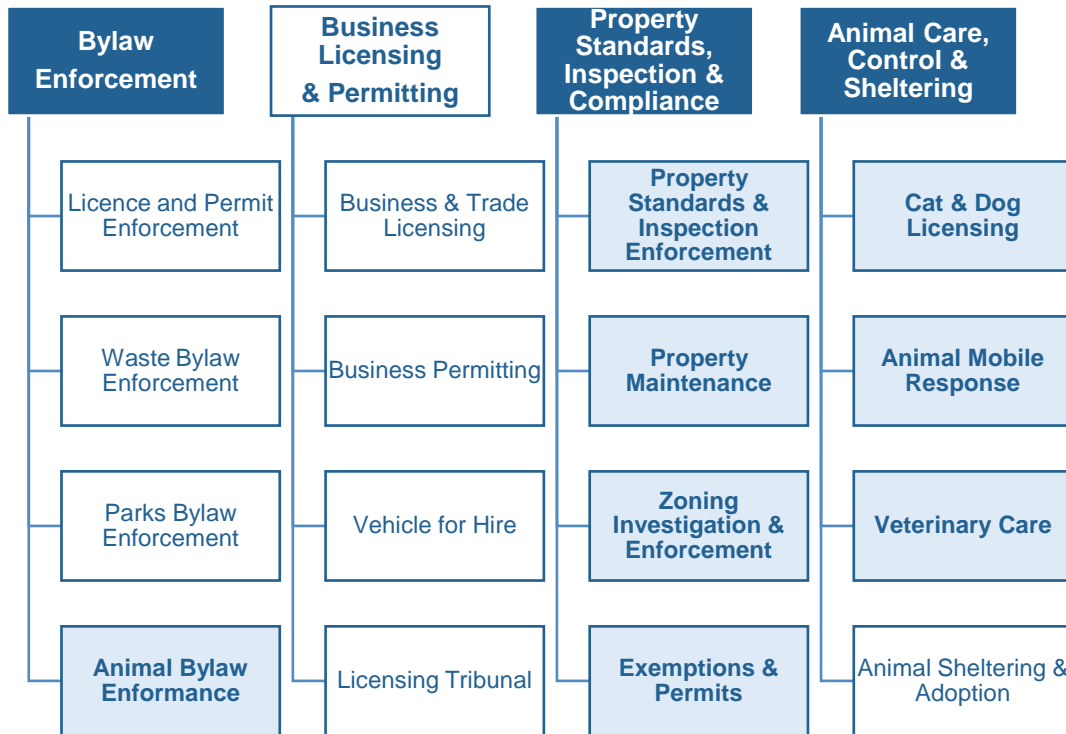


# BYLAW ENFORCEMENT SERVICES

**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 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	Chart & Page Ref.
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 2017  (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)	Decrease  Rate of inspections relative to complaints decreased  (Service Level Indicator)	4  Lower rate of inspections relative to complaints compared to others  (Service Level Indicator)	3.2 3.3  pg. 6
How many specified bylaw complaints are do residents make?	Number of Specified Bylaw Complaints per 100,000 Population - (Community Impact)	Increase  Number of specified complaints received increased (Community Impact)	2  Lower rate of specified complaints received compared to others (Community Impact)	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 (Community Impact)	3  Lower rate of voluntary compliance compared to others (Community Impact)	3.6 3.7  pg. 8/9
How long does it take to resolve a yard maintenance bylaw complaint?	Average Time (Days) to Resolve/Close Yard Maintenance Bylaw Complaints – (Customer Service)	Stable  Time to resolve yard maintenance complaint was stable (Customer Service)	2  Shorter time to resolve yard maintenance complaint compared to others (Customer Service)	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)	Stable  Time to resolve property standard complaint was stable (Customer Service)	2  Toronto's time to resolve property standards complaint is lower compared to others (Customer Service)	3.8 3.10  pg. 10/ 11

## SUMMARY OF OVERALL RESULTS

Internal Comparison of Toronto's 2017 vs. 2016 Results	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	External Comparison to Other Municipalities (MBNC) By Quartile for 2017														
<p>Service Level Indicators (Resources)</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #2e7d32; color: white; padding: 2px;">1 - Increased</td></tr> <tr><td style="background-color: #ffc107; padding: 2px;">0 - Stable</td></tr> <tr><td style="background-color: #dc3545; color: white; padding: 2px;">1 - Decreased</td></tr> </table> <p style="margin-top: 10px;">50% stable or increased</p>	1 - Increased	0 - Stable	1 - Decreased	<p>Performance Measures (Results)</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #2e7d32; color: white; padding: 2px;">0 - Favourable</td></tr> <tr><td style="background-color: #ffc107; padding: 2px;">3 - Stable</td></tr> <tr><td style="background-color: #dc3545; color: white; padding: 2px;">1 - Unfavourable</td></tr> </table> <p style="margin-top: 10px;">75% favourable or stable</p>	0 - Favourable	3 - Stable	1 - Unfavourable	<p>Service Level Indicators (Resources)</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #2e7d32; color: white; padding: 2px;">0 - 1st quartile</td></tr> <tr><td style="background-color: #4caf50; color: white; padding: 2px;">1 - 2<sup>nd</sup> quartile</td></tr> <tr><td style="background-color: #ffc107; padding: 2px;">0 - 3<sup>rd</sup> quartile</td></tr> <tr><td style="background-color: #dc3545; color: white; padding: 2px;">1 - 4<sup>th</sup> quartile</td></tr> </table> <p style="margin-top: 10px;">50% in 1st and 2nd quartile</p>	0 - 1st quartile	1 - 2 <sup>nd</sup> quartile	0 - 3 <sup>rd</sup> quartile	1 - 4 <sup>th</sup> quartile	<p>Performance Measures (Results)</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #2e7d32; color: white; padding: 2px;">0 - 1st quartile</td></tr> <tr><td style="background-color: #4caf50; color: white; padding: 2px;">3 - 2nd quartile</td></tr> <tr><td style="background-color: #ffc107; padding: 2px;">1 - 3rd quartile</td></tr> <tr><td style="background-color: #dc3545; color: white; padding: 2px;">0 - 4th quartile</td></tr> </table> <p style="margin-top: 10px;">75% in 1st and 2nd quartile</p>	0 - 1st quartile	3 - 2nd quartile	1 - 3rd quartile	0 - 4th quartile
1 - Increased																	
0 - Stable																	
1 - Decreased																	
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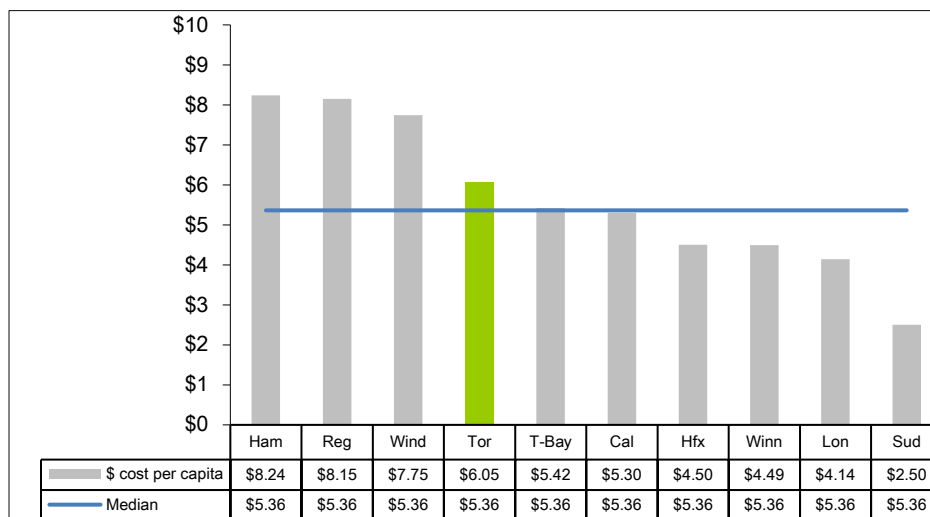
For an explanation of how to interpret this summary and the supporting charts, please see the Guide to Toronto's Performance Results. These quartile results are based on a maximum sample size of 10 municipalities.

## 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?

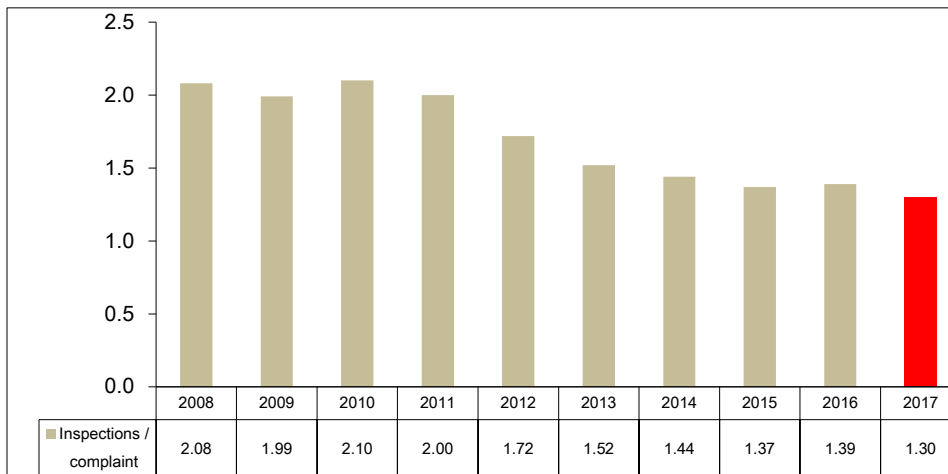


**Chart 3.1** compares Toronto's 2017 cost per capita of bylaw enforcement to other municipalities.

**Chart 3.1 (MBNC 2017) Operating Cost of Bylaw Enforcement per Capita**

Toronto ranks fourth out of ten in terms of having the highest cost per capita. This is comparable to other municipalities.

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

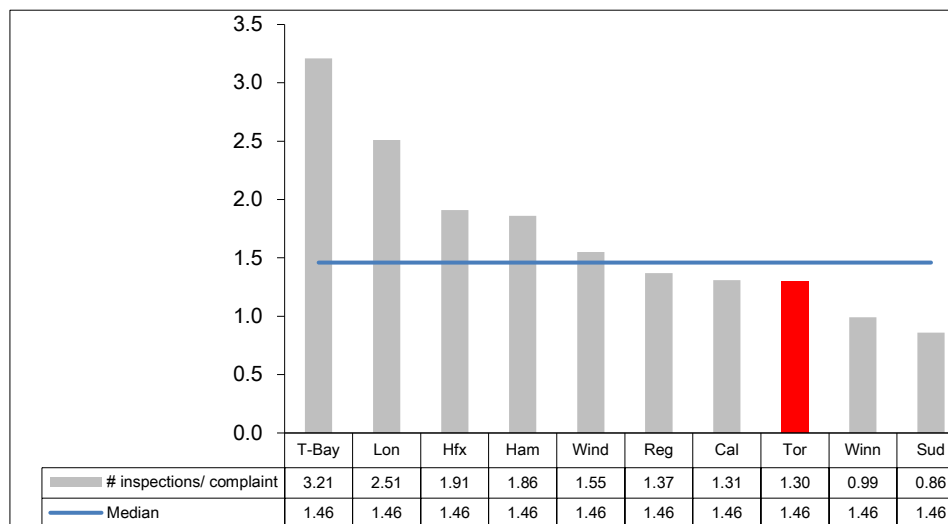


**Chart 3.2** displays the average number of bylaw inspections made by Toronto staff, per complaint received from residents.

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

From 2016 to 2017, the rate of inspections per complaint decreased by 6%. This decrease in the rate is due to an increased number of complaints in 2017.

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



**Chart 3.3** compares 2017 results for Toronto to other municipalities for the average number of inspections per complaint.

**Chart 3.3 (MBNC 2017) Number of Bylaw Inspections per Complaint**

Toronto ranks eighth of ten municipalities (fourth quartile) in terms of having the highest rate of inspections. Although Toronto's bylaw inspection per complaint are lower than many other municipalities, Toronto has the highest number of inspections in 2017 (61,798) due to the higher number of complaints.

Furthermore, Toronto has implemented better business process, such as advisory notices, to improve the efficiency of the services delivered and the need for site visits.

## 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 SPECIFIED BYLAW COMPLAINTS ARE MADE BY TORONTO RESIDENTS?

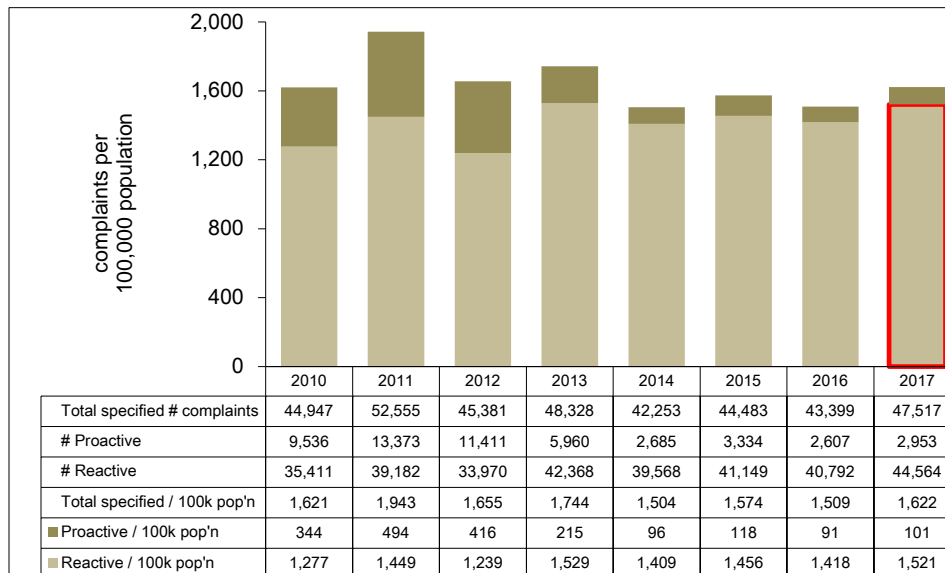


Chart 3.4 provides Toronto's total number and rate of bylaw specified complaints per 100,000 population.

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

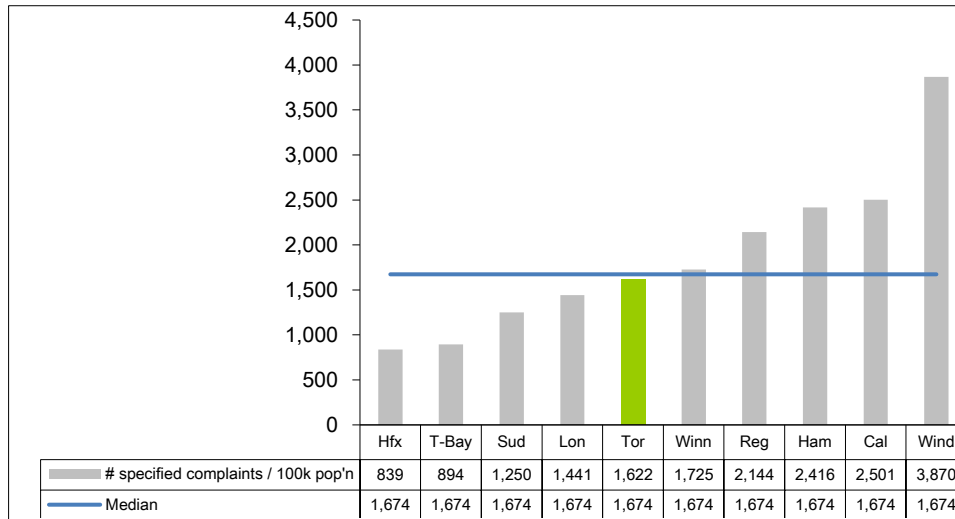
The results for 2010 and prior years are not based on Statistics Canada revised population estimates.

The results in this Chart are separated into two components:

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

Reactive complaints per 100,000 population increased in 2017 by 7% from the previous year, partly due to weather conditions and continuous construction in Toronto. This increased the number of yard maintenance and noise complaints. The number of proactive investigations per 100,000 population increased by 11% in 2017 due the expansion of the MRAB program to the Apartment Building Program.

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

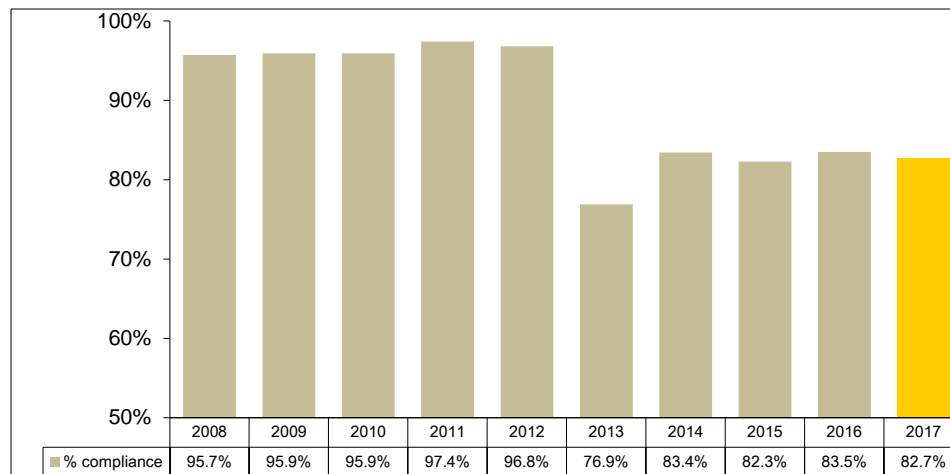


**Chart 3.5** compares Toronto's 2017 rate of specified bylaw enforcement complaints (both reactive and proactive) to other municipalities.

Chart 3.5 (MBNC 2017) Number of Specified Bylaw Complaints per 100,000 Population

Toronto ranks fifth of ten municipalities (second quartile) in terms of having the lowest specified 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?



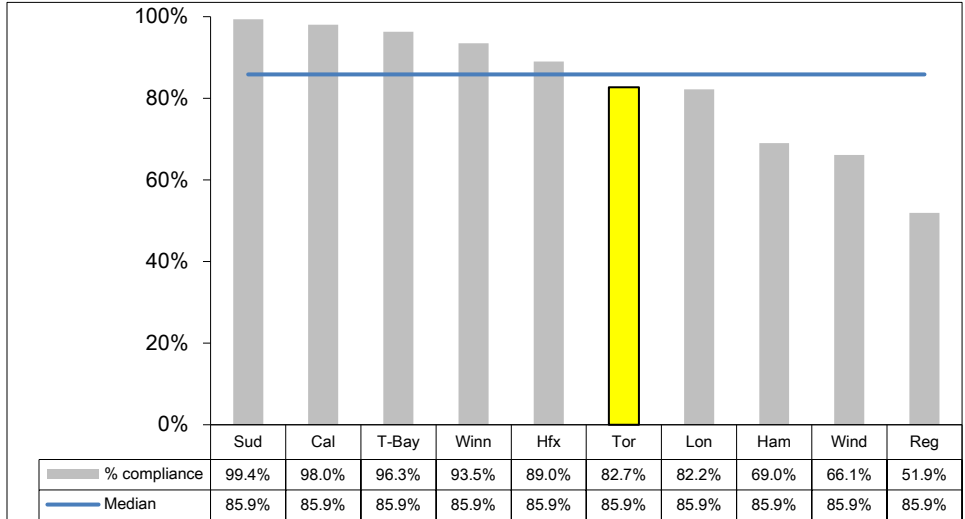
**Chart 3.6** reflects Toronto's voluntary compliance rate for bylaw infractions, which was fairly stable in 2017 compared to the previous year.

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

There was a correction to the methodology in 2013 and, as a result, figures for that year were restated. Since 2014, the voluntary compliance rate has remained relatively stable.



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



**Chart 3.7** compares Toronto's 2017 voluntary compliance rate to other municipalities.

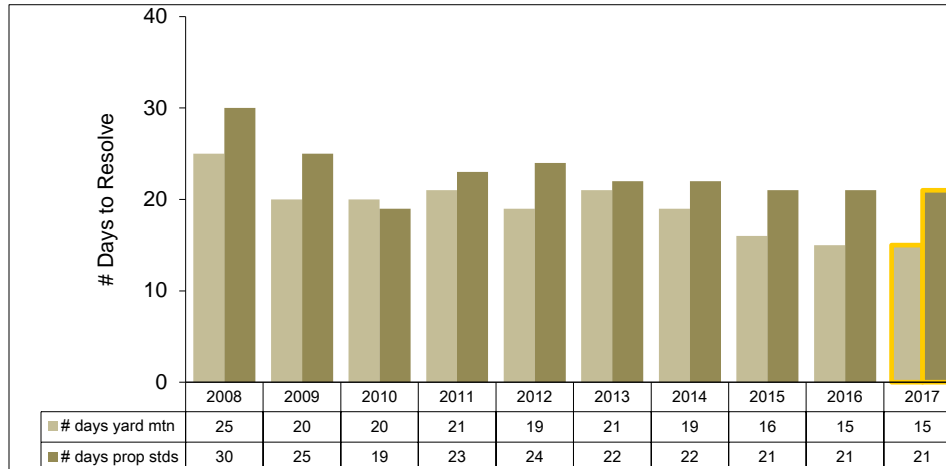
**Chart 3.7 (MBNC 2017) Percent of Voluntary Compliance after Bylaw Infraction**

Voluntary compliance across the other municipalities ranges from 51.9%(lowest compliance rate) to 99.4%(highest compliance rate). Toronto ranks sixth out of ten (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?

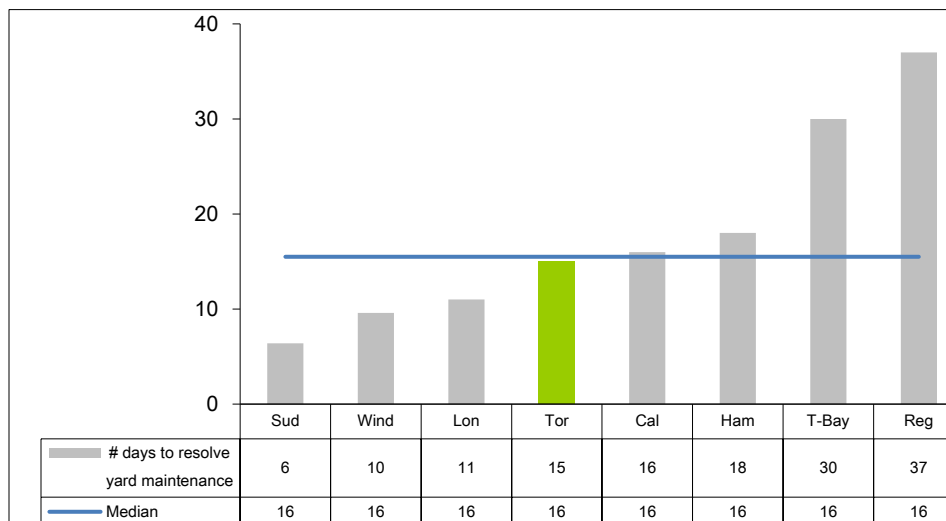


**Chart 3.8** provides Toronto's annual results displaying the average number of days it takes to resolve (or close) a substantiated complaint regarding yard maintenance and property standards.

**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 was stable in 2017. 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?

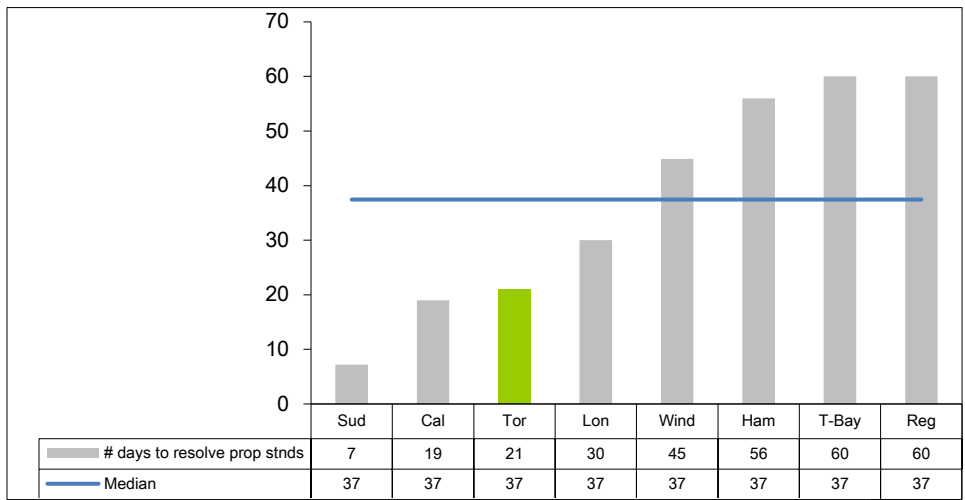


**Charts 3.9** compares Toronto's 2017 results to other municipalities on the average time it takes to resolve or close a yard maintenance complaint.

**Chart 3.9 (MBNC 2017) Average Number of Days to Resolve/Close Yard Maintenance Bylaw Complaint**

Toronto ranks fourth of eight (second 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 2017 results to other municipalities on the average time it takes to resolve or close a property standards complaint.

**Chart 3.10 (MBNC 2017) Average Number of Days to Resolve/Close Property Standard Bylaw Complaint**

Toronto ranks third of eight (second quartile) in terms of having the shortest number of days to resolve a property standards complaints. Toronto is calculating resolved from the initial response date until the earliest of closed, remedial action or prosecution is initiated (court), as per the MBNC Canada definition. The time a case is open may include the time that the matter is being considered by the Property Standards Appeal Committee, Committee of Adjustment or other Quasi-Judicial bodies. It is important to note that this may lead to lengthened case resolution times.

## 2017 ACHIEVEMENTS AND 2018 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:

### 2017 Initiatives Completed/Achievements

- **Modernize Bylaws and Business Processes**
  - Implemented RentSafeTO and Apartment Building Standards Program including registration and evaluation of all apartment buildings in the City.
  - Reviewed and amended Toronto Municipal Code chapter 349, Animals, which enhanced public and animal safety, specifically related to dangerous dogs, prohibited animals, including a backyard hen pilot.
  - Completed review of new by-laws governing Short-Term Rentals and Sidewalk Cafés, Parklets and Marketing Displays.
  
- **Streamline/Automate Modernize Technology and Business Systems**
  - Worked with Toronto Office of Partnerships to pilot City of Toronto Online Donations and Volunteer Management System (DVMS);
  - Continued partnership with Province of Ontario to improve customer experience by reducing red tape, including participating in a proof of concept using Blockchain technology.
  - Automated the application process for Private Transportation Company drivers.
  - Leveraged social media platforms to engage with stakeholders online with four major strategic projects that gained over 3,000 views/interactions.
  - Hosted over 55 public and industry consultations engaging 1,700 stakeholders
  - Conducted 10 online surveys on key policy projects, with over 7,000 responses.
  
- **Enhance Performance and Business Analytic Systems and Reporting**
  - Completed Phase I of DataMart project, which will integrate the operating systems to automate data collection for more effective analysis, reporting, and decision making.
  
- **Continuation of Business Transformation**
  - Reorganized and restructured service lines to provide adequate oversight and management controls.
  - Launched electronic pet license billing function and implemented Phase 1 of Online Self Services for profile and pet data update.
  
- **Improve Enforcement and Compliance Outcomes**
  - Partnered with Toronto Police Services to address illegal marijuana storefronts resulting in over 2,500 inspections, 772 charges and 6 obtained search warrants related to obstructing entry.
  - Municipal Licensing and Standards (MLS) in partnership with Legal Services succeeded in obtaining an interim injunction which ordered an illegal marijuana storefront business to stop selling marijuana at multiple locations throughout the City as they were operating in direct contravention of the City's Zoning Bylaw.
  - Obtained resolution of 11 cases related to recurrent vacant/derelict properties including the removal of over 175,000 pounds of waste removed.

- Involved in resolution of 27 cases referred through Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER).
- Completed one year Multi-Residential Containment project in collaboration with Solid Waste Management to address contamination in recycling, organic and garbage disposal procedures with issuance of 630 notices of violations and 185 total charges.
- Implemented Vehicle-for-Hire Enforcement Team focused on public complaints, proactive inspection of high risk locations and strategic relationships with Vehicle-for-Hire stakeholders.
- Conducted 3,096 proactive inspections; Investigated 923 complaints; Laid 1,050 charges.

### **2018 Planned Initiatives**

- Secure substantive prosecution outcomes and advance escalated enforcement initiatives related to non-compliant businesses.
- Respond to community nuisance complaints related to waste enforcement and focus on conduct in City Parks.
- Implement proactive waste diversion enforcement on multi-residential properties to support the City's objective of increasing waste diversion rates for multi-occupancy buildings.
- Continue coordination with the Toronto Police Service and Alcohol and Gaming Commission of Ontario on priority locations.

### **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.