

2. BY-LAW ENFORCEMENT SERVICES

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 should you consider when reviewing these results?

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

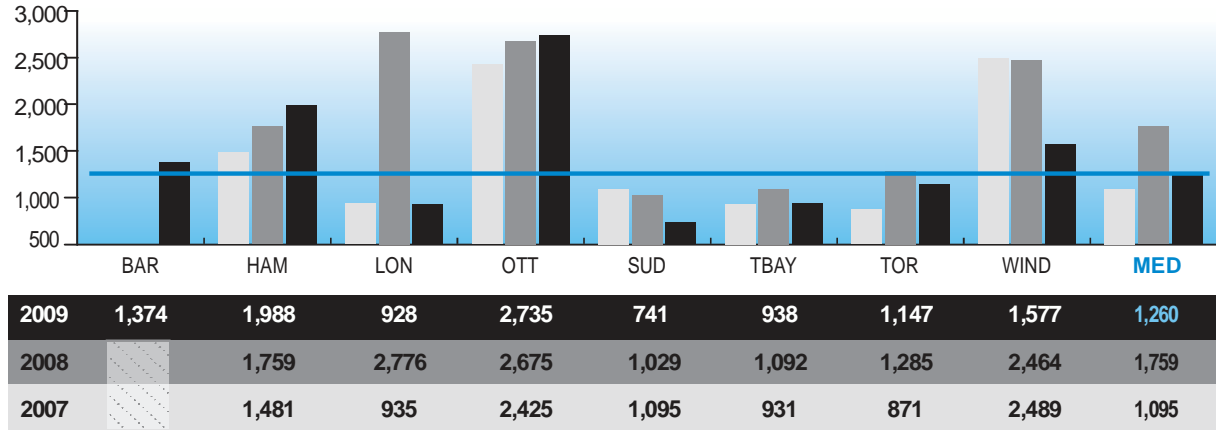
- service standards: set by each municipality's Council
- geographic size: area and population density of the municipality
- organizational structures: vary from one municipality to another, i.e. Windsor by-law enforcement is performed by Building Inspectors, along with Building Code enforcement; animal control service may be contracted out or is provided by municipal staff
- monitoring and compliance tracking: type and quality of systems used to track complaints, inspections and related data, e.g. 311 service
- inspection policies: extent and complexity of inspections or other responses carried out by each municipality, including the growing use of proactive inspections
- response capability: nature of the complaint and resources available to respond which will affect the timeliness of the response

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What are the results?

How many specified by-law complaints are received?

Fig. 2.1 Number of Specified By-law Complaints per 100,000 Population



Source: BYLW205 (Service Level)

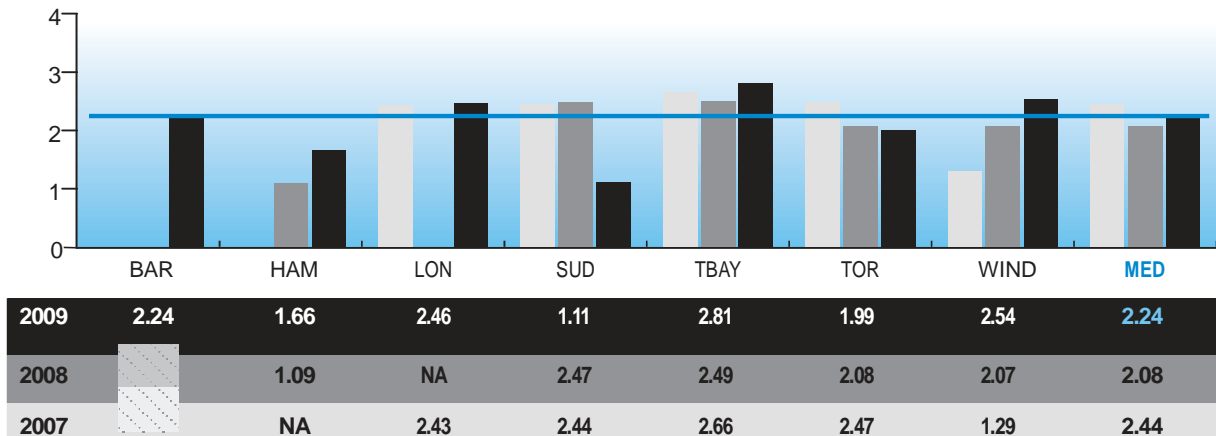
NOTE: London data for 2008 included noise complaints handled by Police Services.

Figure 2.1 shows citizens' and proactive staff by-law complaints in the municipality for yard maintenance, property standards, noise control and zoning by-laws per 100,000 population.

The variation in results reflects local enforcement practices and/or conditions. For instance, noise complaints are handled in Ottawa, Hamilton and London by municipal staff; whereas in other municipalities Police Services perform this task.

How many inspections are performed on complaints?

Fig. 2.2 □ Total Number of Inspections per Specified By-law Complaint



Source: BYLW226 (Service Level)

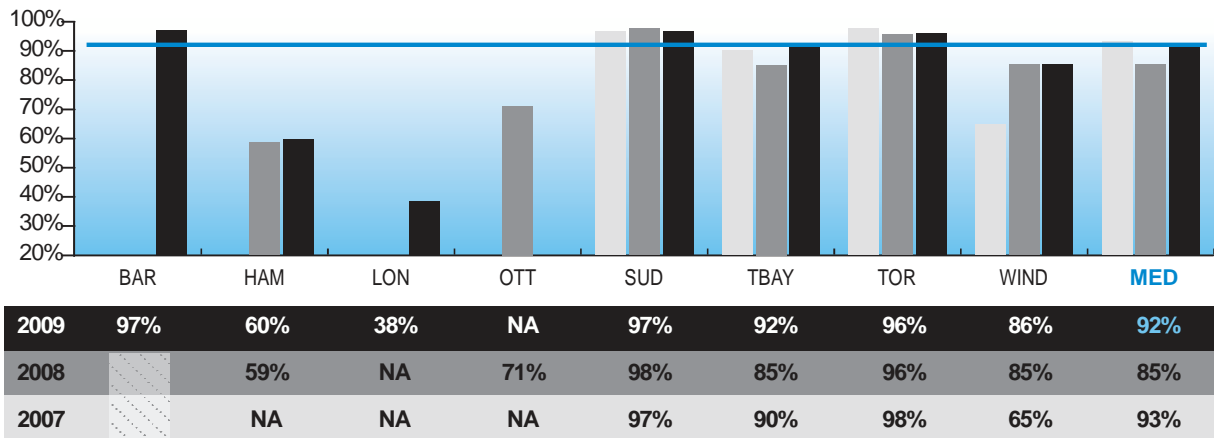
NOTE: Ottawa is unable to report due to technology restrictions.

On-site inspections are used by municipalities to verify the validity of a complaint and a citizen's subsequent remedial action taken. Lower results in some municipalities may reflect Council directives on alternative methods — send a letter or call citizen regarding compliance, before a by-law officer is required to follow up in person.

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What percentage of residents complied with by-laws?

Fig. 2.3 Percentage of Compliance to Specified By-laws

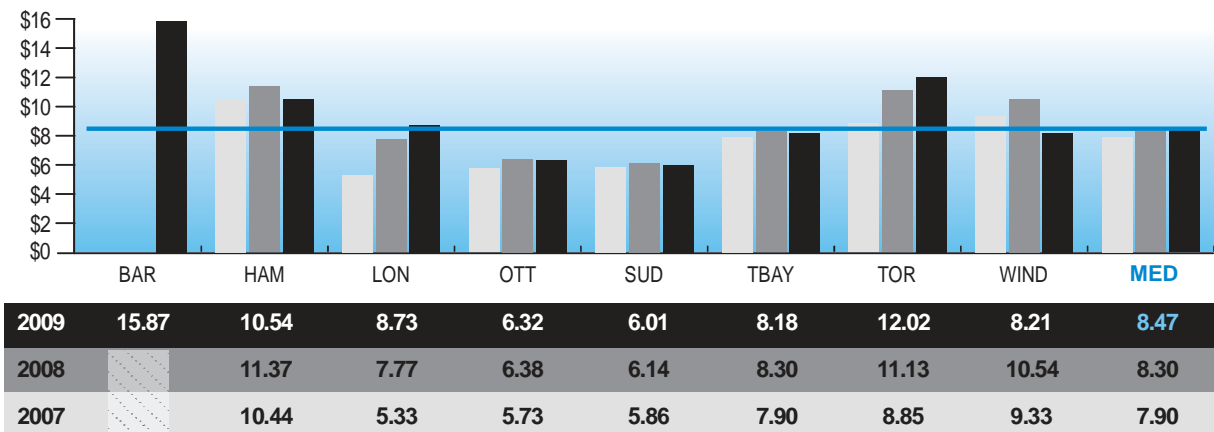


Source: BYLW120 (Community Impact)

The primary goal of municipal by-law enforcement is to ensure citizens' timely adherence to requests for action, in response to formal complaints about non-compliance with specified by-laws. High levels of compliance may indicate citizens' overall understanding of and respect for local by-laws.

How much does it cost to enforce the specified by-laws?

Fig 2.4 Enforcement Operating Cost for all Specified By-laws per Capita



Source: BYLW270 (Service Level)

The graph shows the variation in costs due to different service delivery models and organizational forms among the municipalities to enforce the specified by-laws.