

Response to 2024.MM14.7 - Feasibility of Piloting an Operational Base in North York for Municipal Licensing and Standards By-Law Enforcement

Date: May 14, 2024

To: Economic and Community Development

From: Executive Director, Municipal Licensing and Standards

Wards: 6 - York Centre, 8 - Eglinton-Lawrence, 15 - Don Valley West, 16 - Don Valley East, 17 - Don Valley North, 18 - Willowdale

SUMMARY

This report responds to a directive from City Council to explore the feasibility of piloting an operational base in North York for Municipal Licensing and Standards (MLS) By-Law Enforcement Officers.

MLS By-Law Enforcement Officers are based out of one of three locations: 1530 Markham Road, 433 Eastern Avenue, and 399 The West Mall. Each location contains teams of By-Law Enforcement Officers that investigate and enforce the various by-laws under MLS' jurisdiction. This includes both multi-disciplinary teams that have responsibility for a number of by-laws in a defined geographic area (known as a district), and dedicated enforcement teams, such as RentSafeTO or Noise, that provide city-wide service for a specific by-law or program. Service requests in North York are responded to by staff operating at each of these three locations, depending on the specific location and nature of the request.

In consultation with Corporate Real Estate Management, staff have not identified a site in North York that would optimally support the needs of an operational base of by-law enforcement officers, making a pilot not feasible at this time. However, MLS' growth has necessitated a review of long-term space planning needs for the division, aimed at identifying permanent solutions for increased space. MLS will continue to work closely with Corporate Real Estate Management to review MLS' space requirements city-wide, including options to locate MLS By-Law Enforcement Officers at appropriate facilities in North York.

RECOMMENDATIONS

The Executive Director, Municipal Licensing and Standards recommends that:

1. The Economic Community and Development Committee receive this report for information

FINANCIAL IMPACT

There are no current or known future year financial impacts arising from the recommendations contained in this report.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial implications as identified in the Financial Impact section.

DECISION HISTORY

At its meeting of February 6, 2024, City Council adopted 2024.MM14.7 - Examining the Feasibility of Piloting an Operational Base for the North York Municipal Licensing and Standards By-Law Enforcement Team, requesting a review of the feasibility of piloting an operational base in North York for a by-law enforcement team.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.MM14.7>

COMMENTS

Municipal Licensing and Standards By-Law Enforcement in North York

Municipal Licensing and Standards (MLS) Division is responsible for the enforcement of over 30 unique chapters of the Toronto Municipal Code, including Business Licensing, Noise, Property Standards, RentSafeTO, Multi-Tenant Housing, and Parks.

MLS By-Law Enforcement Officers are based out of one of three locations: 1530 Markham Road, 433 Eastern Avenue, and 399 The West Mall. Each location contains By-Law Enforcement Officers that investigate and enforce the various by-laws under MLS' jurisdiction, including multi-disciplinary teams that have responsibility for a number of by-laws in a defined geographic area (known as a district), and dedicated enforcement teams, such as RentSafeTO or Noise, that provide city-wide service for a specific by-law or program.

MLS has a complement of 288 By-Law Enforcement Officers across three sections: By-Law Enforcement, Investigation Services and Rental Standards Services. In 2023, sections received 93,308 service requests, with 16,685 service requests, accounting for 17.9% of city-wide By-Law Enforcement service requests, located within North York. On a typical day, 48 By-Law Enforcement Officers are assigned to investigations within North York, although the number of officers working in North York will vary day-to-day depending on the volume, location and type of service requests.

Service requests in North York are responded to by staff operating at each of these three locations, the specific location and nature of the request will determine which site the Officer would be dispatched from. Staff conducted an analysis of the travel times, of a sample of by-law enforcement officers assigned to North York compared to By-Law

Enforcement Officer assigned to other parts of the City in two weeks of April. This analysis found that a By-Law Enforcement Officer assigned to North York travels approximately 14km, or 10 minutes, further than an Officer not assigned to North York. This additional travel distance for officers assigned to North York equates to an additional fuel cost of approximately \$800 per officer, per year, or \$38,800 per year for all 48 officers conducting work within North York.

However, travel times from MLS' three locations to North York have significant variation based on traffic patterns, weather, time of day, and the specific destination within North York. These are variables that will affect travel time for By-Law Enforcement Officers regardless of which geographic area of the city they are assigned to.

Next Steps

MLS' complement of By-Law Enforcement Officers has significantly increased since 2022, including 60 new officers and 6 new supervisors for RentSafeTO, Noise, Short-Term Rentals and Multi-Tenant Housing, which has advanced the need for a review of divisional office space needs.

Consistent with current practice in existing locations, any new operational base of By-Law Enforcement Officers in North York would require representation from each of MLS' three enforcement sections, ensuring that both district teams and dedicated enforcement teams have a representative allocation of staff and appropriate supervision. MLS explored opportunities to co-locate by-law enforcement officers at yards located in North York operated by other City Divisions, however it was determined that these yards are currently at capacity. Staff were not able to identify any other sites in North York that would optimally support the needs of an operational base of by-law enforcement officers.

While a near-term opportunity to open an operational base in North York is not currently feasible, MLS' growth has necessitated a review of long-term space planning needs for the division, aimed at identifying permanent solutions for increased space. MLS continues to review its organizational structure and will be working closely with Corporate Real Estate Management to review MLS' space requirements city-wide, including options to locate MLS By-Law Enforcement Officers at appropriate facilities in North York.

CONTACT

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SIGNATURE

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