



Subject: 2020 Year End Review – By-law Enforcement Services

To: Council

From: Community Safety & Enforcement Department

Report Number: 2021-159

Meeting Date: June 14, 2021

Recommendation:

That Community Safety and Enforcement Department Report 2021-159 be received for information.

Purpose:

The purpose of this report is to provide Council with information on the activity in By-law Services in 2020.

Background:

By-law Services was previously part of the Planning and Development Department until February 2021, when the division was moved to join Fire and Emergency Services, in the newly developed Department now known as Community Safety and Enforcement.

By-law Services manages the enforcement of by-laws, regulations, policies, procedures and provides professional public service throughout the community.

By-law Services is comprised of four full-time employees. From time to time, the staffing level is complemented by students from Niagara College's Advanced Law Enforcement and Investigations program who are mentored by staff during the school year. The Division has had three students to date. During the summer months this increases with summer student(s).

Niagara SPCA and Humane Society, previously known as Welland and District Humane Society is the City's contractor that handles all animal services and runs the animal shelter located on Elm Street.

Discussion:

By-law Services has a generic email bylawenforcement@portcolborne.ca which was created in 2016 to help address the hundreds of emails the division was receiving. In 2020, the division received 1272 emails through this email address alone.

The Corporation currently does not track the number of telephone calls the Division receives or makes, however, staff assist customers with general inquiries, bylaw complaints, and overall customer service. This was made possible through the creation of the By-law Intake Officer position in June of 2019.

Complaints increase and decrease based on the season, weather, and other issues. A hot, dry summer decreases the number of grass complaints, a heavy snowfall and harsh winters increase snow complaints and parking and traffic issues, such as those along lakefront road allowances, and increases by-law enforcement time inside and outside of the office due to reports, by-law amendments, and ticketing.

The COVID-19 pandemic has required By-law Enforcement staff to conduct enforcement related to the provincial restrictions on social distancing and opening of businesses. The Division has been working in concert with the Niagara Regional Police on enforcement matters.

The attached appendices detail By-law Services statistics by the number of complaints by year, type, and ward from 2016 to 2020 as well as the Animal Services statistics for 2020 by Animal Control and Animal Shelter issues.

Conclusion:

By-law Services continue to serve the municipality, the residents, and the community, cleaning up one property at a time.

Appendices:

- a. Statistics of By-law Services by type and year
- b. Statistics of By-law Services by ward
- c. Statistics of Animal Services and Shelter Services

Respectfully submitted,

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Report Approval:

All reports reviewed and approved by the Department Director and also the City Treasurer when relevant. Final approval is by the Chief Administrative Officer.