

2. By-Law Enforcement Services



WHAT IS THE SERVICE?

By-law Enforcement Services help protect the public health, safety, and property rights of citizens through timely, consistent and effective enforcement of by-laws. The number and nature of municipal by-laws vary extensively throughout OMBI municipalities. OMBI benchmarks the following specific by-laws, which most of the single-tier OMBI municipalities have in common:

- ▶ Yard maintenance
- ▶ Property standards
- ▶ Noise control
- ▶ Zoning enforcement
- ▶ Animal control

WHAT ARE THE MAJOR SERVICE DELIVERY ISSUES?

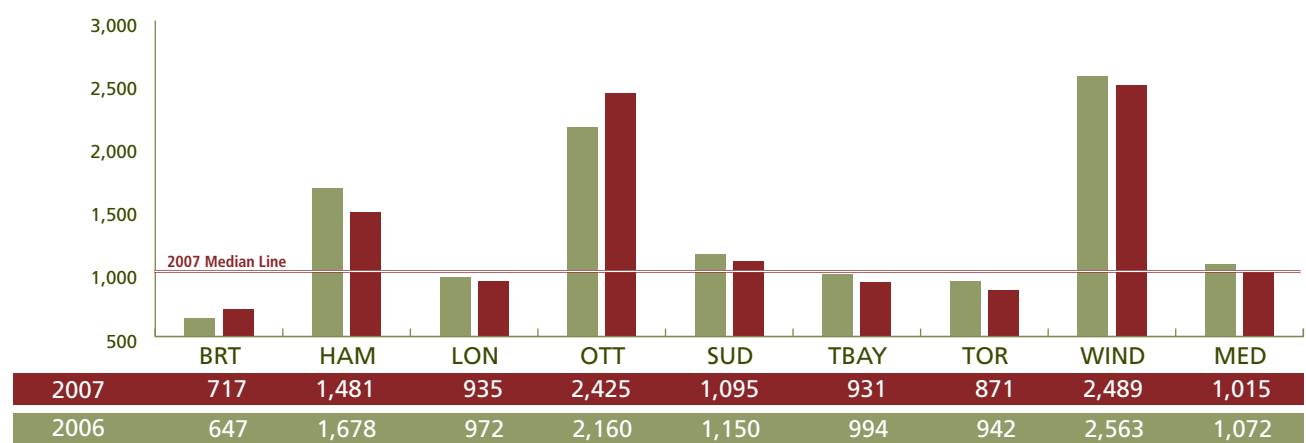
The major service delivery issues facing By-law Enforcement Services include:

- ▶ Increasing demand for service due to increased number of local by-laws and by-law complaints
- ▶ Increasing provincially mandated issues (pesticide control, anti-idling) requiring enforcement that places further demands on existing resources
- ▶ Aging buildings resulting in a shift from reactive to proactive focus on enforcement

WHAT ARE THE RESULTS?

How many By-law complaints are received?

FIG. 2.1 Number of Specified By-Law Complaints per 100,000 Population

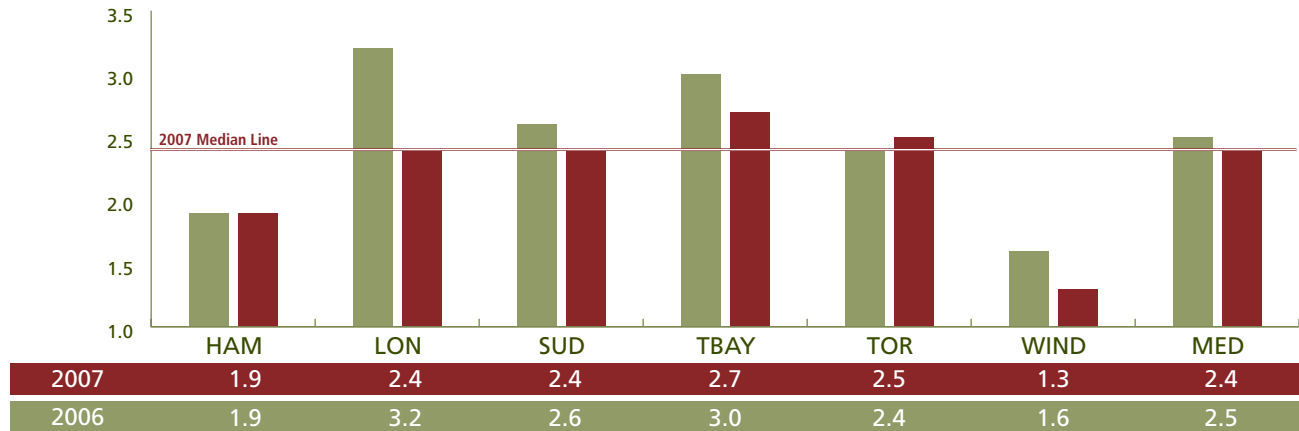


2. By-Law Enforcement Services

Figure 2.1 illustrates citizens' complaints logged in the municipality for yard maintenance, property standards, noise control and zoning enforcement per 100,000 population. The variation in results reflects local enforcement practices and/or conditions. For instance, noise complaints are handled in Ottawa directly by municipal staff; in the other municipalities the Police perform this task. Police statistics are not included in these results.

How many inspections are performed based on complaints received?

FIG. 2.2 Number of Inspections per Specified By-Law Complaint

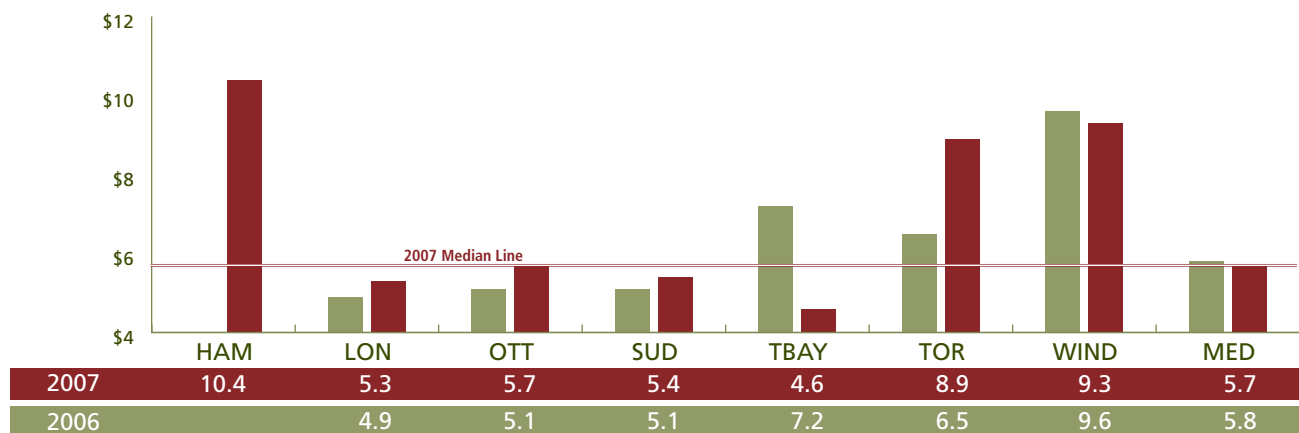


Note: Brant and Ottawa data not available for 2007 or 2006.

Figure 2.2 reflects the number of on-site inspections to verify the validity of the complaint and if remedial action has been taken. Lower results of some municipalities may be attributed to Council directives (e.g., send a letter or call the citizen to seek compliance, before an inspector is required to follow up in person).

What is the cost per capita to enforce by-laws?

FIG. 2.3 Cost to Enforce Specified By-Laws per Capita



Note: Brant data not available for 2007 and 2006 and Hamilton data not available for 2006.

Figure 2.3 reflects the cost per capita to enforce municipal by-laws as noted earlier.

WHAT SHOULD YOU CONSIDER WHEN REVIEWING THESE RESULTS?

Each municipality's results are influenced to varying degrees by a number of factors, including:

- ▶ Service standards set by each municipality's Council
- ▶ Geographic size and population density of the municipality
- ▶ Monitoring and compliance tracking - type and quality of systems used to track complaints, inspections, and related data
- ▶ Inspection policies - extent and complexity of inspections or other responses carried out by each municipality
- ▶ Response capability - nature of the complaint and resources available to respond affecting the timeliness of the response

For more information about the results, contact the Municipality's representative listed in Appendix F, page 94.