

John Livey
 Deputy City Manager

Municipal Licensing and Standards
 City Hall, West Tower, 16th Floor
 100 Queen Street West
 Toronto, ON M5H 2N2

Tel: (416) 392-8445
 Fax: (416) 397-5463
 Tracey.Cook@toronto.ca
 www.toronto.ca

2017 OPERATING BUDGET BRIEFING NOTE

Assessment of Staffing Complement for Overnight and Weekend Enforcement of Noise By-law

Issue/Background:

- Budget Committee requested the Executive Director, Municipal Licensing and Standards (ML&S) provide a budget briefing note assessing the staffing complement necessary to provide overnight and weekend enforcement of the Noise By-law, whether through additional full time employees or shift changes

Key Points:

- In September of 2015, utilizing existing staff complement, Investigation Services extended its' hours of coverage for weekdays (6:00 a.m. to 7:00 p.m.) and implemented a weekend day shift of 4 MSO's (8:00 a.m. to 5:00 p.m.), in part to address responses to noise complaints.
- The current hours of work for the By-Law Enforcement team, responsible for responding to noise complaints at licensed establishments, are Sundays to Thursdays (6:00 a.m. to 11:00 p.m.); Fridays and Saturdays (6:00 a.m. to 3:00 a.m. the next day); and Holidays (8:00 am to 4:00 pm.).
 - The current wage and benefits expense for a Municipal Standards Officer (MSO) is approximately \$98,000, and the current wage and benefits expense for a Supervisor is approximately \$130,000. These are exclusive of any additional costs for uniforms, vehicles, equipment, and other overhead costs of approximately 15%.
- A preliminary analysis of 2015 and 2016 data indicates that approximately 17 - 18% of all service requests received by ML&S are noise related. Of these, approximately 36 - 40% are received during typical non-business hours from 7:00 p.m. to 6:00 a.m. In totality, off-peak noise complaint service requests represent 6 - 8% of all service requests.
 - A more comprehensive analysis of the data including validation of complaint records, volumes and sources/locations of noise would be necessary in order to provide an accurate estimate of any staffing adjustments.
- There are also two significant reviews currently underway that would impact any projections/estimates of adjustments to staff resourcing. Namely:
 - 1) ML&S is currently undertaking a comprehensive review of Chapter 591, Noise and will be submitting a report to Licensing and Standards Committee in Q4 2017.

It is anticipated that, if adopted, some of the proposed amendments may assist in mitigating some of the causes of overnight and weekend noise. (i.e. - construction related noise due to continuous concrete pours, which are currently permitted as of right).

This report will include an analysis on the impacts to enforcement resources.

- 2) The Toronto Police Service Transformational Task Force is currently reviewing opportunities to identify work that could be addressed by other City entities.

The City has worked with the TPS on the issue of response to noise complaints through the prior Chief's Internal Organizational Review.

It is anticipated that the Toronto Police Service may implement changes in their response to calls such as noise complaints; these changes may further impact the demands on ML&S for response to noise complaints.

- Following the outcomes of both of these initiatives, ML&S will be better suited to provide a more detailed analysis for the purposes of staff deployment and/or resources to address noise complaints during off-peak hours.

Prepared by: Tracey Cook, Executive Director, Municipal Licensing and Standards
(416) 392-8445, Tracey.Cook@toronto.ca

Further information: Tracey Cook, Executive Director, Municipal Licensing and Standards,
(416) 392-8445, Tracey.Cook@toronto.ca

Date: January 5, 2017