



## GRAND VALLEY

### STAFF REPORT

**To:** Mayor and Members of Council  
**From:** Brad Haines - By-law and Property Standards Enforcement Officer  
**Meeting Date:** February 25, 2025  
**Report Number:** 2025-039  
**Subject:** By-Law Enforcement Annual Report and Program Details

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### Recommendation

**THAT** Council receives the By-Law Enforcement Annual Report and Program Details Report

### Executive Summary

#### Purpose

The purpose of this report is to provide Council with the requested analysis of activities within the By-law Enforcement Department.

#### Key Findings

By-law Enforcement has worked vigorously to address the consistent complaints received within the municipality. There is concern that changing to a contracted service model would decrease service levels and increase workload on existing staff.

#### Financial Implications

The By-law Enforcement service costs the Town \$110,000 per year in order to have an equipped and trained officer available.

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## Report

### Background

Council requested a report be completed, reporting on By-law Enforcement call statistics and how time is being allocated. It was suggested that this data would be used to analyze in-house By-law Enforcement Services versus sub-contracting the service to larger municipality.

### Discussion

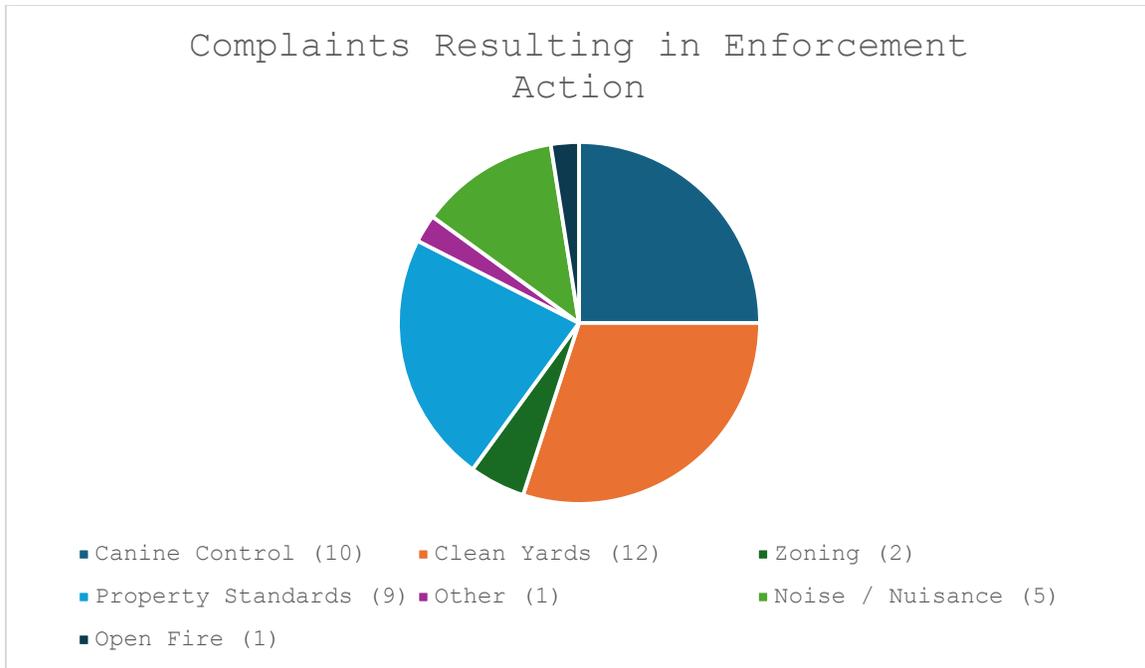
By-law/Property Standards Enforcement:

Upon review of all By-law Enforcement happenings within 2024, it was determined that:

- By-law Enforcement received **95** By-law related Inquires (Phone, Email or written complaint). Each incident was investigated. Several other calls were received but no activity resulted, so no report was maintained.
- **40** of **95** Complaints investigated resulted in some type of Enforcement Action (Infraction letter, Order to Comply, Order to remedy, Part 1 or Part 3 tickets).
  - Average time to investigate and respond to a request for investigation can vary depending on the type of infraction in question. Noise and nuisance investigations can take up to an hour as excessive noise must be present for 1+ hour, while a property standards complaint can be very obvious, but also time consuming and take anywhere from 15 minutes to an hour to investigate, plus follow up with property owners and complainants. This is in addition to receiving the complaint and coordinating the property inspection with the owner. Other complaints take a short time to investigate, but can take months of oversight and follow up in order to resolve the problem.

The 40 complaints that warranted enforcement action can be broken down as follows:

- **10** - Canine Control
- **12** - Clean Yards
- **2** – Zoning
- **9** – Property Standards
- **5** - Noise / Nuisance
- **1** – Open Fire
- **1** – Fill and Site Alteration



**\*\*Note - all investigations are complaint based, not proactive enforcement as per Town’s By-law Enforcement Policy\*\***

**Parking Enforcement:**

- At least 1 parking patrol per shift in spring / fall / summer and often 2 per shift in the winter months.
- **115** - Parking Infraction Notices Issued (Part 2 Tickets)
- **55** - Notice of impending convictions (Letters sent to owner for non-payment)
- **11** – Certificates requesting conviction filed with courts.

**\*\*Note - all administration of the parking enforcement program is completed by By-law Enforcement except receiving payment\*\***

**Other By-law Enforcement Related Matters:**

- **2** - Fence Variance applications and subsequent Reports
- Quarterly review of O.P.P false alarm reports and calls for service reports.
  - **5** - Repeat False Alarm Infractions resulting in Enforcement Action under the 2003-08 OPP False Alarms by-law.
- **2** – New By-laws Created as a result of program reviews:
  - 2024-24 Private parking
  - Animal Control Officers Appointment By-law
- **2** – Existing By-laws Amended
  - No parking zones in traffic by-law
  - No Parking within Main and Amaranth St.
- Completed updates to set fines via application and signoff by provincial judge.
- **18** Reports completed for council (monthly update reports, by-law updates, incident summaries etc.)
- Frequent / daily public education provided residents while on patrol within the community.
- Intersection traffic signage altered / improved – 3 complaints resulting in changes / improvements to vehicular traffic (Leeson & Melody, Mill Street West and Main & Amaranth)
- Providing AGAPIK9 (Canine Control Contactor) with oversight and appropriate courses of action for complaints and coaching on how to respond to each incident.

**Other Administrative Tasks include:**

- First point of contact for all by-law or potentially by-law related questions.
- All Docu-Pet (dog licensing) administration for staff and residents.
- Police Services Board Secretary (quarterly agenda / correspondence prep, attending meetings, meeting minutes, communication with board members for training and criminal record checks, board vacancy position posting and hiring)
- **4** Fillable Forms / Documents created to improve customer service:
  - Noise Package
  - Electric Vehicle Pre-Trip
  - Little Lending Library
  - Private Parking Letter of Authorization

- Training courses completed – Municipal Law Enforcement Officers Association Part 2 (5-day training course)
- By-law Enforcement Policy / Procedures Manual Developed / maintained.
- Secured new Prosecutor for by-law matters for the Town.
- Emergency Control Group member – attending public events (shelter training) and participating in emergency annual exercises of behalf of the municipality.

**Before the Town had an in-house by-law enforcement officer, the Town relied on the following:**

- 1) OPP for parking enforcement and existing staff to file the ticket and manage tickets through the Provincial process
  - a. The OPP will no longer provide parking enforcement
  - b. The existing staff had stopped the in-house management piece years earlier, so no tickets were registered or enforced
- 2) In-house staff received by-law complaints, sending Roads or administrative staff to do preliminary review of the situation, then the CAO would contact the contracted by-law enforcement officer or legal representative if it was deemed warranted. Investigations were not prompt nor resulted in action or follow-up, due to the workload on the contracted officer serving other municipalities.
  - a. The contracted Enforcement Officer was retained through Dufferin County. Dufferin County terminated that program nearly 10 years ago.
- 3) For a short time, a Roads Employee was serving a dual role as By-Law Enforcement Officer, which was found to be unfeasible, given the amount of parking enforcement required, and the number of parking and property standards complaints received, while trying to also complete all roads-related duties.

While By-law Enforcement does not enforce the Criminal Code or Highway Traffic Act, it does provide a physical presence within the Municipality and that alone can deter prospected crime, in addition to the improvement of community standards while having a by-law enforcement service available.

There have been several complaints received from different residents about the lack of Law Enforcement within the Municipality and how they want more of a presence and better response times. The high level of service that the public is starting to expect may fall should by-law enforcement services be sub-contracted to a larger municipality. The larger municipality will surely focus on its own service requirements first, providing a smaller municipality with whatever

staff capacity is left over. The current by-law enforcement department is able to customize its schedule to fit the needs of the municipality (i.e. winter parking enforcement or overnight 24-hour complaints) where sub-contracting from a larger municipality likely will not allow for the same flexibility.

### **Financial Impact**

Cost for capital (2022 Chevrolet Bolt, Flo Electric Charger / installation, vehicle accessories / decals) and equipment (uniforms, computer, software) along with Municipal Law Enforcement Officers Association Membership (x3 years) and multiple tuitions for training has been spent by the municipality upon Council previously approving the position of By-Law and Property Standards Enforcement Officer. These costs previously spent on By-law Enforcement will not be recovered by sub-contacting By-law Enforcement Services to another municipality.

The Town continues to grow, with population slated to triple with the proposed development. Existing staff do not have the capacity to absorb the administrative duties of the current By-law department if a contracted service provider was brought onboard and cannot maintain current levels of service as the population grows.

Currently, the Town spends \$110,000 for the By-law Enforcement Officer, equipment and vehicle. Extra costs for legal would be incurred whether contracted officers were used or not. In 2024, By-law revenue was \$12,500 (excluding canine control revenue).

While a detailed analysis of costs incurred by our neighbouring municipalities has not been conducted, it can be noted:

- Town of Mono spent \$200,000 in 2024 and has budgeted \$199,010 for 2025 (<https://mono.civicweb.net/document/203480/>)
- Township of Mulmur has listed \$18,500 for “protective inspection and control expenses” (<https://mulmur.ca/content/town-hall/budget/2025-mulmur-township-budget.pdf>)
- Township of Amaranth has listed \$19,760 for by-law enforcement (<https://pub-amaranth.escribemeetings.com/filestream.ashx?DocumentId=3607>)
- Townships of Mulmur and Amaranth presumably have tasked administrative staff (Deputy Clerk, front line admin) with coordinating by-law enforcement, and may not have the parking enforcement duties nor the volume of other by-law enforcement matters to manage.

### **Consultations**

Meghan Townsend, CAO/Clerk

**Attachments**

None

**This report was submitted by**

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**This report was approved by**

Meghan Townsend

Chief Administrative Officer/Clerk

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