

Enforcement Services 101

DATE: OCTOBER 2, 2019

PRESENTED BY: TAMMY BANTING



What do we do?

MLEO are responsible for enforcing over 44 By-laws within the City.

Our goal is to educate the community and when necessary enforce municipal regulations to contribute to a safe and enjoyable community.

In addition, Enforcement Services regularly consults with most City Depts. to assist in the development of regulations, policies and procedures related to many different areas of service.

Enforcement Services

The administration and creation of many regulations fall within different departments, however Enforcement Services is ultimately responsible for the final enforcement of those regulations.

Examples: Traffic By-law, Right of Way Activity By-law and the Waste Management By-law just to name a few..

Parking

- Paid Parking locations (approx. 2500 spaces downtown, 800 along waterfront)
- Prohibited parking areas (No parking / stopping)
- Community Safety Zones (School Zones)
- Parking within 1.5 m of driveway (**complaint only**)
- Parking on/over sidewalks, boulevards
- Parking in or within 9/15m of an intersection (including signalized)

Traffic By-law has over 60 violations that MLEO monitors & enforces

Private Property Parking

- Enforcement of over 200 private property locations on behalf of the owners.
- Posted Fire routes
- Posted “unauthorized” parking areas where permission is not granted
- Accessible Parking

These assist property owners in managing their lands safely for residents & visitors
City receives revenue for tickets

Other – Parking Enf.

- Overnight parking Dec 1 – March 30th. 7 days a week, is enforced regardless of the weather.
- Special Event closures – MLEO staff close off parking and monitor area (ticket & tow)
- Some road closures (meters bagged for construction)

Enforcement Matters cont'd

Animal Control Matters

- Average of 3000+ calls per year
- Regulations include controls for Dogs, Cats, Exotics, Livestock
- Bites or Attacks
- Injured Animals on Municipal property
- Removal of deceased animals on municipal property

Business Licensing

- Adult Entertainment Industry
- Transportation Industry
- General Licensing (Restaurants, Second Hand Sales , most Contractors etc.)
- Average of 2500 businesses licensed and inspected annually
- Over 5000 drivers & vehicles registered annually
- Cannabis Production Facilities

Sign Regulations

- Mobile Sign Permits
- Ground Signs
- Poster Panel Signs (Billboards)
- A-Frame Signs
- Temporary Event Signs
- Election Signs
- Average of 1500 signs are confiscated annually (not including election signs)

Staff also review & approve:

- Site Plans - Signage
- Building Permits - Signage

Enforcement Matters cont'd

Property Standards

Designed to deal with Interior or structural issues

- Mould / grow ops
- Hand rails, flooring, plumbing
- Heating systems – low heat
- Vacant / derelict buildings
- Roof / fascia
- Stairs / walkways
- Infestation (bed bugs etc.)

Average 350 complaints annually

Yard Maintenance

Designed to deal with exterior property general conditions.

- Occupied lands – grass/weeds over 6 inches
- Vacant lands – grass/weeds over 12 inches with some exceptions
- Garbage & debris
- Un-plated / inoperable vehicles

Average 1350 complaints annually

Parks

- Monitor & enforce Parks regulations on over 3100 acres of waterfront, parkland and open space including 127 parks & 145 kilometres of trails
- Regulations include – camping, smoking, matched games, mooring boats, defacing lands or property, business operations not authorized, unauthorized entry, setting of fires, etc.

All parks / facilities and trails monitored regularly

Enforcement Matters cont'd

Regulatory Matters

Various By-laws not specific to one category including:

- Fireworks
- Discharge Firearms
- Lawn Watering
- Use of Snow Vehicles
- Livestock / Poultry Protection
- Nuisance matters (deposit snow, impede pedestrians, busking, sales from city property etc.)
- Right of Way Activity By-law
- Waste Management By-law

Tree Cutting / Tree Preservation

Captures both regulations for private and public trees:

- Regulates tree cutting / damage on municipal lands
- Establishes “wood lots” for private & public lands, protections of certain species of trees
- Establishes permit requirements & inspections from Forestry Staff.

Provincial Regulations Enforced

- Line Fences Act (dispute resolution for boundary fencing)
- AGCO /OLG Lottery Licensing
- Dog Owners Liability Act
- Pitbull Control Regulations
- Protection of Livestock & Poultry from Dogs Act.
- Wildlife Damage Compensation Program.
- Honey Bee Protection Act

Sample of Time comparison for Enforcement

Property Standards

Step 1 – Enforcement Staff attend and inspect property – if violation found contact made to tenant / owner – time to comply is given (24hrs – 7 days)
Step 2 – Staff will then re-inspect the property to ensure compliance. Failure causes
Step 3 / compliance file closed
Step 3 – Second re-inspection – follow-up notice or order average of 30 days
Step 4 – Ability for Property owner to Appeal order within 15 days.

Yard Maintenance

Step 1 – Enforcement staff attend and inspect property – 24hrs given to comply to occupant.
Step 2 – Re-inspect for compliance – failure causes Notice to owner/occupant allowing 7 additional days
Step 3 – Re-inspection conducted – compliance file closed / failure – extension or City can go in a do work
Step 4 – No appeal process

Other Matters

- Dog Bite/attacks – can take up to 2 years before the courts/animal seizure's
- Tree Cutting – 6 months to years before courts
- Business Licensing – minimum 30 days to comply, court process 1-2 years
- Officer's in court once a month on various matters
- General response is 30 mins – 1 hr to begin process
- Parking is the fastest initial enforcement matter, all others take days, months or years to complete.

A “Glimpse” in to Service Volumes for Enforcement - 2018

Public Facing Service

Services that people see and use daily that contribute to a safe and enjoyable community.

- General Complaints – 13,799
- Phone Calls – (average) 25,000
- Issued 50,872 parking infractions (23,725 lots/on-street paid/ 27,147 residential)
- Warnings Issued – 10,516 (various regulations)
- Property Standards / Yard Maintenance – 1,758
- Confiscated Signs – 1,601
- Admin Documents processed – 3,738 (licences, permits etc.)

Enforcement Services Resources

Permanent Staffing:

- Director of Legislative and Court Services/City Clerk – **Wendy Cooke**
- Manager of Enforcement – **Tammy Banting**
- Supervisor of Enforcement (2) – **Jason Forgrave**, Vacant Position
- Senior Municipal Law Enforcement Officer – 1 – **Bryan Keene**
- Enforcement Services Clerks – 6 – FT Positions
- Municipal Law Enforcement Officer I – 5 – FT positions / 3 PT positions
- Municipal Law Enforcement Officer II – 3 FT positions / 10 PT positions
- Property Standards Officers – 4 FT positions

Seasonal Staffing:

- Summer Students – 6 positions (June – August) various enforcement duties
- Winter Control – 4 FT / 2 PT (December – March) overnight parking enforcement
- Cannabis / Smoking By-law Project – 2 FT – June-August (one time only)

General Service Hours:

- Officer Hours (Live Answer) – Mon-Fri 8:30 **am** to 4:30 **pm**
- Afterhours message bank – Officers retrieve messages every 30 mins to respond – 7 days a week
- MLEO I Officers – shifts between 8 am & 9 pm daily plus On Call for emergencies – 7 days a week
- MLEO II Officers – shifts between 7:30 am & 11 pm (Apr – Nov) – 7 days a week
 - (Dec – Mar) 24 hrs – 7 days a week
- Property Standards – 8:30 am to 4:30 pm Mon-Fri (summer months - 6 days with student coverage)

No change in staff complement since the early 2000's

What Enforcement isn't responsible for, might surprise you!

- Building Code complaints / permits (Building Services)
- Zoning Complaints / Zoning Admin (Planning Services)
- Waste Management Education / Environmental issues (Environmental Services)
- Encroachments on municipal lands (Legal Services in most cases)
- Cruelty / Animal Welfare Issues (Barrie Police Service/Provincial Hot Line)
- Noise By-law:
 - Quantitative(measured by decibel level) - Enforcement Services
 - Qualitative (quality of life disturbance prohibited by time/day) - Barrie Police Service
- Moving Vehicle violations (Barrie Police Service)

Enforcement – “Stranger Things”

Our Clients are generally the subject of regulations and not necessarily “customers” of their own volition

Caught a LIVE deer on a pole
Walked Mother Duck & young from City Hall to Heritage Park
Found a Helicopter in a Yard
“Raccoons” looking out the window of a house at the neighbours
Picked up 2 Black Widow Spiders (yes we do have them in Barrie area)
Fortified “bunker” found at a home
Goat found running at large
12 ft Boa Constrictor Snake captured
Deceased Persons found – in Homes & Vehicles
Assist Police & Sheriffs with warrants – MLEO attend when animals involved
Head butted by a goat on Highway

The List goes on – we never have a boring day!

How to Get Answers to Enforcement Questions or direct Citizens?

Council Members:

- Call or Email the Director with a cc to Manager with general inquiries or concerns.

Citizen Inquires / Complaints:

- They should be directed to contact our office directly at 705-739-4241. This is answered or monitored 7 days a week and staff review and respond as necessary within 30 mins (afterhours), Office hours is live answer.

Questions

