



Special General Committee Meeting Agenda

Meeting No. 6 | May 3, 2024 | 10:30 AM | Live streamed

Members of the public are encouraged to view the presentation portion of this meeting via the livestream or may attend the meeting in-person at Flato Markham Theatre.

Note:

The purpose of this Special General Committee meeting is to allow staff to obtain Committee feedback on by-law priorities to inform the future By-law Services Strategy. The meeting will be conducted as a workshop and as such, public deputations will not be heard at this session.

Members of the public can participate by:

1. VIEWING THE ONLINE LIVESTREAM:

Council meetings are video and audio streamed at: <https://pub-markham.escribemeetings.com/>

The list of [Members of Council is available online at this link.](#)

Alternate formats for this document are available upon request.

Closed captioning during the video stream may be turned on by clicking the [cc] icon located at the lower right corner of the video screen.

*Note: As per Section 7.1(h) of the Council Procedural By-Law,
Council will take a ten minute recess after two hours have passed since the last break.*

Information Page

General Committee Members:

All Members of Council

General Committee

Chair: Councillor Keith Irish

Vice Chair: Deputy Mayor Michael Chan

Finance & Administrative Matters

Chair: Councillor Keith Irish

Vice Chair: Deputy Mayor Michael Chan

Community Services Matters

Chair: Councillor Isa Lee

Vice Chair: Councillor Juanita Nathan

Environment & Sustainability Matters

Chair: Councillor Amanda Collucci

Vice Chair: Councillor Ritch Lau

Land, Building & Parks Construction Matters

Chair: Councillor Andrew Keyes

Vice Chair: Councillor Keith Irish

General Committee meetings are audio and video streamed live at the City of Markham's website.

Alternate formats are available upon request.

Consent Items: All matters listed under the consent agenda are considered to be routine and are recommended for approval by the department. They may be enacted on one motion, or any item may be discussed if a member so requests.

Note: The times listed on this agenda are approximate and may vary; Council may, at its discretion, alter the order of the agenda items.

General Committee will have a working lunch during the workshop

1. CALL TO ORDER**INDIGENOUS LAND ACKNOWLEDGEMENT**

We begin today by acknowledging the traditional territories of Indigenous peoples and their commitment to stewardship of the land. We acknowledge the communities in circle. The North, West, South and Eastern directions, and Haudenosaunee, Huron-Wendat, Anishnabeg, Seneca, Chippewa, and the Mississaugas of the Credit peoples. We share the responsibility with the caretakers of this land to ensure the dish is never empty and to restore relationships that are based on peace, friendship, and trust. We are committed to reconciliation, partnership and enhanced understanding.

2. DISCLOSURE OF PECUNIARY INTEREST**3. COMMUNICATIONS****4. BY-LAW REVIEW WORKSHOP (2.0)****2**

Note: Presentation is now attached.

1. That the presentation entitled "Special General Committee – Bylaw Services Workshop Presentation" be received?

5. ADJOURNMENT



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

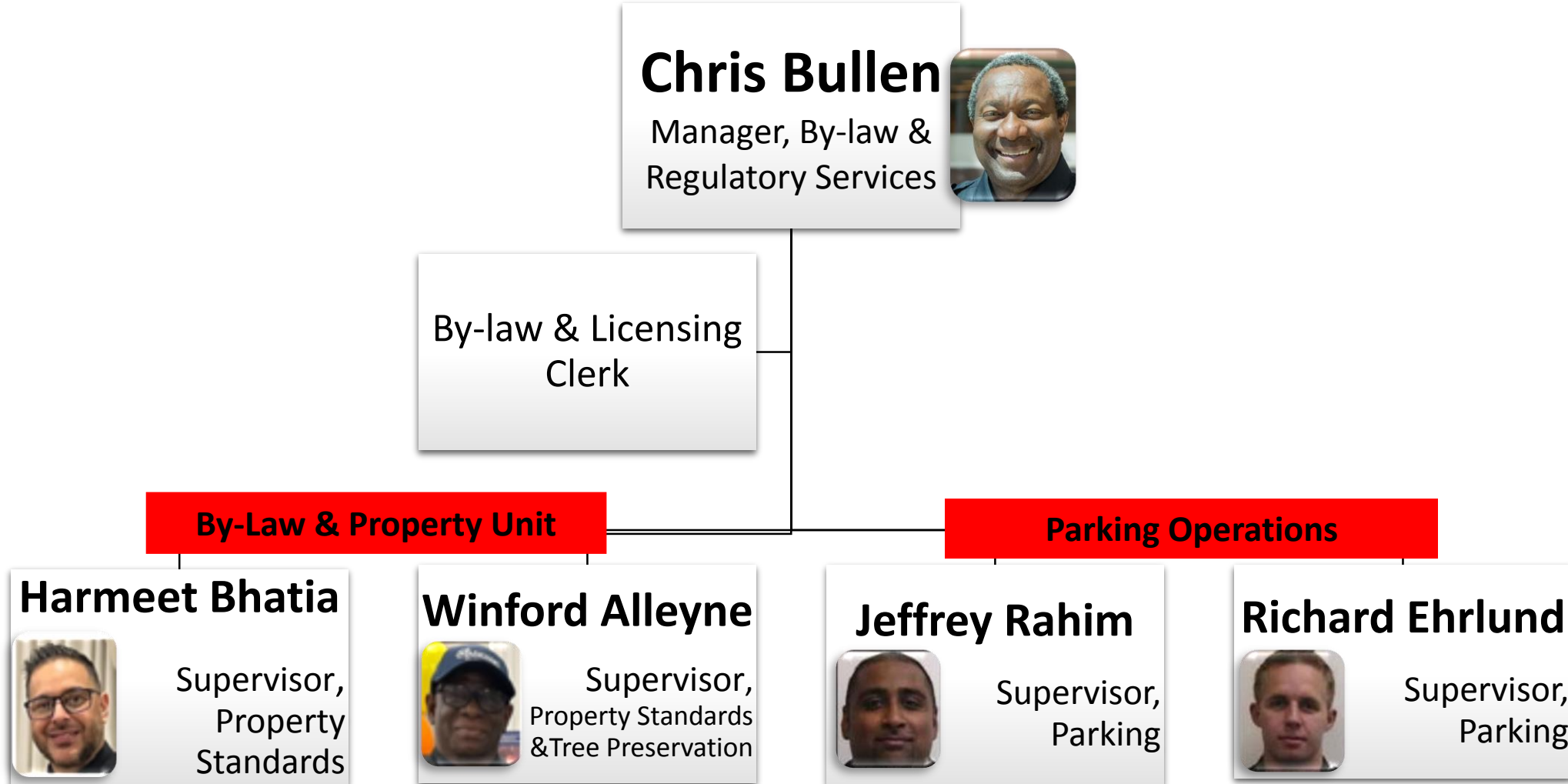
6. 2024 Priorities & Projects

7. AMPS



1. Who We Are

Bylaw & Regulatory Services



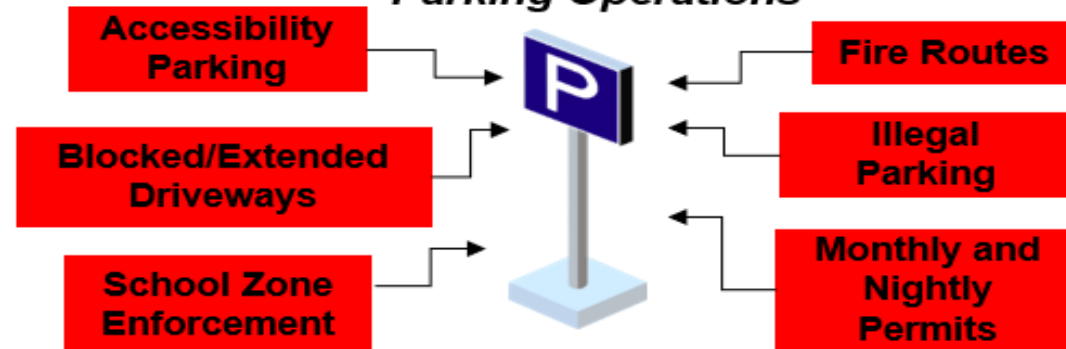


2. Key Functions

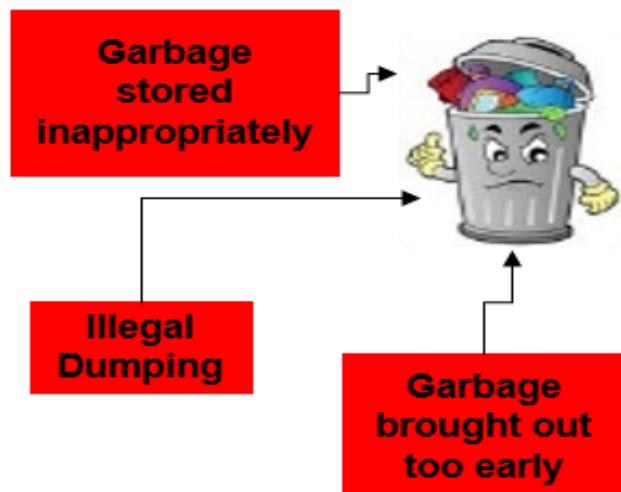
Property Standards/Enforcement



Parking Operations



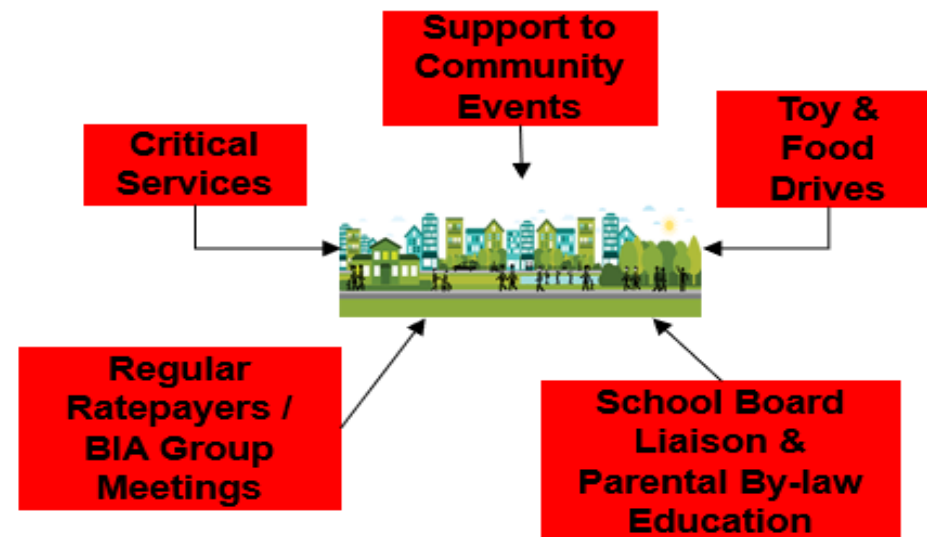
Waste Related Enforcement



Sign & Tree Enforcement

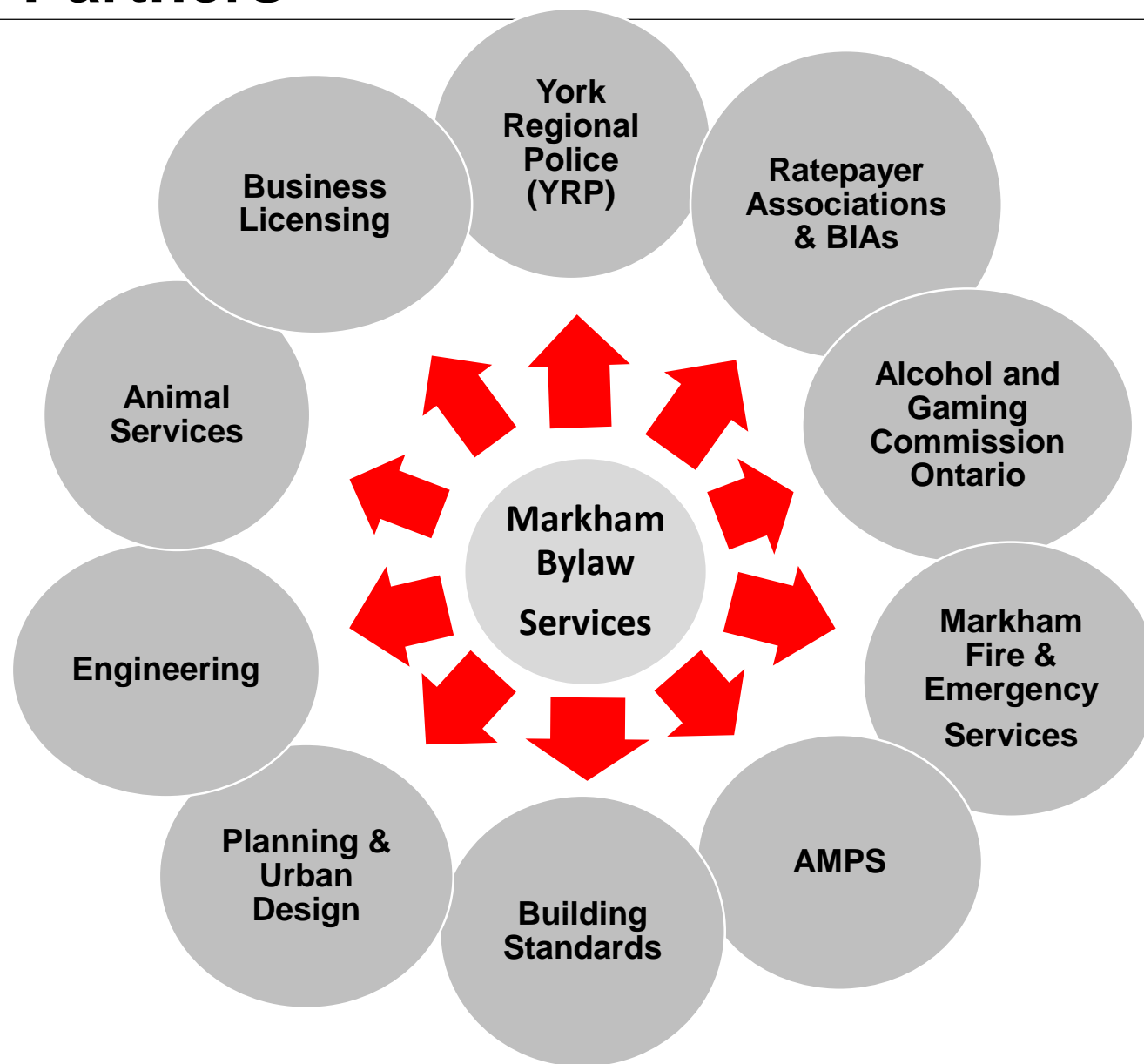


Special Events & Community Engagement





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

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

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

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

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

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

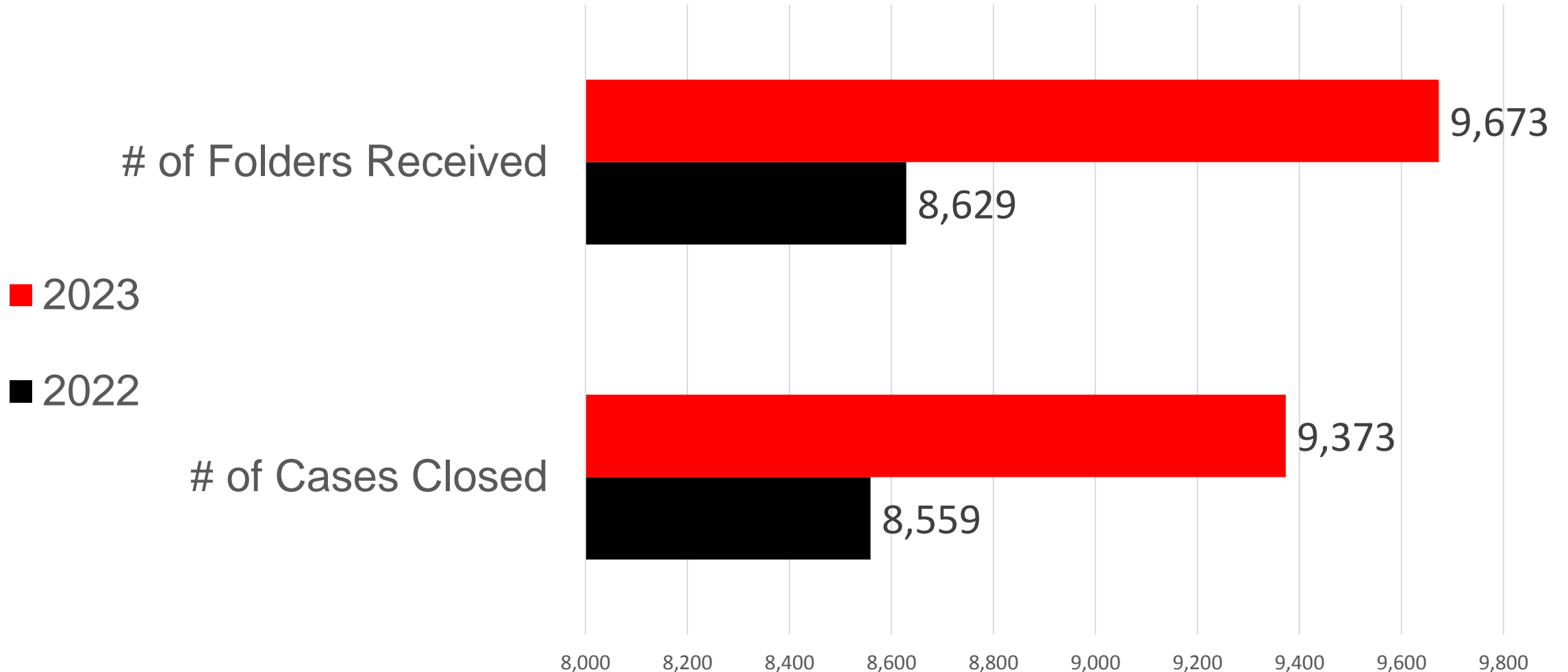
Parking Operations: Tickets Issued 2023

	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






5. 2023 Accomplishments


Tree Preservation

- **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


**MARKHAM** 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



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