



Staff Report

Report To: Dan Best, Chief Administrative Officer
From: **Katie Trebble, Administrative Assistant**
Rebekah Msuya-Collison, General Manager of Corporate Services
Date: February 7 2022
Report: CL#03-2022
Subject: Request for Services, Complaints and By-Law Infractions – 2021 4th Quarter and 2021 Year End – Final Report

Recommendations:

That South Huron Council receives the report re: Request for Services, Complaints and By-Law Infractions – 2021 4th Quarter and 2021 Summary Report for information purposes.

Purpose:

Information on the type and status of Requests for Services, Complaints and By-Law Infractions for the 4th Quarter of 2021 and overview of 2021.

Background and Analysis:

Procedures for managing customer general complaints and requests for services and by-law enforcement are currently in place. The policy assists the municipality in providing excellent 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 any wishing to make a complaint; and

CL#03-2022 – 4th Quarter By-Law Report and 2021 summary

- Providing a timely and accurate response to complaints; and
- Using complaints as an opportunity to improve program and service delivery issues

Certain municipal departments are currently utilizing a work order application software to assign and track the requests for services that they receive directly. Those requests for service are not included in this report, and form part of other departmental reporting process.

2021 Summary of Requests for Service, Complaints and By-Law Infractions

Through the use of the Report IT website form and telephone calls submitted by members of the public, 55 (fifty-five) requests for services and complaints were received and resolved.

Of the 124 (one hundred and twenty-four) by-law infractions concerns received the majority were investigated under the following three by-laws;

- 52 (fifty-two) Property Standards concerns
- 22 (twenty-two) Animal Control concerns
- 9 (nine) Noise concerns
- 16 (sixteen) Parking Concerns

Throughout 2021, 6 (six) Orders to Remedy Violations of Standards of Maintenance and Occupancy, Pursuant to Section 15 of the Ontario Building Code Act, S.O. 1992, c.23 were issued to be rectified.

Please find attached 2021 4th Quarter Summary from October 1st, 2021 to December 31st, 2021 and 2021 summary.

2021 Highlights

- increased presence for winter patrol and parking related issues such as overnight parking concerns, parking on Main Street in Exeter, individuals parking in no parking zones.
- 36 parking tickets were issued within South Huron during the 4th quarter.
- Number of concerns received regarding landlord/tenant issues.
- Two outstanding property standard orders for clean ups were extended to spring of 2022 due to availability of contractor. The municipality will proceed with the Orders in spring, pending confirmation of continued violation.
- Initiation of Key Performance Indicators as part of reporting to Council.

Staff presented an overview of the existing municipal framework to the Committee of the Whole on September 29, 2021. The presentation included an overview of legislative framework involved in by-law enforcement, the current composition of South Huron By-Law enforcement services and the existing service level matrix used to clarify enforcement internally and externally. The matrix also identified program/service level and priority when dealing with concerns relating to specific bylaws and infractions.

Staff and municipal enforcement continued to encourage compliance through education and awareness using the discretion in the enforcement framework including determining appropriate enforcement actions to take, if any.

Key Performance Indicators

Key Performance Indicator (KPI's) for by-law enforcement were set in the fourth quarter and relate to the standard level of service: that 95% of complaints will have a plan in place to resolve the concern within five business days. This indicator (plan in place) was chosen rather than "resolution of matter" as in some cases, the onus and responsibility for resolution may fall outside of municipal jurisdiction. The (KPI)'s have been met for the 4th quarter of 2021.

Next Steps

Staff are looking at further modernizing the complaint and by-law enforcement process in 2022. These initiatives are hoped to result in more streamlined communication with the public, staff and stakeholders and improved tracking of submissions and better data for reporting.

COVID-19 Considerations:

In keeping with recommendations of public health professionals which changed throughout the year, certain enforcement procedures/processes were adjusted to accommodate the requirements and/or recommendations. At times there was a delay in responding to and resolving by-law requests for services, however, Municipal Law Enforcement Officers continued to respond to complaints using appropriate discretion based on the urgency of the matters.

Operational Considerations:

There are no operational considerations as a result of the recommendation in this report.

South Huron's Strategic Plan:

Sections 6.2.2 of the Municipalities 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:

This report is for information only, with no financial impact as a result of the recommendation in this report.

Legal Impact:

There are no legal impacts as a result of the recommendation in this report.

Staffing Impact:

There are no staffing impacts as a result of the recommendation in this report.

Communication Actions:

Members of public continue to submit their concerns through the "Report It" link on the SouthHuron.ca website, by telephone and email. Staff respond to the inquiry to confirm receipt and provide information on next steps in the process.

Educational information relating to by law enforcement matters are posted on the municipal website, on social media, as well as published in the HUB.

Policies/Legislation:

Complaint Policy – By-Law 22-2016

Consultation:

MEU Consulting

Related Documents:

By-Law Investigation 4th Quarter and 2021 Summary

[By-Law Services Strategy Review With Framework And Matrix \(Item 4.3\)](#)

Respectfully submitted,

Katie Trebble, Administrative Assistant

Rebekah Msuya-Collison, General Manager Corporate Services