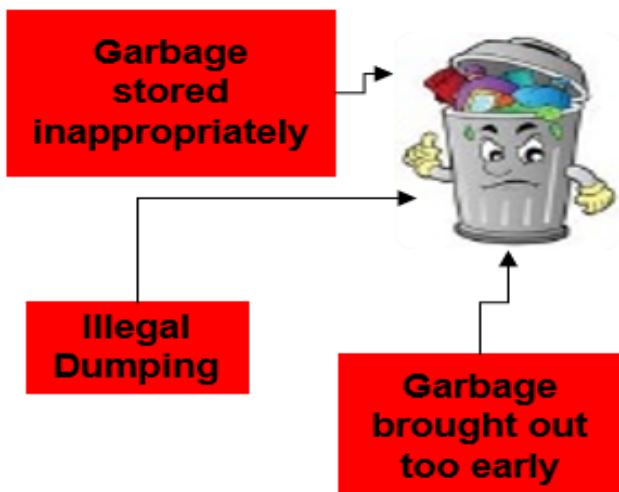
## Property Standards/Enforcement



## Parking Operations



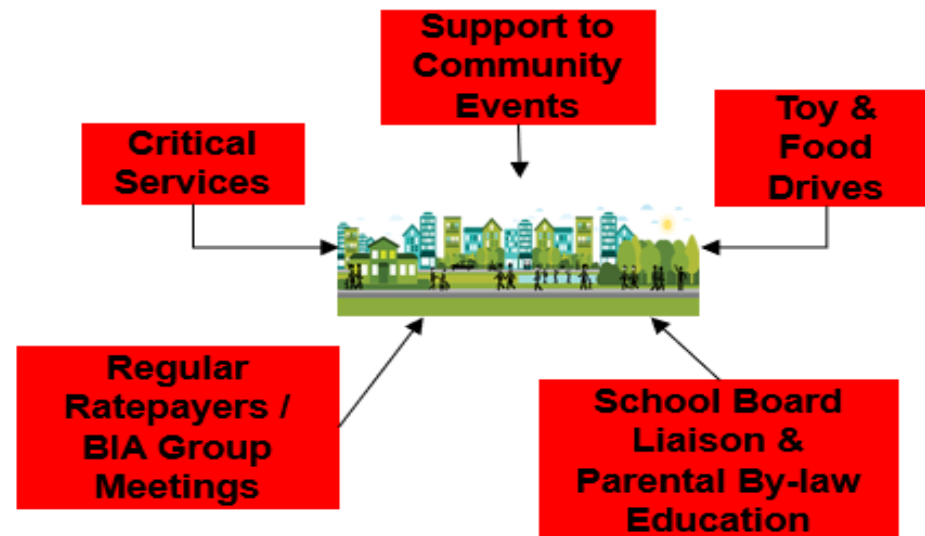
## Waste Related Enforcement



## Sign & Tree Enforcement



## Special Events & Community Engagement





## 2. Key Partners





- Need for Bylaw Strategy to guide enforcement priorities & approaches
- Priority on AMPS implementation
- Need to assess current bylaws
- Service Delivery Model:
  - Area enforcement model
  - Pro-active vs reactive enforcement
  - Schedule & service hours
  - Infill strategy
  - Consider Hybrid Officer role
- Enhanced clearance rates/timelines for resolution
- Better performance measurement and reporting
- Service level agreements with other departments
- Community engagement



## **4. Bylaw Review - Implementation Highlights**



## 4. Bylaw Review Implementation Highlights

Strategic Plan – 2020 to 2026

Building Markham's Future Together

### Equipment & Technology

- After-hours services/dispatch and officer support through Contact Centre/Security for critical services
- GTechna expansion underway to support full AMPS roll-out
- All officers fully equipped with standard technology and equipment (phones, two-way radios, vests)
- New vehicles deployed for Parking Operations & Property Standards
- Working with Fleet to develop a standard specification for every Bylaw vehicle including AVL/GPS (hands-free capability), ergonomic laptop mounts, printers etc.





## 4. Bylaw Review Implementation Highlights

Strategic Plan – 2020 to 2026

Building Markham's Future Together

### Structure & Deployment

- Reactive & proactive enforcement approach in place. New proactive enforcement measures: bag signs; other signs; garbage/dumping and graffiti; Main Street Markham and Unionville Heritage District Sign enforcement
- Property Standards Officers deployed to East and West Areas of Markham; (Kennedy Rd dividing line). Parking assigned to four zones: East, West, North, South
- More integrated end-to-end enforcement approaches. Officers 'own' the complaint through the lifecycle
- Recruitment has focused on addressing skill gaps and required competencies



## 4. Bylaw Review Implementation Highlights

Strategic Plan – 2020 to 2026

Building Markham's Future Together

### Communications, Training & Safety

- Supervisors designated to triage cases & duty assignments daily
- New shift schedule implemented - 104 hours more coverage annually, evening & weekend coverage
- Training Committee established –Officer training courses: Ontario Association Property Standards Officer (OAPSO) ; MLEO Part 1 Foundations; Noise; De-escalation & Use of Force; First Aid; CPR; Mental Health; ISA Tree preservation accreditation
- Officer assigned to Infill Team in Building Standards



## 4. Bylaw Review Implementation Highlights

Strategic Plan – 2020 to 2026

Building Markham's Future Together

### Environment & Community

- 128 community engagement meetings in 2023
- Self/complainant reporting portal will be part of new CRM scope
- Undertake comprehensive website review– new web platform to be implemented Fall 2024, followed by redesign of website.
- New communications tools implemented, including quarterly newsletters & social media

### Policy & Materials Update

- Bylaws under review to facilitate AMPS implementation
- Participation on AMPS Working Group



## 4. Bylaw Review Implementation Highlights

Strategic Plan – 2020 to 2026

Building Markham's Future Together

### Methods & Processes

- Supervisors designated to triage cases & duty assignments daily

### Performance & Measurement

- Multi year business plan developed: Officer performance plans align with overall plans and include performance expectations
- Focus on case resolution in line with service levels



## 5. 2023 Accomplishments

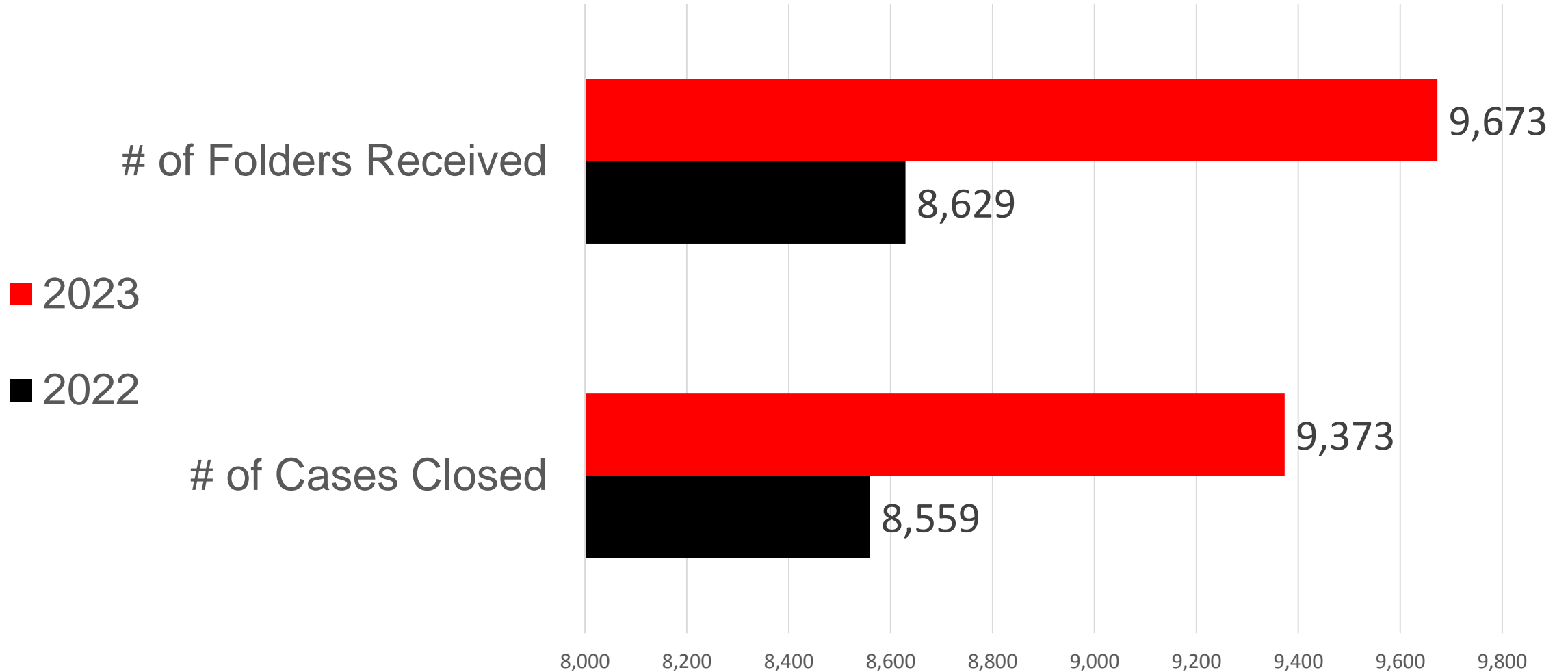
### Parking Operations: Tickets Issued 2023

	2022	2023
Total Issued	35,287	47,286
Overnight Without a Permit	17,110	20,665
Fire Route	3,059	4,416
Accessible Parking	613	1,221
Others Violations	7,390	12,178
Private Security Tickets	7,115	8,806



# 5. 2023 Accomplishments

## Property Standards



## Tree Preservation

**TREE PERMIT to INJURE OR DESTROY TREE(S)**  
By-law 2023-164

TREE(S) ON APPLICATION					
Tree #	Tree Species	# of Trees	DBH	Application / Tree Permit Result	Reason Code
1	Linden			Issued no Conditions	C – Tree has a poor structure or is hazardous A – Tree is 25-70% dead

PERMITTED TREE(S) LOCATION MAP

The information provided herein is collected on behalf of the City of Markham pursuant to its authority under the Municipal Act, 2001, S.O. 2001, c. 25 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M. 56. The information collected will be used for the purposes of the tree preservation by-law. The City, on its own and by its agent, intends to retain the information for 5 years, after which the information collected shall be destroyed. Questions with respect to the collection, use and destruction of this information should be directed to the City Clerk.

\_\_\_\_\_  
Signature of Administrator

Jan 12, 2024  
\_\_\_\_\_  
Date

- **By-law 2023-164** was passed December 23, 2023
- AMPS for violations
- Tree permit signage now to be displayed on site
- Addition of review fees and security deposits for conditional permits and tree barriers
- Strengthened enforcement regulations
- Updated cash in lieu and planting valuations
- Protection of City trees
- Tax roll outstanding Tree Permits



## 6. 2024 Priorities & Projects

### **Parking Operations**

- De-escalation training in partnership with People Services.
- Patrol every street within the boundaries of the City of Markham.

### **Property Standards**

- AMPS Phase 2 Implementation.
- Implement a 1-yr pilot project (LOU) for a “4 on 4 off” schedule
- Proactive Sign enforcement initiative to maintain uniformity within the heritage districts
- Proactive Bag Sign Initiative city-wide

### **Tree Preservation**

- Increase tickets/AMPs issuance for non-compliance.
- Update AMANDA system and online information.
- Administration of new review fees and security deposits.
- Clear delinquent permit fees owing through tax roll.





# 7. Administrative Monetary Penalty System (AMPS)

- AMPS replaces the conventional Provincial Court system with an accessible, cost-efficient, and more customer friendly process to address violations of municipal by-laws and/or Provincial regulations.
- Markham implemented AMPS for parking in 2015. AMPS streamlined the dispute process, enhanced revenue and reduced Provincial Offences Court workload.
- The Province expanded the use of AMPS for other infraction types; Council has given approval to proceed with expansion of AMPS, beyond parking offences. The program will streamline current processes, expedite payment, and increase revenue.
- Legislative Services, AMPS Division is responsible for implementing & administering AMPS. Departments involved: Bylaw Services, Fire, Building Standards, Business Licensing; Animal Services, Operations and Legal Services
- AMPS is rolling out across Departments beginning in 2024, supported by the GTechna e-ticketing system.
- Adjudication will follow the process used for parking tickets. Disputes are reviewed by a Screening Officer who can affirm, vary or cancel a ticket. The Screening Officer's decision can be appealed to a Hearing Officer - an independent third party contracted by the City of Markham. The decision of the Hearing Officer is final.
- Not all offences are suitable for AMPS. The City will continue with the Provincial court route in specific circumstances