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## 2020 OPERATING BUDGET BRIEFING NOTE

### Deployment Model for Municipal Licensing and Standards Enforcement Officers

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#### Issue/Background:

- The Budget Committee at its January 17, 2020 meeting requested the Executive Director, Municipal Licensing and Standards to prepare a budget briefing note on the deployment model for enforcement officers, on a geographic basis and by specialist areas of enforcement.

#### Key Points:

- Municipal Licensing and Standards (MLS) contributes to the safety, vibrancy and maintenance of our communities by being a leader in the professional delivery of bylaw enforcement, administration and animal care services to the City of Toronto.
- MLS is responsible for the enforcement of over 30 municipal bylaws with a complement of 268 Enforcement Officers, over 3 service lines: Bylaw Enforcement (126 officers) Investigation Services (113 officers) and Toronto Animal Services (29 officers).
- Since 2014 the Division has added over 33 Enforcement Officer positions to its complement.
- Over the past several years, MLS has taken on new work on emerging sectors and issues. The division's approach is to assess resource requirements for new areas of responsibility and, if resources are not available within the current complement, a business case is presented to Council as part of the report and then budget process.
- Dedicated teams (specialists) have been deployed where specialized knowledge, training and enforcement powers are required to conduct enforcement and seek compliance.
  - Cannabis Enforcement team (6 officers) has been designated under the Cannabis Control Act to carry out the enforcement of provincial legislation and to reduce the illegal cannabis market in Toronto.
  - Special Enforcement Response Team (SERT) (7 officers) was established to support vulnerable people in our city who require a highly specialized approach to managing hoarding and other life threatening living conditions that directly impact their safety.
  - RentsafeTO team (30 officers) works to improve the living condition for tenants and the quality of apartment buildings through audits, education and enforcement.

- Vehicle-for-Hire team (20 officers) was established as part of regulating both taxicabs and private transportation companies for safety and consumer protection.
- Adult Services team (8 officers) was established to decrease community nuisance issues through a graduated enforcement plan collaborating with partners, including the Toronto Police Service, as well as community agencies on various engagement and education projects.
- District Teams (generalists) undertake enforcement related to property standards, property maintenance, long grass and weeds, graffiti, fences, zoning, signs, postering, municipally-regulated businesses and the Parks Bylaw. The deployment model for district teams is based on workload and to assure geographical and ward coverage.
- Compliance and Reporting team (5 staff) supports data-driven enforcement through big data analytics and enables enforcement of new types of businesses that are part of the digital economy, including sectors such as Vehicle-for-Hire and Short-Term Rentals (see footnote below), through data-discovery and auditing.

### Municipal Licensing and Standards Officer Deployment

Enforcement Area Municipal Code Chapter	Teams	Schedule	Staffing	Wards
<b>BYLAW ENFORCEMENT</b>			<b>126</b>	
<ul style="list-style-type: none"> <li>• 545 Licensing</li> <li>• 466 Fireworks</li> <li>• 742 Sidewalk Café</li> <li>• 313 Buskers</li> <li>• 608 Parks</li> <li>• 740 Street Vending</li> <li>• 636 Public Squares</li> <li>• 693 Poster Public Property</li> </ul>	District Operations	7 days / week 0600 – 2400 (18 hours / day)	Total: 60	
	3 District Locations		West 20	West 1, 2, 3, 4, 5, 6, 7, 8, 18
	6 teams of 10 officers each		Central 20	Central 9, 10, 11, 12, 13, 14, 19
			East 20	East 15, 16, 17, 20, 21, 22, 23, 24, 25
<ul style="list-style-type: none"> <li>• 591 Noise</li> </ul>	Dedicated Enforcement	7 / week 0600 – 0200 (20 hours / day)	24	All
<ul style="list-style-type: none"> <li>• 546 Licensing of Vehicles-for-Hire</li> </ul>	Dedicated Enforcement	7 / week 0600 – 0100 <sup>1</sup> (19 hours / day)	20	All

<ul style="list-style-type: none"> <li>• 548 Littering &amp; Dumping</li> <li>• 841 Waste, Commercial</li> <li>• 844 Waste, Residential</li> </ul>	Dedicated Enforcement	5 / week 0700 – 0300 (8 hours / day)	14	All
<ul style="list-style-type: none"> <li>• 545 Licensing (BRP, Holistic, AEC)</li> </ul>	Dedicated Enforcement	7 / week 0900 – 0100 <sup>1</sup> (16 hours / day)	8	All
<b>INVESTIGATION SERVICES</b>			<b>113</b>	
<ul style="list-style-type: none"> <li>• 395 Clothing Drop Boxes</li> <li>• 417 Dust</li> <li>• 447 Fences</li> <li>• 480 Garage Sales</li> <li>• 485 Graffiti</li> <li>• 497 Heating</li> <li>• 489 Long Grass &amp; Weeds</li> <li>• 598 Numbering of Properties</li> <li>• 629 Property Standards</li> <li>• 632 Property Vacant or Hazardous</li> <li>• 285 Rooming Houses</li> <li>• 547 Licensing and Registration of Short-Term Rentals<sup>2</sup></li> <li>• 693 Signs</li> <li>• 719 Snow &amp; Ice Removal</li> <li>• 835 Vital Services</li> </ul>	District Operations  3 District Locations	Weekdays 0600 – 2000  Weekends 0800 – 1600	Total 70	
			West 22	West 1, 2, 3, 4, 5, 6, 7, 8
			South 26	South 9, 10, 11, 12, 13, 14, 19
			East 22	East 15, 16, 17, 18, 20, 21, 22, 23, 24, 25
<ul style="list-style-type: none"> <li>• 354 Apartment Buildings</li> </ul>	Dedicated Enforcement (RentSafeTO)	Weekdays 0600 – 2000  Weekends 0800 – 1600	30	All
<ul style="list-style-type: none"> <li>• Cannabis Control Act</li> <li>• 565 Marijuana Grow Operations</li> <li>• Zoning Bylaw</li> </ul>	Dedicated Enforcement	Weekdays 0600 – 2000	6	All
Special Enforcement Response Team supports vulnerable people with a specialized approach to property standards and life safety.	Dedicated Enforcement	Weekdays 0600 – 2000	7	All

<sup>1</sup> Compressed work schedule; teams are not in every day of the week depending on shift rotation.

<sup>2</sup> MLS is currently implementing the Short-Term Rental bylaw. Five additional staff were added as part of the approval of the new policy. The enforcement strategy and deployment model is being finalized and performance will be monitored closely once the program is fully operational in Spring/Summer 2020.

TORONTO ANIMAL SERVICES			29	
<ul style="list-style-type: none"><li>• 349 Animals</li><li>• 591 Noise (Barking)</li><li>• Dog Owner Liability Act (DOLA)</li></ul>	Enforcement and Mobile Response Unit	7 / week 0600 – 0100	29	All

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