

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



**REPORT TO:** Planning & Building Committee  
**MEETING DATE:** September 3, 2013  
**REPORT NO.:** B.13.31  
**SUBJECT:** By-law Enforcement Activity: June & July 2013  
**PREPARED BY:** Greg Miller, Manager, Building & By-Law/CBO

**A. Recommendations**

THAT Council receive Staff Report B.13.31 "By-law Enforcement Activity: June & July 2013" for information purposes.

**B. Background**

June 2013 Activity:

- By-law Customer Service Requests Received 92
- Total By-law Files Closed 77
- By-law Inspections 145

June 2013 Revenue Summary:

- Fees, Charges, Admissions, Tags \$0
- Sign Permits \$300.
- Parking Fines \$151.
- By-law Fines \$0
- Alarm Registration Fees \$973.
- Dog Tag Revenue \$300.

Total \$1,724.

(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.)

July 2013 Activity:

- By-law Customer Service Requests Received 79
- Total By-law Files Closed 50
- By-law Inspections 129

July 2013 Revenue Summary:

- Fees, Charges, Admissions, Tags \$300.
- Sign Permits \$150.
- Parking Fines \$6,170.
- By-law Fines \$2,645.
- Alarm Registration Fees \$1,408.91
- Dog Tag Revenue \$480.

Total \$11,153.91

(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

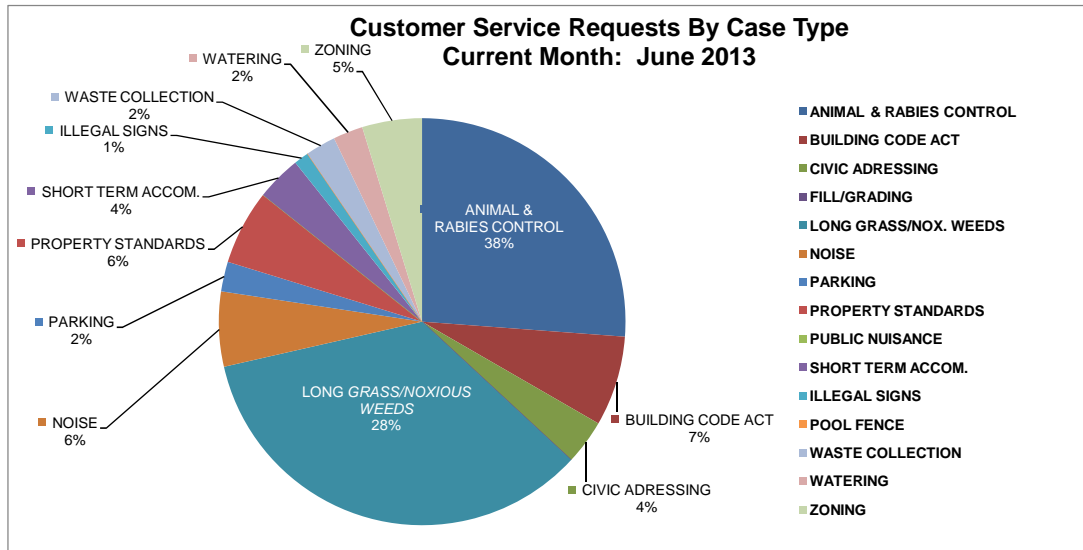
\_\_\_\_\_  
David Finbow  
Director, Planning & Planning & Building  
Services



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

**BY-LAW SUMMARY: JUNE 2013**

BY-LAW CUSTOMER SERVICE TYPE	CUSTOMER SERVICE REQUESTS		TOTAL OPEN		TOTAL CLOSED	
	June-2013	June-2012	June-2013	June-2012	June-2013	June-2012
Building Code Act	6	6	3	0	3	6
Civic Addressing (95-35)	3	6	0	0	3	6
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)	6	6	0	0	6	6
Fence (2003-14)	1	1	1	0	0	1
Fill/Grading (2002-78)	0	1	0	1	0	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)	29	24	4	1	25	23
Municipal Works	5	7	1	0	4	7
Noise (2002-09)	5	4	2	0	3	4
Parking (2007-12) & Parking Priv. Land	2	9	0	0	2	9
Park Use (2003-69)	0	0	0	0	0	0
Property Standards (2002-18)	5	5	0	0	5	5
Public Nuisance (2004-23)	0	3	0	0	0	3
Rabies Control & Distressed Animals	16	2	0	0	16	2
Short Term Accom. (2008-12)	3	11	3	1	0	10
Sidewalk Use (2004-34)	0	0	0	0	0	0
Sign (2001-57)	1	2	0	0	1	2
Site Plan Agreement	0	1	0	0	0	1
Swimming Pool Fence (2002-08)	0	0	0	0	0	0
Tree Preservation (2010-68)	1	1	1	0	0	1
Waste Collection (16/03)	2	4	0	0	2	4
Watering (2008-02)	2	1	0	0	2	1
Zoning (83-40 & 10-77)	4	2	0	0	4	2
Miscellaneous	0	0	0	0	0	0
<b>Total By-law Service Requests</b>	<b>92</b>	<b>98</b>	<b>15</b>	<b>3</b>	<b>77</b>	<b>95</b>
Year over Year		-6%	16.3%	3%	83.7%	97%



Notes:

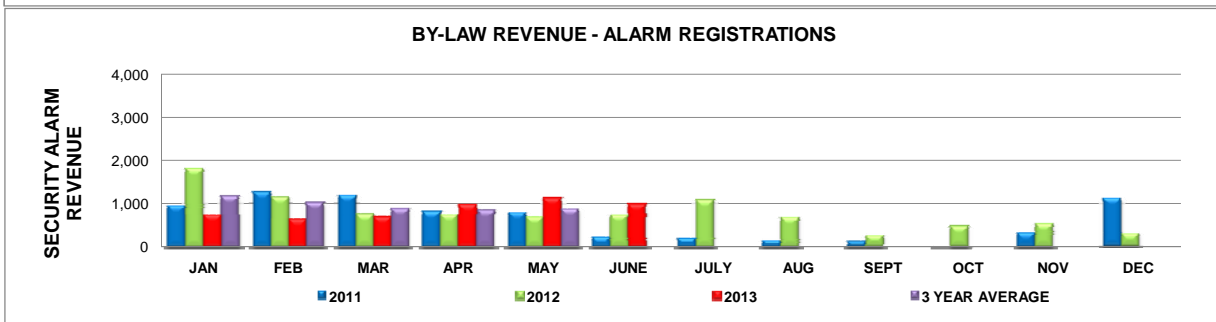
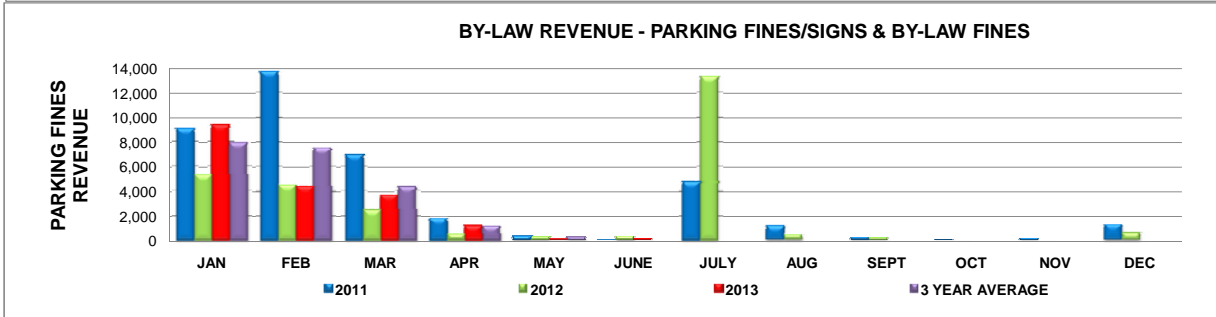
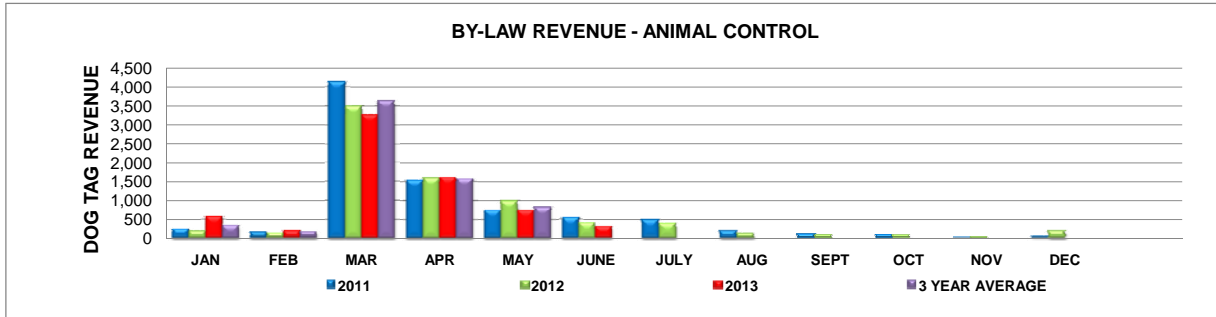
1	By-law Customer Service Requests % Increase Current Mo.	-6%	versus same period 2012
2	# Files Open @ Current Mo. End	15	# Files Closed @ Current Month End
3	Top 3 Customer Service Types	Animal/Rabies Control	38%
		Long Grass/Nox Weeds	28%
		Building Code Act	7%



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	\$ 9,335.88	\$ 950.00	\$ 1,781.97	\$ 729.98
FEB	\$ 150.00	\$ 135.00	\$ 185.00	\$ 13,707.00	\$ 4,511.00	\$ 4,409.00	\$ 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	\$ 17,424.88	\$ 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		\$ 4,756.00	\$ 13,296.00		\$ 200.00	\$ 1,067.44	
AUG	\$ 180.00	\$ 110.00		\$ 1,152.00	\$ 460.00		\$ 150.00	\$ 668.33	
SEPT	\$ 110.00	\$ 90.00		\$ 263.00	\$ 228.00		\$ 125.00	\$ 265.46	
Q3	\$ 770.00	\$ 590.00		\$ 6,171.00	\$ 13,984.00		\$ 475.00	\$ 2,001.23	
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	\$ 6,680.00	\$ 39,698.56	\$ 28,194.60	\$ 18,972.88	\$ 6,595.87	\$ 9,094.08	\$ 5,107.55

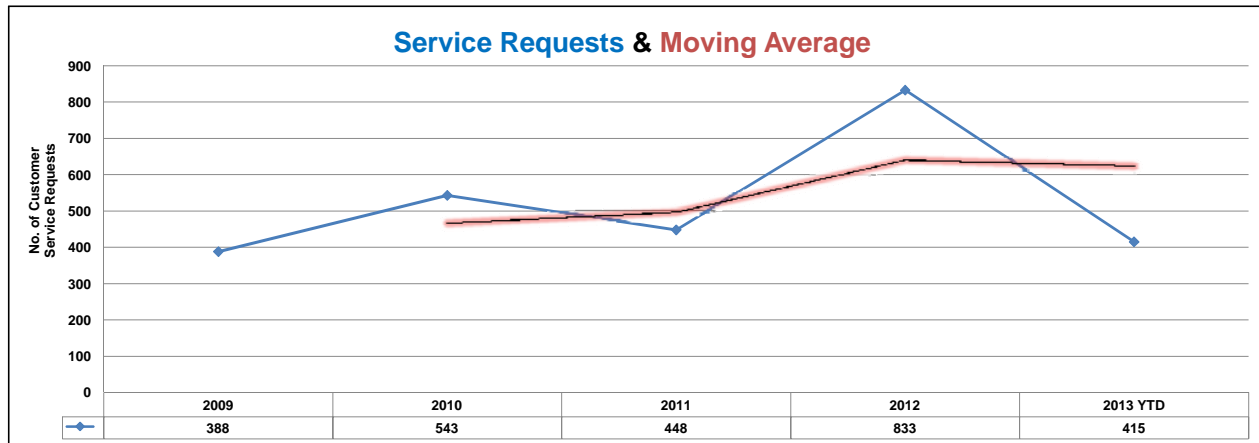




**TOWN OF THE BLUE MOUNTAINS  
BY-LAW ENFORCEMENT ACTIVITY  
2013 SUMMARY**

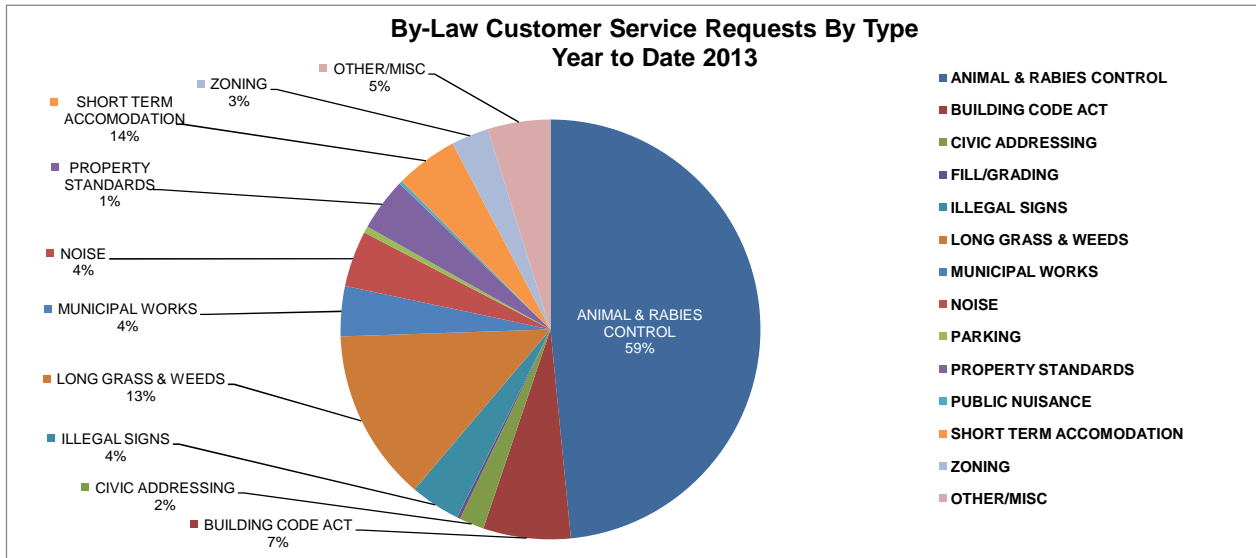
**CUSTOMER SERVICE REQUESTS 5 YR VOLUME: 2009-2013 YTD**

<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>Building Code Act</b>	<b>31</b>	<b>49</b>	<b>40</b>	<b>67</b>	<b>28</b>	<b>-58.2%</b>	<b>215</b>	<b>43</b>
Civic Addressing (2012-57)	3	3	12	18	8	-55.6%	44	9
Deposit Ice/Snow(2004-125)	5	18	2	4	0	-100.0%	29	6
Disabled Person Parking (2004-116)	2	0	0	3	0	-100.0%	5	1
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>43</b>	<b>-58.3%</b>	<b>307</b>	<b>61</b>
Fence (2003-14)	5	7	3	2	2	0.0%	19	4
Fill/Grading (2002-78)	21	8	9	24	1	-95.8%	63	13
Fire Routes (2001-88)	1	0	0	3	0	-100.0%	4	1
Littering (99-10)	4	12	27	16	2	-87.5%	61	12
<b>Long Grass/Nox. Weeds (2003-25)</b>	<b>98</b>	<b>98</b>	<b>95</b>	<b>77</b>	<b>55</b>	<b>-28.6%</b>	<b>423</b>	<b>85</b>
Municipal Works	1	11	11	24	16	-33.3%	63	13
<b>Noise (2002-09)</b>	<b>33</b>	<b>27</b>	<b>29</b>	<b>34</b>	<b>18</b>	<b>-47.1%</b>	<b>141</b>	<b>28</b>
Parking (2007-12) / Park-Priv. Land	6	5	2	25	2	-92.0%	40	8
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>17</b>	<b>-67.3%</b>	<b>235</b>	<b>47</b>
Public Nuisance (2004-23)	7	13	6	9	1	-88.9%	36	7
Rabies Control & Animal Distress	0	0	0	24	158	558.3%	182	36
<b>Short Term Accomm. (2008-12)</b>	<b>2</b>	<b>163</b>	<b>31</b>	<b>125</b>	<b>20</b>	<b>-84.0%</b>	<b>341</b>	<b>68</b>
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>16</b>	<b>-86.6%</b>	<b>195</b>	<b>39</b>
Site Plan Agreement	3	3	1	2	2	0.0%	11	2
Snowmobile	0	1	0	0	0	0.0%	1	0
Swimming Pool Fence (2002-08)	1	1	1	4	0	-100.0%	7	1
Tree Preservation (2010-68)	0	0	1	4	1	-75.0%	6	1
Waste Collection (16/03)	5	2	4	15	11	-26.7%	37	7
Watering (2008-02)	1	5	4	4	2	-50.0%	16	3
<b>Zoning (83-40 &amp; 10-77)</b>	<b>17</b>	<b>11</b>	<b>22</b>	<b>74</b>	<b>12</b>	<b>-83.8%</b>	<b>136</b>	<b>27</b>
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>415</b>	<b>-50.2%</b>	<b>2627</b>	<b>525</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>60.8</b>		<b>384.9</b>	<b>77.0</b>





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



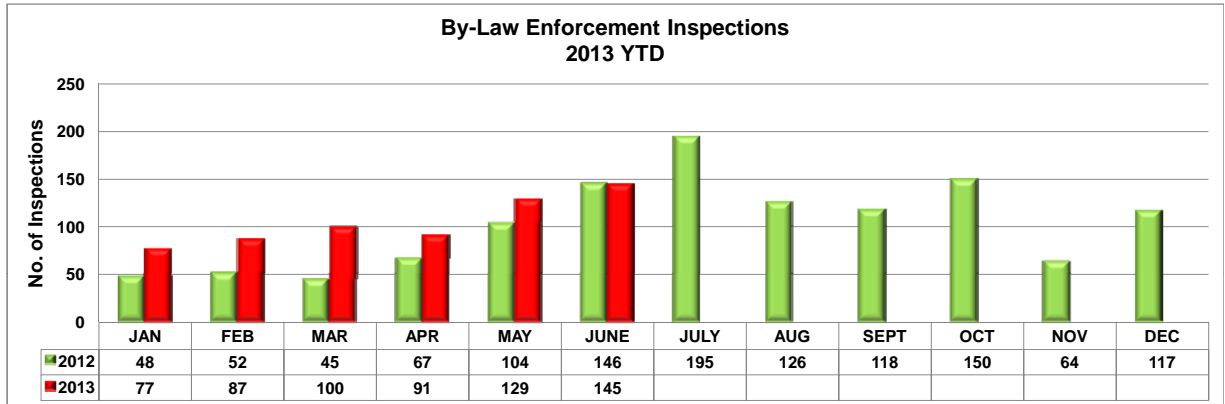
**Notes:**

- Year to date 2013 by-law complaints received are **.24%** higher than the same period last year: 415 as of June 30 , 2013 vs. 414 for same period 2012
- 353** of the **415** complaints files have been **closed (85%)** and **64 (15%)** remain **open** and are still under investigation.
- The 5 year average from 2009 to 2013 YTD** is **525** complaint files per year.
- Short Term Accommodation** complaints: **4.82%** of the total (415) received 2013 YTD



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

<b>BY-LAW ENFORCEMENT: FIELD INSPECTION &amp; COMPLIANCE SUMMARY</b>						
	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	<b>145</b>	<b>14</b>	<b>2</b>	<b>264</b>	<b>1</b>	<b>0</b>
APR	67	11	1	91	0	0
MAY	104	12	0	129	0	0
JUNE	146	28	3	145	2	0
Q 2	<b>317</b>	<b>51</b>	<b>4</b>	<b>365</b>	<b>2</b>	<b>0</b>
JULY	195	17	1			
AUG	126	8	1			
SEPT	118	2	1			
Q 3	<b>439</b>	<b>27</b>	<b>3</b>			
OCT	150	0	0			
NOV	64	0	0			
DEC	117	1	0			
Q 4	<b>331</b>	<b>1</b>	<b>0</b>			
<b>Total</b>	<b>1232</b>	<b>93</b>	<b>9</b>	<b>629</b>	<b>3</b>	<b>0</b>





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

**2013 YTD - REPORTED EVERY QUARTER**

**Ending 1st Quarter: March 31, 2013**

<b>Animal &amp; Rabies Control</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Dog at Large	10	15			25
Dog Attack	0				0
Dog Bite Incidents	0				0
Dog Missing	4	5			9
Dog Off Leash	0	1			1
Dog Tag	0	1			1
Rabies Control	90	64			154
Misc.	4	3			7
<b>Total Cases</b>	<b>108</b>	<b>89</b>	<b>0</b>	<b>0</b>	<b>197</b>
<b>Property Standards</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Refuse	1	2			3
General	0	2			2
Drainage	0	5			5
Septic Maint.	0				0
Property Condition	1	6			7
Unsafe Condition	0				0
<b>Total Cases</b>	<b>2</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>17</b>
<b>Long Grass &amp; Noxious Weeds</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Long Grass	0	42			42
Giant Hog Weed	0	8			8
Wild Chervill	0	3			3
Poison Ivy	0	2			2
Other	0				0
<b>Total Cases</b>	<b>0</b>	<b>55</b>	<b>0</b>	<b>0</b>	<b>55</b>
<b>Illegal Signs</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Ground Signs	1				1
Billboard Signs	0	1			1
Hydro Pole/Pole Signage	6	5			11
Real Estate	0				0
Portable	0				0
General	0	3			3
<b>Total Cases</b>	<b>7</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>16</b>
<b>Noise</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Animal Noise (Barking, etc)	1	1			2
Vehicle Noise	0	2			2
Construction Noise	0	2			2
Licensed Establishment	0				0
General	2	10			12
<b>Total Cases</b>	<b>3</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>18</b>





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

<b>Building Code Act</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Construction: No Permit	6	13			19
Change of Use: No Permit	3	1			4
Unsafe Building	0				0
Ontario Building Code	4	1			5
General	0				0
<b>Total Cases</b>	<b>13</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>28</b>
<b>Zoning By-Law</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Non-Permitted Use	3	5			8
Setbacks/Encroachment	1	1			2
General	0	2			2
<b>Total Cases</b>	<b>4</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b>Waste Collection &amp; Littering</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Garbage (Littering)	0	7			7
Garbage on ROW	2	2			4
Garbage Storage	0				0
<b>Total Cases</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>11</b>
<b>Parking (not including PINS issued)</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Overnight Parking	0				0
Accessible Parking	0				0
Parking on Street Issues	0	1			1
Parking on Private Prop.	0				0
General	0	1			1
<b>Total Cases</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Municipal Works (ROW)</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Deposit of Ice/Snow	2				2
Municipal Works: No Permit	0	4			4
ROW: Prohibited Storage	2				2
General	2	6			8
<b>Total Cases</b>	<b>6</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>16</b>
<b>Fill &amp; Grading</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Drainage	0				0
Altering Grade: No Permit	0	1			1
General	0				0
<b>Total Cases</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Civic Addressing</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Civic Address: Not Posted	1	2			3
Damaged/Vandalism	3				3
General	1	1			2
<b>Total Cases</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Public Nuisance</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Open Burning, Smoke	0	1			1
Disturbance	0				0
General	0				0
<b>Total Cases</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Miscellaneous</b>					
Case Type					Total
	1st	2nd	3rd	4th	
Feral Cats	0	0			0
General	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**

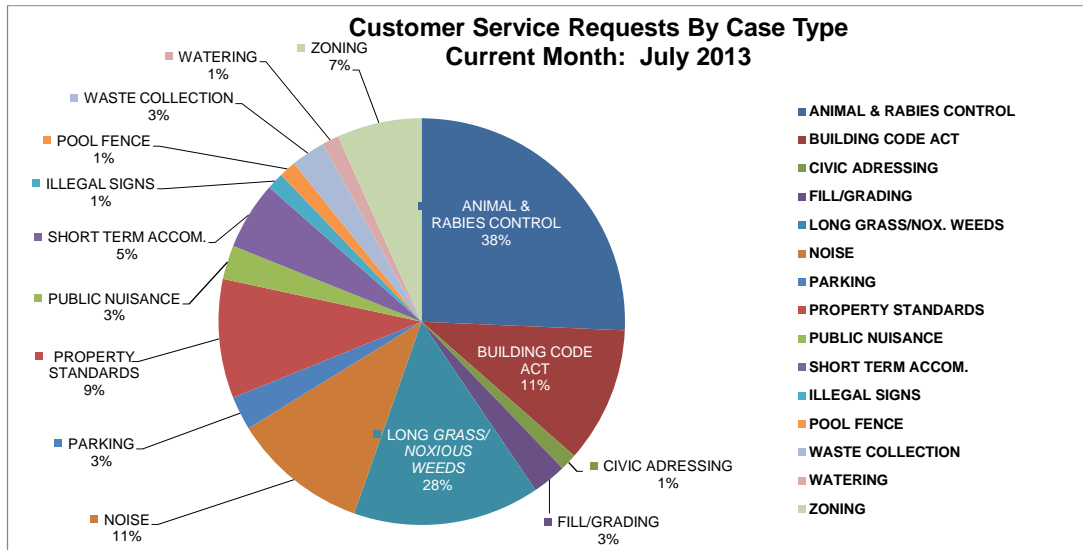
<b>BY-LAW: CUSTOMER SERVICE REQUEST RESPONSE TIMES</b>			
The goal of the By-Law Services Division is to respond to a by-law customer service request in an accurate and timely fashion. Our by-law customer service goal is to have 90% of the by-law service requests responded to within <b>3 business days</b> .			
<b>1st Quarter (January - March)</b>			
By-law Customer Service Requests	Avg. Response (Bus. Days)	Goal	Variance
<b>167</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>365</b>	<b>1</b>	90%	10%
		100	
<b>3rd Quarter (July - September)</b>			
By-law Customer Service Requests	Avg. Response (Bus. Days)	Goal	Variance
		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>532</b>	<b>1.0</b>	90%	10%
		100	



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

**BY-LAW SUMMARY: JULY 2013**

BY-LAW CUSTOMER SERVICE TYPE	CUSTOMER SERVICE REQUESTS		TOTAL OPEN		TOTAL CLOSED	
	July 2013	July 2012	July 2013	July 2012	July 2013	July 2012
Building Code Act	8	7	4	0	4	7
Civic Addressing (95-35)	1	2	1	1	0	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)	12	5	4	0	8	5
Fence (2003-14)	0	0	0	0	0	0
Fill/Grading (2002-78)	2	1	1	0	1	1
Fire Routes(2001-88)/Alarm Discharge(2005-55)	0	0	0	0	0	0
Littering (99-10)	1	0	0	0	1	0
Long Grass/Nox. Weeds (2003-25)	11	10	3	0	8	10
Municipal Works	3	2	1	0	2	2
Noise (2002-09)	8	4	5	0	3	4
Parking (2007-12) & Parking Priv. Land	2	3	1	0	1	3
Park Use (2003-69)	0	0	0	0	0	0
Property Standards (2002-18)	7	4	2	0	5	4
Public Nuisance (2004-23)	2	1	0	0	2	1
Rabies Control & Distressed Animals	7	3	0	0	7	3
Short Term Accom. (2008-12)	4	17	0	8	4	9
Sidewalk Use (2004-34)	0	0	0	0	0	0
Sign (2001-57)	1	6	0	0	1	6
Site Plan Agreement	0	0	0	0	0	0
Swimming Pool Fence (2002-08)	1	1	0	0	1	1
Tree Preservation (2010-68)	1	0	0	0	0	0
Waste Collection (16/03)	2	2	0	0	2	2
Watering (2008-02)	1	2	1	0	0	2
Zoning (83-40 & 10-77)	5	9	5	2	0	7
Miscellaneous	0	0	0	0	0	0
<b>Total By-law Service Requests</b>	<b>79</b>	<b>79</b>	<b>28</b>	<b>11</b>	<b>50</b>	<b>68</b>
Year over Year	0%		35.4%	14%	63.3%	86%



Notes:

- By-law Customer Service Requests % Increase Current Mo. **0%** versus same period 2012
- # Files Open @ Current Mo. End **28** # Files Closed @ Current Month End **50**
- Top 3 Customer Service Types
 

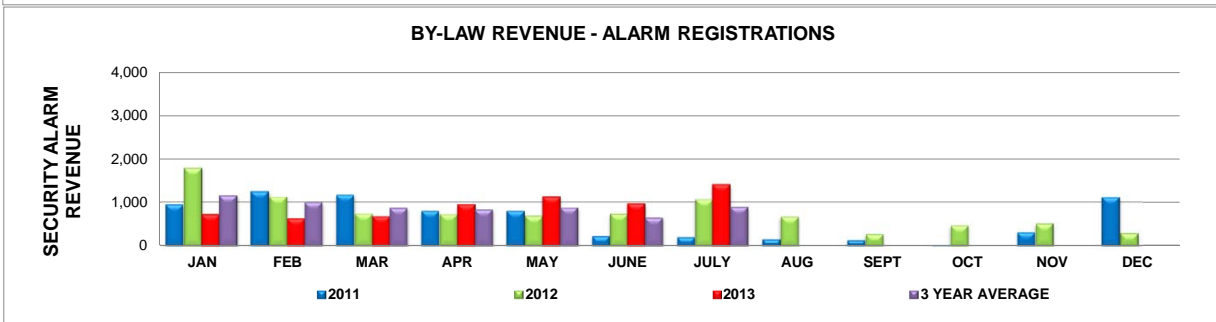
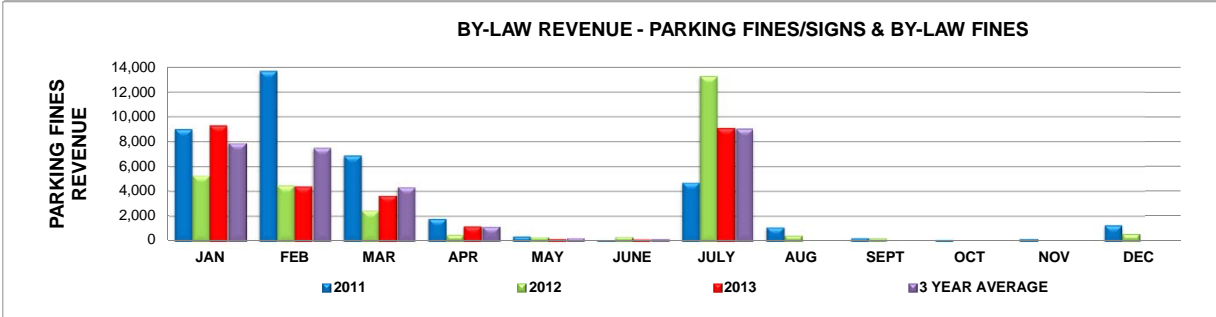
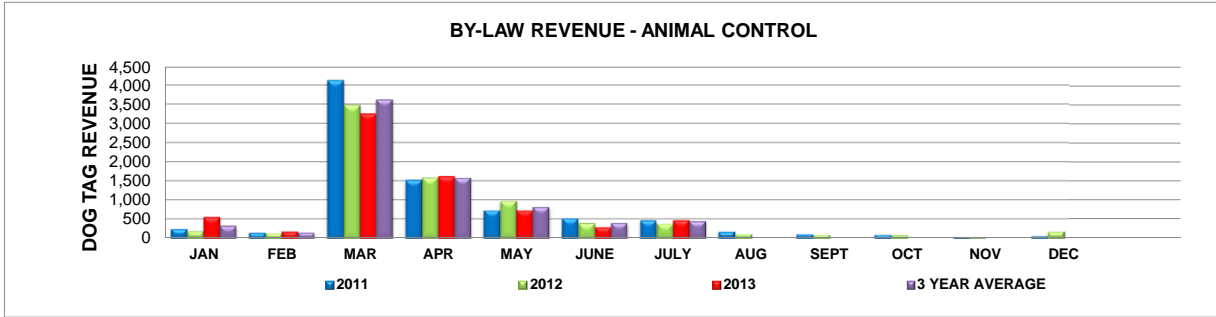
Animal/Rabies Control	<b>38%</b>
Long Grass/Nox Weeds	<b>28%</b>
Building Code Act	<b>11%</b>



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	\$ 9,335.88	\$ 950.00	\$ 1,781.97	\$ 729.98
FEB	\$ 150.00	\$ 135.00	\$ 185.00	\$ 13,707.00	\$ 4,511.00	\$ 4,409.00	\$ 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	\$ 17,424.88	\$ 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		\$ 1,152.00	\$ 460.00		\$ 150.00	\$ 668.33	
SEPT	\$ 110.00	\$ 90.00		\$ 263.00	\$ 228.00		\$ 125.00	\$ 265.46	
Q3	\$ 770.00	\$ 590.00		\$ 6,171.00	\$ 13,984.00		\$ 475.00	\$ 2,001.23	
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	\$ 7,160.00	\$ 39,698.56	\$ 28,194.60	\$ 28,087.63	\$ 6,595.87	\$ 9,094.08	\$ 6,516.46

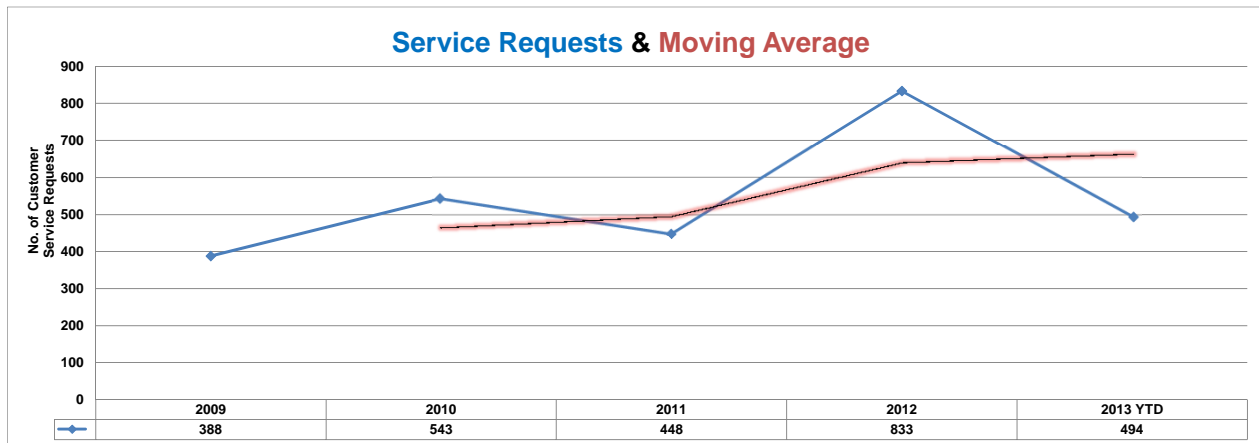




**TOWN OF THE BLUE MOUNTAINS  
BY-LAW ENFORCEMENT ACTIVITY  
2013 SUMMARY**

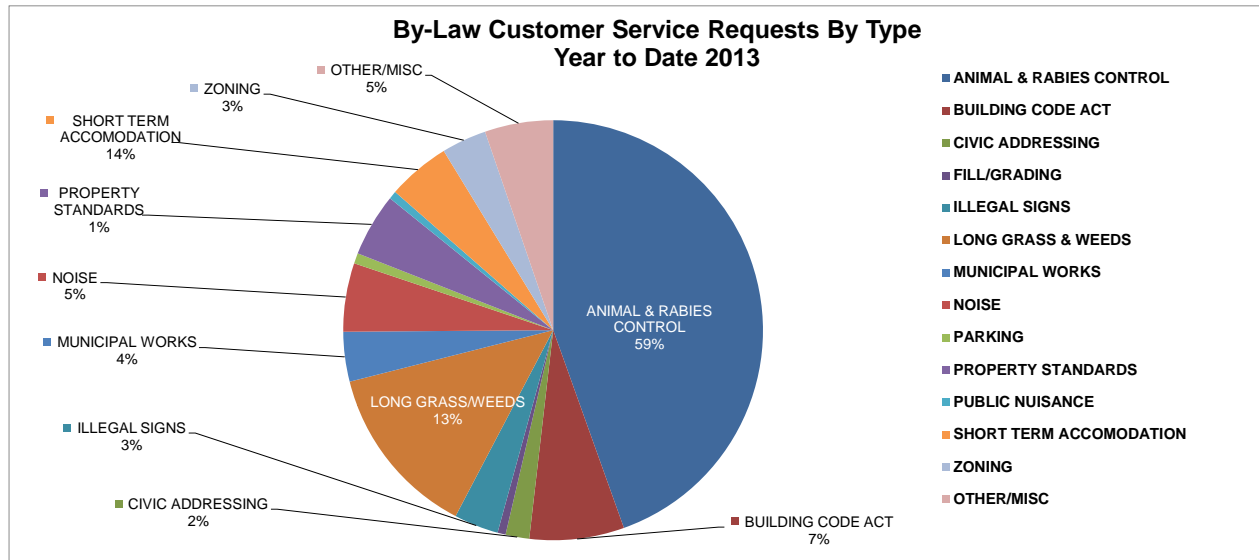
**CUSTOMER SERVICE REQUESTS 5 YR VOLUME: 2009-2013 YTD**

<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>Building Code Act</b>	<b>31</b>	<b>49</b>	<b>40</b>	<b>67</b>	<b>36</b>	<b>-46.3%</b>	<b>223</b>	<b>45</b>
Civic Addressing (2012-57)	3	3	12	18	9	-50.0%	45	9
Deposit Ice/Snow(2004-125)	5	18	2	4	0	-100.0%	29	6
Disabled Person Parking (2004-116)	2	0	0	3	0	-100.0%	5	1
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>55</b>	<b>-46.6%</b>	<b>319</b>	<b>64</b>
Fence (2003-14)	5	7	3	2	2	0.0%	19	4
Fill/Grading (2002-78)	21	8	9	24	3	-87.5%	65	13
Fire Routes (2001-88)	1	0	0	3	0	-100.0%	4	1
Littering (99-10)	4	12	27	16	3	-81.3%	62	12
<b>Long Grass/Nox. Weeds (2003-25)</b>	<b>98</b>	<b>98</b>	<b>95</b>	<b>77</b>	<b>66</b>	<b>-14.3%</b>	<b>434</b>	<b>87</b>
Municipal Works	1	11	11	24	19	-20.8%	66	13
<b>Noise (2002-09)</b>	<b>33</b>	<b>27</b>	<b>29</b>	<b>34</b>	<b>26</b>	<b>-23.5%</b>	<b>149</b>	<b>30</b>
Parking (2007-12) / Park-Priv. Land	6	5	2	25	4	-84.0%	42	8
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>24</b>	<b>-53.8%</b>	<b>242</b>	<b>48</b>
Public Nuisance (2004-23)	7	13	6	9	3	-66.7%	38	8
Rabies Control & Animal Distress	0	0	0	24	165	587.5%	189	38
<b>Short Term Accomm. (2008-12)</b>	<b>2</b>	<b>163</b>	<b>31</b>	<b>125</b>	<b>24</b>	<b>-80.8%</b>	<b>345</b>	<b>69</b>
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>17</b>	<b>-85.7%</b>	<b>196</b>	<b>39</b>
Site Plan Agreement	3	3	1	2	2	0.0%	11	2
Snowmobile	0	1	0	0	0	0.0%	1	0
Swimming Pool Fence (2002-08)	1	1	1	4	1	-75.0%	8	2
Tree Preservation (2010-68)	0	0	1	4	2	-50.0%	7	1
Waste Collection (16/03)	5	2	4	15	13	-13.3%	39	8
Watering (2008-02)	1	5	4	4	3	-25.0%	17	3
<b>Zoning (83-40 &amp; 10-77)</b>	<b>17</b>	<b>11</b>	<b>22</b>	<b>74</b>	<b>17</b>	<b>-77.0%</b>	<b>141</b>	<b>28</b>
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>494</b>	<b>-40.7%</b>	<b>2706</b>	<b>541</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>72.4</b>		<b>396.5</b>	<b>79.3</b>





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



**Notes:**

- Year to date 2013 by-law complaints received are **.20%** higher than the same period last year: 494 as of July 31 , 2013 vs. 493 for same period 2012
- 1 **410** of the **494** complaints files have been **closed (83%)** and **84 (17%)** remain **open** and are still under investigation.
- 2 **The 5 year average from 2009 to 2013 YTD is 541** complaint files per year.
- 3 **Short Term Accommodation** complaints: **4.86%** of the total (494) 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	129	0	0
JUNE	146	28	3	145	2	0
Q 2	317	51	4	365	2	0
JULY	195	17	1	129	3	0
AUG	126	8	1			
SEPT	118	2	1			
Q 3	439	27	3			
OCT	150	0	0			
NOV	64	0	0			
DEC	117	1	0			
Q 4	331	1	0			
Total	1232	93	9	758	6	0

