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2021 OPERATING BUDGET BRIEFING NOTE

MLS Staffing Levels for General and Dedicated Enforcement Units

Issue/Background:

- On January 21, 2021, Budget Committee requested a Briefing Note on the breakdown of the current number of staff in non-generalized enforcement units, and the budgeted staffing increases for those units (such as costs, number of staff, and timing of hiring).

Key Points:

- The 2021 Operating Budget maintains the same staffing level for enforcement units as 2020.
- MLS has a staff complement of 272 enforcement officers. This includes 239 Bylaw Enforcement Officers (BEOs) and 33 Animal Control Officers (ACOs).
- Of the 239 BEOs: 122 BEOs are part of the general enforcement units (enforcing issues related to property standards, business licensing and public space enforcement, zoning contravention etc.), and 117 BEOs are in dedicated enforcement units (such as RentSafeTO, Multi-Tenant Housing, Cannabis etc.). In addition, the 33 ACOs in Toronto Animal Services are responsible for enforcement and mobile response efforts.
- Both Investigation Services and Bylaw Enforcement are comprised of general and dedicated enforcement units. Table 1 provides further details on approved complement and vacancies by service.
- There are currently 35 enforcement officer vacancies in MLS: 28 BEOs and 7 ACOs.

Table 1: Enforcement officer complement, vacancies, and budget

Service Line and Unit	Complement (BEO and ACO)	Vacancies	2021 Budget (Salaries and Benefits)
Investigation Services (BEO)			
General Enforcement			
East District	20	1	1,971,721
Central District	20	0	1,971,721
West District	21	0	2,070,307
Dedicated Enforcement			
Cannabis	6	0	591,516
Multi-tenant Housing	6	0	591,516
RentSafeTO	28	5	2,760,409

Service Line and Unit	Complement (BEO and ACO)	Vacancies	2021 Budget (Salaries and Benefits)
Short-term Rentals	3	0	295,758
Specialized Enforcement & Resolution (SERT)	9	0	887,274
Total Investigation Services	113	6	11,140,222
Bylaw Enforcement (BEO)			
General Enforcement			
East District	19	1	1,873,135
Central District	22	3	2,168,893
West District	20	6	1,971,721
Dedicated Enforcement			
Adult Services	8	1	788,688
Noise	24	2	2,366,065
Solid Waste Enforcement	13	2	1,281,619
Vehicle-for-Hire	20	7	1,971,721
Total Bylaw Enforcement	126	22	12,421,842
Toronto Animal Services (ACO)			
Dedicated Enforcement			
Enforcement	14	3	1,430,730
Mobile Response	19	4	1,941,705
Total Animal Services	33	7	3,372,435
Grand Total	272	35	26,934,499

Filling existing vacancies:

- A competition is underway to fill 25+ BEO positions in Investigation Services and Bylaw Enforcement, with an expected completion date of spring 2021.
 - BEO vacancies are typically filled through mass hiring efforts, usually twice per year. MLS is able to train new BEOs more efficiently through cohorts, as the training process is lengthy and complex due, in part, to the large number of bylaws and statutes enforced by MLS (over 30 different pieces of legislation).
 - MLS is able to fill vacancies in both general and dedicated enforcement units through these mass hiring efforts by modifying certain training components.
 - The 2021 recommended Operating Budget for MLS reflects the timing of the expected hiring of the vacancies along with the appropriate resources to meet the targeted outcomes for 2021.

Impact of COVID-19 on enforcement efforts:

- COVID-19 continues to have a significant impact on service levels as MLS prioritizes enforcing provincial emergency orders, as well as physical distancing and other COVID-19 related bylaws (for example, apartment building COVID-19 measures).
- MLS has redeployed officers from across the division, including from dedicated enforcement units, to the COVID-19 enforcement strategy. Since April 2020, between 51% and 95% of BEOs have been reallocated to support COVID-19 enforcement efforts.

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