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STAFF REPORT: Planning & Building Services Department



REPORT TO: Committee of The Whole
MEETING DATE: December 2, 2013
REPORT NO.: B.13.41
SUBJECT: By-law Enforcement Activity – October 2013
PREPARED BY: Greg Miller, Manager, Building & By-Law/CBO

A. Recommendations

THAT Council receive Staff Report B.13.41 “By-law Enforcement Activity – October 2013” for information purposes.

B. Background

October 2013 Activity:

| | |
|---|----|
| • By-law Customer Service Requests Received | 34 |
| • Total By-law Files Closed | 19 |
| • By-law Inspections | 51 |

October 2013 Revenue Summary:

| | |
|-----------------------------------|------------|
| • Fees, Charges, Admissions, Tags | \$ 751.00 |
| • Sign Permits | \$ 150.00 |
| • Parking/By-law Fines | \$ 791.20 |
| • Alarm Registration Fees | \$2,129.19 |
| • Dog Tag Revenue | \$1,065.00 |

Total \$4,886.39

(Note: Revenue noted above is referenced from Financial & Information Technology Budget Variance Reports. Revenue noted on the spreadsheets and tables associated with this report are reflective of revenue received in the Building & By-law Services office.)

C. The Blue Mountains’ Strategic Plan

“Providing a strong, well management municipal government.”

D. Environmental Impacts

N/A

E. Financial Impact

N/A

F. In Consultation With

N/A

G. Attached

G.1 By-law Enforcement Activity: 2013

Prepared by:

Submitted by:

Greg Miller
Manager, Building & By-law
Services

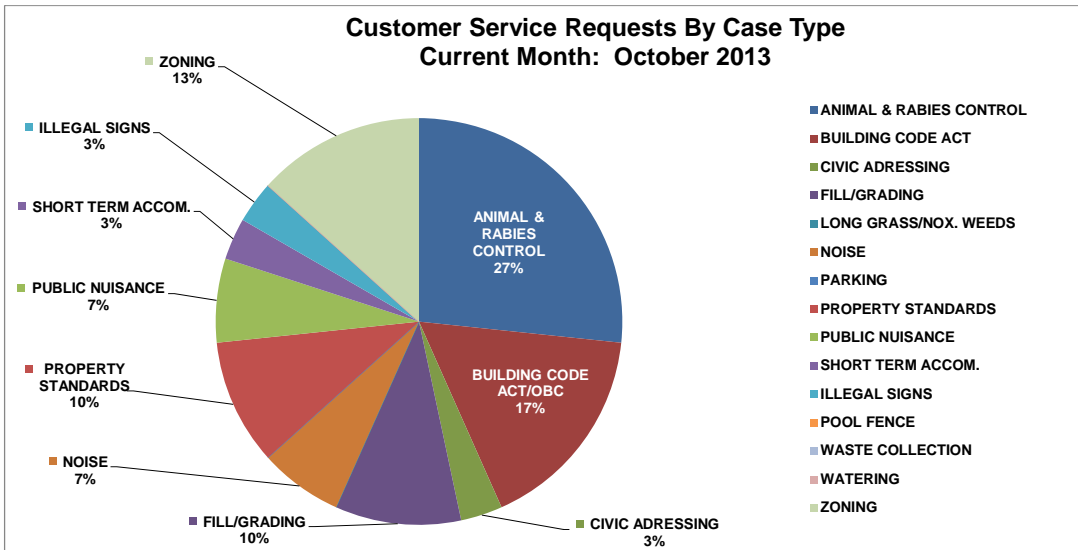
David Finbow
Director, Planning & Planning & Building
Services



**TOWN OF THE BLUE MOUNTAINS
BY-LAW ENFORCEMENT ACTIVITY
2013 SUMMARY**

BY-LAW SUMMARY: OCTOBER 2013

| BY-LAW CUSTOMER SERVICE TYPE | CUSTOMER SERVICE REQUESTS | | TOTAL OPEN | | TOTAL CLOSED | |
|---|---------------------------|-----------|------------|----------|--------------|-----------|
| | Oct-2013 | Oct-2012 | Oct-2013 | Oct-2012 | Oct-2013 | Oct-2012 |
| Building Code Act/Ontario Building Code | 5 | 7 | 4 | 1 | 1 | 6 |
| Civic Addressing (95-35) | 1 | 1 | 0 | 0 | 1 | 1 |
| Deposit Ice/Snow(2004-125) | 0 | 0 | 0 | 0 | 0 | 0 |
| Disabled Person Parking (2004-116) | 0 | 0 | 0 | 0 | 0 | 0 |
| Dog Licence (2006-32) | 0 | 0 | 0 | 0 | 0 | 0 |
| Dogs (2006-32) | 7 | 6 | 3 | 0 | 4 | 6 |
| Fence (2003-14) | 0 | 0 | 0 | 0 | 0 | 0 |
| Fill/Grading (2002-78) | 3 | 1 | 2 | 1 | 1 | 0 |
| Fire Routes(2001-88)/Alarm Discharge(2005-55) | 0 | 1 | 0 | 1 | 0 | 0 |
| Littering (99-10) | 1 | 0 | 0 | 0 | 1 | 0 |
| Long Grass/Nox. Weeds (2003-25) | 0 | 2 | 0 | 0 | 0 | 2 |
| Municipal Works | 3 | 1 | 1 | 0 | 2 | 1 |
| Noise (2002-09) | 2 | 2 | 1 | 0 | 1 | 2 |
| Parking (2007-12) & Parking Priv. Land | 0 | 0 | 0 | 0 | 0 | 0 |
| Park Use (2003-69) | 0 | 0 | 0 | 0 | 0 | 0 |
| Property Standards (2002-18) | 3 | 7 | 1 | 1 | 2 | 6 |
| Public Nuisance (2004-23) | 2 | 1 | 0 | 0 | 2 | 1 |
| Rabies Control & Distressed Animals | 1 | 1 | 0 | 0 | 1 | 1 |
| Short Term Accom. (2008-12) | 1 | 3 | 1 | 3 | 0 | 0 |
| Sidewalk Use (2004-34) | 0 | 0 | 0 | 0 | 0 | 0 |
| Sign (2001-57) | 1 | 9 | 0 | 0 | 1 | 9 |
| Site Plan Agreement | 0 | 0 | 0 | 0 | 0 | 0 |
| Swimming Pool Fence (2002-08) | 0 | 0 | 0 | 0 | 0 | 0 |
| Tree Preservation (2010-68) | 0 | 1 | 0 | 0 | 0 | 1 |
| Waste Collection (16/03) | 0 | 0 | 0 | 0 | 0 | 0 |
| Watering (2008-02) | 0 | 0 | 0 | 0 | 0 | 0 |
| Zoning (83-40 & 10-77) | 4 | 4 | 2 | 0 | 2 | 4 |
| Miscellaneous | 0 | 0 | 0 | 0 | 0 | 0 |
| Total By-law Service Requests | 34 | 47 | 15 | 7 | 19 | 40 |
| Year over Year | | -28% | 44.1% | 15% | 55.9% | 85% |



Notes:

- By-law Customer Service Requests % Increase Current Mo. **-28%** versus same period 2012
- # Files Open @ Current Mo.End **15** # Files Closed @ Current Month End **19**
- Top 3 Customer Service Types

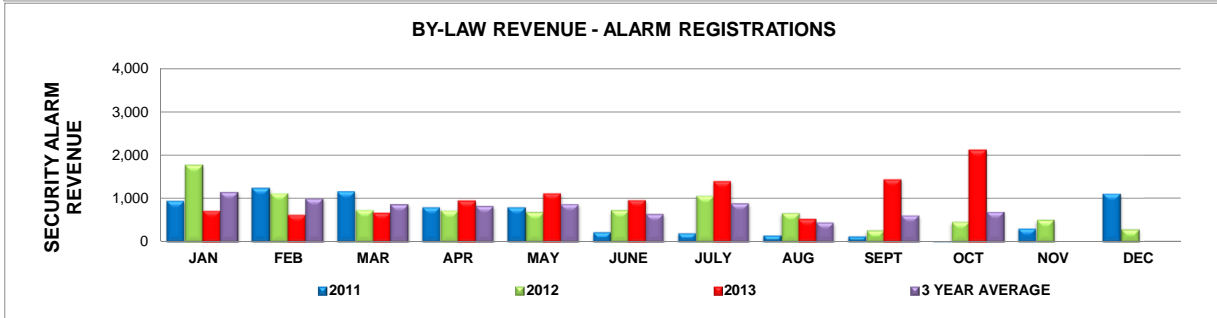
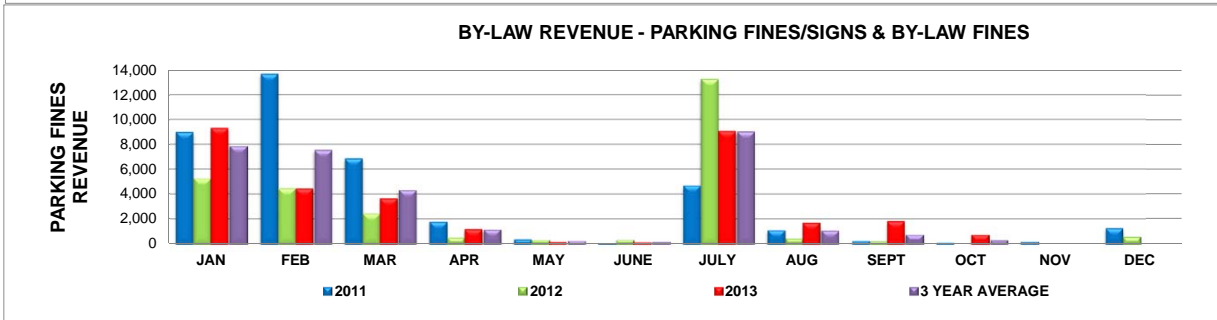
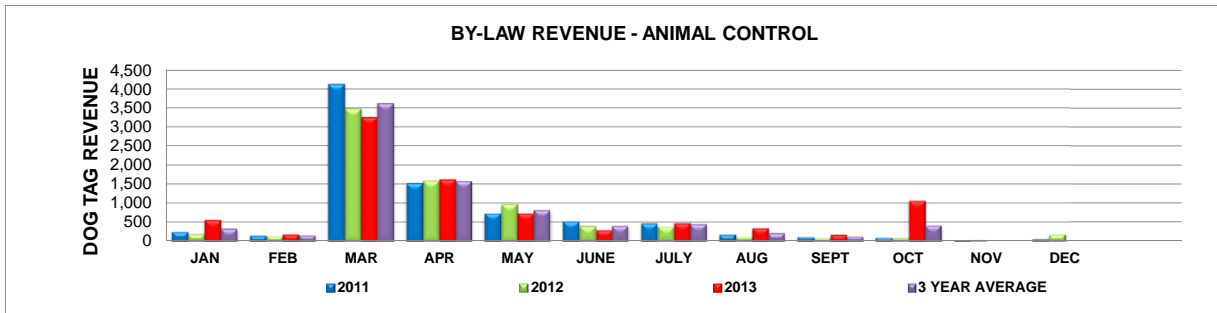
| | |
|-----------------------|-----|
| Animal/Rabies Control | 27% |
| Building Code Act/OBC | 17% |
| Zoning | 13% |



TOWN OF THE BLUE MOUNTAINS
BY-LAW ENFORCEMENT ACTIVITY
2013 SUMMARY

REVENUE SUMMARY: 2013 YTD

| | DOG TAGS | | | PARKING & BY-LAW FINES | | | SECURITY ALARM REGISTRATIONS | | |
|-------|-------------|-------------|-------------|------------------------|--------------|--------------|------------------------------|-------------|--------------|
| | 2011 | 2012 | 2013 | 2011 | 2012 | 2013 | 2011 | 2012 | 2013 |
| JAN | \$ 245.00 | \$ 185.00 | \$ 565.00 | \$ 9,030.26 | \$ 5,327.00 | \$ 9,352.58 | \$ 950.00 | \$ 1,781.97 | \$ 729.98 |
| FEB | \$ 150.00 | \$ 135.00 | \$ 185.00 | \$ 13,707.00 | \$ 4,511.00 | \$ 4,503.05 | \$ 1,250.00 | \$ 1,130.00 | \$ 630.88 |
| MAR | \$ 4,135.00 | \$ 3,490.00 | \$ 3,265.00 | \$ 6,920.72 | \$ 2,482.20 | \$ 3,680.00 | \$ 1,175.00 | \$ 743.17 | \$ 685.73 |
| Q1 | \$ 4,530.00 | \$ 3,810.00 | \$ 4,015.00 | \$ 29,657.98 | \$ 12,320.20 | \$ 17,535.63 | \$ 3,375.00 | \$ 3,655.14 | \$ 2,046.59 |
| APR | \$ 1,535.00 | \$ 1,595.00 | \$ 1,625.00 | \$ 1,823.48 | \$ 550.00 | \$ 1,224.00 | \$ 800.00 | \$ 730.89 | \$ 959.82 |
| MAY | \$ 740.00 | \$ 980.00 | \$ 740.00 | \$ 379.79 | \$ 327.40 | \$ 173.00 | \$ 800.00 | \$ 693.33 | \$ 1,128.14 |
| JUNE | \$ 525.00 | \$ 400.00 | \$ 300.00 | \$ 60.00 | \$ 355.00 | \$ 151.00 | \$ 225.00 | \$ 736.66 | \$ 973.00 |
| Q2 | \$ 2,800.00 | \$ 2,975.00 | \$ 2,665.00 | \$ 2,263.27 | \$ 1,232.40 | \$ 1,548.00 | \$ 1,825.00 | \$ 2,160.88 | \$ 3,060.96 |
| JULY | \$ 480.00 | \$ 390.00 | \$ 480.00 | \$ 4,756.00 | \$ 13,296.00 | \$ 9,114.75 | \$ 200.00 | \$ 1,067.44 | \$ 1,408.91 |
| AUG | \$ 180.00 | \$ 110.00 | \$ 350.00 | \$ 1,152.00 | \$ 460.00 | \$ 1,735.00 | \$ 150.00 | \$ 668.33 | \$ 530.92 |
| SEPT | \$ 110.00 | \$ 90.00 | \$ 170.00 | \$ 263.00 | \$ 228.00 | \$ 1,874.05 | \$ 125.00 | \$ 265.46 | \$ 1,450.27 |
| Q3 | \$ 770.00 | \$ 590.00 | \$ 1,000.00 | \$ 6,171.00 | \$ 13,984.00 | \$ 12,723.80 | \$ 475.00 | \$ 2,001.23 | \$ 3,390.10 |
| OCT | \$ 95.00 | \$ 80.00 | \$ 1,065.00 | \$ 108.50 | \$ 27.00 | \$ 791.20 | \$ (506.37) | \$ 470.29 | \$ 2,129.19 |
| NOV | \$ 20.00 | \$ 30.00 | | \$ 195.00 | \$ 27.00 | | \$ 315.45 | \$ 513.22 | |
| DEC | \$ 50.00 | \$ 180.00 | | \$ 1,302.81 | \$ 604.00 | | \$ 1,111.79 | \$ 293.32 | |
| Q4 | \$ 165.00 | \$ 290.00 | | \$ 1,606.31 | \$ 658.00 | | \$ 920.87 | \$ 1,276.83 | |
| TOTAL | \$ 8,265.00 | \$ 7,665.00 | \$ 8,745.00 | \$ 39,698.56 | \$ 28,194.60 | \$ 32,598.63 | \$ 6,595.87 | \$ 9,094.08 | \$ 10,626.84 |

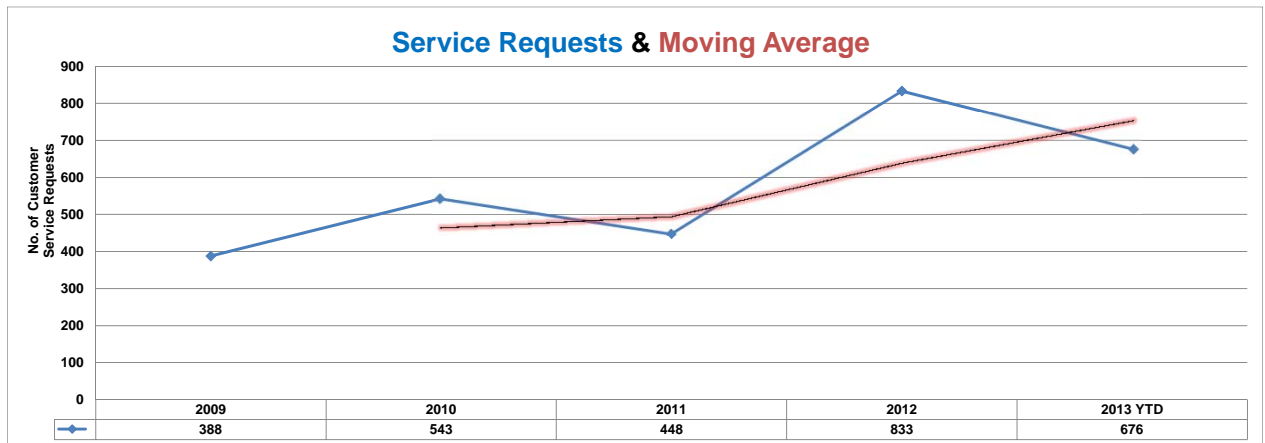




**TOWN OF THE BLUE MOUNTAINS
BY-LAW ENFORCEMENT ACTIVITY
2013 SUMMARY**

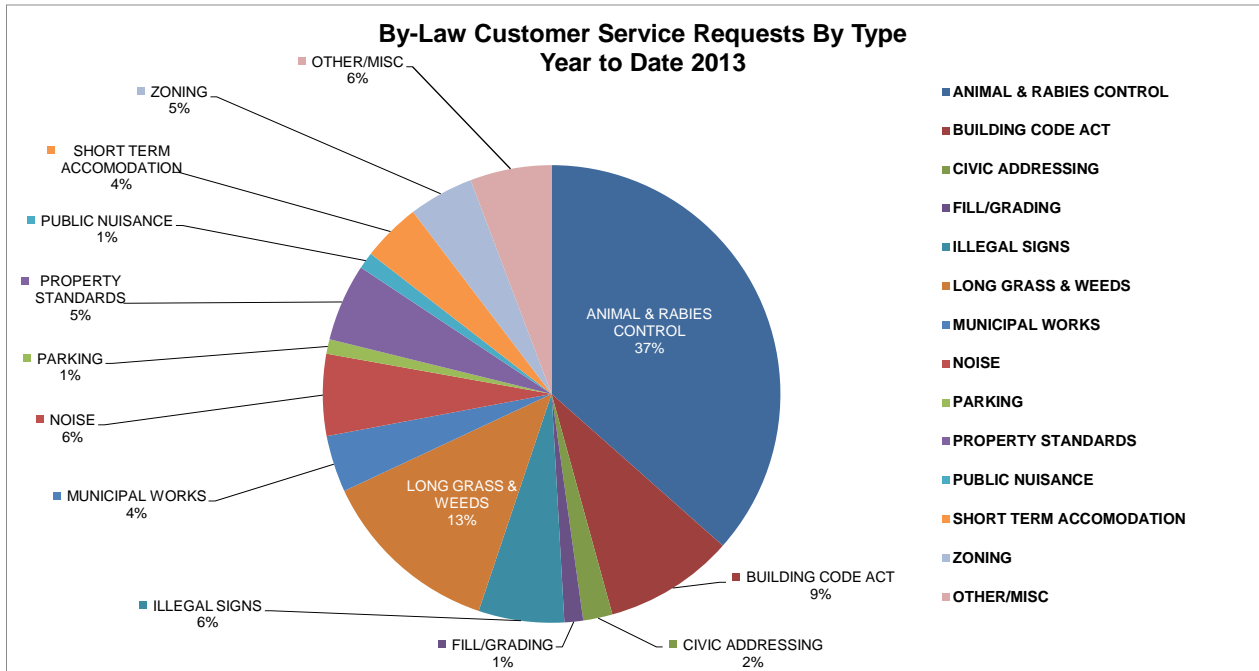
CUSTOMER SERVICE REQUESTS 5 YR VOLUME: 2009-2013 YTD

| BY-LAW: CUSTOMER SERVICE ACTIVITY 2009 - 2013 YTD | | | | | | | | |
|--|-------------|-------------|-------------|--------------|-------------|-----------------|----------------|-------------|
| BY-LAW | 2009 | 2010 | 2011 | 2012 | 2013 YTD | Year Change (%) | 5 YEAR SUMMARY | |
| | | | | | | | Total | Average |
| Abandoned Orchards (2002-78) | 0 | 4 | 0 | 0 | 0 | 0.0% | 4 | 1 |
| Ontario Building Code | 31 | 49 | 40 | 67 | 62 | -7.5% | 249 | 50 |
| Civic Addressing (2012-57) | 3 | 3 | 12 | 18 | 14 | -22.2% | 50 | 10 |
| Deposit Ice/Snow(2004-125) | 5 | 18 | 2 | 4 | 0 | -100.0% | 29 | 6 |
| Disabled Person Parking (2004-116) | 2 | 0 | 0 | 3 | 3 | 0.0% | 8 | 2 |
| Dog Licence (2006-32) | 0 | 1 | 0 | 0 | 0 | 0.0% | 1 | 0 |
| Dogs (2006-32) | 56 | 32 | 73 | 103 | 80 | -22.3% | 344 | 69 |
| Fence (2003-14) | 5 | 7 | 3 | 2 | 2 | 0.0% | 19 | 4 |
| Fill/Grading (2002-78) | 21 | 8 | 9 | 24 | 9 | -62.5% | 71 | 14 |
| Fire Routes (2001-88) | 1 | 0 | 0 | 3 | 0 | -100.0% | 4 | 1 |
| Littering (99-10) | 4 | 12 | 27 | 16 | 7 | -56.3% | 66 | 13 |
| Long Grass/Nox. Weeds (2003-25) | 98 | 98 | 95 | 77 | 87 | 13.0% | 455 | 91 |
| Municipal Works | 1 | 11 | 11 | 24 | 27 | 12.5% | 74 | 15 |
| Noise (2002-09) | 33 | 27 | 29 | 34 | 39 | 14.7% | 162 | 32 |
| Parking (2007-12) / Park-Priv. Land | 6 | 5 | 2 | 25 | 7 | -72.0% | 45 | 9 |
| Park Use (2003-69) | 0 | 0 | 2 | 0 | 0 | 0.0% | 2 | 0 |
| Property Standards (2002-18) | 74 | 56 | 36 | 52 | 37 | -28.8% | 255 | 51 |
| Public Nuisance (2004-23) | 7 | 13 | 6 | 9 | 8 | -11.1% | 43 | 9 |
| Rabies Control & Animal Distress | 0 | 0 | 0 | 24 | 167 | 595.8% | 191 | 38 |
| Short Term Accomm. (2008-12) | 2 | 163 | 31 | 125 | 28 | -77.6% | 349 | 70 |
| Sidewalk Use (2004-34) | 0 | 0 | 2 | 0 | 0 | 0.0% | 2 | 0 |
| Sign (2001-57) | 12 | 13 | 35 | 119 | 41 | -65.5% | 220 | 44 |
| Site Plan Agreement | 3 | 3 | 1 | 2 | 3 | 50.0% | 12 | 2 |
| Snowmobile | 0 | 1 | 0 | 0 | 0 | 0.0% | 1 | 0 |
| Swimming Pool Fence (2002-08) | 1 | 1 | 1 | 4 | 2 | -50.0% | 9 | 2 |
| Tree Preservation (2010-68) | 0 | 0 | 1 | 4 | 4 | 0.0% | 9 | 2 |
| Waste Collection (16/03) | 5 | 2 | 4 | 15 | 14 | -6.7% | 40 | 8 |
| Watering (2008-02) | 1 | 5 | 4 | 4 | 4 | 0.0% | 18 | 4 |
| Zoning (83-40 & 10-77) | 17 | 11 | 22 | 74 | 31 | -58.1% | 155 | 31 |
| Other | 0 | 0 | 0 | 1 | 0 | -100.0% | 1 | 0 |
| TOTAL | 388 | 543 | 448 | 833 | 676 | -18.8% | 2888 | 578 |
| No. of Complaints per 1,000 Population* | 56.8 | 79.6 | 65.6 | 122.1 | 99.0 | | 423.2 | 84.6 |





TOWN OF THE BLUE MOUNTAINS
 BY-LAW ENFORCEMENT ACTIVITY
 2013 SUMMARY



Notes:

- 1 Year to date 2013 by-law complaints received are **5.6% lower** than the same period last year: **676** as of Oct 31, 2013 vs. **714** for same period 2012
- 2 **556** of the **676** complaints files have been **closed (82.0%)** and **118 (18.0%)** remain **open** and are still under investigation.
- 3 **The 5 year average from 2009 to 2013 YTD** is **578** complaint files per year.
- 4 **Short Term Accommodation** complaints: **4.14%** of the total (676) received 2013 YTD



TOWN OF THE BLUE MOUNTAINS
 BY-LAW ENFORCEMENT ACTIVITY
 2013 SUMMARY

| BY-LAW ENFORCEMENT: FIELD INSPECTION & COMPLIANCE SUMMARY | | | | | | |
|---|-------------|-----------------------------------|-----|-------------|-----------------------------------|-----|
| | 2012 | | | 2013 | | |
| | Inspections | Violation Notices & Orders Issued | POA | Inspections | Violation Notices & Orders Issued | POA |
| JAN | 48 | 2 | 2 | 77 | 0 | 0 |
| FEB | 52 | 1 | 0 | 87 | 0 | 0 |
| MAR | 45 | 11 | 0 | 100 | 1 | 0 |
| Q 1 | 145 | 14 | 2 | 264 | 1 | 0 |
| APR | 67 | 11 | 1 | 91 | 0 | 0 |
| MAY | 104 | 12 | 0 | 130 | 0 | 0 |
| JUNE | 146 | 28 | 3 | 145 | 2 | 0 |
| Q 2 | 317 | 51 | 4 | 366 | 2 | 0 |
| JULY | 195 | 17 | 1 | 129 | 3 | 0 |
| AUG | 126 | 8 | 1 | 82 | 3 | 0 |
| SEPT | 118 | 2 | 1 | 136 | 0 | 0 |
| Q 3 | 439 | 27 | 3 | 347 | 6 | 0 |
| OCT | 150 | 0 | 0 | 51 | 1 | 0 |
| NOV | 64 | 0 | 0 | | | |
| DEC | 117 | 1 | 0 | | | |
| Q 4 | 331 | 1 | 0 | | | |
| Total | 1232 | 93 | 9 | 1028 | 10 | 0 |

