



The Corporation of the Municipality of Arran-Elderslie

Information Report

Report From: Julie Hamilton, Deputy Clerk

Meeting Date: November 13, 2023

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

Attachments: None.

Report Summary

The intent of this report is to provide Council with an update on by-law enforcement efforts within the Municipality from January 1 to September 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 1st to September 30th of 2023. It should be noted that identifiable information for specific properties and/or complaints has not been provided for confidentiality reasons. Animal control related statistics have been captured in the Other columns.

Chart A highlights the number and type of calls that have been received. The municipality column represents phone calls made from the municipality to JSS regarding issues or inquiries received.

Calls for follow-up on complaints continue to be high at 49 calls to date, an increase of 26 in the third quarter. 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 for the matter being investigated.

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 A

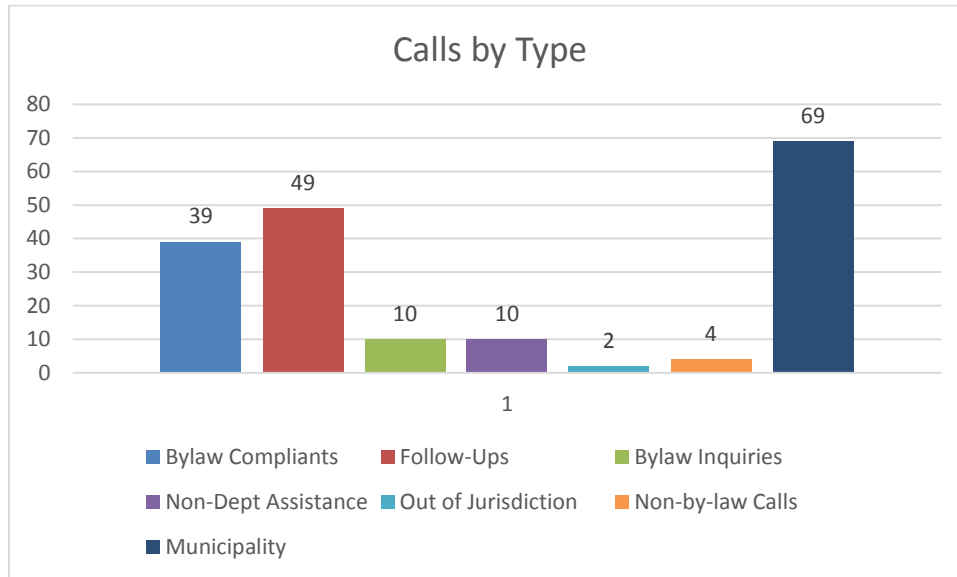


Chart B outlines the hours that are spent dealing with matters in various categories. Tidy Yards By-law enforcement continues to account for the majority of hours with a year to date total of 405 hours, an increase of 130 in the third quarter. This total includes travel, investigation, follow up visits, providing written follow-up, 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.

An increase is being seen in the number of noise related complaints that have been received. The current noise bylaw was passed in 2009 and does not have set fines associated with it. JSS has recommended that this bylaw be updated to include set fines in order to address the growing number of complaints that are being received. Staff are currently preparing an update to this Bylaw and an update will be brought forward for Council's consideration in the near future.

CHART B

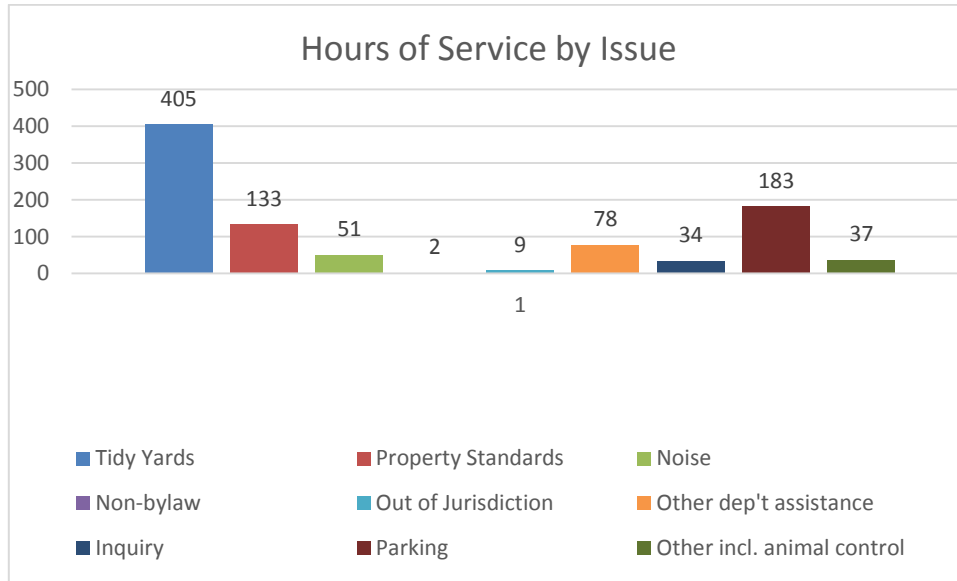


Chart C highlights the investigations that have been undertaken by type, again with the majority being related to Tidy Yards and Property Standards Bylaws.

CHART C

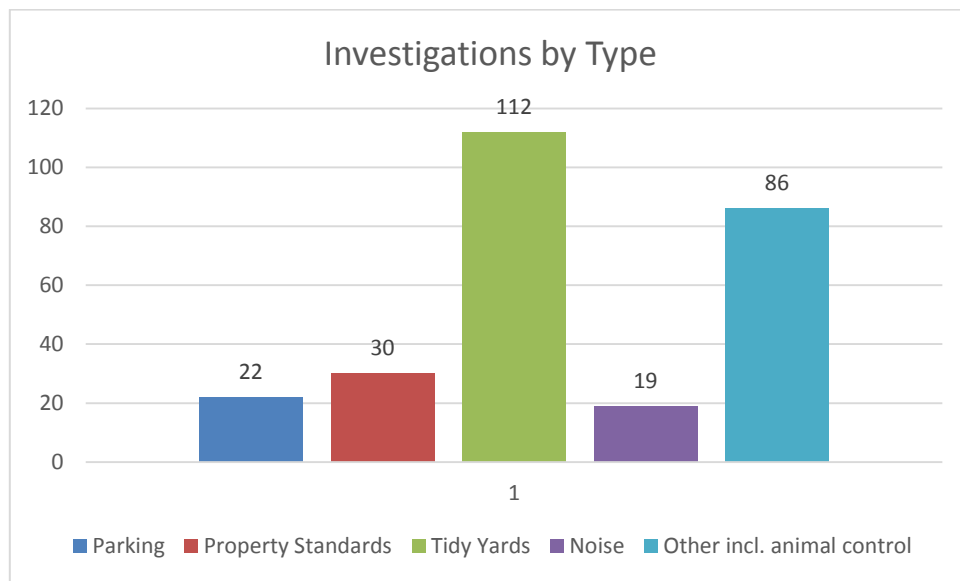
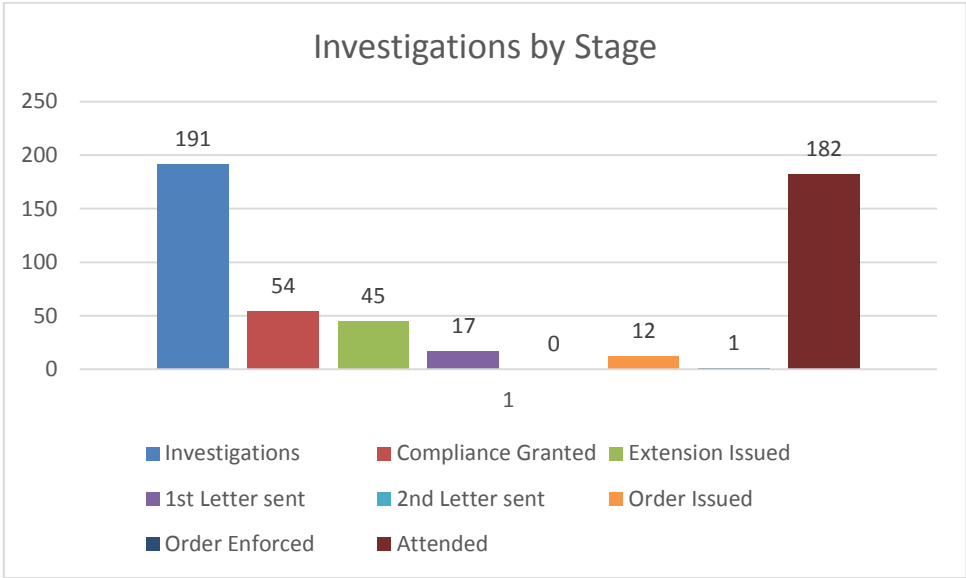


Chart D provides an overview of the stages of investigation. In 2023, there have been 191 investigations to date and compliance has been met on 54 files. In many cases, compliance has been met without the need to issue any letters or orders however there have been 12 orders issued to date and one order was actively enforced to gain compliance. JSS has attended 182 properties based on calls received.

CHART D



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 \$33,525.31. This amount is reflective of costs incurred to the end of September.

In addition, Animal Control contracted services have been budgeted for 2023 at \$11,861.00 and to date total expenditures are \$5,681.96. This amount is reflective of costs incurred to the end of September.

Approved By: Sylvia Kirkwood, CAO