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STAFF REPORT: Planning & Building Services Department



REPORT TO: Committee of The Whole
MEETING DATE: October 20, 2014
REPORT NO.: BL.14.31
SUBJECT: By-law Enforcement Activity – September 2014
PREPARED BY: Greg Miller, Manager, Building & By-law/CBO

A. Recommendations

THAT Council receive Staff Report BL.14.31 “By-law Enforcement Activity – September 2014” for information purposes.

B. Background

September 2014 Activity:

| | |
|---|-----|
| - By-law Customer Service Requests Received | 47 |
| - Total By-law Files Closed | 15 |
| - By-law Inspections | 136 |

September 2014 Revenue Summary

| | |
|-----------------------------------|-----------|
| - Fees, Charges, Admissions, Tags | \$ 0.00 |
| - Sign Permits | \$ 0.00 |
| - Parking/By-law Fines | \$ 165.00 |
| - Alarm Registration Fees | \$ 66.00 |
| - Dog Tag Revenue | \$ 90.00 |

TOTAL \$ 321.00

(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 managed 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: 2014

Prepared by:

Respectfully Submitted by:

Greg Miller
Manager, Building & By-law Services

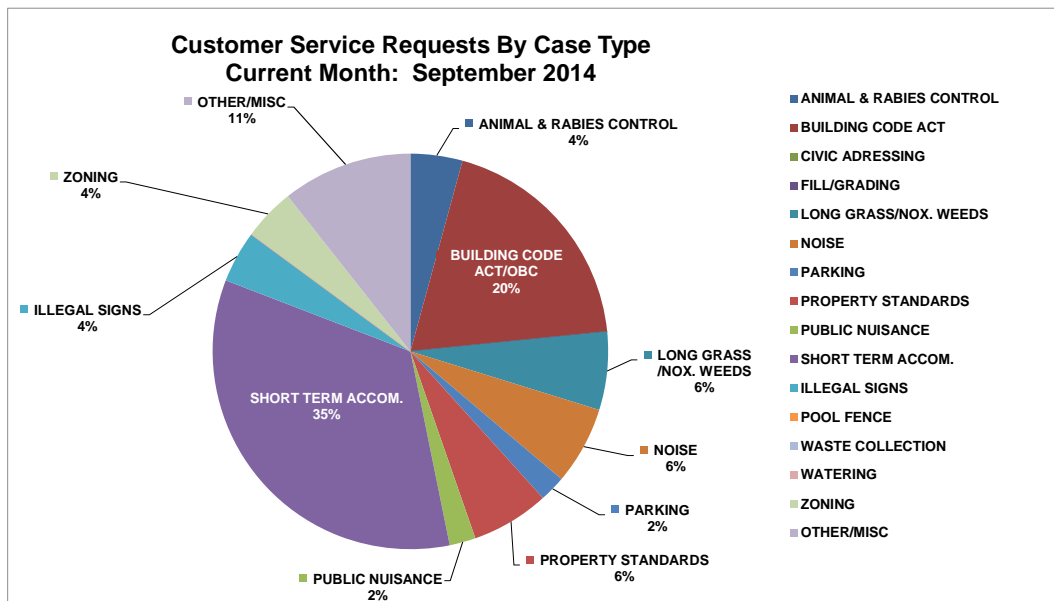
Troy Speck
CAO



TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY

BY-LAW SUMMARY: SEPTEMBER 2014

| BY-LAW CUSTOMER SERVICE TYPE | CUSTOMER SERVICE REQUESTS | | TOTAL OPEN | | TOTAL CLOSED | |
|---|---------------------------|-----------|------------|----------|--------------|-----------|
| | Sep-14 | Sep-13 | Sep-14 | Sep-13 | Sep-14 | Sep-13 |
| Building Code Act/Ontario Building Code | 9 | 9 | 8 | 2 | 1 | 7 |
| Civic Addressing (95-35) | 0 | 4 | 0 | 0 | 0 | 4 |
| Deposit Ice/Snow(2004-125) | 0 | 0 | 0 | 0 | 0 | 0 |
| Disabled Person Parking (2004-116) | 0 | 3 | 0 | 0 | 0 | 3 |
| Dog Licence (2006-32) | 0 | 0 | 0 | 0 | 0 | 0 |
| Dogs (2006-32) | 2 | 6 | 2 | 0 | 0 | 6 |
| Fence (2003-14) | 0 | 0 | 0 | 0 | 0 | 0 |
| Fill/Grading (2002-78) | 0 | 2 | 0 | 0 | 0 | 2 |
| Fire Routes(2001-88)/Alarm Discharge(2005-55) | 0 | 0 | 0 | 0 | 0 | 0 |
| Littering (99-10) | 1 | 1 | 0 | 0 | 1 | 1 |
| Long Grass/Nox. Weeds (2003-25) | 3 | 5 | 3 | 1 | 0 | 4 |
| Municipal Works | 3 | 3 | 1 | 0 | 2 | 3 |
| Noise (2002-09) | 3 | 2 | 1 | 1 | 2 | 1 |
| Parking (2007-12) & Parking Priv. Land | 1 | 1 | 0 | 0 | 1 | 1 |
| Park Use (2003-69) | 0 | 0 | 0 | 0 | 0 | 0 |
| Property Standards (2002-18) | 3 | 4 | 2 | 1 | 1 | 3 |
| Public Nuisance (2004-23) | 1 | 3 | 0 | 0 | 1 | 3 |
| Rabies Control & Distressed Animals | 0 | 0 | 0 | 0 | 0 | 0 |
| Short Term Accom. (2008-12) | 16 | 2 | 12 | 1 | 4 | 1 |
| Sidewalk Use (2004-34) | 0 | 0 | 0 | 0 | 0 | 0 |
| Sign (2001-57) | 2 | 16 | 0 | 1 | 2 | 15 |
| Site Plan Agreement | 0 | 1 | 0 | 0 | 0 | 1 |
| Swimming Pool Fence (2002-08) | 0 | 0 | 0 | 0 | 0 | 0 |
| Tree Preservation (2010-68) | 0 | 2 | 0 | 0 | 0 | 2 |
| Waste Collection (16/03) | 0 | 0 | 0 | 0 | 0 | 0 |
| Watering (2008-02) | 0 | 0 | 0 | 0 | 0 | 0 |
| Zoning (83-40 & 10-77) | 2 | 5 | 2 | 2 | 0 | 3 |
| Miscellaneous | 1 | 0 | 1 | 0 | 0 | 0 |
| Total By-law Service Requests | 47 | 69 | 32 | 9 | 15 | 60 |
| Year over Year | | -32% | 68.09% | 13% | 31.91% | 87% |



Notes:

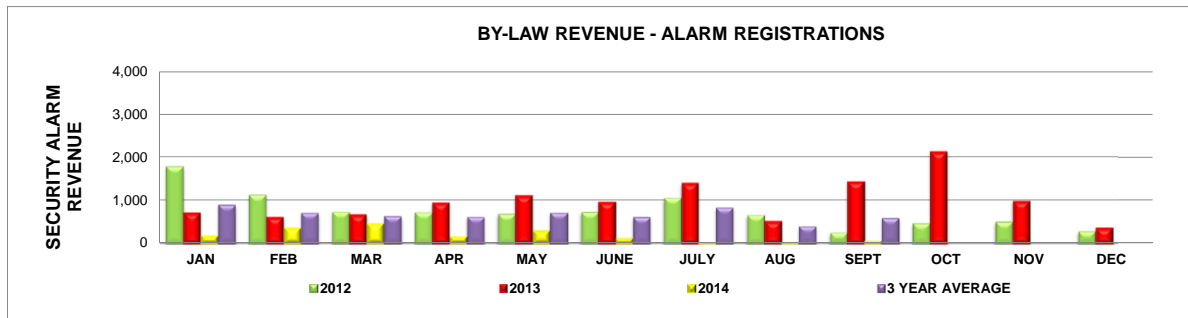
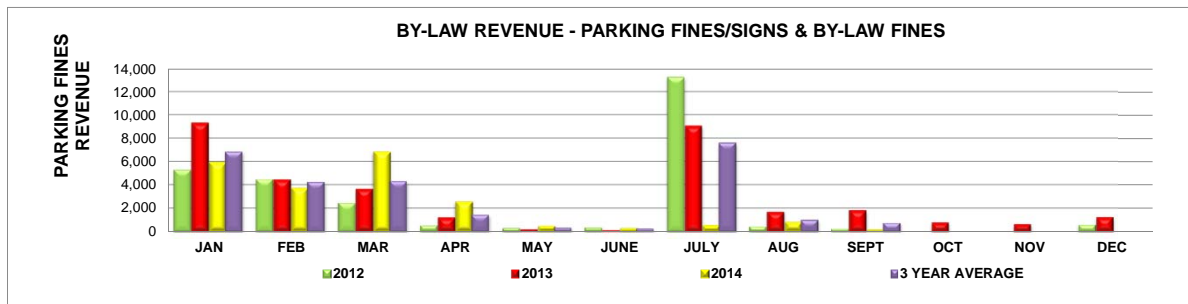
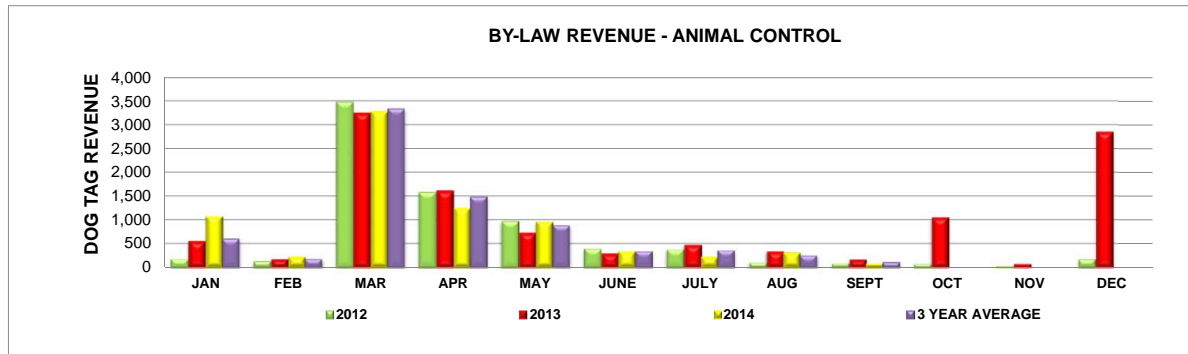
| | | | |
|---|--|------------------------------|------------------------------------|
| 1 | By-law Customer Service Requests % Incr/Decr Current Mo. | -32% | versus same period 2013 |
| 2 | # Files Open @ Current Mo.End | 32 | # Files Closed @ Current Month End |
| 3 | Top 3 Customer Service Types | Short Term Accommodation 35% | |
| | | BCA/OBC 20% | |
| | | Long Grass/Noise/Pty Stds 6% | |



TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY

REVENUE SUMMARY: 2014 YTD

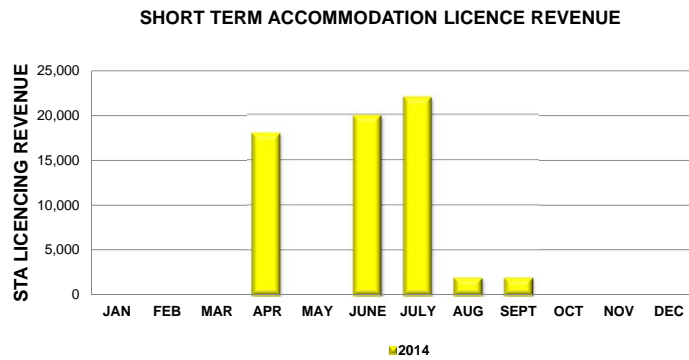
| | DOG TAGS | | | PARKING & BY-LAW FINES | | | SECURITY ALARM REGISTRATIONS | | |
|-------|-------------|--------------|-------------|------------------------|--------------|--------------|------------------------------|--------------|-------------|
| | 2012 | 2013 | 2014 | 2012 | 2013 | 2014 | 2012 | 2013 | 2014 |
| JAN | \$ 185.00 | \$ 565.00 | \$ 1,082.00 | \$ 5,327.00 | \$ 9,352.58 | \$ 5,956.50 | \$ 1,781.97 | \$ 729.98 | \$ 199.08 |
| FEB | \$ 135.00 | \$ 185.00 | \$ 230.00 | \$ 4,511.00 | \$ 4,503.05 | \$ 3,782.00 | \$ 1,130.00 | \$ 630.88 | \$ 376.96 |
| MAR | \$ 3,490.00 | \$ 3,265.00 | \$ 3,295.00 | \$ 2,482.20 | \$ 3,680.00 | \$ 6,884.00 | \$ 743.17 | \$ 685.73 | \$ 476.97 |
| Q1 | \$ 3,810.00 | \$ 4,015.00 | \$ 4,607.00 | \$ 12,320.20 | \$ 17,535.63 | \$ 16,622.50 | \$ 3,655.14 | \$ 2,046.59 | \$ 1,053.01 |
| APR | \$ 1,595.00 | \$ 1,625.00 | \$ 1,265.00 | \$ 550.00 | \$ 1,224.00 | \$ 2,580.00 | \$ 730.89 | \$ 959.82 | \$ 185.00 |
| MAY | \$ 980.00 | \$ 740.00 | \$ 970.00 | \$ 327.40 | \$ 173.00 | \$ 498.00 | \$ 693.33 | \$ 1,128.14 | \$ 309.70 |
| JUNE | \$ 400.00 | \$ 300.00 | \$ 345.00 | \$ 355.00 | \$ 151.00 | \$ 317.00 | \$ 736.66 | \$ 973.00 | \$ 133.00 |
| Q2 | \$ 2,975.00 | \$ 2,665.00 | \$ 2,580.00 | \$ 1,232.40 | \$ 1,548.00 | \$ 3,395.00 | \$ 2,160.88 | \$ 3,060.96 | \$ 627.70 |
| JULY | \$ 390.00 | \$ 480.00 | \$ 235.00 | \$ 13,296.00 | \$ 9,114.75 | \$ 570.00 | \$ 1,067.44 | \$ 1,408.91 | \$ 22.12 |
| AUG | \$ 110.00 | \$ 350.00 | \$ 320.00 | \$ 460.00 | \$ 1,735.00 | \$ 845.00 | \$ 668.33 | \$ 530.92 | \$ 22.12 |
| SEPT | \$ 90.00 | \$ 170.00 | \$ 90.00 | \$ 228.00 | \$ 1,874.05 | \$ 165.00 | \$ 265.46 | \$ 1,450.27 | \$ 66.36 |
| Q3 | \$ 590.00 | \$ 1,000.00 | \$ 645.00 | \$ 13,984.00 | \$ 12,723.80 | \$ 1,580.00 | \$ 2,001.23 | \$ 3,390.10 | \$ 110.60 |
| OCT | \$ 80.00 | \$ 1,065.00 | | \$ 27.00 | \$ 791.20 | | \$ 470.29 | \$ 2,129.19 | |
| NOV | \$ 30.00 | \$ 75.00 | | \$ 27.00 | \$ 648.35 | | \$ 513.22 | \$ 995.43 | |
| DEC | \$ 180.00 | \$ 2,870.00 | | \$ 604.00 | \$ 1,259.00 | | \$ 293.32 | \$ 376.10 | |
| Q4 | \$ 290.00 | \$ 4,010.00 | | \$ 658.00 | \$ 2,698.55 | | \$ 1,276.83 | \$ 3,500.72 | |
| TOTAL | \$ 7,665.00 | \$ 11,690.00 | \$ 7,832.00 | \$ 28,194.60 | \$ 34,505.98 | \$ 21,597.50 | \$ 9,094.08 | \$ 11,998.37 | \$ 1,791.31 |



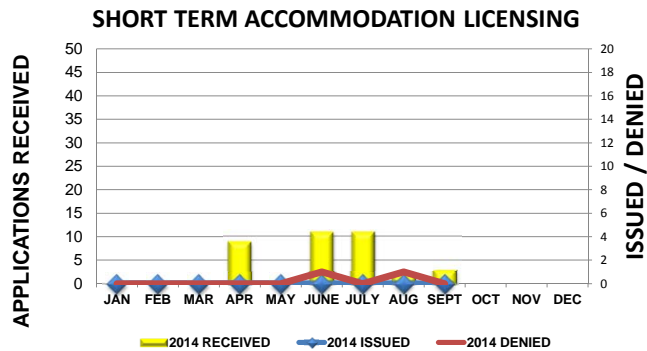


**TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY**

| STA LICENCE FEES COLLECTED | | | |
|----------------------------|---------------------|------|-------------|
| | 2014 | 2015 | 2016 |
| JAN | \$ - | | |
| FEB | \$ - | | |
| MAR | \$ - | | |
| Q1 | \$ - | | |
| APR | \$ 18,000.00 | | |
| MAY | \$ - | | |
| JUNE | \$ 20,000.00 | | |
| Q2 | \$ 38,000.00 | | |
| JULY | \$ 22,000.00 | | |
| AUG | \$ 2,000.00 | | |
| SEPT | \$ 2,000.00 | | |
| Q3 | \$ 26,000.00 | | |
| OCT | \$ - | | |
| NOV | \$ - | | |
| DEC | \$ - | | |
| Q4 | | | |
| TOTAL | \$ 64,000.00 | | \$ - |



| STA APPLICATIONS RECEIVED | | | |
|---------------------------|-----------|------|------|
| | 2014 | 2015 | 2016 |
| JAN | 0 | | |
| FEB | 0 | | |
| MAR | 0 | | |
| Q1 | 0 | | |
| APR | 9 | | |
| MAY | 0 | | |
| JUNE | 11 | | |
| Q2 | 20 | | |
| JULY | 11 | | |
| AUG | 2 | | |
| SEPT | 3 | | |
| Q3 | 16 | | |
| OCT | | | |
| NOV | | | |
| DEC | | | |
| Q4 | | | |
| TOTAL | 36 | | |

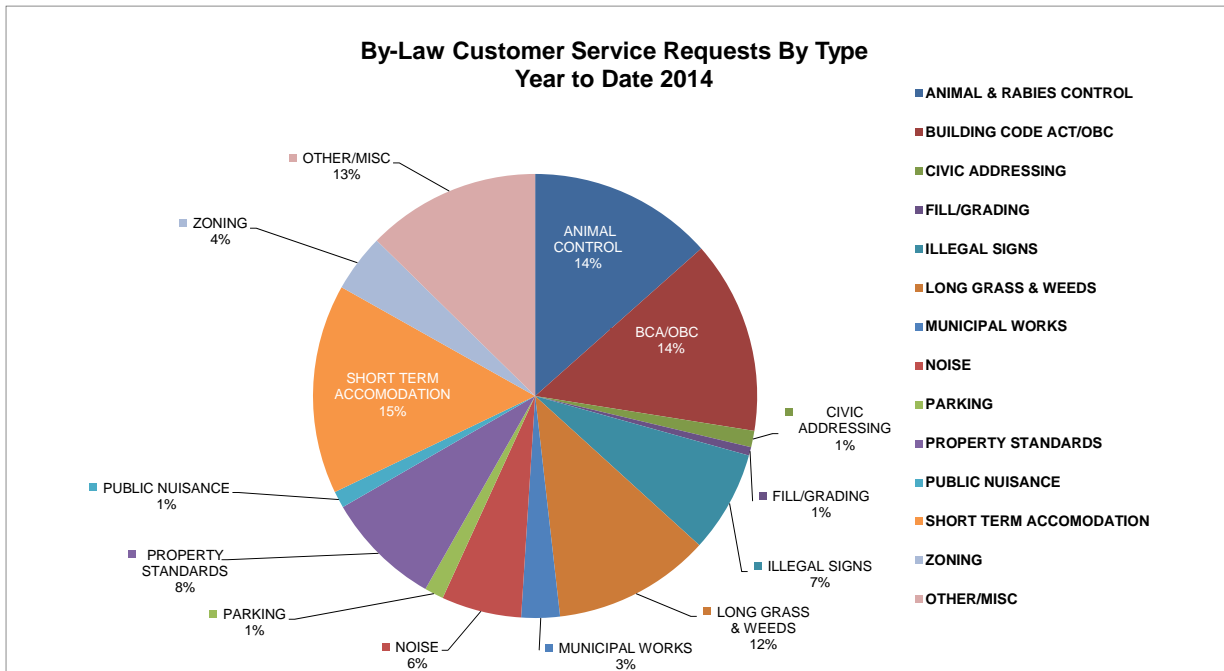
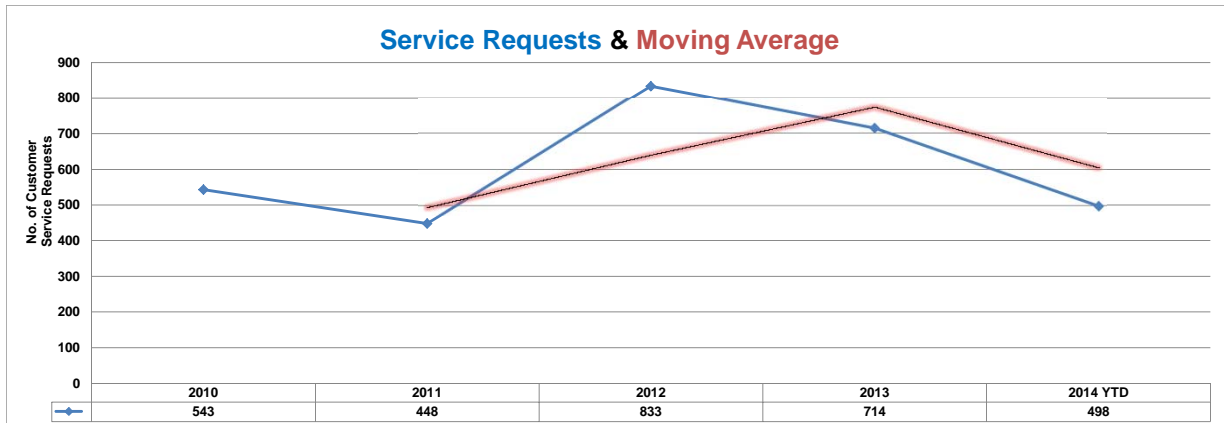


CUSTOMER SERVICE REQUESTS 5 YR VOLUME: 2010-2014 YTD

| BY-LAW: CUSTOMER SERVICE ACTIVITY 2010 - 2014 YTD | | | | | | | | |
|---|------------|------------|------------|------------|------------|-----------------|----------------|------------|
| BY-LAW | 2010 | 2011 | 2012 | 2013 | 2014 YTD | Year Change (%) | 5 YEAR SUMMARY | |
| | | | | | | | Total | Average |
| Abandoned Orchards (2002-78) | 4 | 0 | 0 | 0 | 1 | 0.0% | 5 | 1 |
| Ontario Building Code/BCA | 49 | 40 | 67 | 67 | 70 | 4.5% | 293 | 59 |
| Civic Addressing (2012-57) | 3 | 12 | 18 | 15 | 6 | -60.0% | 54 | 11 |
| Deposit Ice/Snow(2004-125) | 18 | 2 | 4 | 0 | 0 | 0.0% | 24 | 5 |
| Disabled Person Parking (2004-116) | 0 | 0 | 3 | 3 | 3 | 0.0% | 9 | 2 |
| Dog Licence (2006-32) | 1 | 0 | 0 | 0 | 0 | 0.0% | 1 | 0 |
| Dogs (2006-32) | 32 | 73 | 103 | 90 | 53 | -41.1% | 351 | 70 |
| Fence (2003-14) | 7 | 3 | 2 | 2 | 2 | 0.0% | 16 | 3 |
| Fill/Grading (2002-78) | 8 | 9 | 24 | 10 | 3 | -70.0% | 54 | 11 |
| Fire Routes (2001-88) | 0 | 0 | 3 | 0 | 3 | 0.0% | 6 | 1 |
| Littering (99-10) | 12 | 27 | 16 | 7 | 17 | 142.9% | 79 | 16 |
| Long Grass/Nox. Weeds (2003-25) | 98 | 95 | 77 | 87 | 57 | -34.5% | 414 | 83 |
| Municipal Works | 11 | 11 | 24 | 36 | 14 | -61.1% | 96 | 19 |
| Noise (2002-09) | 27 | 29 | 34 | 40 | 29 | -27.5% | 159 | 32 |
| Parking (2007-12) / Park-Priv. Land | 5 | 2 | 25 | 9 | 7 | -22.2% | 48 | 10 |
| Park Use (2003-69) | 0 | 2 | 0 | 0 | 1 | 0.0% | 3 | 1 |
| Property Standards (2002-18) | 56 | 36 | 52 | 39 | 42 | 7.7% | 225 | 45 |
| Public Nuisance (2004-23) | 13 | 6 | 9 | 8 | 6 | -25.0% | 42 | 8 |
| Rabies Control & Animal Distress | 0 | 0 | 24 | 169 | 14 | -91.7% | 207 | 41 |
| Short Term Accommm. (2008-12) | 163 | 31 | 125 | 28 | 76 | 171.4% | 423 | 85 |
| Sidewalk Use (2004-34) | 0 | 2 | 0 | 0 | 0 | 0.0% | 2 | 0 |
| Sign (2001-57) | 13 | 35 | 119 | 42 | 37 | -11.9% | 246 | 49 |
| Site Plan Agreement | 3 | 1 | 2 | 3 | 3 | 0.0% | 12 | 2 |
| Snowmobile | 1 | 0 | 0 | 0 | 0 | 0.0% | 1 | 0 |
| Swimming Pool Fence (2002-08) | 1 | 1 | 4 | 2 | 0 | -100.0% | 8 | 2 |
| Tree Preservation (2010-68) | 0 | 1 | 4 | 4 | 1 | -75.0% | 10 | 2 |
| Waste Collection (16/03) | 2 | 4 | 15 | 14 | 28 | 100.0% | 63 | 13 |
| Watering (2008-02) | 5 | 4 | 4 | 4 | 2 | -50.0% | 19 | 4 |
| Zoning (83-40 & 10-77) | 11 | 22 | 74 | 35 | 21 | -40.0% | 163 | 33 |
| Other | 0 | 0 | 1 | 0 | 2 | 0.0% | 3 | 1 |
| TOTAL | 543 | 448 | 833 | 714 | 498 | -30.3% | 3036 | 607 |
| No. of Complaints per 1,000 Population* | 79.6 | 65.6 | 122.1 | 104.6 | 73.0 | | 444.8 | 89.0 |



TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY



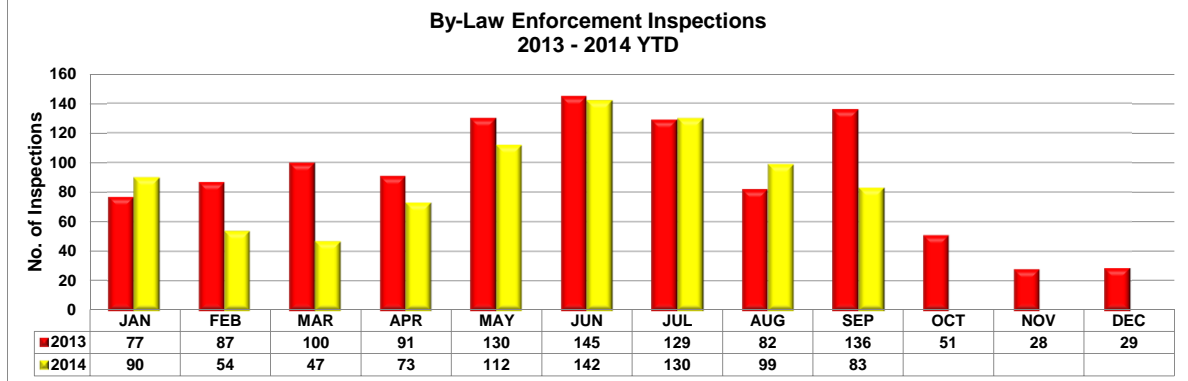
Notes:

- Year to date 2014 by-law complaints received are **22% lower** than the same period last year: **498** as of September 30, 2014 vs. **645** for same period 2013
- 320** of the **498** complaints files have been **closed (64%)** and **178 (36.0%)** remain **open** and are still under investigation.
- The 5 year average from 2010 to 2014 YTD** is 607 complaint files per year.
- Short Term Accommodation** complaints: **15%** (76) of the total complaints (498) received in 2014 to date.



**TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY**

| BY-LAW ENFORCEMENT: FIELD INSPECTION & COMPLIANCE SUMMARY | | | | | | |
|--|-------------|-----------------------------------|----------|-------------|-----------------------------------|----------|
| | 2013 | | | 2014 | | |
| | Inspections | Violation Notices & Orders Issued | POA | Inspections | Violation Notices & Orders Issued | POA |
| JAN | 77 | 1 | 0 | 90 | 0 | 0 |
| FEB | 87 | 1 | 0 | 54 | 0 | 0 |
| MAR | 100 | 1 | 0 | 47 | 0 | 0 |
| Q 1 | 264 | 3 | 0 | 191 | 0 | 0 |
| APR | 91 | 0 | 1 | 73 | 0 | 0 |
| MAY | 130 | 1 | 0 | 112 | 0 | 0 |
| JUNE | 145 | 2 | 0 | 142 | 0 | 0 |
| Q 2 | 366 | 3 | 1 | 327 | 0 | 0 |
| JULY | 129 | 3 | 1 | 130 | 1 | 0 |
| AUG | 82 | 3 | 0 | 99 | 0 | 0 |
| SEPT | 136 | 0 | 0 | 83 | 0 | 0 |
| Q 3 | 347 | 6 | 1 | 312 | 1 | 0 |
| OCT | 51 | 1 | 0 | | | |
| NOV | 28 | 0 | 1 | | | |
| DEC | 29 | 0 | 0 | | | |
| Q 4 | 108 | 1 | 1 | 0 | 0 | 0 |
| Total | 1085 | 13 | 3 | 830 | 1 | 0 |





**TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY**

2014 YTD - REPORTED EVERY QUARTER

Ending 1st Quarter: June 30, 2014

| Animal & Rabies Control | | | | | |
|---------------------------------------|-----------|-----------|-----------|----------|-----------|
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Dog at Large | 10 | 15 | 8 | | 33 |
| Dog Attack | 0 | 0 | 1 | | 1 |
| Dog Bite Incidents | 0 | 2 | 0 | | 2 |
| Dog Missing | 3 | 4 | 2 | | 9 |
| Dog Off Leash | 2 | 3 | 0 | | 5 |
| Dog Tag | 0 | 1 | 0 | | 1 |
| Animal Distress/Rabies Control | 5 | 9 | 1 | | 15 |
| Misc. | 0 | 1 | 0 | | 1 |
| Total Cases | 20 | 35 | 12 | 0 | 67 |
| Property Standards | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Refuse | 0 | 10 | 2 | | 12 |
| General | 0 | 1 | 5 | | 6 |
| Drainage | 1 | 2 | 2 | | 5 |
| Septic Maint. | 0 | 0 | 1 | | 1 |
| Property Condition | 3 | 7 | 5 | | 15 |
| Unsafe Condition | 1 | 2 | 0 | | 3 |
| Total Cases | 5 | 22 | 15 | 0 | 42 |
| Long Grass & Noxious Weeds | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Long Grass | 0 | 33 | 16 | | 49 |
| Giant Hog Weed | 0 | 2 | 2 | | 4 |
| Wild Chervill | 0 | 0 | 0 | | 0 |
| Poison Ivy | 0 | 2 | 2 | | 4 |
| Other | 0 | 0 | 0 | | 0 |
| Total Cases | 0 | 37 | 20 | 0 | 57 |
| Illegal Signs | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Ground Signs | 0 | 0 | 2 | | 2 |
| Billboard Signs | 1 | 3 | 0 | | 4 |
| Hydro Pole/Pole Signage | 0 | 3 | 1 | | 4 |
| Real Estate | 0 | 0 | 0 | | 0 |
| Portable | 13 | 0 | 1 | | 14 |
| General | 0 | 10 | 3 | | 13 |
| Total Cases | 14 | 16 | 7 | 0 | 37 |
| Noise | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Animal Noise (Barking, etc) | 2 | 1 | 5 | | 8 |
| Vehicle Noise | 0 | 1 | 0 | | 1 |
| Construction Noise | 0 | 3 | 2 | | 5 |
| Licensed Establishment | 0 | 1 | 0 | | 1 |
| General | 6 | 4 | 4 | | 14 |
| Total Cases | 8 | 10 | 11 | 0 | 29 |



**TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY**

| Ontario Building Code (OBC)/Building Code Act (BCA) | | | | | |
|--|-----------|-----------|-----------|----------|-----------|
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Construction: No Permit | 2 | 27 | 22 | | 51 |
| Change of Use: No Permit | 2 | 0 | 1 | | 3 |
| Unsafe Building | 0 | 1 | 1 | | 2 |
| Ontario Building Code | 1 | 4 | 2 | | 7 |
| General | 4 | 1 | 1 | | 6 |
| Total Cases | 9 | 33 | 27 | 0 | 69 |
| Zoning By-Law | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Non-Permitted Use | 3 | 8 | 3 | | 14 |
| Setbacks/Encroachment | 1 | 2 | 3 | | 6 |
| General | 0 | 1 | 1 | | 2 |
| Total Cases | 4 | 11 | 7 | 0 | 22 |
| Waste Collection & Littering | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Garbage (Littering) | 8 | 3 | 0 | | 11 |
| Garbage on ROW | 7 | 3 | 5 | | 15 |
| Garbage Storage | 1 | 1 | 0 | | 2 |
| Total Cases | 16 | 7 | 5 | 0 | 28 |
| Parking (not including PINS issued) | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Overnight Parking | 4 | 0 | 0 | | 4 |
| Accessible Parking | 0 | 1 | 0 | | 1 |
| Parking on Street Issues | 0 | 1 | 1 | | 2 |
| Parking on Private Prop. | 0 | 0 | 0 | | 0 |
| General | 0 | 0 | 0 | | 0 |
| Total Cases | 4 | 2 | 1 | 0 | 7 |
| Municipal Works (ROW) | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Deposit of Ice/Snow | 1 | 0 | 0 | | 1 |
| Municipal Works: No Permit | 0 | 0 | 2 | | 2 |
| ROW: Prohibited Storage | 0 | 8 | 2 | | 10 |
| General | 0 | 0 | 1 | | 1 |
| Total Cases | 1 | 8 | 5 | 0 | 14 |
| Fill & Grading | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Drainage | 1 | 2 | 0 | | 3 |
| Altering Grade: No Permit | 0 | 0 | 0 | | 0 |
| General | 0 | 0 | 0 | | 0 |
| Total Cases | 1 | 2 | 0 | 0 | 3 |
| Civic Addressing | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Civic Address: Not Posted | 0 | 1 | 3 | | 4 |
| Damaged/Vandalism | 1 | 0 | 0 | | 1 |
| General | 1 | 0 | 0 | | 1 |
| Total Cases | 2 | 1 | 3 | 0 | 6 |
| Public Nuisance | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Open Burning, Smoke | 0 | 1 | 5 | | 6 |
| Disturbance | 0 | 0 | 0 | | 0 |
| General | 0 | 0 | 0 | | 0 |
| Total Cases | 0 | 1 | 5 | 0 | 6 |
| Miscellaneous | | | | | |
| Case Type | | | | | Total |
| | 1st | 2nd | 3rd | 4th | |
| Feral Cats | 0 | 0 | 0 | | 0 |
| General | 0 | 0 | 1 | | 1 |
| Total Cases | 0 | 0 | 1 | 0 | 1 |



**TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY**

| BY-LAW: CUSTOMER SERVICE REQUEST INSPECTION RESPONSE TIMES | | | |
|--|---------------------------|------|----------|
| The goal of the By-Law Services Division is to respond to a by-law customer service request in an accurate and timely fashion. Our by-law customer service goal is to have 90% of the by-law service requests responded to within 3 business days . | | | |
| 1st Quarter (January - March) | | | |
| By-law Customer Service Requests | Avg. Response (Bus. Days) | Goal | Variance |
| 191 | 1 | 90% | 10% |
| | | 100 | |
| 2nd Quarter (April - June) | | | |
| By-law Customer Service Requests | Avg. Response (Bus. Days) | Goal | Variance |
| 327 | 1 | 90% | 10% |
| | | 100 | |
| 3rd Quarter (July - September) | | | |
| By-law Customer Service Requests | Avg. Response (Bus. Days) | Goal | Variance |
| 312 | 1 | 90% | 10% |
| | | 100 | |
| 4th Quarter (October - December) | | | |
| By-law Customer Service Requests | Avg. Response (Bus. Days) | Goal | Variance |
| 0 | | 90% | 10% |
| | | 100 | |
| 2013: BY-LAW RESPONSE SUMMARY | | | |
| By-law Customer Service Requests YTD | Avg. Response (Bus. Days) | Goal | Variance |
| 830 | | 90% | 10% |
| | | 100 | |