



**LEGISLATIVE AND COURT  
SERVICES  
MEMORANDUM**

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**TO: COMMUNITY SAFETY COMMITTEE**

**FROM: T. BANTING, MANAGER OF ENFORCEMENT SERVICES**  
**W. COOKE, CITY CLERK/DIRECTOR OF LEGISLATIVE AND COURT SERVICES**

**WARD: ALL**

**NOTED: D. MCALPINE, GENERAL MANAGER OF COMMUNITY AND CORPORATE SERVICES**  
**M. PROWSE, CHIEF ADMINISTRATIVE OFFICER**

**RE: ENFORCEMENT SERVICES - PROACTIVE ENFORCEMENT RESULTS MAY 1, 2023 TO APRIL 30, 2024 – IMPLEMENTATION**

**DATE: JUNE 17, 2024**

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The purpose of this Memorandum is to provide members of the Community Safety Committee and Members of Council the results of implementing proactive enforcement measures resulting from the Enforcement Services review and subsequent hiring of additional Municipal Law Enforcement Officers.

In late 2020, an Enforcement Services Staffing and Growth Review was completed. Based on the results of the review, an increase to the number of Enforcement Officers was recommended to address the significant increase in requests for service/complaints, number of by-laws and population growth that had occurred in the almost 20-year period since resource levels had been addressed. At the time of the review and prior to the hiring of approved additional positions, Enforcement Services was limited to complaint based or reactive enforcement only, as staffing levels had not kept up with the increased calls for service. It was projected that after the hiring of 3 additional Enforcement Officer positions (1 in 2021 and 2 in 2022) plus the conversion of a Legislative services position to an Enforcement Officer, the Enforcement Services Branch would be resourced to allow for 25% proactive enforcement City Wide, in the short term

Staff are proud to report that the Enforcement Services Team have accomplished this task. Overall, the Team has achieved 28.9% more proactive enforcement related to all regulations managed by Enforcement Services, which has resulted in 4,495 additional matters being addressed.

A particular focus was on Property Standards / Yard Maintenance matters. The Enforcement Services Team achieved 26.9% more proactive enforcement specific to those violations equating to 496 additional properties (this is included in the number above) addressed during this time period. While violations will still be seen, staff have put in a great deal of effort in addressing those items found while on patrol in addition to addressing matters that come through complaints to the office daily.

The change to our response and overall ability to address concerns more effectively include a 7 day a week response to all matters, which has resulted in numerous noticeable improvements throughout the community. That being said, violations will continue to happen despite our best efforts to both respond and educate the community on the regulations.

Changing behaviours does not happen overnight. However the Enforcement Services Team has made a marked improvement which is anticipated to continue to improve over time. Staff will continue to run media campaigns reminding the community to "Be a good neighbour" and comply with all by-laws. This will continue at various intervals and as the seasons change, as each season brings different challenges.



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In accordance with motion 20-G-217, staff in Legislative and Court Services will continue to review resourcing demands from growth, call volumes, technology and regulatory changes and will include intake forms in future years to allow for the current level of service to be maintained.”