



## Staff Report

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**Report To:** Dan Best, Chief Administrative Officer  
**From:** **Justin Finkbeiner, Administrative Assistant**  
**Date:** July 13 2020  
**Report:** CL22-2020  
**Subject:** Request for Service, Complaints and By-Law  
Infractions – 2nd Quarter Report

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### **Recommendations:**

**That** South Huron Council receives the report from J. Finkbeiner, Administrative Assistant re: Request for Service, Complaints and By-Law Infractions 2020 – 2<sup>nd</sup> Quarter Report, for information purposes.

### **Purpose:**

The complaint summary provides Council with information regarding the type and status of Request for Services, Complaints and By-Law Infractions for the 2<sup>nd</sup> Quarter of the 2020 calendar year from April 01, 2020 to June 30, 2020.

### **Background and Analysis:**

Procedures for managing customer general complaints, requests for services and by-law enforcement are currently in place. The policy assists the municipality in providing service to the public and contributes to continuous improvement of operations by:

- Providing a fair complaint procedure which is clear and easy to use for anyone wishing to make a complaint; and
- Providing a timely and accurate response to complaints; and
- Using complaints as an opportunity to improve program and service delivery issues

Please find attached: 2020 - 2<sup>nd</sup> Quarter Request for Service, Complaints and By-Law Infraction Summary.

### **Parking Infractions:**

In the 2<sup>nd</sup> Quarter of the 2020 calendar year through regular patrols and through information provided by South Huron residents through the SouthHuron.ca "Report It" form, 14 (fourteen) parking tickets were issued.

### **COVID 19 Considerations:**

Residents can continue to report requests by contacting the municipal office or through "Report It" on the website. Complaints and Request for Services are investigated on a case by case basis. The municipal office is currently closed to the public during COVID 19 resulting in an increase of requests taken over the phone.

By-Law Enforcement has continued its day to day activities. In light of COVID 19 response and follow-up to requests may experience some delays to ensure that By-Law Enforcement and Staff are taking the proper precautions to remain safe during COVID 19. Direction was also provided to Municipal Enforcement with respect to compliance with COVID guidelines at municipal parks as well as parking patrols on Waterworks Road.

### **Operational Considerations:**

On April 20, 2020, the Municipality of South Huron Council passed By-Law 24-2020 appointing Mike Herbert as Animal Control Officer for the Municipality of South Huron. The Animal Control Officer has responded to 2 (two) animal control concerns from the public. These concerns involved education of surrounding wildlife and transportation of a contained dog.

### **South Huron's Strategic Plan:**

Section 6.2.2 of the Municipality of South Huron 2015-2019 Strategic Plan identifies key priorities and strategic directions. The following elements are supported by the actions outlined in this report:

- Administrative Efficiency and Fiscal Responsibility
- Transparent, Accountable and Collaborative Governance

### **Financial Impact:**

Expenses relating to By-Law Enforcement fall under Protection Services.

**Legal Impact:**

No legal implications have been identified for this report.

**Staffing Impact:**

There are no further staffing impacts not outlined in this report.

**Communication Actions:**

There are no further communication actions outlined in this report.

**Policies/Legislation:**

Complaint Policy – By-Law 22-2016

**Consultation:**

Municipal Enforcement Officer and Animal Control Officer

**Related Documents:**

2<sup>nd</sup> Quarter 2020 Request for Services, Complaints and By-Law Infraction Summary.

Respectfully submitted,

**Justin Finkbeiner, Administrative Assistant**

### Report Approval Details

Document Title:	Request for Service, Complaints, and By-Law Infractions - 2nd Quarter Report.docx
Attachments:	- 2nd Quarter 2020 Request for Service, Complaints and By-Law Infraction Summary.pdf
Final Approval Date:	Jul 9, 2020

This report and all of its attachments were approved and signed as outlined below:

**Sandy Becker - Jul 9, 2020 - 9:11 AM**

**Rebekah Msuya-Collison - Jul 9, 2020 - 12:14 PM**

**Dan Best - Jul 9, 2020 - 12:44 PM**