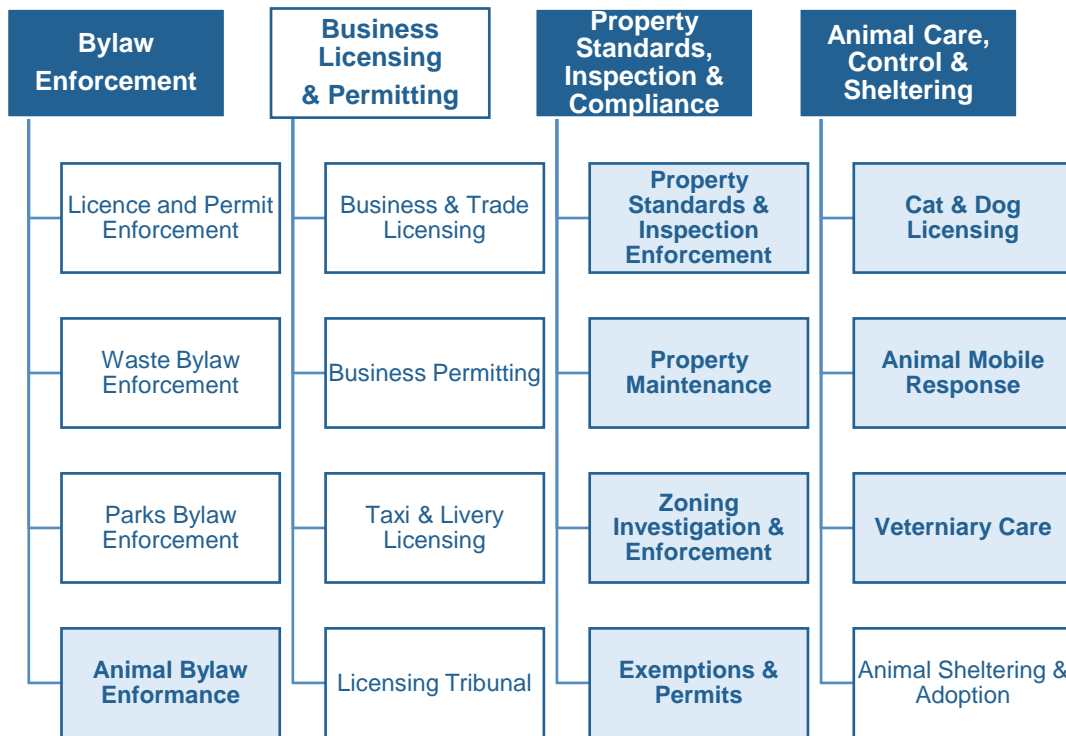




BYLAW ENFORCEMENT SERVICES

PROGRAM MAP

Municipal Licensing and Standards



Shaded boxes reflect the activities covered in this report

Bylaw enforcement services in the City of Toronto are provided by various City divisions. The Municipal Licensing and Standards Division enforces provisions of the Municipal Code to ensure:

- Mobile and stationary business licence holders and permit recipients operate in accordance with the regulations governing those permits and licences;
- Public and private properties are maintained at standards that preserve neighbourhoods and increase the quality of life;
- Specific hazards and safety issues addressed by the Municipal Code are dealt with in a timely manner;
- Pets are licensed and those that have been lost are properly cared for and reunited with their owners or adopted by new families; and
- The public is educated about responsible pet ownership to ensure public safety.

Enforcement involves the inspection of public and private property and municipally licensed businesses to ensure compliance with City bylaws and regulations in order to maintain a high level of public safety, consumer protection, neighbourhood integrity and cleanliness. Municipal Licensing and Standards also operates three Animal Centres responsible for the sheltering of lost, stray or abandoned animals, dealing with wild animals and providing adoption and spay/neutering services.

SUMMARY OF PERFORMANCE MEASUREMENT RESULTS

Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2016	Chart & Page Ref.
Service / Activity Level Indicators				
How much is spent on bylaw enforcement per capita?	Total Specified Bylaw Enforcement Cost per Capita - (Service Level)	Increase Total Specified Bylaw Enforcement Cost per Capita increased in 2016 (no graph) (service level indicator)	2 Higher rate of spending per capita on Bylaw Enforcement compared to others (service level indicator)	3.1 pg. 5
How many bylaw enforcement inspections are done in relation to the number of complaints?	Number of Inspections per Bylaw Complaint - (Service Level)	Stable Rate of inspections was stable relative to complaints (service level indicator)	4 Lower rate of inspections relative to complaints compared to others (service level indicator)	3.2 3.3 pg. 6
Community Impact Measures				
How many bylaw complaints do residents make?	Number of Specified Bylaw Complaints per 100,000 Population - (Community Impact)	Decrease Number of complaints received decreased	1 Lower rate of complaints received compared to others	3.4 3.5 pg. 7/8
What percent of residents voluntarily comply after a bylaw infraction?	Percentage of Voluntary Compliance to Bylaw Infractions - (Community Impact)	Stable Rate of voluntary compliance was stable	3 Lower rate of voluntary compliance compared to others	3.6 3.7 pg. 8/9
Customer Service Measures				
How long does it take to resolve a yard maintenance bylaw complaint?	Average Time (Days) to Resolve/Close Yard Maintenance Bylaw Complaints – (Customer Service)	Decrease Time to resolve yard maintenance complaint decreased	4 Longer time to resolve yard maintenance complaint compared to others	3.8 3.9 pg. 10
How long does it take to resolve a property standards bylaw complaint?	Average Time (Days) to Resolve/Close Property Standards Bylaw Complaints – (Customer Service)	Decrease Time to resolve property standard complaint decreased	3 Toronto's time to resolve property standards complaint is higher compared to others	3.8 3.10 pg. 10/ 11

Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results		External Comparison to Other Municipalities (MBNC) By Quartile for 2016		Chart & Page Ref.
Overall Results		Service Level Indicators (Resources)	Performance Measures (Results)	Service Level Indicators (Resources)	Performance Measures (Results)	
		1 - Increased 1 - Stable 0 - Decreased 100% stable or increased	3 - Favourable 1 - Stable 0 - Unfavourable 100% favourable or stable	0 - 1st quartile 1 - 2 nd quartile 0 - 3 rd quartile 1 - 4 th quartile 50% in 1st and 2nd quartile	1 - 1st quartile 0 - 2nd quartile 2- 3rd quartile 1 - 4th quartile 25% in 1st and 2nd quartile	

For an explanation of how to interpret this summary and the supporting charts, please see the Guide to Toronto's Performance Results. These quartile results are based on a maximum sample size of 8 municipalities.

SERVICE/ACTIVITY LEVELS

To improve comparability with other municipalities, all charts in this section:

- Include yard maintenance, property standards (including graffiti), zoning enforcement, noise control, and animal control; and
- Exclude waste enforcement on public property, parks enforcement, fences, abandoned appliances, vending, sign enforcement, vital services, boulevard marketing, and rooming house licensing.

3.1 - HOW DOES TORONTO'S COST OF BYLAW ENFORCEMENT COMPARE TO OTHER MUNICIPALITIES?

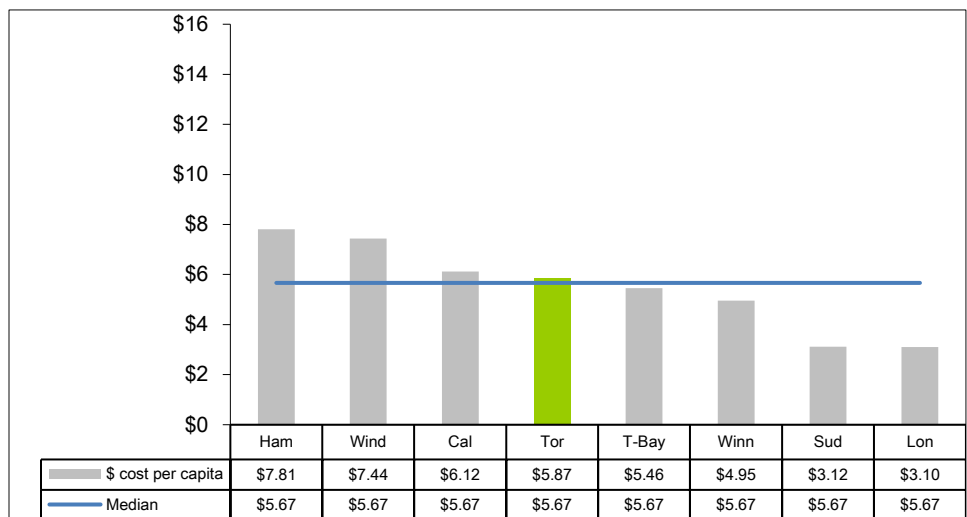


Chart 3.1 compares Toronto's 2016 cost per capita of bylaw enforcement to other Ontario municipalities.

Chart 3.1 (MBNC 2016) Cost of Bylaw Enforcement per Capita

Toronto ranks fourth out of eight (second quartile) in terms of having the highest cost per capita, which provides an indication of service levels.

3.2 - HOW MANY BYLAW ENFORCEMENT INSPECTIONS ARE DONE IN TORONTO IN RELATION TO THE NUMBER OF COMPLAINTS?

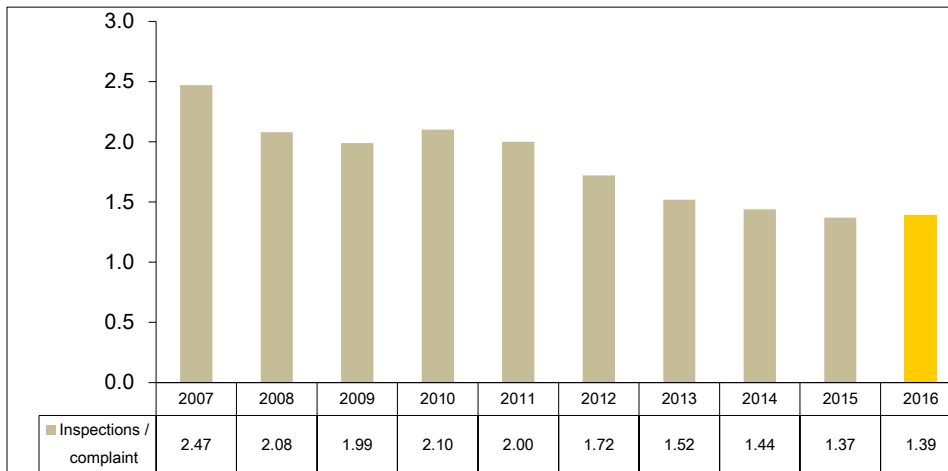


Chart 3.2 displays the average number of bylaw inspections made by Toronto staff, per complaint received from residents.

Chart 3.2 (City of Toronto) Average Number of Bylaw Inspections per Complaint

From 2015 to 2016, the rate of inspections per complaint was fairly stable.

3.3 - HOW DOES TORONTO'S RATE OF BYLAW INSPECTIONS RELATIVE TO COMPLAINTS COMPARE TO OTHER MUNICIPALITIES?

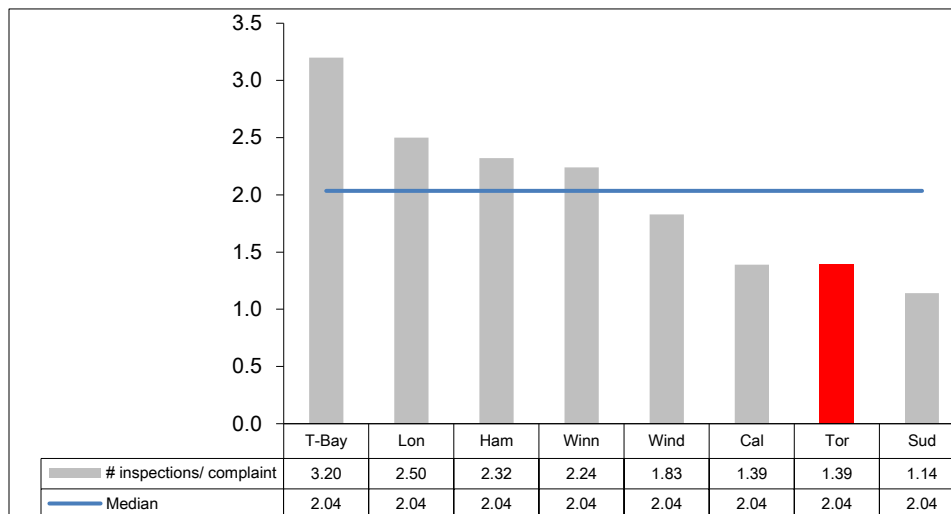


Chart 3.3 compares 2016 results for Toronto to other municipalities for the average number of inspections per complaint.

Chart 3.3 (MBNC 2016) Number of Bylaw Inspections per Complaint

Toronto ranks seventh of eight municipalities (fourth quartile) in terms of having the highest rate of inspections.

COMMUNITY IMPACT

The number of complaints made by residents about bylaw infractions provides an indication of residents' general compliance with bylaws.

3.4 - HOW MANY BYLAW COMPLAINTS ARE MADE BY TORONTO RESIDENTS?

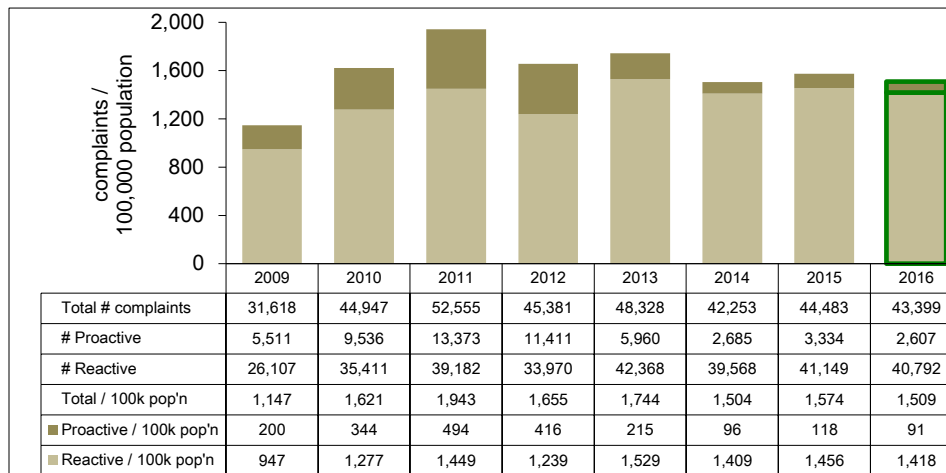


Chart 3.4 provides Toronto's total number and rate of bylaw complaints per 100,000 population.

Chart 3.4 (City of Toronto) Number of Complaints per 100,000 Population

The results for 2010 and prior years are not based on Statistics Canada revised population estimates.

The results are also separated into two components:

- Complaints received from the public requiring investigation (reactive); and
- Violations identified during inspections initiated by staff (proactive).

Reactive complaint rates decreased in 2016, partly due to easier access to file a complaint, and an increase in the types of complaints taken on by Bylaw services. The time to handle reactive complaints also had an impact on the available time to conduct more proactive inspections rate, which declined in 2016.

3.5 - HOW DOES TORONTO'S RATE OF BYLAW COMPLAINTS COMPARE TO OTHER MUNICIPALITIES?

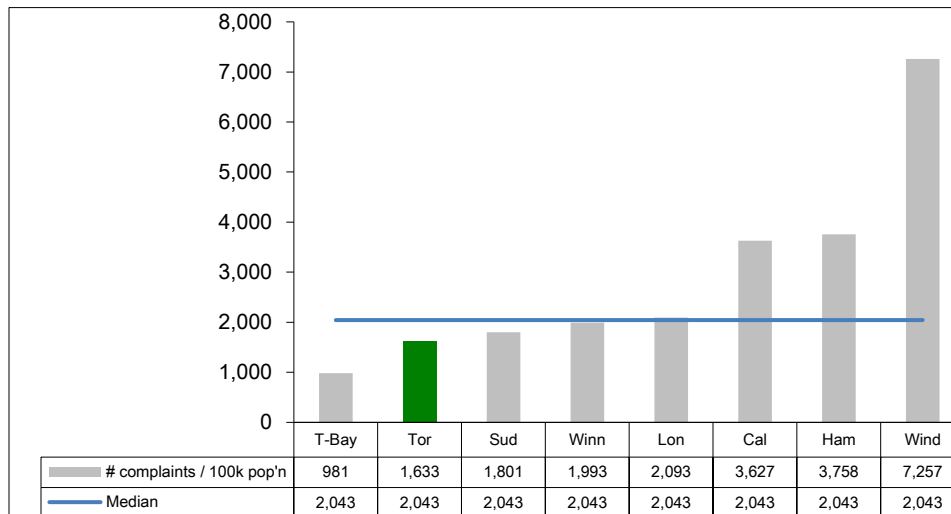


Chart 3.5 compares Toronto's 2016 rate of bylaw enforcement complaints (both reactive and proactive) to other municipalities.

Chart 3.5 (MBNC 2016) Number of Bylaw Complaints per 100,000 Population

Toronto ranks second of eight municipalities (first quartile) in terms of having the lowest complaint rate per 100,000 population. After a bylaw infraction is confirmed, the offending party must voluntarily comply or face follow-up enforcement or prosecution.

3.6 - WHAT PERCENT OF TORONTO'S RESIDENTS VOLUNTARILY COMPLY AFTER A BYLAW INFRACTION?

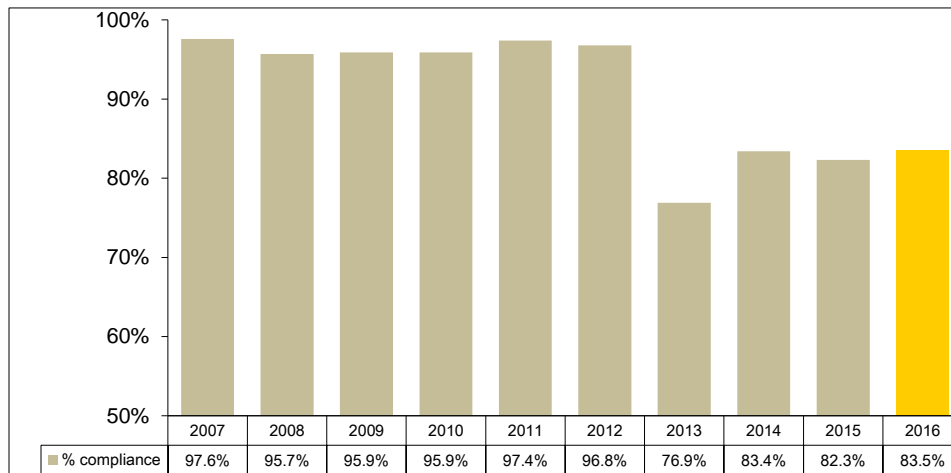


Chart 3.6 reflects Toronto's voluntary compliance rate for bylaw infractions, which was fairly stable in 2016.

Chart 3.6 (City of Toronto) Percent of Voluntary Compliance after Bylaw Infraction

Over the past ten years, the voluntary compliance rate has remained very high.

3.7 - HOW DOES TORONTO'S RATE OF VOLUNTARILY BYLAW COMPLIANCE COMPARE TO OTHER MUNICIPALITIES?

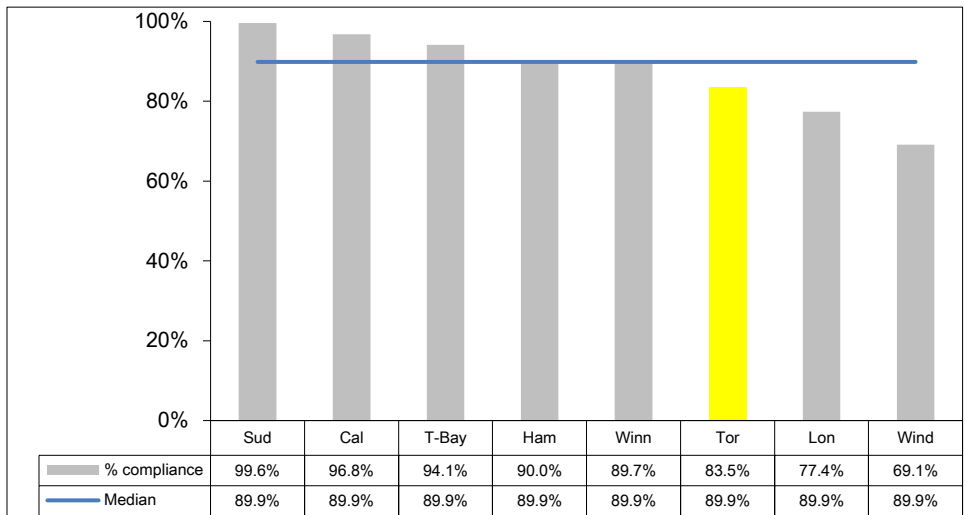


Chart 3.7 compares Toronto's 2016 voluntary compliance rate to other municipalities.

Chart 3.7 (MBNC 2016) Percent of Voluntary Compliance after Bylaw Infraction

Voluntary compliance across the other municipalities ranges from 69.1% to 99.6%. Toronto ranks sixth out of eight (third quartile) in terms of having the highest compliance rate.

CUSTOMER SERVICE

How quickly it takes to resolve a bylaw complaint is one measure of customer service. Details on the status of all active investigation matters in Toronto resulting from complaints/pro-active initiatives are available from the Investigation Activity [website](#).

3.8 - HOW LONG DOES IT TAKE IN TORONTO TO RESOLVE A BYLAW COMPLAINT?

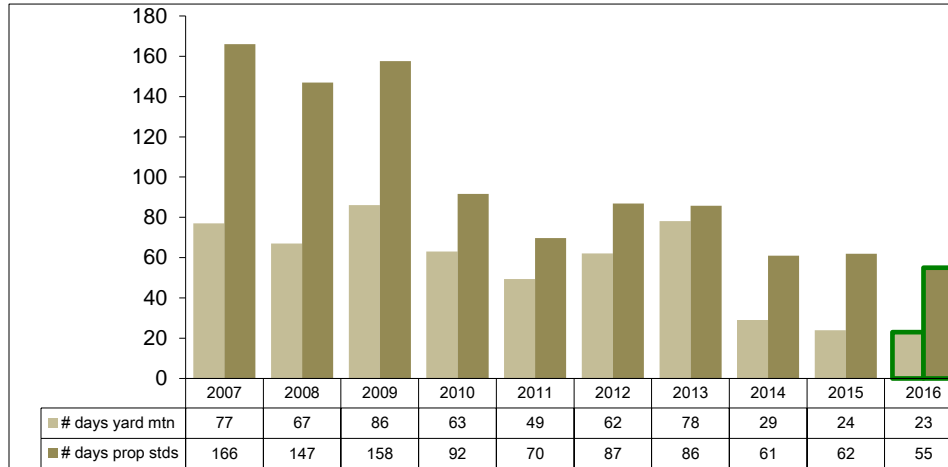
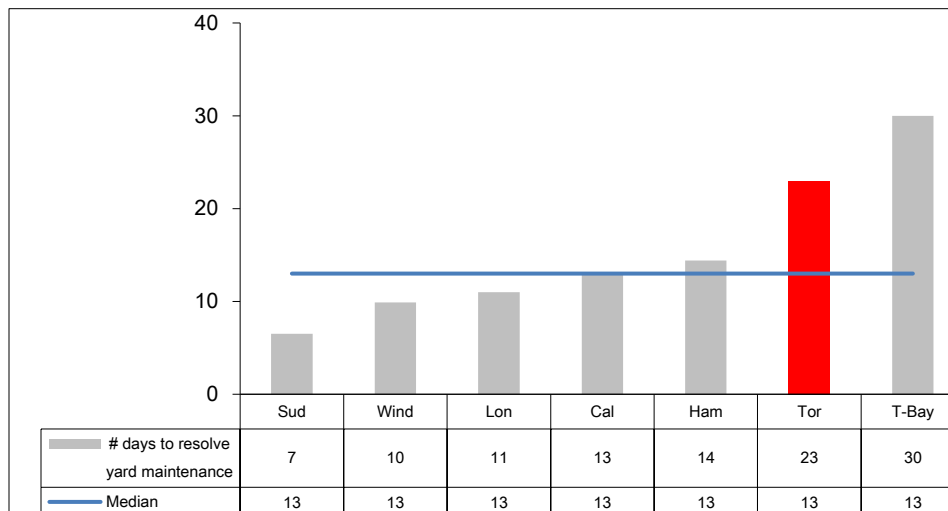


Chart 3.8 provides Toronto's annual results displaying the average number of days it takes to resolve (or close) a substantiated complaint regarding yard maintenance and property standards.

Chart 3.8 (City of Toronto) Average Number of Days to Resolve/Close Bylaw Complaint

The time required to resolve a yard maintenance complaint and a property standards complaint decreased in 2016. The trend over the long term is favourable.

3.9 - HOW LONG DOES IT TAKE TO RESOLVE A YARD MAINTENANCE BYLAW COMPLAINT IN TORONTO COMPARED TO OTHER MUNICIPALITIES?



Charts 3.9 compares Toronto's 2016 results to other municipalities on the average time it takes to resolve or close a yard maintenance complaint.

Chart 3.9 (MBNC 2016) Average Number of Days to Resolve/Close Yard Maintenance Bylaw Complaint

Toronto ranks sixth of seven (fourth quartile) in terms of having the shortest number of days to resolve a yard maintenance complaint.

3.10 - HOW LONG DOES IT TAKE TO RESOLVE A PROPERTY STANDARDS BYLAW COMPLAINT IN TORONTO COMPARED TO OTHER MUNICIPALITIES?

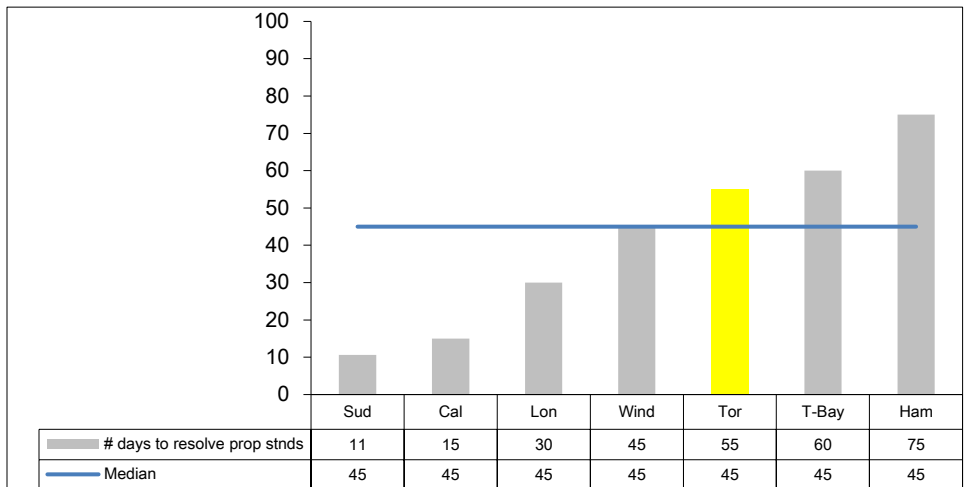


Chart 3.10 compares Toronto's 2016 results to other municipalities on the average time it takes to resolve or close a property standards complaint.

Chart 3.10 (MBNC 2016) Average Number of Days to Resolve/Close Property Standard Bylaw Complaint

Toronto ranks fifth of seven (third quartile) in terms of having the shortest number of days to resolve a property standards complaints. Toronto, unlike the other municipalities in Chart 3.9 and 3.10 does not consider investigation files closed when extensions (including those appealed to the Property Standards Committee), are given and/or the case goes to court. When extra time is given for extensions and court time, it is included in Toronto's results, which can be a contributing factor to Toronto's higher figures. As such, final resolution often takes much longer in Toronto compared to other municipalities.

2016 ACHIEVEMENTS AND 2017 PLANNED INITIATIVES

The following initiatives are intended to further improve the efficiency and effectiveness of the City of Toronto Municipal Licensing and Standards Division's Bylaw enforcement program:

2016 Initiatives Completed/Achievements

- Successfully advanced several significant policy reports;
 - Multi-tenanted housing & short term rental consultation proposal
 - Proposed new regulatory Bylaw for rental apartment buildings
- Advancement of initiatives with the Province of Ontario – Burden Reduction Project
- Joint enforcement initiative with Toronto Police Services to address proliferation of "medical" marijuana dispensaries (ongoing).
- Continued escalated clean-up efforts at hoarded properties in conjunction with SPIDER and other community agencies

2017 Planned Initiatives

- Develop resolution plans for problem properties e.g. those that are vacant/derelict or hoarded.
- Develop new regulations for multi-tenanted homes
- Enhance service delivery collaborations with other Divisions and Agencies (i.e. SPIDER)
- Implement new cost recovery mechanisms for Apartment Building Standards to ensure program sustainability and quality of housing for tenants
- Bylaws governing licensing, animals, property standards and maintenance will be updated to reflect community concerns and eliminate redundancy/conflict with other statutes.
- Continued review of all user fees

Factors Influencing Results of Municipalities

The results of each municipality found in the charts included in this report are influenced to varying degrees by factors such as:

- Service standards set by each municipality's Council.
- Geographic size and population density of the municipality.
- Monitoring and compliance tracking-type and quality of systems used to track complaints, inspections, and related data.
- Inspection policies-extent and complexity of inspections or other responses carried out by each municipality. Differences in inspection policies from municipality to municipality make it more challenging to make a direct comparison.
- Response Time: Response time is dependent on the standard set by the municipality and the nature of the complaint.