

Community Safety and Enforcement

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By-law Enforcement

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Core Service: By-law Enforcement (Staff)

Service	Current	Reviewed by Director	Council Approved	Comment
Enforcement of By-laws and Parking	✓	✓		Parking and Snow Removal
Leveraging voluntary compliance	✓	✓		Working with customers to gain compliance
Protection of residents and property	✓	✓		
Public safety	✓	✓		Secure/demolish dilapidated buildings.
Educate public about regulatory rules	✓	✓		Social media, pamphlets, brochures, website and open house
Proactive Inspections and Enforcement	✓	✓		
Consult internal Departments, as necessary	✓	✓		
Consult external agencies as necessary	✓	✓		Structural Engineer, Contractor, etc.
Prepare court documents	✓	✓		
Attend courts: Region	✓	✓		
Deal with complaints	✓	✓		
Respond and document incidents	✓	✓		
Assist Planning and Zoning	✓	✓		Enforcement
Assist Operations	✓	✓		Enforcement

Core Service: By-law Enforcement (Administration)

Service	Current	Reviewed by Director	Council Approved	Comment
Administration of Parking Tickets	✓	✓		Liaise as necessary with internal Departments
Prepare information for Screenings and Hearings	✓	✓		
Property Standards Appeal	✓	✓		
Records Retention	✓	✓		Liaise with Clerks Department
Recharges for clean-ups	✓	✓		Processing through Finance Department
Front Counter and Phone Calls	✓	✓		
Complaints and Data Entry	✓	✓		
Prepare the File for Investigation	✓	✓		In conjunction with Enforcement
Create Initial Notice	✓	✓		
Create recharge for issuing Order	✓	✓		
Create Order	✓	✓		
Create and send final notice	✓	✓		
Process invoices for payment	✓	✓		

Core Service: By-law Enforcement (Manager)

Service	Current	Reviewed by Director	Council Approved	Comment
Risk Assessment Job Hazard Analysis	✓	✓		Review and update
Budget Operating and Capital	✓	✓		In consultation with Director
Manage Contracts – Animal Control	✓	✓		
Manage Contracts – By-law clean-up	✓	✓		Contractors
Creation of By-laws	✓	✓		
Creation of SOP/SOG	✓	✓		
Prepare reports to Council	✓	✓		
Review proposed site plans	✓	✓		Compliance with applicable By-laws
Claims & Claims Investigation Liaise as necessary	✓	✓		Clerks Department, Finance Department and City Insurer
Consultation with Legal regarding By-law issues	✓	✓		
Consultation with Region regarding By-law issues	✓	✓		
Parking administration – oversee all components of ticketing	✓	✓		
Approve time sheets	✓	✓		
Approve vacations	✓	✓		
Create schedules for staff and students	✓	✓		
Assist other Departments	✓	✓		