

Staff Report to Council



Report From: Alex Wolfe, Clerk

Meeting Date: February 3 2025

Report: BL- 01-2025
2024 4th Quarter and Year End Summary of By-Law Infractions and Requests for Service

Recommendation

That South Huron Council receives Staff Report BL-01-2025 2024 4th Quarter and Year End Summary of By-Law Infractions and Requests for Services for information.

Report Overview

Purpose of Report	For Information
Council Priority Alignment	Community Safety and Well-Being
Consultations	Sue Johnson, Administrative Assistant Tenet Security Group
Attachment(s) to Report	4 th Quarter 2024 Summary and 2024 Year End Final Summary of By-Law Infractions and Request for Service

Report Highlights

- A summary report is provided to Council quarterly, and an annual summary is provided shortly following the year end.
- 348 requests for service, which includes complaints/by-law infractions, were received from October 1st through December 31, 2024

- 1539 requests for service, including complaints/by-law infractions were received from January 1 through December 31, 2024.

Context and Background

The Municipality has standard operating procedures for managing customer general complaints and requests for services and by-law enforcement in place that 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
- Providing a timely and accurate response to complaints; and
- Using complaints as an opportunity to improve program and service delivery issues

Southhuron.ca continues to allow community members the opportunity to submit service requests, complaints, comments and by-law infraction concerns using the “Report a problem” portal. With the launching of the new southhuron.ca website in December, the submission portal is now linked directly from the website into Citywide and notifications are provided directly to the appropriate department. This has streamlined process as Clerks’ department staff no longer need to manually enter submissions received through the website into Citywide and forward onto the appropriate department. Citywide software works as a centralized online system that assists as an effective tool in receiving, collecting, tracking, and responding to valuable feedback. Complaints and Requests for Services are investigated on a case-by-case basis.

The complaints/requests for services summary attached to this report outlines those received directly from the “Report a problem” submission form on the municipal website, as well as direct requests received through the Clerk’s Department (customer service/switchboard). Complaints/requests for services that were submitted directly to the responsible department (ie. by phone, email, etc) would be included in any of their reporting.

Regarding By-Law Complaints, the Municipality investigates these on a complaint basis and utilizes the By-Law Enforcement Framework as a tool for investigations and enforcement options.

The tables below provide a summary of service requests/complaints and by-law concerns received during the 4th quarter of the last three years and the annual total received during the last three years for comparative information. Staff would note Citywide software was implemented in late 2022/early 2023 which provided further opportunities for streamlining and tracking requests/complaints and is reflected by the increase in numbers being reported.

4th Quarter Summary	2024	2023	2022
Requests for Service/Complaints	348	360	36
By-Law Infraction Concerns	14	10	33

Annual Summary	2024	2023	2022
Requests for Service/Complaints	1539	1389	129
By-Law Infraction Concerns	72	94	141

Attached to this report are summaries for the 4th quarter and year end final summary for 2024 which outline types and status of requests for service, complaints and by-law infractions.

Discussion and Staff Recommendation(s)

Staff provide Council with quarterly reports summarizing requests for services/complaints and By-Law concerns received for information. Council reviewed the By-Law Enforcement Framework at a Committee of the Whole in April 2024. During that review a list of priority By-Laws were noted for staff to review during this term of Council. Since that meeting, Council has passed further resolutions requesting staff review the Noise and Animal Control By-Law for early 2025. Staff are in the process of reviewing the above noted By-Laws and will be bringing reports to future council meetings for consideration.

Impact Analysis

There are no financial, legal, operational or community impacts as a result of the recommendation outlined in this report.

Linkages

- [By-Law Enforcement Framework](#)

Respectfully submitted,

Alex Wolfe, Clerk

Report Approval Details

Document Title:	BL01-2025 - 2024 4th Quarter and Year End Summary of By-Law Infractions and Requests for Service.docx
Attachments:	- Appendix 1 - 2024 4th Quarter Summary Oct 1.24 - Dec 31.24.pdf - Appendix 2 - 2024 Summary - Requests for Service, Complaints and By-Law Infractions.pdf
Final Approval Date:	Jan 29, 2025

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

Alex Wolfe - Jan 24, 2025 - 4:43 PM

Erin Moore - Jan 26, 2025 - 2:33 PM

Rebekah Msuya-Collison - Jan 29, 2025 - 4:51 PM