



The Corporation of the Municipality of Arran-Elderslie

Information Report

Report From: Julie Hamilton, Deputy Clerk

Meeting Date: August 14, 2023

Subject: SRDPCLK.23.02 By-Law Enforcement Update – January to June, 2023

Attachments: None.

Report Summary

The intent of this report is to provide Council with a six-month update on by-law enforcement efforts within the Municipality from January 1 to June 30, 2023.

Background

James Special Services (JSS) has been providing bylaw enforcement services for the Municipality since September of 2021. The current contract provides for 24 hours per week of enforcement services, to support the Building Department. In 2023, Council approved JSS to provide animal control services as required.

Analysis

The following charts provide details on by-law enforcement activity from January 1 to June 30 of 2023. It should be noted that identifiable information for specific properties and/or complaints has not been provided for confidentiality reasons.

Chart A highlights the number and type of calls that have been received. By-law complaints and calls for follow-up continue to be high. The municipality column represents phone calls made from the municipality to JSS regarding issues or inquiries received.

Once a complaint has been received by JSS and a file created the matter is handled by them directly and any updates on the status, actions or progress are not provided so as to maintain confidentiality.

All by-law enforcement files are matters that are sensitive in nature and must be handled confidentially to ensure the integrity of the investigation remains intact should the file escalate into a matter of litigation.

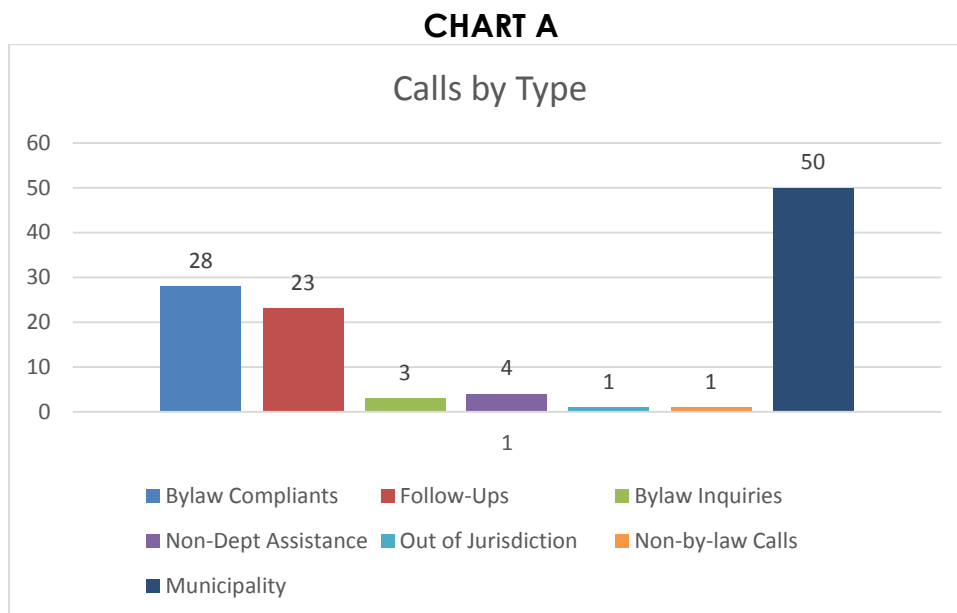


Chart B outlines the hours that are spent dealing with matters in various categories. Tidy Yards Bylaw enforcement accounts for the majority of hours. This includes travel, investigation, follow up visits and processing letters, orders and other documentation and notes. The Tidy Yards Bylaw is used for offences such as litter and debris, overgrowth, and other unsightly property conditions. It is enforceable under the Municipal Act and provides the opportunity to proceed with clean up and penalties if compliance is not gained. Property Standards is similar however it is enforceable under the Building Code Act and provides the opportunity to issue orders in accordance with the regulations.

Also noted, is 150 hours allocated to parking enforcement, with the majority of those hours being for winter parking patrols. There has also been parking patrols undertaken at the Tara Elementary School during pickup and drop off times as well as some downtown parking due to a few complaints that have been received. To enforce the 2-hour parking limitation, JSS must patrol and mark tires and then return 2 hours later to investigate. They attempt to complete this as time allows due to the current case load and hours available.

CHART B

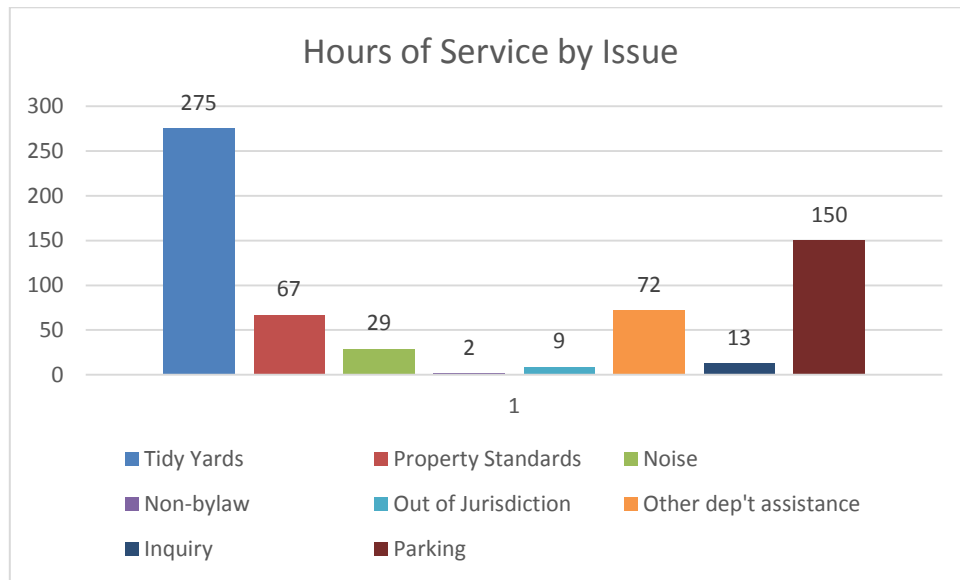


Chart C highlights the investigations that have been undertaken by type, again with the majority being related to Tidy Yards and Property Standards Bylaws. All paused files were reopened in April and compliance has been met on many of the files.

CHART C

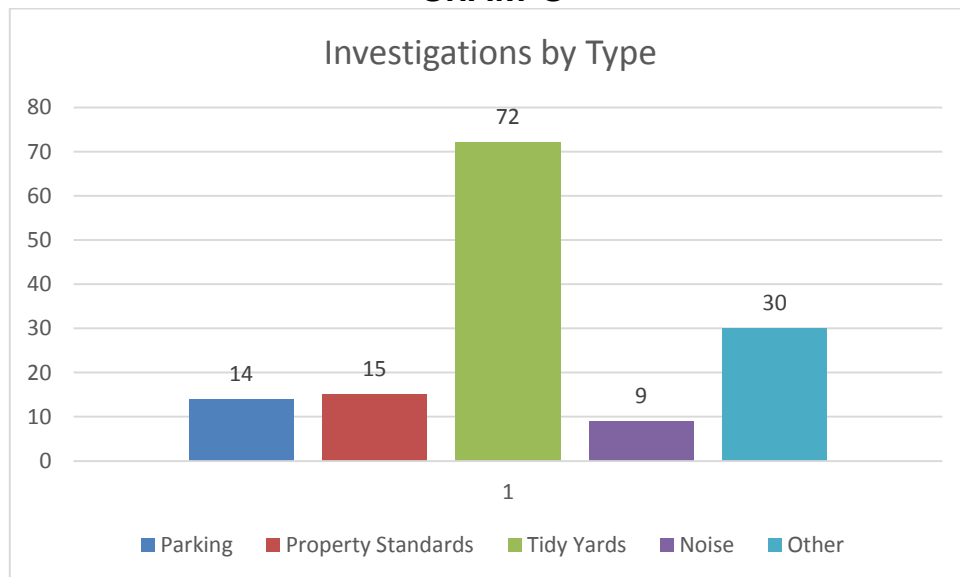
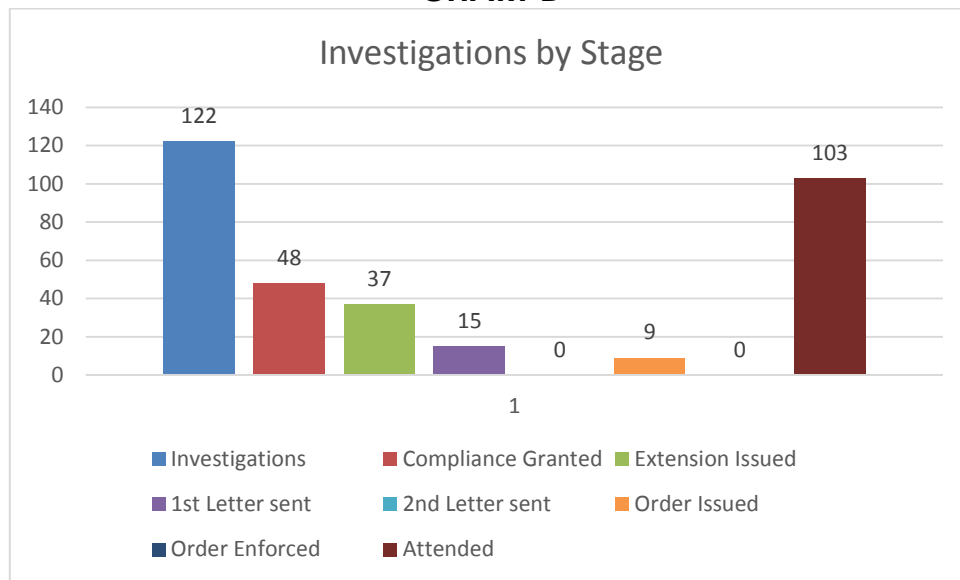


Chart D provides an overview of the stages of investigation. In the first six-months of 2023, there have been 122 investigations and compliance has been met on 48 files. In many cases, compliance has been met without the need to issue any letters or orders. JSS has attended 103 properties based on calls received. Many matters are resolved expeditiously due to the professional and courteous demeanor of JSS Officers when dealing with by-law enforcement matters.

CHART D



In the spring of 2023, Council approved the addition of animal control services to JSS on an ad-hoc basis. This partnership has proven to be advantageous to the municipality. Moving forward, JSS will be providing regular statistics on animal control matters for Council's information.

All complaints regarding bylaw and animal control matters should be made by the complainant themselves directly to JSS. There are several methods of submitting complaints to make the process accessible to everyone. The following methods for complaint submission are available and the details of complaints are kept confidential:

- Citizen Request Portal via the Municipal website
- By email directly to JSS at bylaw@arran-elderslie.ca
- By visiting the office and submitting complaints in writing. Complaint forms are available or written submissions on paper with the name and contact details of complainants will also be accepted.
- By calling JSS directly at 226-910-1322

Link to Strategic/Master Plan

6.4 Leading Financial Management

6.5 Engaging People and Partnerships

Financial Impacts/Source of Funding

By-Law Enforcement contracted services have been budgeted in the Operating Budget for 2023 at \$46,954.00 and to date have totaled \$25,076.17. It should be noted that the total amount spent is reflective of costs incurred to the end of July.

In addition, Animal Control contracted services have been budgeted for 2023 at \$11,861.00 and to date total expenditures are \$2,939.52

Approved By: Sylvia Kirkwood, CAO