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**STAFF REPORT: Planning & Building Services Department**



**REPORT TO:** Committee of The Whole  
**MEETING DATE:** November 13, 2013  
**REPORT NO.:** B.13.38  
**SUBJECT:** By-law Enforcement Activity – September 2013  
**PREPARED BY:** Greg Miller, Manager, Building & By-Law/CBO

**A. Recommendations**

THAT Council receive Staff Report B.13.38 “By-law Enforcement Activity – September 2013” for information purposes.

**B. Background**

September 2013 Activity:

• By-law Customer Service Requests Received	69
• Total By-law Files Closed	47
• By-law Inspections	136

September 2013 Revenue Summary:

• Fees, Charges, Admissions, Tags	\$1,219.00
• Sign Permits	\$300.00
• Parking/By-law Fines	\$1,874.05
• Alarm Registration Fees	\$1,450.27
• Dog Tag Revenue	\$170.00

Total	\$5,013.32
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(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:

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Greg Miller  
Manager, Building & By-law  
Services

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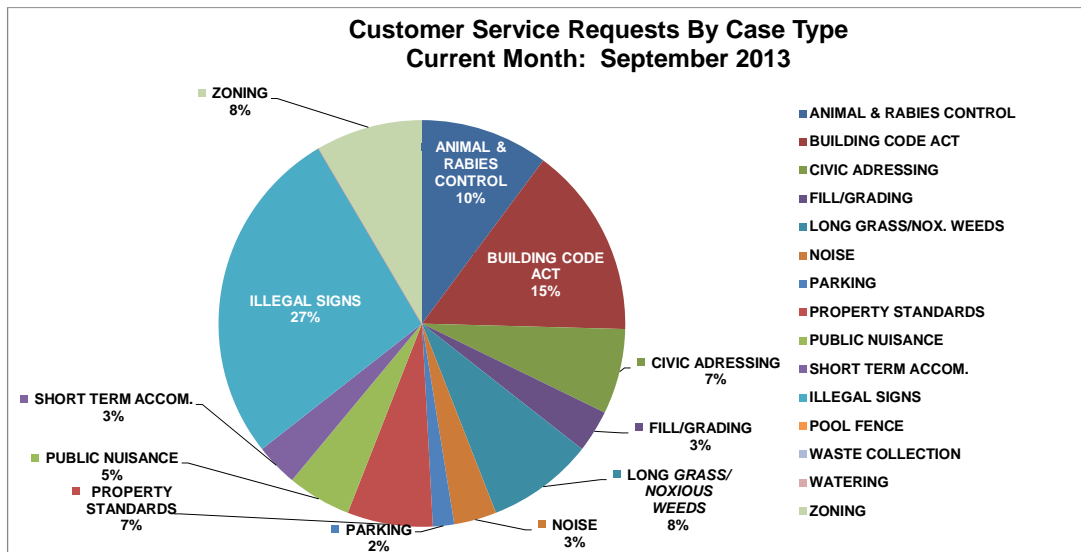
David Finbow  
Director, Planning & Planning & Building  
Services



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

BY-LAW SUMMARY: SEPTEMBER 2013

BY-LAW CUSTOMER SERVICE TYPE	CUSTOMER SERVICE REQUESTS		TOTAL OPEN		TOTAL CLOSED	
	Sep-13	Sep-12	Sep-13	Sep-12	Sep-13	Sep-12
Building Code Act/Ontario Building Code	9	7	3	0	6	5
Civic Addressing (95-35)	4	3	0	0	4	3
Deposit Ice/Snow(2004-125)	0	0	0	0	0	0
Disabled Person Parking (2004-116)	3	0	3	0	0	0
Dog Licence (2006-32)	0	0	0	0	0	0
Dogs (2006-32)	6	8	2	0	4	8
Fence (2003-14)	0	0	0	0	0	0
Fill/Grading (2002-78)	2	0	0	0	2	0
Fire Routes(2001-88)/Alarm Discharge(2005-55)	0	0	0	0	0	0
Littering (99-10)	1	2	0	0	1	2
Long Grass/Nox. Weeds (2003-25)	5	1	5	0	0	1
Municipal Works	3	2	1	0	2	2
Noise (2002-09)	2	5	1	0	1	5
Parking (2007-12) & Parking Priv. Land	1	2	0	0	1	2
Park Use (2003-69)	0	0	0	0	0	0
Property Standards (2002-18)	4	2	2	0	2	2
Public Nuisance (2004-23)	3	1	0	0	3	1
Rabies Control & Distressed Animals	0	0	0	0	0	0
Short Term Accom. (2008-12)	2	6	1	1	1	5
Sidewalk Use (2004-34)	0	0	0	0	0	0
Sign (2001-57)	16	19	1	0	15	19
Site Plan Agreement	1	0	1	0	0	0
Swimming Pool Fence (2002-08)	0	0	0	0	0	0
Tree Preservation (2010-68)	2	0	0	0	2	0
Waste Collection (16/03)	0	0	0	0	0	0
Watering (2008-02)	0	0	0	0	0	0
Zoning (83-40 & 10-77)	5	7	2	2	3	5
Miscellaneous	0	0	0	0	0	0
<b>Total By-law Service Requests</b>	<b>69</b>	<b>65</b>	<b>22</b>	<b>3</b>	<b>47</b>	<b>60</b>
Year over Year	6%					
			31.9%	5%	68.1%	92%



Notes:

1	By-law Customer Service Requests % Increase Current Mo.	0%	versus same period 2012	
2	# Files Open @ Current Mo.End	0	# Files Closed @ Current Month End	0
3	Top 3 Customer Service Types	Illegal Signs	27%	
		Building Code Act/OBC	15%	
		Animal Control	10%	

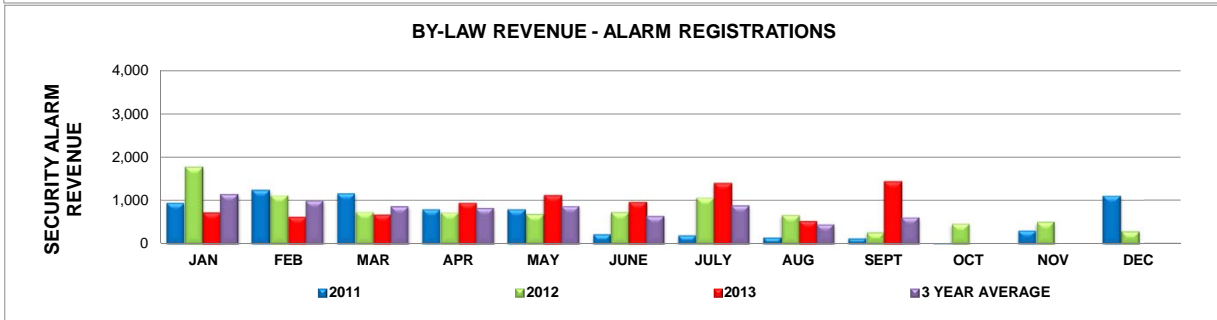
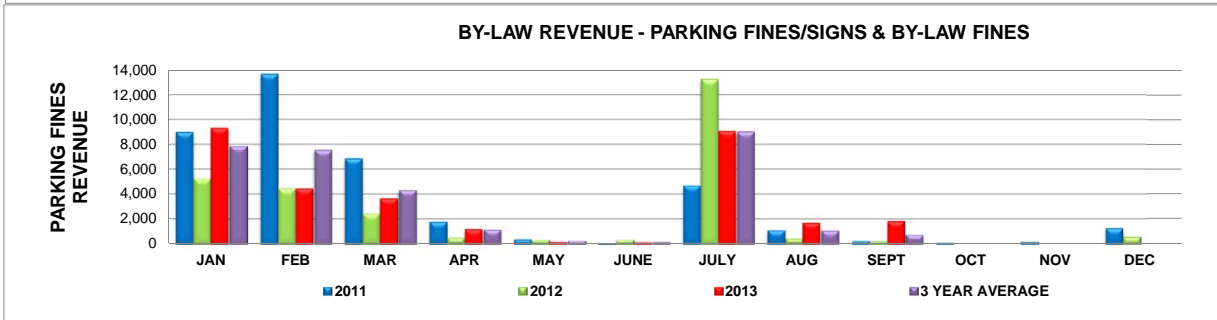
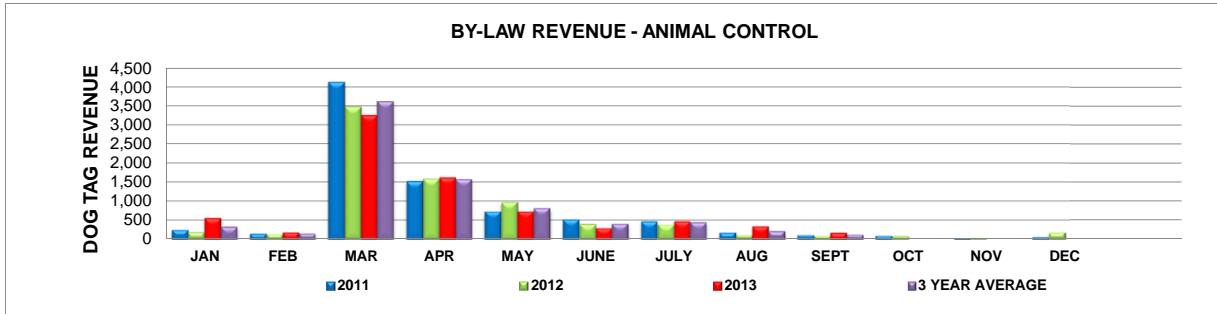


**TOWN OF THE BLUE MOUNTAINS  
BY-LAW ENFORCEMENT ACTIVITY  
2013 SUMMARY**

**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		\$ 108.50	\$ 27.00		\$ (506.37)	\$ 470.29	
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	\$ 7,680.00	\$ 39,698.56	\$ 28,194.60	\$ 31,807.43	\$ 6,595.87	\$ 9,094.08	\$ 8,497.65

*2013\* Monthly totals for "Parking & By-Law Fines, Fees & Charges" adjusted in September 2013 to rectify Jan/13 adjustment by Finance (unposted balance of \$3796) and to reflect all by-law fines/fees/chgs in monthly totals.*

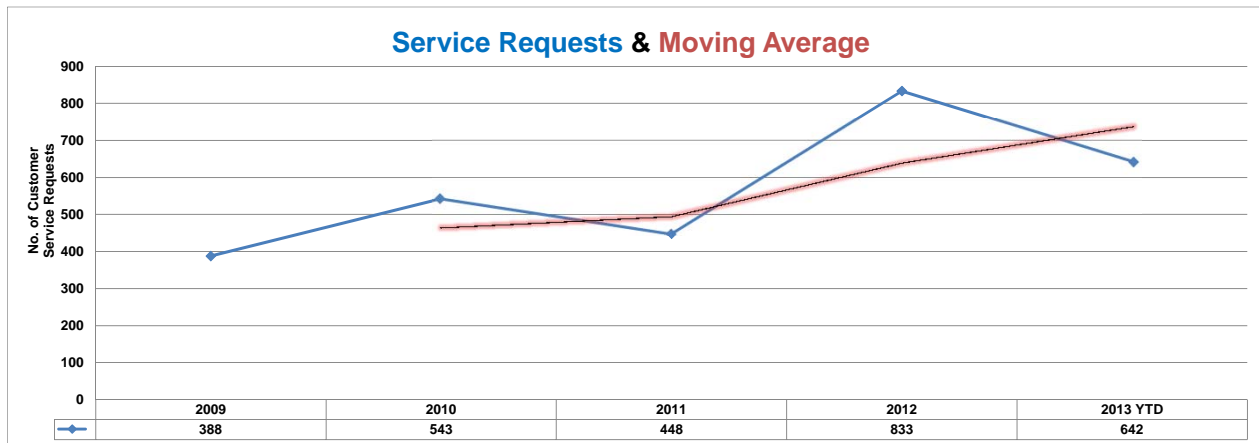




**TOWN OF THE BLUE MOUNTAINS  
BY-LAW ENFORCEMENT ACTIVITY  
2013 SUMMARY**

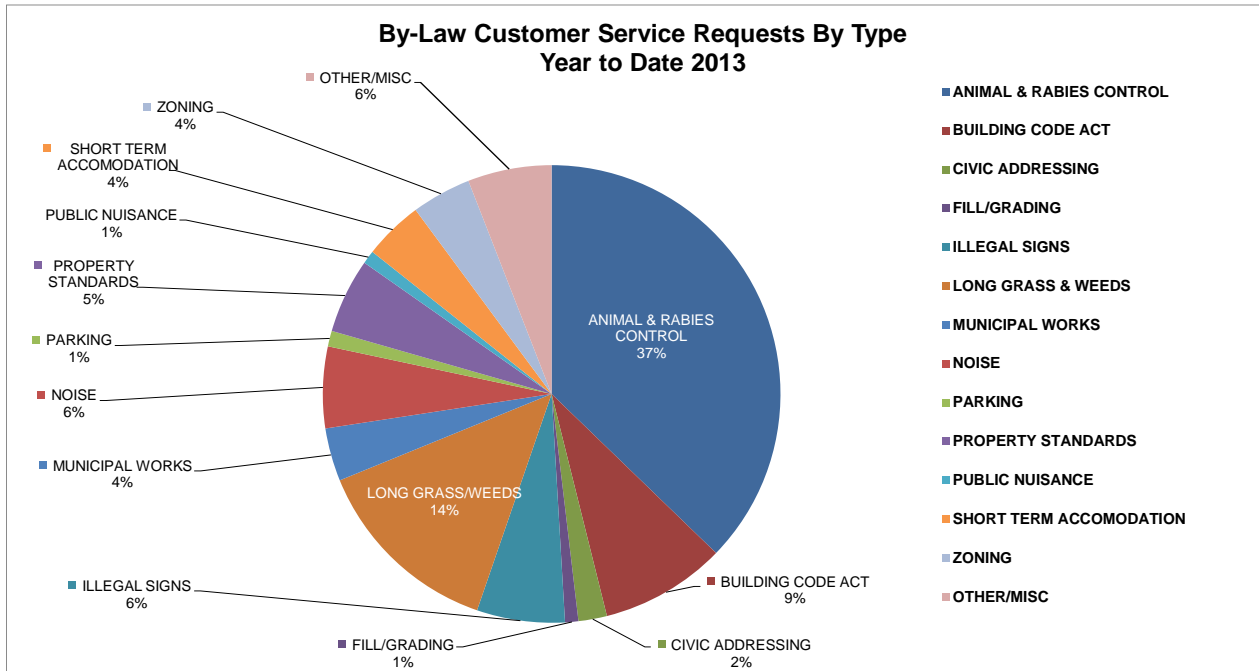
**CUSTOMER SERVICE REQUESTS 5 YR VOLUME: 2009-2013 YTD**

<b>BY-LAW: CUSTOMER SERVICE ACTIVITY 2009 - 2013 YTD</b>								
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
<b>Ontario Building Code</b>	<b>31</b>	<b>49</b>	<b>40</b>	<b>67</b>	<b>57</b>	-14.9%	244	49
Civic Addressing (2012-57)	3	3	12	18	13	-27.8%	49	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
<b>Dogs (2006-32)</b>	<b>56</b>	<b>32</b>	<b>73</b>	<b>103</b>	<b>73</b>	-29.1%	337	67
Fence (2003-14)	5	7	3	2	2	0.0%	19	4
Fill/Grading (2002-78)	21	8	9	24	6	-75.0%	68	14
Fire Routes (2001-88)	1	0	0	3	0	-100.0%	4	1
Littering (99-10)	4	12	27	16	6	-62.5%	65	13
<b>Long Grass/Nox. Weeds (2003-25)</b>	<b>98</b>	<b>98</b>	<b>95</b>	<b>77</b>	<b>87</b>	13.0%	455	91
Municipal Works	1	11	11	24	24	0.0%	71	14
<b>Noise (2002-09)</b>	<b>33</b>	<b>27</b>	<b>29</b>	<b>34</b>	<b>37</b>	8.8%	160	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
<b>Property Standards (2002-18)</b>	<b>74</b>	<b>56</b>	<b>36</b>	<b>52</b>	<b>34</b>	-34.6%	252	50
Public Nuisance (2004-23)	7	13	6	9	6	-33.3%	41	8
Rabies Control & Animal Distress	0	0	0	24	166	591.7%	190	38
<b>Short Term Accomm. (2008-12)</b>	<b>2</b>	<b>163</b>	<b>31</b>	<b>125</b>	<b>27</b>	-78.4%	348	70
Sidewalk Use (2004-34)	0	0	2	0	0	0.0%	2	0
<b>Sign (2001-57)</b>	<b>12</b>	<b>13</b>	<b>35</b>	<b>119</b>	<b>40</b>	-66.4%	219	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
<b>Zoning (83-40 &amp; 10-77)</b>	<b>17</b>	<b>11</b>	<b>22</b>	<b>74</b>	<b>27</b>	-63.5%	151	30
Other	0	0	0	1	0	-100.0%	1	0
<b>TOTAL</b>	<b>388</b>	<b>543</b>	<b>448</b>	<b>833</b>	<b>642</b>	-22.9%	<b>2854</b>	<b>571</b>
No. of Complaints per 1,000 Population*	<b>56.8</b>	<b>79.6</b>	<b>65.6</b>	<b>122.1</b>	<b>94.1</b>		<b>418.2</b>	<b>83.6</b>





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



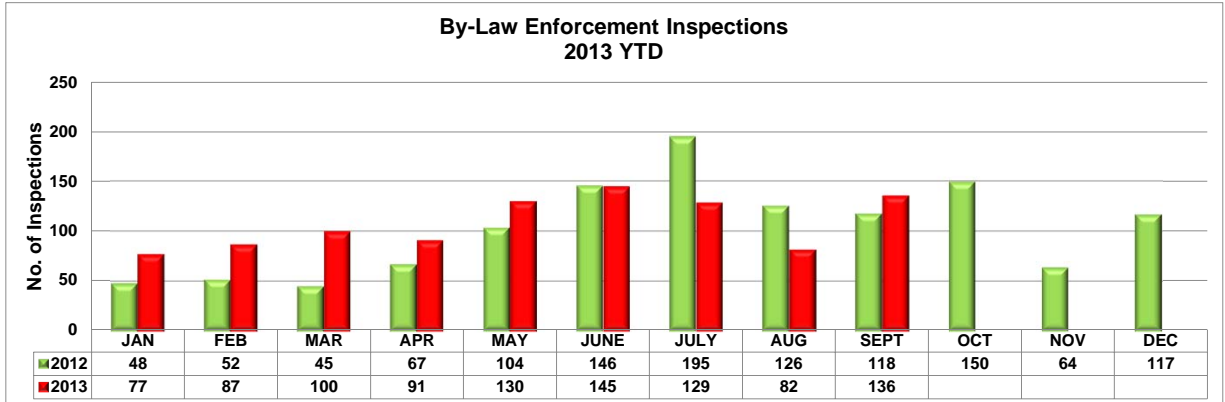
**Notes:**

- Year to date 2013 by-law complaints received are **3.7%** lower than the same period last year: **642** as of Sept 30, 2013 vs. **667** for same period 2012
- 533** of the **642** complaints files have been **closed (83.0%)** and **109 (17.0%)** remain **open** and are still under investigation.
- The 5 year average from 2009 to 2013 YTD** is **571** complaint files per year.
- Short Term Accommodation** complaints: **4.20%** of the total (642) 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			
NOV	64	0	0			
DEC	117	1	0			
Q 4	331	1	0			
Total	1232	93	9	977	9	0





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

**2013 YTD - REPORTED EVERY QUARTER**

**Ending 3rd Quarter: September 30, 2013**

<b>Animal &amp; Rabies Control</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Dog at Large	10	15	20		45
Dog Attack	0	0	0		0
Dog Bite Incidents	0	0	0		0
Dog Missing	4	5	1		10
Dog Off Leash	0	1	1		2
Dog Tag	0	1	1		2
Rabies Control	90	64	6		160
Misc.	4	7	9		20
<b>Total Cases</b>	<b>108</b>	<b>93</b>	<b>38</b>	<b>0</b>	<b>239</b>
<b>Property Standards</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Refuse	1	2	1		4
General	0	2	4		6
Drainage	0	5	2		7
Septic Maint.	0	0	1		1
Property Condition	1	6	7		14
Unsafe Condition	0	0	2		2
<b>Total Cases</b>	<b>2</b>	<b>15</b>	<b>17</b>	<b>0</b>	<b>34</b>
<b>Long Grass &amp; Noxious Weeds</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Long Grass	0	42	30		72
Giant Hog Weed	0	8	1		9
Wild Chervill	0	3	0		3
Poison Ivy	0	2	1		3
Other	0	0	0		0
<b>Total Cases</b>	<b>0</b>	<b>55</b>	<b>32</b>	<b>0</b>	<b>87</b>
<b>Illegal Signs</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Ground Signs	1	0	2		3
Billboard Signs	0	1	1		2
Hydro Pole/Pole Signage	6	5	16		27
Real Estate	0	0	0		0
Portable	0	0	0		0
General	0	3	5		8
<b>Total Cases</b>	<b>7</b>	<b>9</b>	<b>24</b>	<b>0</b>	<b>40</b>
<b>Noise</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Animal Noise (Barking, etc)	1	1	3		5
Vehicle Noise	0	2	2		4
Construction Noise	0	2	0		2
Licensed Establishment	0	0	1		1
General	2	10	13		25
<b>Total Cases</b>	<b>3</b>	<b>15</b>	<b>19</b>	<b>0</b>	<b>37</b>





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

<b>Ontario Building Code (OBC)/Building Code Act (BCA)</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Construction: No Permit (OBC)	6	13	19		38
Change of Use: No Permit (OBC)	3	1	0		4
Unsafe Building (BCA)	0	0	1		1
Ontario Building Code (OBC)	4	1	6		11
General	0	0	3		3
<b>Total Cases</b>	<b>13</b>	<b>15</b>	<b>29</b>	<b>0</b>	<b>57</b>
<b>Zoning By-Law</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Non-Permitted Use	3	5	10		18
Setbacks/Encroachment	1	1	2		4
General	0	2	3		5
<b>Total Cases</b>	<b>4</b>	<b>8</b>	<b>15</b>	<b>0</b>	<b>27</b>
<b>Waste Collection &amp; Littering</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Garbage (Littering)	0	9	4		13
Garbage on ROW	2	2	3		7
Garbage Storage	0	0	0		0
<b>Total Cases</b>	<b>2</b>	<b>11</b>	<b>7</b>	<b>0</b>	<b>20</b>
<b>Parking (not including PINS issued)</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Overnight Parking	0	0	0		0
Accessible Parking	0	0	0		0
Parking on Street Issues	0	1	2		3
Parking on Private Prop.	0	0	1		1
General	0	1	2		3
<b>Total Cases</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>7</b>
<b>Municipal Works (ROW)</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Deposit of Ice/Snow	2	0	0		2
Municipal Works: No Permit	0	4	1		5
ROW: Prohibited Storage	2	0	2		4
General	2	6	5		13
<b>Total Cases</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>0</b>	<b>24</b>
<b>Fill &amp; Grading</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Drainage	0	0	1		1
Altering Grade: No Permit	0	1	2		3
General	0	0	2		2
<b>Total Cases</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>6</b>
<b>Civic Addressing</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Civic Address: Not Posted	1	2	3		6
Damaged/Vandalism	3	0	0		3
General	1	1	2		4
<b>Total Cases</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>13</b>
<b>Public Nuisance</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Open Burning, Smoke	0	1	4		5
Disturbance	0	0	1		1
General	0	0	0		0
<b>Total Cases</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>6</b>
<b>Miscellaneous</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Feral Cats	0	0	0		0
General	0	0	0		0
<b>Total Cases</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



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

<b>BY-LAW: CUSTOMER SERVICE REQUEST RESPONSE TIMES</b>			
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 <b>3 business days</b> .			
<b>1st Quarter (January - March)</b>			
By-law Customer Service Requests	Avg. Response (Bus. Days)	Goal	Variance
<b>264</b>	<b>1</b>	90%	10%
		100	
<b>2nd Quarter (April - June)</b>			
By-law Customer Service Requests	Avg. Response (Bus. Days)	Goal	Variance
<b>366</b>	<b>1</b>	90%	10%
		100	
<b>3rd Quarter (July - September)</b>			
By-law Customer Service Requests	Avg. Response (Bus. Days)	Goal	Variance
<b>347</b>	<b>1</b>	90%	10%
		100	
<b>4th Quarter (October - December)</b>			
By-law Customer Service Requests	Avg. Response (Bus. Days)	Goal	Variance
		90%	10%
		100	
<b>2013: BY-LAW RESPONSE SUMMARY</b>			
By-law Customer Service Requests YTD	Avg. Response (Bus. Days)	Goal	Variance
<b>977</b>	<b>1.0</b>	90%	10%
		100	