

A faint, stylized illustration of a balance scale is positioned in the background on the right side of the slide. The scale has a vertical pillar and a horizontal beam with two pans hanging from it. The entire slide has a solid brown background.

BY-LAW ENFORCEMENT & LICENCING DIVISION

2005 OPERATIONS REVIEW
2006 PROGRAM PLAN

Presentation Agenda

- 2005 Operations
- 2006 Enforcement Program
- Questions/ Comments



Vision Statement

To be and to be recognized as Ontario's leading municipal law enforcement team

Mission Statement

We seek to facilitate compliance with municipal regulations and standards to achieve a safe, economically viable, and an as planned community. Professionalism, courteous service and public education are our principle enforcement tools and we use technology and self sufficient business practices to effectively and efficiently operate.

5 Service Units

- Property Unit
- Licencing Unit
- Parking Unit
- Sign Unit
- Animal Control Unit (outsourced & internal)

Property Unit

Enforces:

- Municipal & Planning Act :
 - Noise By-law
 - Sign By-law
 - Tall Grass
 - Grow Houses
 - Fence
 - Fill By-law
 - Site Plan Matters
 - Pools/ West Nile
- Property Standards

Resources:

- ✓ 1 Supervisor
- ✓ 6 Area Officers

'05 Performance:

- 👍 Conducted over 7,000 inspections
- 👍 Officer Avr. 40 inspections per week

Licencing Unit

Licences:

- Stationary Businesses
 - Eating Establishments
 - Adult Entertainment
 - Repair Garages
 - Tobacco
- Mobile Business
 - Taxis, Limos
 - Tow Trucks
 - Catering
- Counter Services
 - Licence Processing & vehicle inspections

Resources:

- ✓ 1 Supervisor
- ✓ 3 At-Large Officers
- ✓ 3 Counter Staff

'05 Performance:

- 👍 Issued 7,007 licences
- 👍 Conducted 11 hearings
- 👍 Body rubs:
 - ➔ 23 end of '04
 - ↓ 11 end of '05

Parking Unit

Activities include:

- Parking Control
 - Ticketing
 - Towing of Vehicles
 - Overnight Exemptions
 - After Hrs. Complaints
 - Pay'n Display Parking
- Overnight Permits
 - Issue & Enforce
- Other Duties
 - Summons Service
 - Sign Removal

Resources:

- ✓ 1 Senior Officer
- ✓ 9 Parking Control Officers
- ✓ 1 Administrative Clerk
- ✓ First Attendance Officer (Part Time)

'05 Performance:

- 👍 \$1.34M parking revenues
- 👍 42,284 tickets issued

Sign Unit

Activities include:

- Permit Issuing:
 - Mobile. A-Frame & Banner
 - Election
 - By-law Administration
- Enforcement
 - Field review of permanent/ mobile signs
 - Sign removal- boulevards/ poles/ private property

Resources:

- ✓ Part Time
- ✓ Summer Students
- ✓ Other Unit Resources

'05 Performance:

- 👍 Issued 410 temporary sign permits
- 👍 Removed over 35,000 signs

Animal Control Unit

Activities include:

- Animal Control:
 - At-large/ Off-Leash
 - Bite Investigation
 - Exotic Animals
 - By-law Administration
 - Dog Bite Registry
- Animal Care
 - Shelter/ Adoptions
 - Vet Services
 - Quarantine
- Animal Licencing
 - Dogs/ Cats

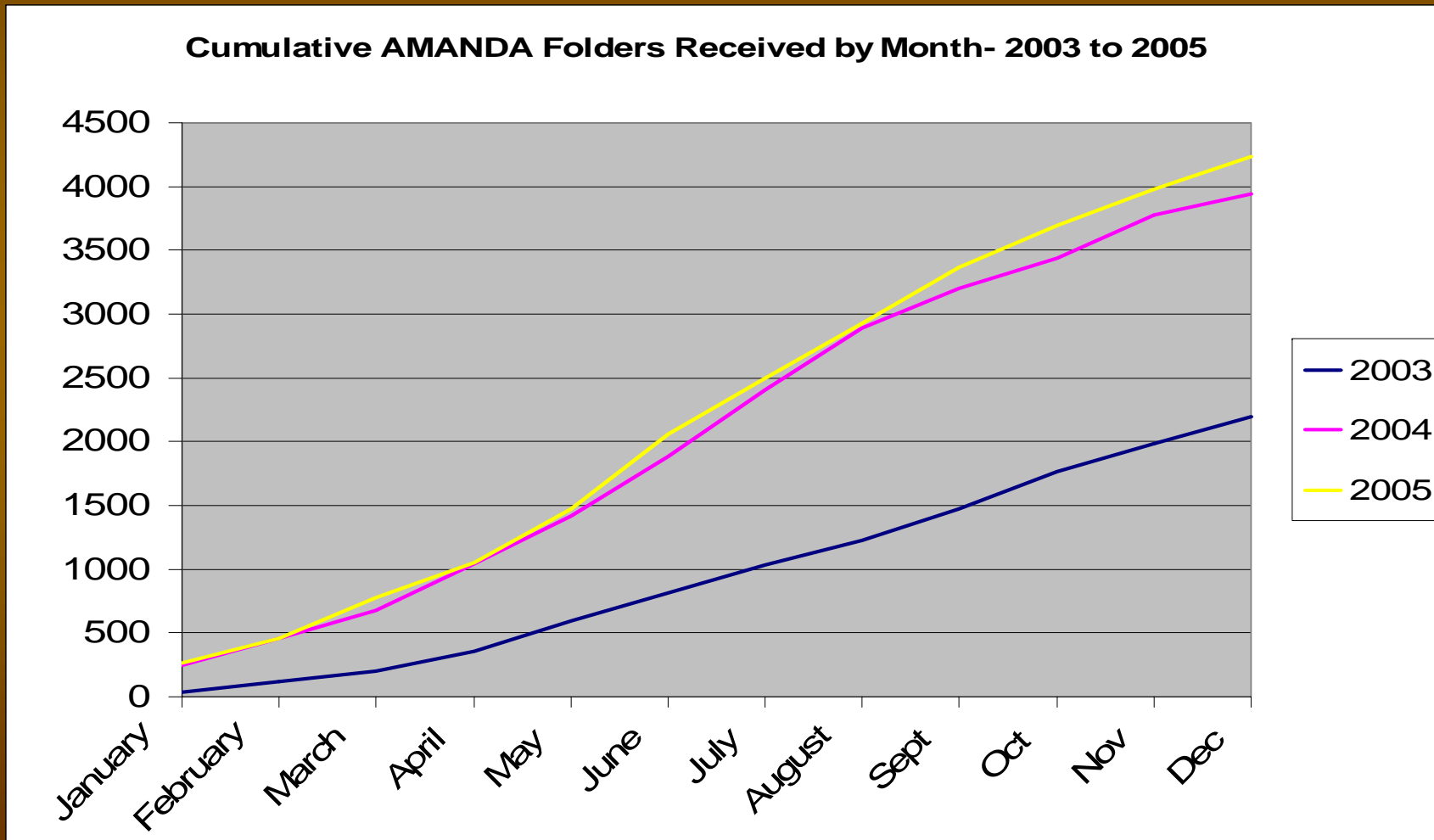
Resources:

- ✓ Contracted Service (now PAWS)
- ✓ Licencing
 - Counter Staff
 - Contact Centre
- ✓ Other Unit Resources

Statistics:

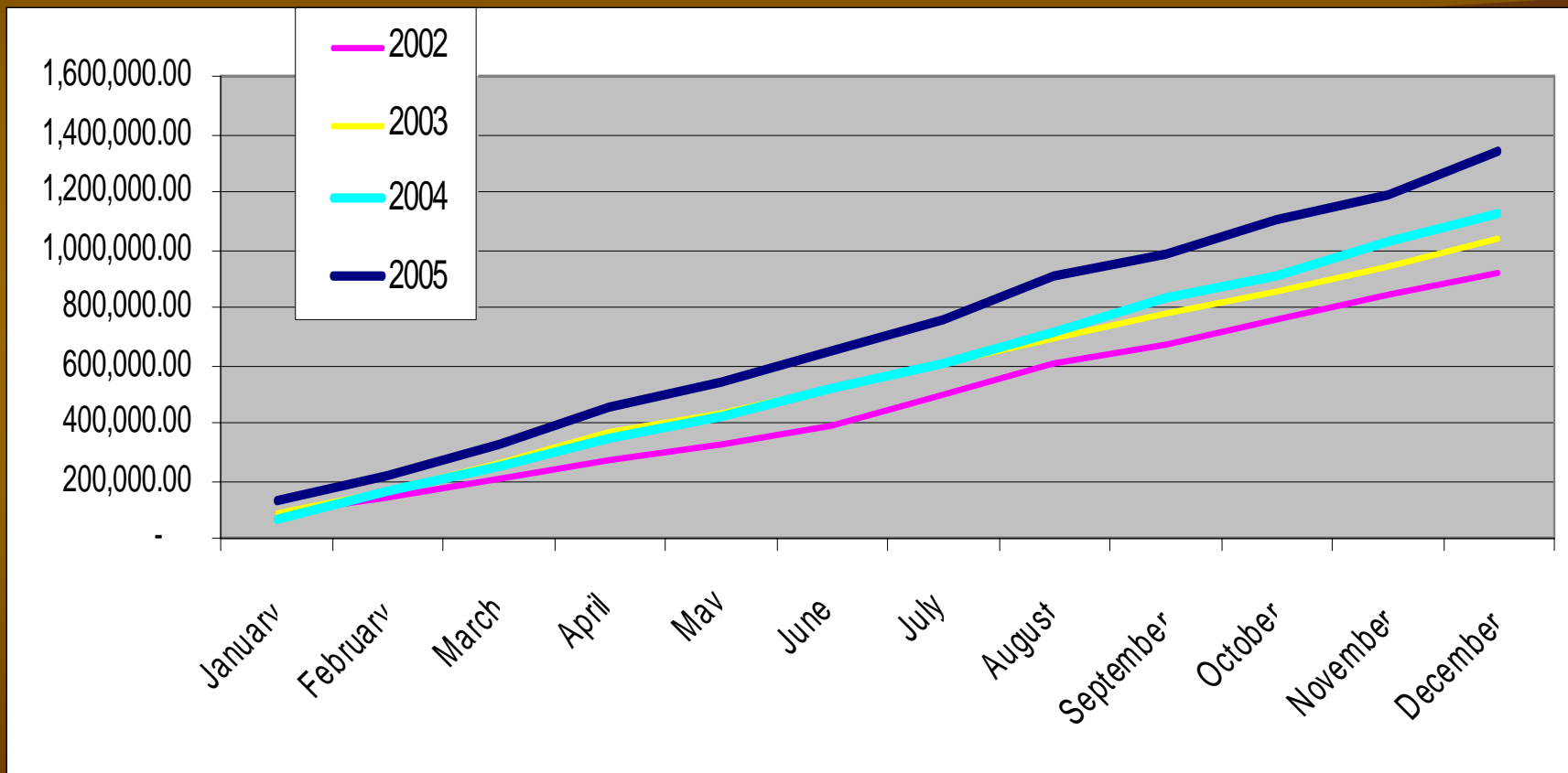
- 👍 Issued 3,128 licences
- 👍 Picked up over 350 animals

4,231 Service Requests



2005 Operatons

\$1,345,000 Parking Fines



2005 Operations

Enforcement Enhancements

Tall Grass & Weeds By-law

- Tall grass and weeds cut at 15cm
- 250+ complaints
- 20 properties cut by contractor (cost invoiced to property owner)
- 92% compliance rate by Officer mediation

Technology Enhancements

AMANDA Conversion

- ✓ All matters processed with application
- ✓ Contact Centre integration
- ✓ Used by Building, Fire, Planning, Finance
- 👍 **Next steps-** Field Use & On-line Licencing

Parking System Replacement

- ✓ Replaced original system (1980's)
- ✓ On-line & telephone payments
- ✓ Compatible with Parking Authority technology
- 👍 **Next steps-** Automated overnight permits

Expanded Training

- **Training DVD's**
 - Parking Control
 - Anti- Idling
- **Animal Control/ Officer Safety**
 - "All dogs can bite" safety course
 - Officer Safety & Awareness
- **Host for Humber College Course**
 - "Municipal Law Enforcement Program "

2006 Enforcement Program



2006 Enforcement Program

Enforcement Strategy

"Be there and be heard"

■ Key Attributes:

- staff presence & location- "be there"
- Communication thru media- "be heard"

■ Other Attributes:

- Bicycle Patrols
- Uniforms
- Field & on-line technology

✓ *Compliance without confrontation*

Automation

■ Electronic Business Practices

- “paperless” operations
- Field Technology
- Electronic evidence & document standards
- Field generated orders and tickets
- On-line business licence applications

✓ *Increased Officer productivity*

Enhanced Animal Control Services

- Transfer to a new animal control shelter and enforcement service provider
- Expand hours of patrol service
- Increase number of licenced animals
- Public education and awareness program

✓ *Improved service for community and animals*

Licencing By-law Amendments

- Sign (Election)
- Licence Fees
- Taxi (Fares/ Premier Plates)
- Tow Trucks (Cap tow rates)
- Adult Novelties/ Video (Expand definition)
- Body Rub
- Ice Cream Trucks (new)
- ✓ *By-laws meeting community needs*

New Unit Initiatives

- Park Encroachments
- Park Usage
- Site Plan Control Agreements
 - Waste management
 - Accessibility Facilities
- Rural Areas
- Dog Owner's Liability Act
- Bicycle Patrols

2006 Enforcement Program



New Corporate Initiatives

- Widened Driveways
- Boulevard Conversions (Tall Grass also)
- Second Suites
- Trees
- Pesticides
- Fill By-law (expanded duties)
- Overnight Parking Permits
- Communities in Bloom

2006 Performance Measures

2005 (Actual)

- 👍 4,231 service requests
- 👍 40 inspection/ week
- 👍 \$45K animal licences
- 👍 \$640 licencing fees
- 👍 \$1.34M parking fines
- 👍 42,284 tickets issued
- 👍 1000 hrs. staff training

2006 (Proposed)

- ⬆ 4,800 service requests
- ⬆ 45 inspection/ week
- ⬆ \$100K animal licences
- ⬆ \$680K licencing fees
- ⬆ \$1.5M parking fines
- ⬆ 47,000 tickets
- ⬆ 1200 hrs. Staff training

Acknowledgements

- Legal Department
- Fleet Division
- Contact Centre
- Prosecutions
- Clerk & Commissioner



Questions?
Comments?
Requests?

2006 Enforcement Program