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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

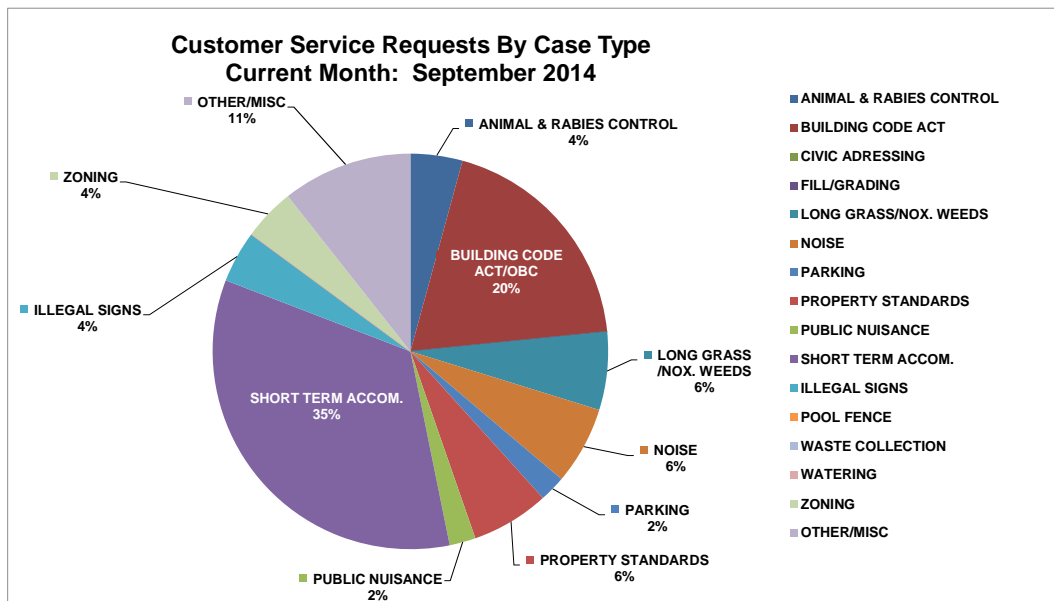
Troy Speck
CAO



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:

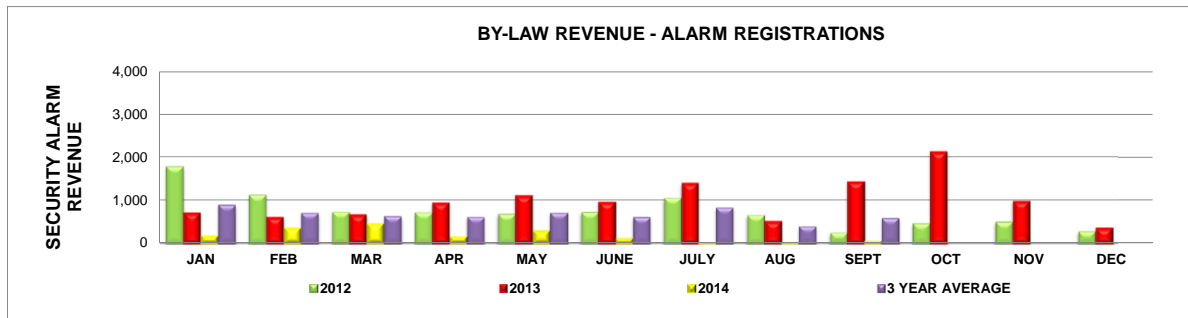
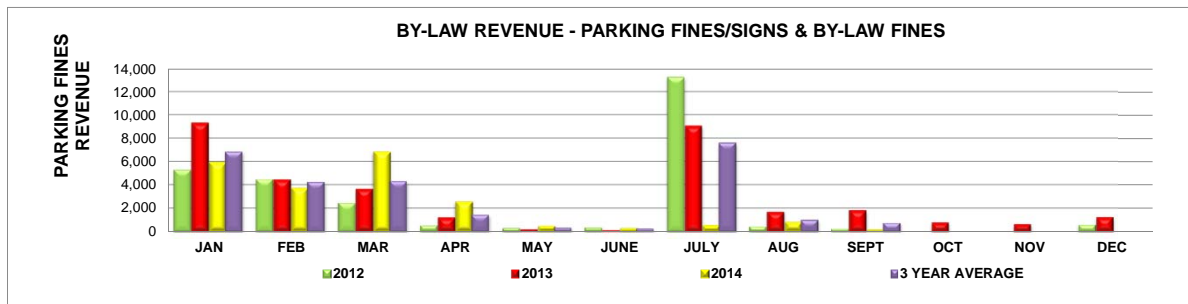
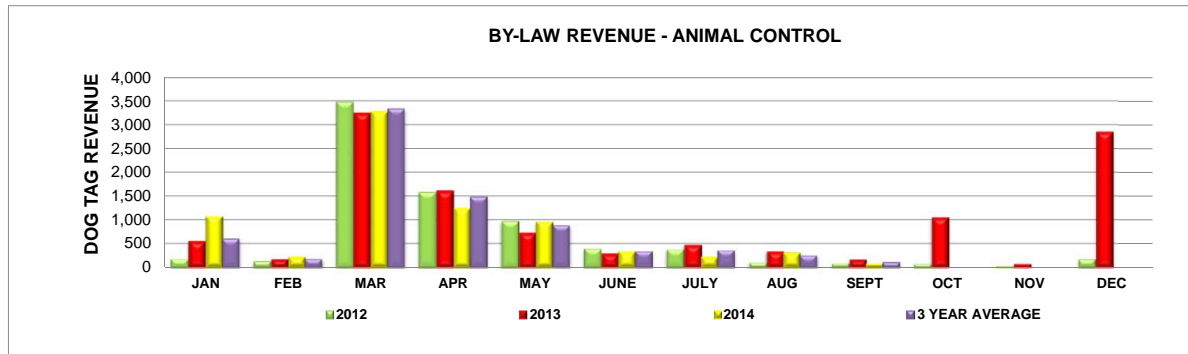
1	By-law Customer Service Requests % Incr/Decr Current Mo.	-32%	versus same period 2013
2	# Files Open @ Current Mo.End	32	# Files Closed @ Current Month End
3	Top 3 Customer Service Types	Short Term Accommodation 35%	
		BCA/OBC 20%	
		Long Grass/Noise/Pty Stds 6%	



TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY

REVENUE SUMMARY: 2014 YTD

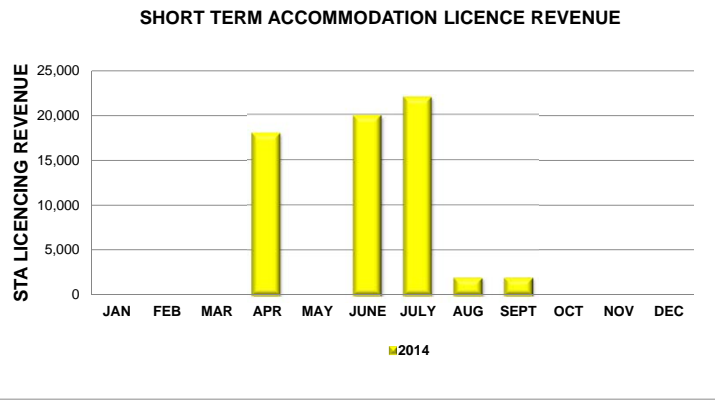
	DOG TAGS			PARKING & BY-LAW FINES			SECURITY ALARM REGISTRATIONS		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
JAN	\$ 185.00	\$ 565.00	\$ 1,082.00	\$ 5,327.00	\$ 9,352.58	\$ 5,956.50	\$ 1,781.97	\$ 729.98	\$ 199.08
FEB	\$ 135.00	\$ 185.00	\$ 230.00	\$ 4,511.00	\$ 4,503.05	\$ 3,782.00	\$ 1,130.00	\$ 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



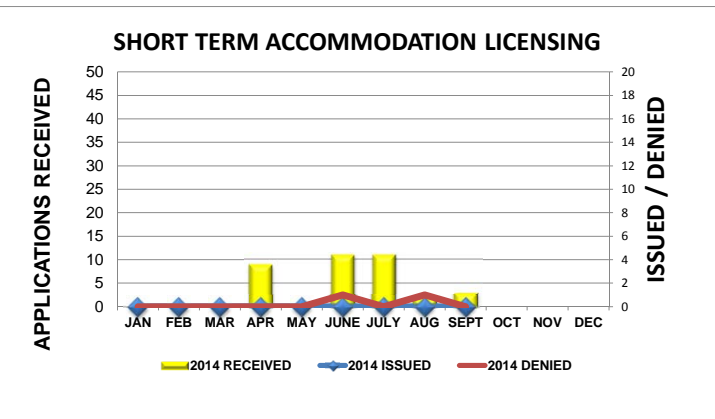


**TOWN OF THE BLUE MOUNTAINS
MONTHLY BY-LAW ENFORCEMENT ACTIVITY**

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		

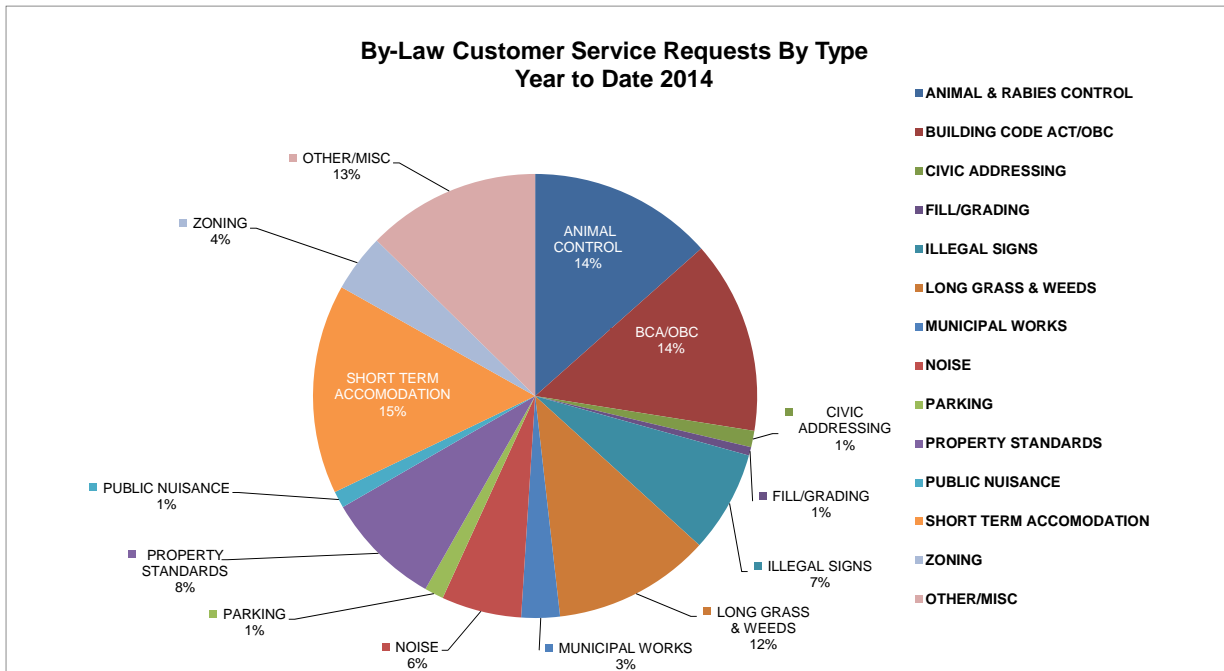
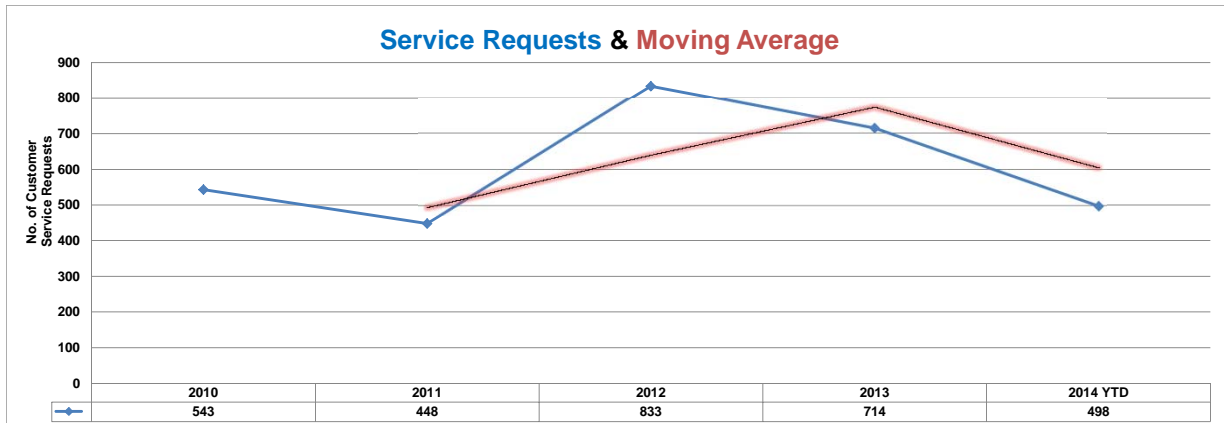


CUSTOMER SERVICE REQUESTS 5 YR VOLUME: 2010-2014 YTD

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



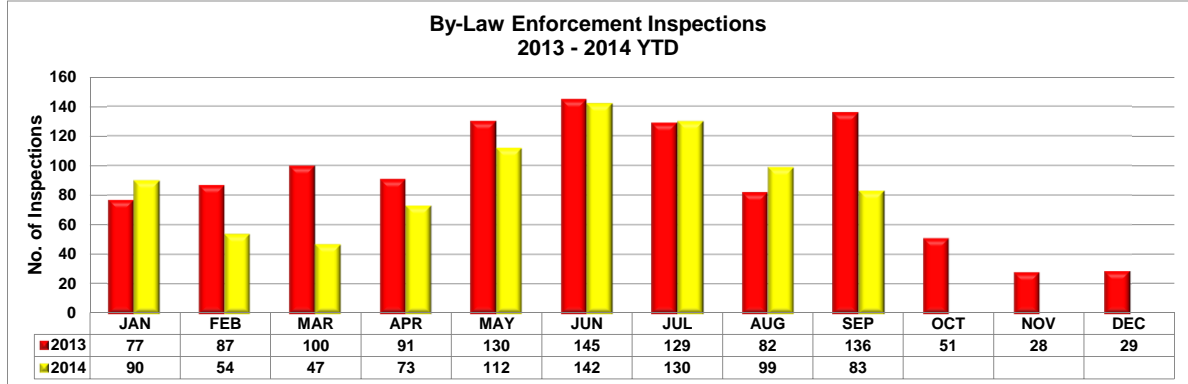
Notes:

- 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	1st	2nd	3rd	4th	Total
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	1st	2nd	3rd	4th	Total
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	1st	2nd	3rd	4th	Total
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	1st	2nd	3rd	4th	Total
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	1st	2nd	3rd	4th	Total
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	1st	2nd	3rd	4th	Total
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	1st	2nd	3rd	4th	Total
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	1st	2nd	3rd	4th	Total
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	1st	2nd	3rd	4th	Total
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	