



By-Law Enforcement Framework

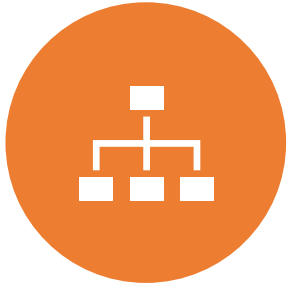
Committee of the Whole

April 22, 2024

Legislative Overview

- By-Laws reflect the community and are based on history, location, size and political direction set by Council
 - By-Laws evolve over time as a community changes
- A municipal By-Law must have legislative authority
- Duty of Care
 - If municipality has discretion to enforce or not enforce a by-law, not enforcing is a policy decision and immune from civil action – qualified**

Council Roles



Determine Service levels,
capacity and resources



Develop bylaws that
establish, maintain and
reflect community standards



Develop guidelines for
Exercising Discretion
(Framework)



Set standards for conduct
(Code of Conduct, Staff-
Council Policy)

Composition of Services

Clerk's Department – Administrative and Education Duties

- Issuing licences, permits
- Reporting
- Tracking, Communications
- By-Law Review

Contractors – By-Law and Animal Control

- Education, Investigation, Inspection, Enforcement Duties

Other Departments – Education, Inspection, Investigation and Enforcement Duties

By-Law Enforcement Practices

Public complaints in writing –
no anonymous complaints
(unless health and safety)

Personal Information is kept
confidential

Services generally Monday to
Friday

Tools for Compliance

- Education
- Orders
- Fines
- Summons to Court

Framework – Administrative Fairness

Establish	Establish clear expectations and customer service standards for By-Law Enforcement and ensure similar cases are being treated in a similar way.
Promote	Promote the efficient use of Staff resources; and
Manage	Manage public expectations while promoting transparency and accountability and provides the public with clarity and detail on how and why enforcement decisions are being made.

Service Level Matrix

- Matrix established during the last term of Council
- Identifies, defines and prioritizes Council's service levels (patrols: high priority, proactive: medium priority and reactive/complaint based: low priority)
- To be reviewed once every term of Council

By-Law Review Priority

Staff have reviewed the Matrix and noted the following regulatory by-laws as priority for review and update this term of Council:

- Signs (73-2007)
- Snow Removal (3-2004)
- Snow Vehicles (66-2009)
- Standing Water (62-2003)
- Taxi Licencing (32-2005)
- Special Event Policy (52-2018)
- Zoning (69-2018) * concurrently with the Official Plan Review
- Property Standards (41-2002) ** tidy yards by-law

Key Performance Indicators (KPIs)

What are they?

- Targets for standard level of service

Why do we use them?

- Measure and monitor standard level of service/look for areas for improvement

KPI's for By-Law Enforcement Services:

- 95% of complaints will have a plan in place to resolve the concern within five business days
- staff will confirm receipt of the concerns/complaints received within 2 business days (this has been updated for staff to endeavor to respond/confirm receipt within 1 business day in accordance with the Municipal Communication Policy); and
- staff will enter the concerns/complaints into the Citywide software system within 2 business days.

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Enforcement Trends

- Backyard chickens
- Homelessness
- Expectations from new residents coming from larger centers
- Neighbour disputes

Recommendations

- That South Huron Committee of the Whole receives the By-Law Services Strategy Review Backgrounder and presentation for information; and
- That South Huron Committee of the Whole recommend to Council the approval of the By-Law Enforcement Framework and endorse the Service Level Matrix.