



Staff Report

Council Meeting Date: January 27, 2025

Subject: CLKS-2025-04 - 2024 By-Law Statistics

Report from: Julie Hamilton, Deputy Clerk

Attachments: None

Recommendation

Be It Resolved that Council hereby receives Report CLKS-2025-04 – 2024 By-Law Statistics for information.

Background

Municipal Support Services (MSS) provides by-law enforcement and animal control services for the Municipality. The current contract provides 24 hours per week of by-law enforcement services and animal control service are provided on a per call basis.

It should be noted that identifiable information for specific properties and/or complaints has not been provided for confidentiality reasons. 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 matter require litigation. Once a complaint has been received by MSS and the validity of the information confirmed, an investigation file is created, and the matter is handled by them directly and any updates on the status, actions or progress are not provided to maintain confidentiality for the matter being investigated.

All complaints regarding by-law and animal control matters should be made by the complainant themselves directly to MSS. 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 MSS 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 MSS directly at 226-910-1322

Analysis

In 2024, MSS received 278 calls for service which resulted in 275 investigation files being opened. Depending on the severity of the violation, a file may take anywhere from 5 to 40+ hours to obtain compliance as each file requires investigation, travel, verbal and written communications, inspections and administrative work.

Staff are working on a By-Law Enforcement Policy for Council’s consideration which will assist Officers in prioritizing matters to ensure a fair and consistent process is in place to handle all complaints and attempt to resolve matters as quickly as possible.

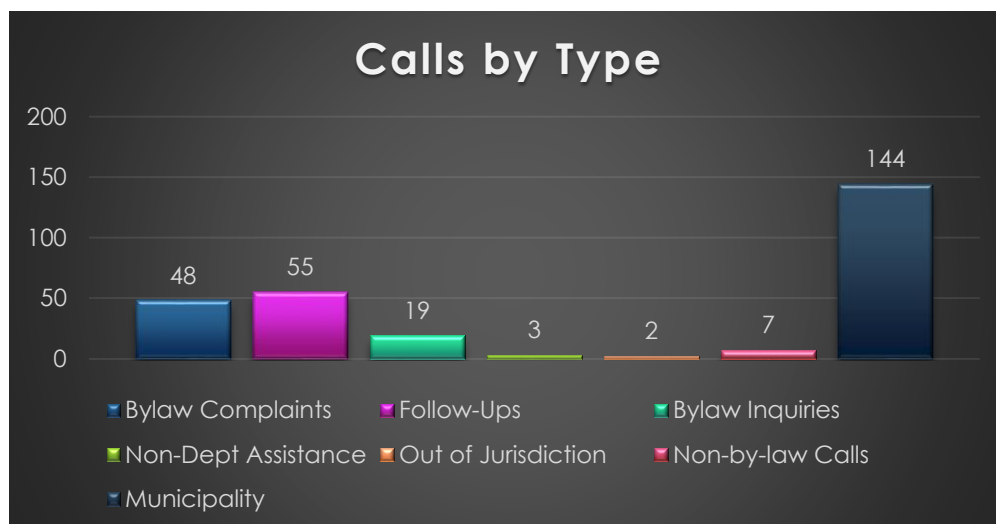
The following charts provide statistics on by-law enforcement and animal control activity from January 1 to December 31, 2024.

Call by Type

Chart A highlights the number and type of calls that have been received. The columns represent phone calls as follows:

- By-law Complaints - Complaints made by the public
- Non-Dept Assistance – Assisting other municipal departments
- Follow-Ups – Calls for follow up on complaints
- Out of Jurisdiction – Calls for service for other municipalities
- Municipality - Calls made from municipal staff and council regarding issues or inquiries received
- By-law inquiries – Questions regarding municipal by-laws
- Non-By-Law Calls – Calls unrelated to municipal by-laws

CHART A - January 1 to December 31, 2024

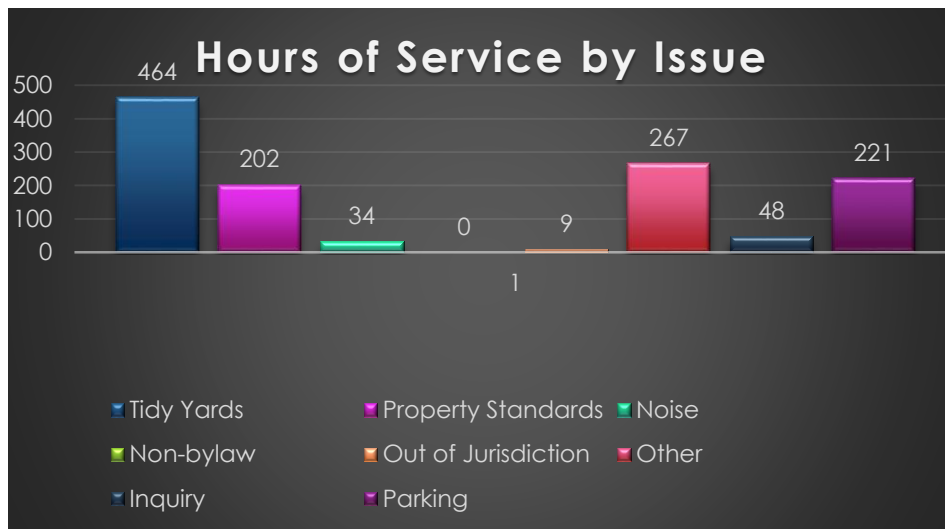


Hours of Service by Issue

Chart B outlines the hours that are spent dealing with matters in various categories. This total includes travel, investigation, follow-up visits, providing written follow-up, orders and other documentation and notes.

The Tidy Yards By-law 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, they are enforceable under the Building Code Act and provides the opportunity to issue orders in accordance with the regulations.

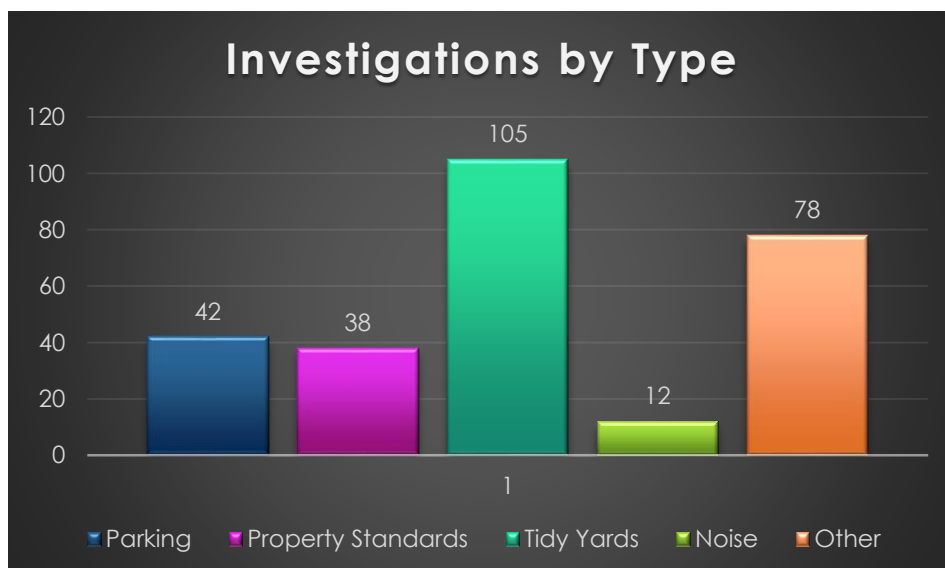
CHART B – January 1 to December 31, 2024



Investigations by Type

Chart C highlights the investigations that have been undertaken by type.

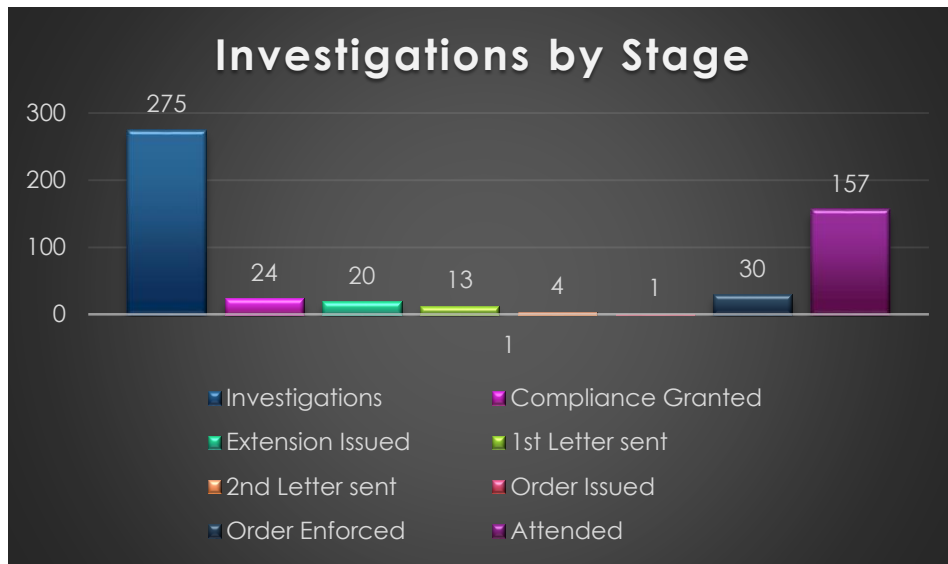
CHART C



Investigations by Stage

Chart D provides an overview of the stages of investigation.

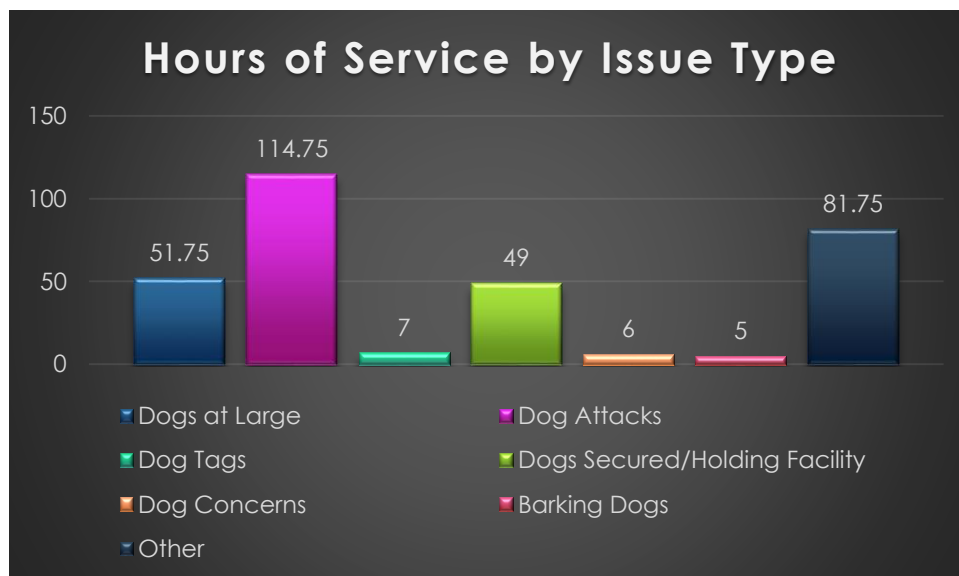
CHART D – January 1 to December 31, 2024



Animal Control

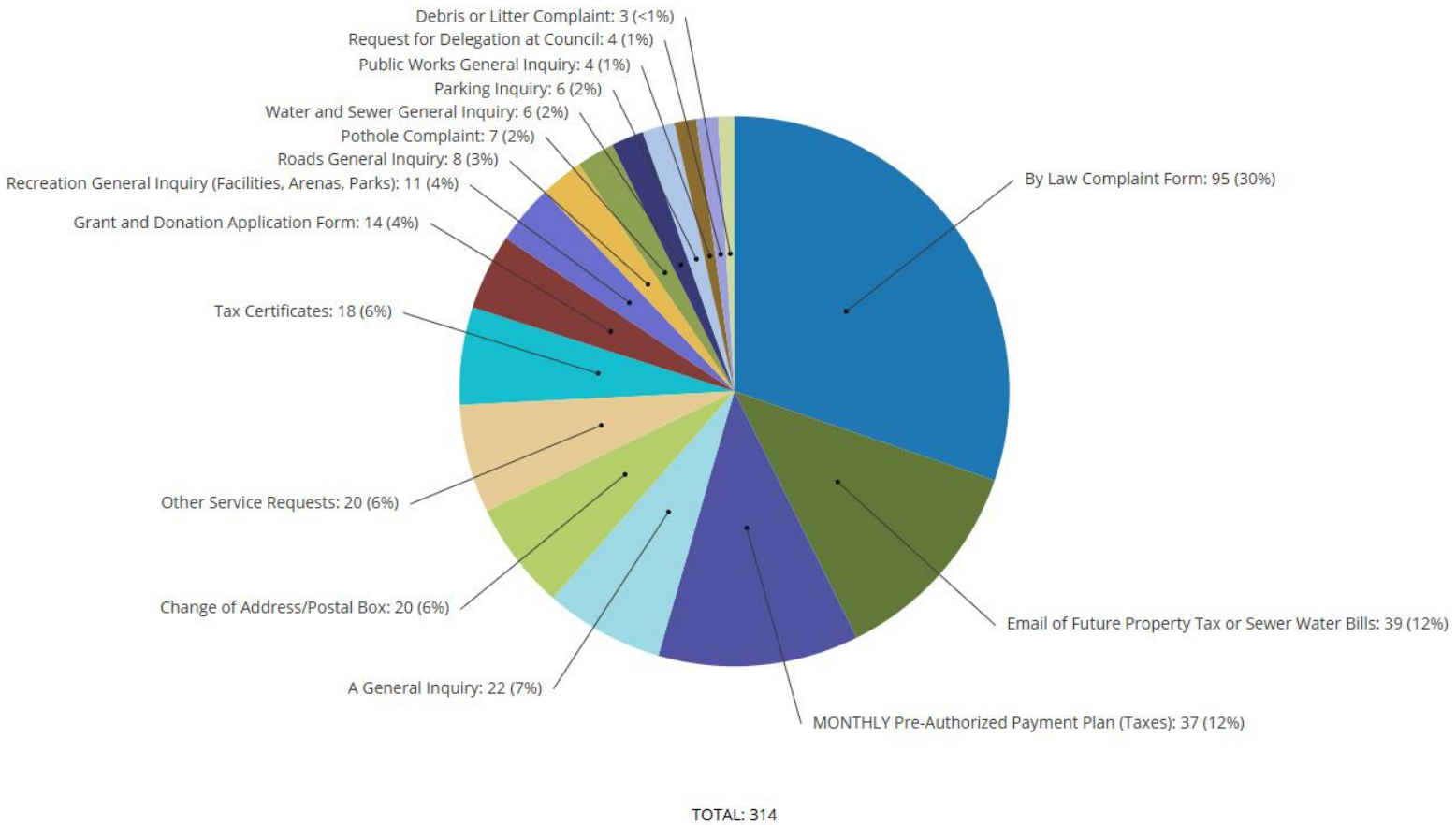
Chart E highlights the hours of services dedicated to Animal Control matters by issue type. In 2024, MSS recognized a steady increase in animal control related matters, not only in Arran-Elderslie, but many of the communities they service. As a result, they have created a Animal Control Officer position who deals solely with Animal Control related matters, freeing up By-Law Officers to dedicate their time to By-Law related complaints.

CHART E – January 1 to December 31, 2024



CITIZEN REQUEST PORTAL

The following charts provide a look at the type and number of requests that have been received through the portal in 2024. Of the 278 Calls for Service received by MSS, 95 of them came through the portal, representing 34% of the total. The remaining 66% were submitted in one of the other formats noted above.



Link to Strategic/Master Plan

6.4 Leading Financial Management

6.5 Engaging People and Partnerships

Financial Impacts/Source of Funding/Link to Procurement Policy

By-Law Enforcement contracted services were budgeted in the Operating Budget for 2024 at \$48,832 and the actual expenditure to date is \$32,642.97.

Animal Control contracted services were budgeted for 2024 at \$14,187.00 and the actual expenditure to date is \$28,507.15. As noted previously, these services are ad-hoc and there has been a notable increase in calls and matters of an escalated manner.

Approved by: Emily Dance, Chief Administrative Officer