

2021 ANNUAL REPORT



Enforcement & By-law Services



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Strategic partners driving an era of innovative services,
while preserving the integrity and enhancing the reputation of the City

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MESSAGE FROM THE DIRECTOR

Dear readers,

Welcome to the City of Brampton's Enforcement and By-law Services 2021 Annual Report, which will provide some insight into the type of work we do as a Division.

2021 continued to be a unique and challenging year not only for our community, but also for our Division as we all adjusted to changes the pandemic created. We continued to oversee the enforcement of COVID-19 complaints and violations, as well as maintaining the day-to-day enforcement model.

Several key highlights include:

- 198 calls per day, equalling 72,399 service calls for the year
- 5,626 COVID-19 complaints for the year
- Over 2,000 pounds of food raised
- Over \$2,680 cash donations raised

To keep our community engaged and informed about enforcement issues and legislative requirements under the Reopening Ontario Act, staff participated in numerous Town Hall sessions and provided information through a variety of mediums including audio, print and digital platforms.

One of the biggest challenges the Division faced in 2021 was a reduction of interior inspections related to residential dwellings. As the Province continues to reopen, officers will be able to shift their focus back to second unit inspections and investigations in 2022, which aligns with the Council priority that Brampton is a Healthy and Safe City.

As we turn the page into a new year, I am confident we will see things settle back into a post-pandemic normal.



Jean-Pierre Maurice
Interim Director, Enforcement and By-law Services

BUDGET

From the 2021 Budget

(\$000s)	2020 YE Forecast	2020 Budget	2021 Budget	Variance \$	Variance %
Labour	9,988	11,273	11,880	608	5.4%
Other Expenses	386	619	619	-	0.0%
Revenue	(1,607)	(3,309)	(3,309)	-	0.0%
Total Operating	8,768	8,582	9,190	608	7.1%
New Positions		5	4		

(\$000s)	2020	2021	2022	2023
Capital Budget	40	40	40	40

Service Objectives

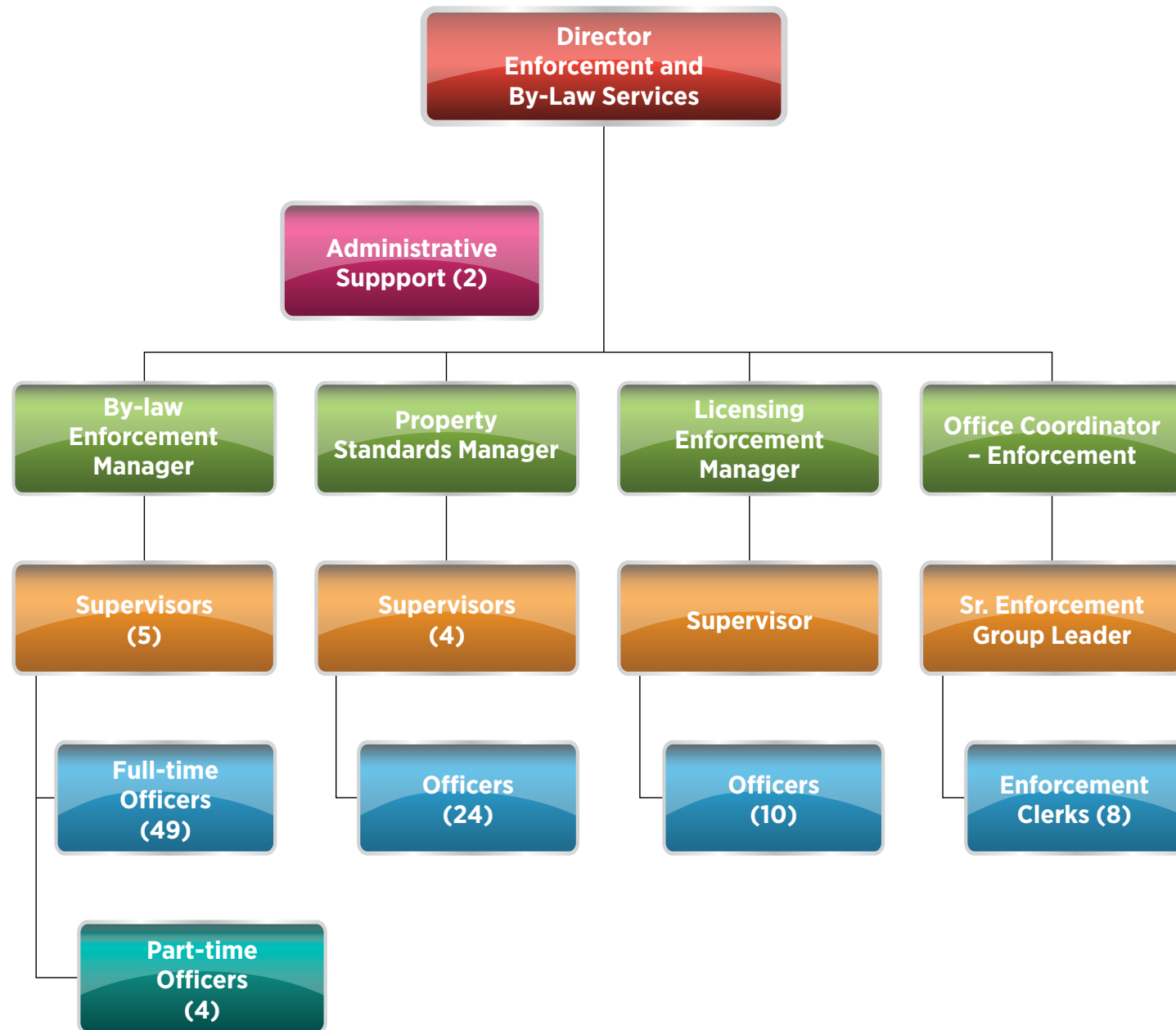
The City of Brampton's Enforcement and By-law Services investigates and enforces by-laws enacted by City Council to uphold community standards and public safety through education and consistent and impartial enforcement.

We work with the community and external partners to ensure compliance with City by-laws, which contributes to the safety of our residents and visitors to our city.

We expand the use of technology to enhance service delivery and increase efficiency.

This work includes keeping by-laws relevant and on-trend to reflect the community's needs and values.

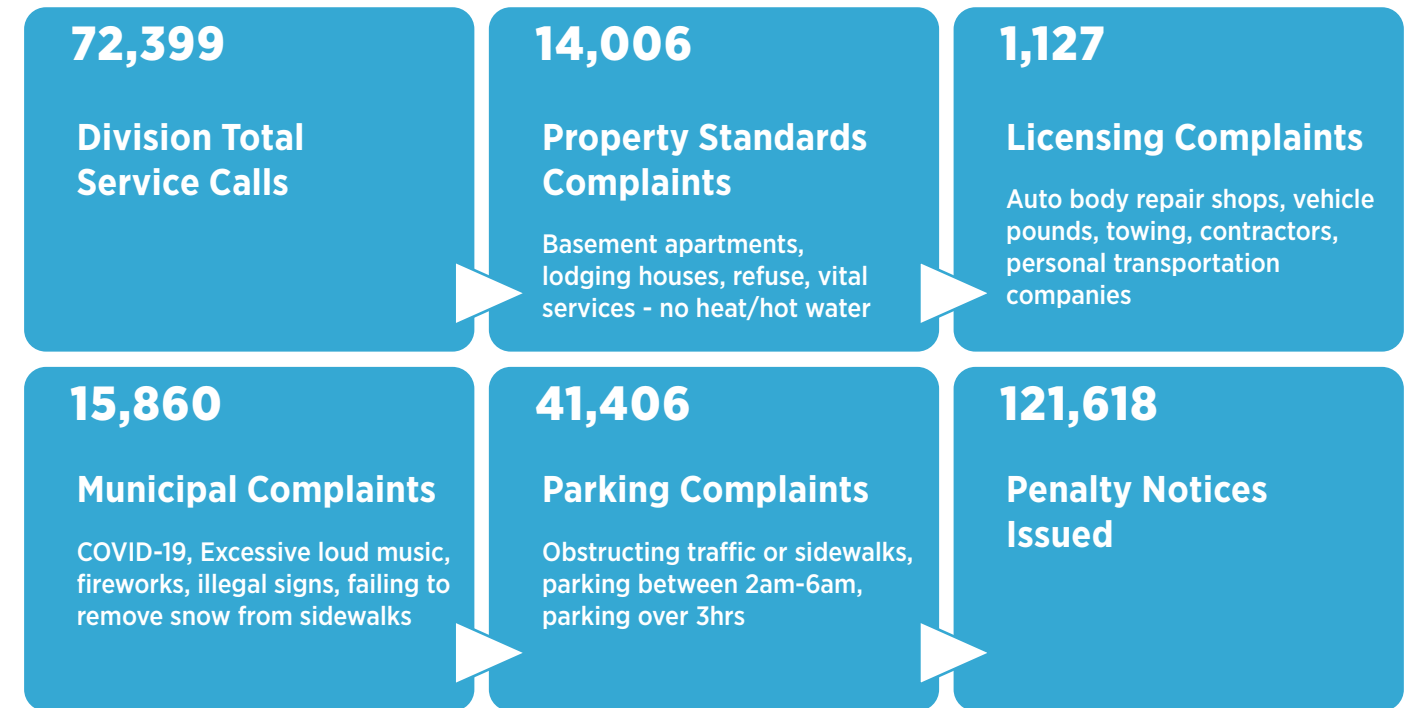
WHO WE ARE



In May 2021, the Division added two additional part-time officers to the By-law Enforcement section to assist with proactive parking violations and nuisance sign removal. The positions were created as part of a pilot project and with its success Council approved these two positions plus two additional part-time officers, as part of the 2022 budget.

The Division's long-standing hiring practices and service deliveries reflect the City's commitment to a barrier-free and inclusive approach that promotes diversity, equality and inclusiveness.

WHAT WE DO



DIVISION OVERVIEW

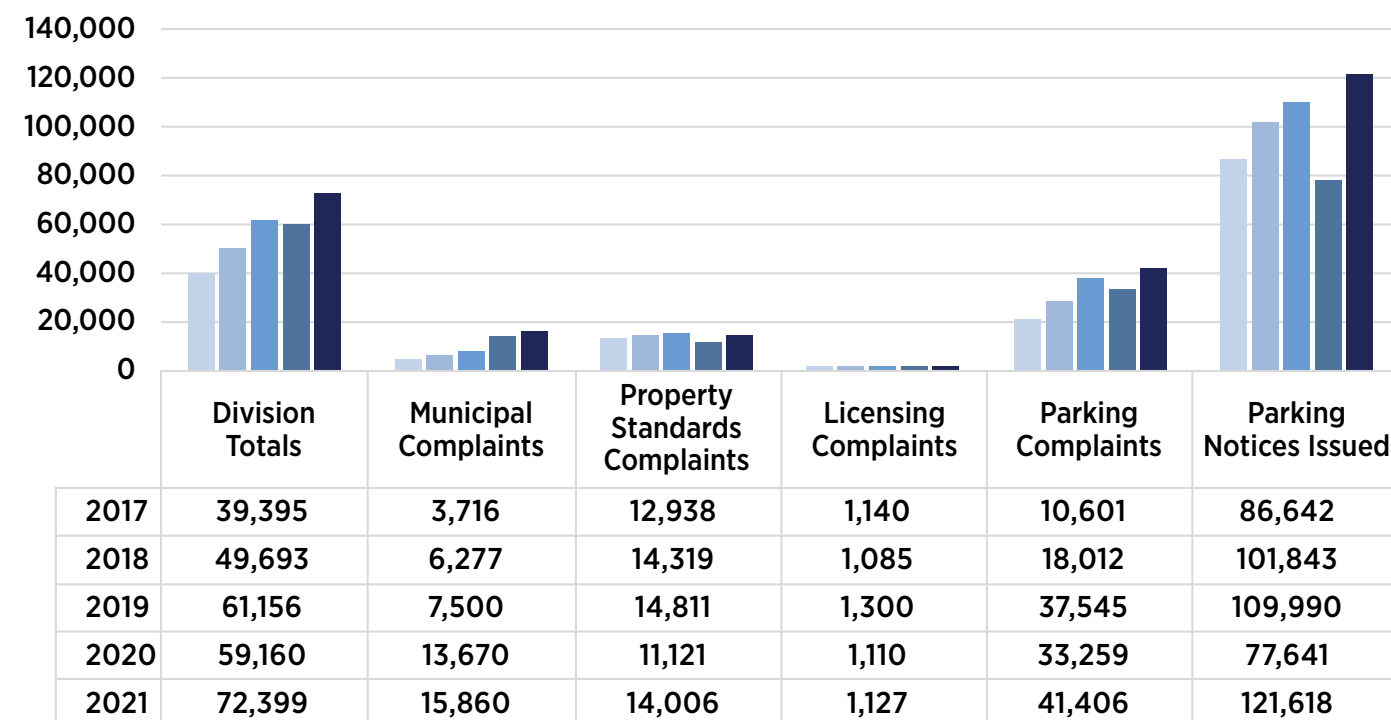
Overview:

The City of Brampton's Enforcement and By-law Services respond to complaints and concerns from the community, conduct investigations and take steps to correct infractions through education and/or enforcement. The role of the officer is to provide fair and consistent services.

The Division has three dedicated sections: By-law Enforcement, Property Standards and Licensing Enforcement, all of which are supported by administrative staff. Each area endeavors to make Brampton a better place to live through establishing an awareness of by-laws and promoting cohesiveness in neighbourhoods.

In 2021, the Division received 72,399 calls for service, or **198 calls per day**, which is a **22 per cent increase** from 2020. In the last five years, the Division's workload has steadily increased, except in 2020, which saw a three per cent decrease due to staff being redeployed to focus on COVID-19 matters. This demand equates to an **88.5 per cent increase** on calls for service over this period.

Five-Year Comparison



COVID-19

COVID-19 Timeline

At the end of 2020, the Provincial Government initiated another Province-wide lockdown, which was expected to end on January 23, 2021. During that time, a second State of Emergency was declared on January 12, followed by a Stay-at-Home Order being issued on January 14, 2021. The State of Emergency ended on February 9, 2021, but the Stay-at-Home Order remained in effect for the Region of Peel until March 8, 2021.

Dec 26, 2020	Province-wide lockdown
Jan 12, 2021	Second provincial state of emergency declared
Jan 14	Provincial Stay-at-Home order issued
Feb 9	State of emergency ended, stay-at-home order continued for Region of Peel
Mar 8	Stay-at-Home order ends
Apr 7	Third provincial state of emergency declared
Apr 8	Stay-at-Home order issued
Apr 19	Ontario closes borders to Quebec and Manitoba for non-essential travel
May 22	Ontario transitions from a colour-coded system to a three-step Roadmap to Reopen plan
June 2	Stay-at-Home order revoked
June 9	State of emergency ends
June 11	Province enters Step One
June 16	Ontario borders reopen
June 30	Province enters Step Two
July 16	Province enters Step Three
Sept 22	Proof of vaccination requirements implemented
November	Omicron variant detected in Ontario and quickly becomes the new variant of concern globally
Dec 19	Increased restrictions implemented under Step Three
Jan 3, 2022	Province returns to Step Two

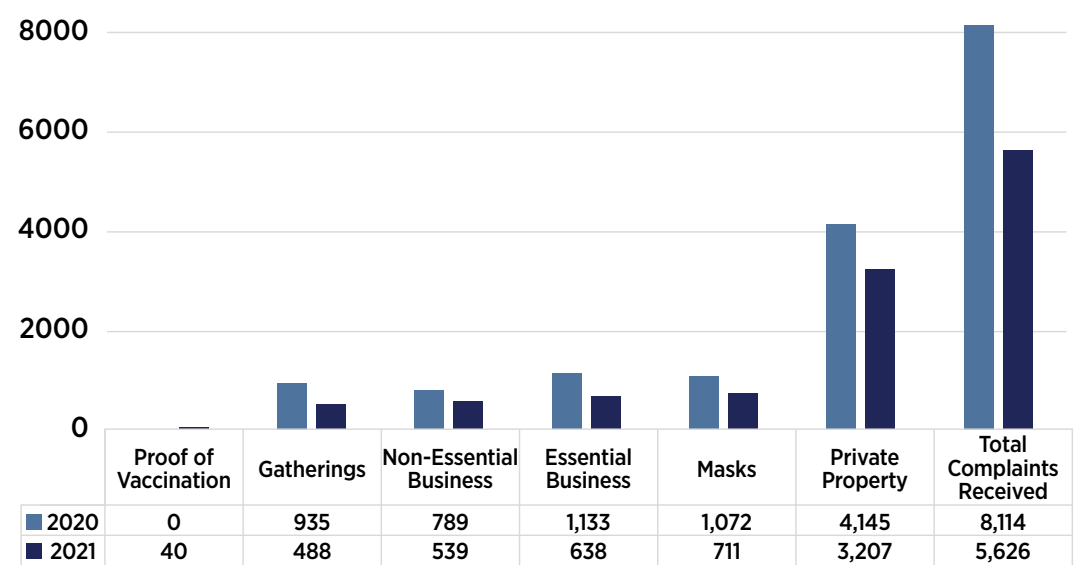
COVID-19 (Cont.)

In 2021, COVID-19 continued to be an integral part of the Division’s responsibility. In addition to responding to public safety concerns and parking related issues, officers continued to respond to COVID-19 complaints related to private residences, businesses, public locations and proof of vaccination.

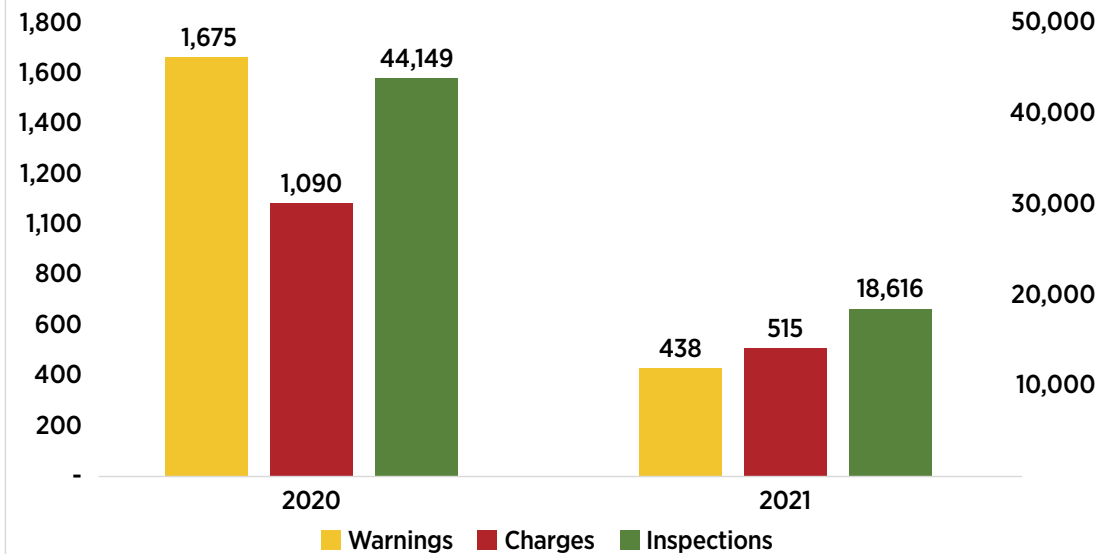
Overall, the Division responded to 5,626 COVID-19 complaints, and conducted 18,616 inspections. There were 438 warnings issued and 515 charges laid under the Emergency Management and Civil Protection Act (EMCPA), the Reopening Ontario Act (ROA), and the Mandatory Face Covering By-law.

Over the course of the year, the Provincial Government continued to ease restrictions under the Reopening Ontario Act, which is reflected in the number of COVID-19 complaints decreasing by 30 per cent, as well as a 52 per cent decline in charges laid.

COVID-19 Complaints by Type

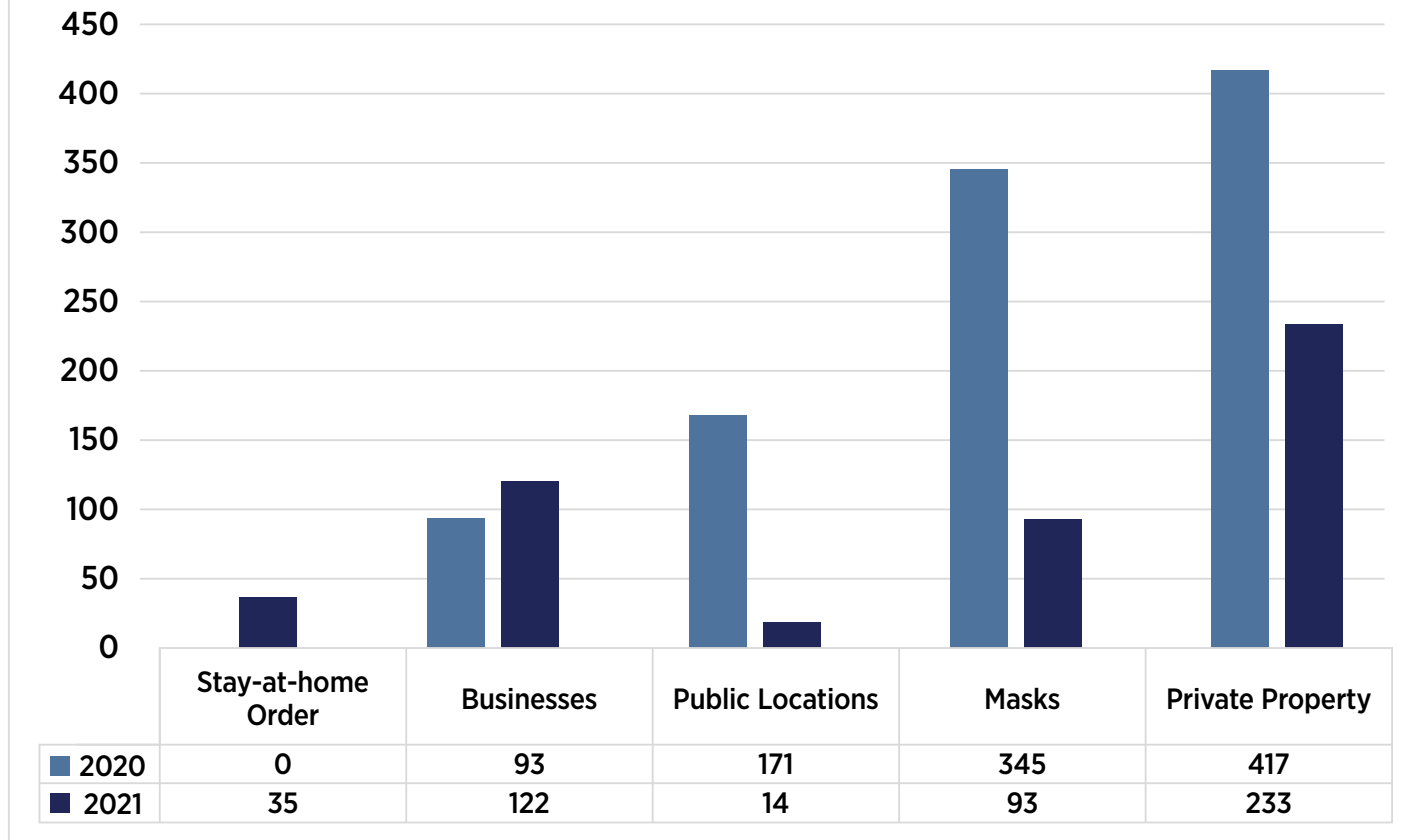


COVID-19 Warning & Charges vs Inspections



COVID-19 (Cont.)

COVID-19 Charges by Type



BY-LAW ENFORCEMENT

The By-law Enforcement Unit ensures residents adhere to the City's by-laws related to public property offences, such as snow removal, excessive loud music and parking infractions. This unit strives to maintain the safety of the public as they use roads, sidewalks, parks and other common public spaces. Officers provide public education, awareness programs and services to residents, businesses, and property owners.

A primary function is to respond, investigate, educate, and where required, enforce the City of Brampton's by-laws.

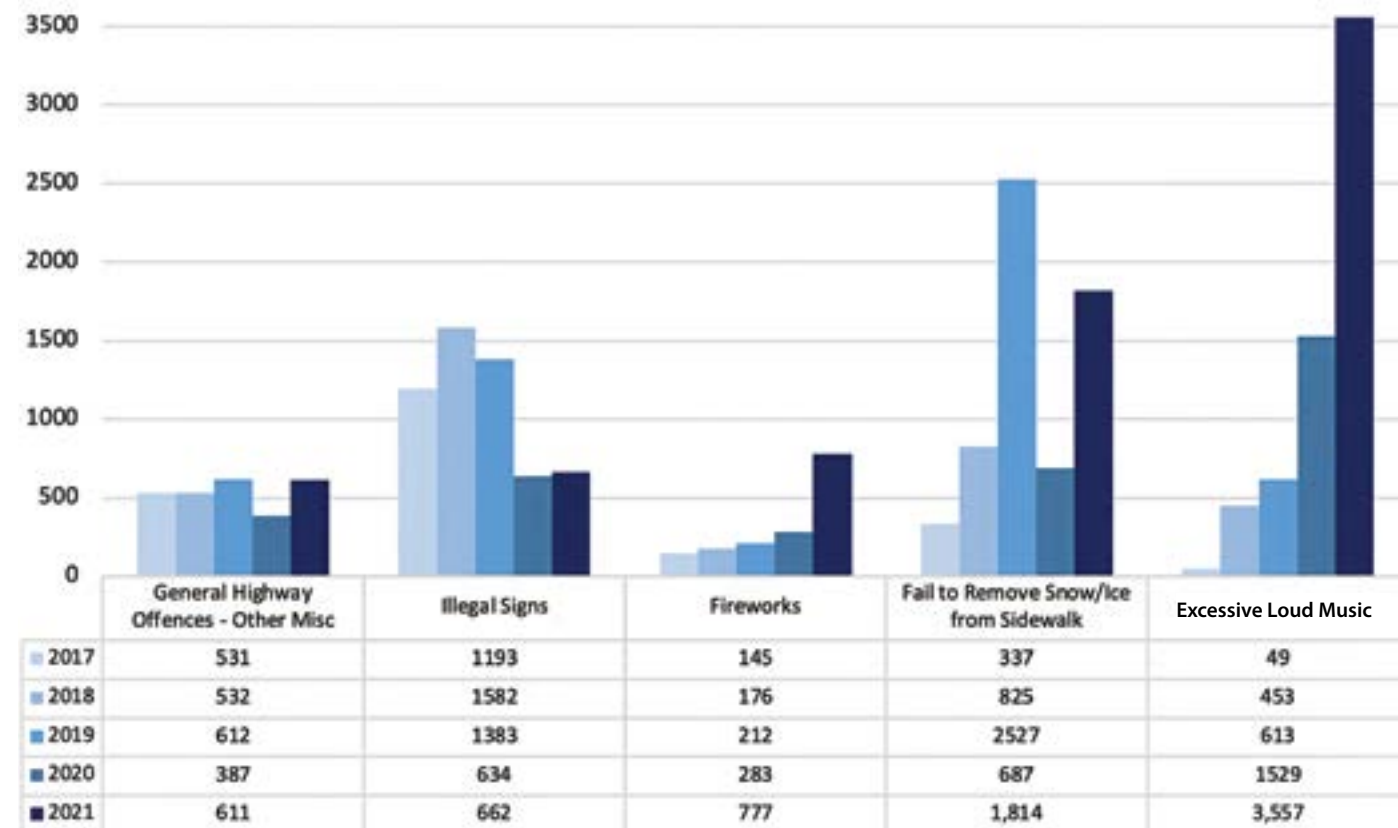
Municipal By-law Complaints

Officers are responsible for enforcing City by-laws and make every effort to resolve the complaints through voluntary compliance.

Municipal complaint investigations are more complex and require an officer to spend more time investigating, to come to a successful resolution.

In 2021, officers attended 5,626 COVID-19 related complaints for social gatherings and businesses not following legislative regulations. In addition, officers responded to 10,233 municipal complaints, including excessive noise, highway obstructions and illegal dumping.

Top Five Municipal Complaints



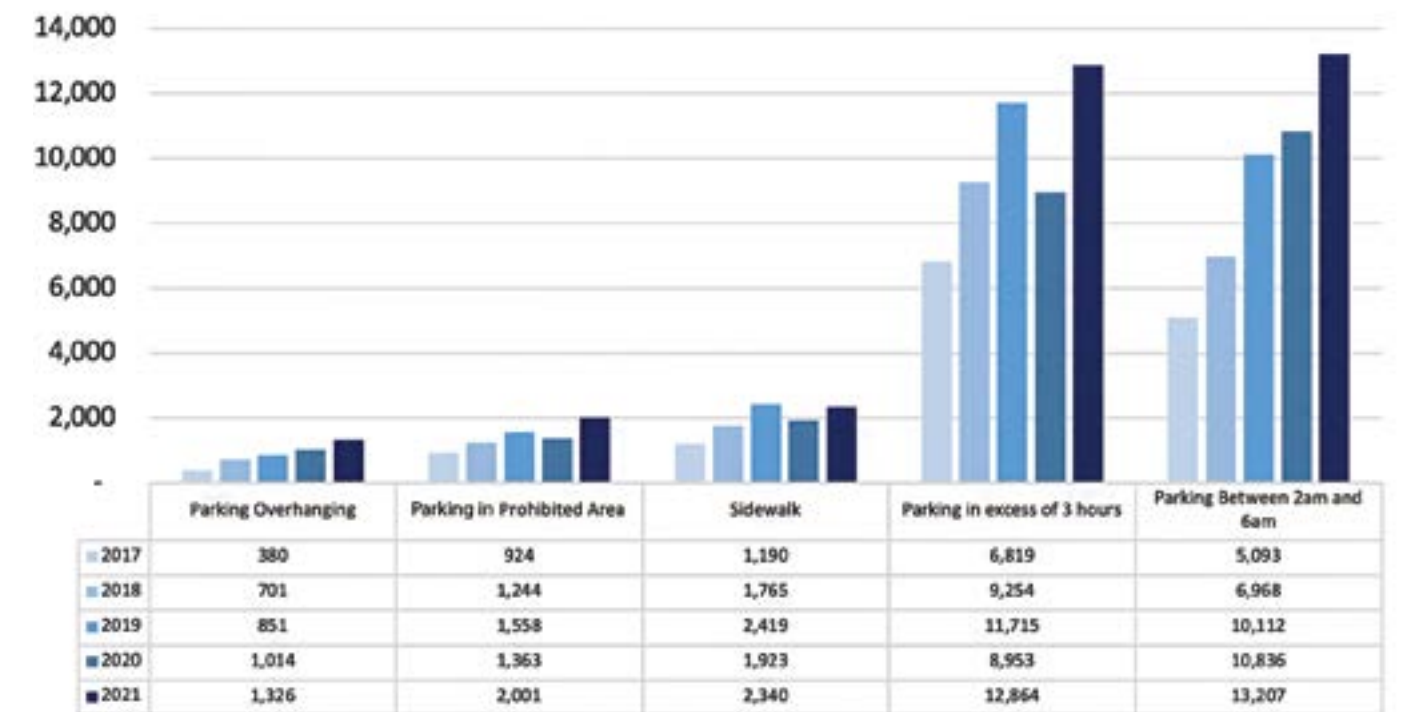
BY-LAW ENFORCEMENT (Cont.)

Parking Complaints

Parking enforcement is a primary part of the unit's scope of operations. Officers received 41,406 parking-related complaints in 2021, compared to 20,601 in 2017. On average, officers responded to approximately 113 parking complaints per day.

This significant increase may be due to extensive educational campaigns, resulting in the public becoming aware of what type of incidents can be reported to By-law Enforcement.

Top Five Parking Complaints



Noise Complaint Process

Under Public Nuisance By-law (136-2018), no person shall cause, create or permit a Public Nuisance, no person shall hold sponsor, conduct, continue, host, create, attend, allow, cause or permit a Nuisance Party. This includes unreasonable noise.

Enforcement Officers responded to 3,557 complaints for excessive loud music, under Noise By-law (93-84). Given the increased number of complaints, the implementation of a new and more efficient complaint process was introduced. Now, a By-law Enforcement Officer will attend the location to investigate the noise. If the officer witnesses unreasonable noise or other disorderly conduct, the officer can immediately issue a warning penalty notice or a penalty notice in the amount of \$300 or \$500, depending on the circumstances.

If the officer does not witness the noise, the officer could issue a Notice of Violation, where applicable, and the complainant(s) would be required to complete a noise reporting package. If upon reviewing the evidence and sufficient grounds exist, charges under the Noise By-law could be laid.

BY-LAW ENFORCEMENT *(Cont.)*

Noise Complaint Process *(Cont.)*



Fireworks

During 2021, Enforcement Officers responded to 777 complaints for illegal fireworks being discharged. When receiving a complaint, By-law Enforcement Officers will attend the location to investigate, and identify the person(s) responsible for possessing, discharging or igniting fireworks. If the officers have sufficient evidence to issue a penalty notice, they can issue a warning penalty notice, or a penalty notice in the amount of \$350.00.

Under Fireworks By-law (163-2016), Section 19: No property owner, on their property, shall permit, allow, or cause the display of or set off prohibited fireworks. In addition, no person shall set off or be in the possession of prohibited fireworks.

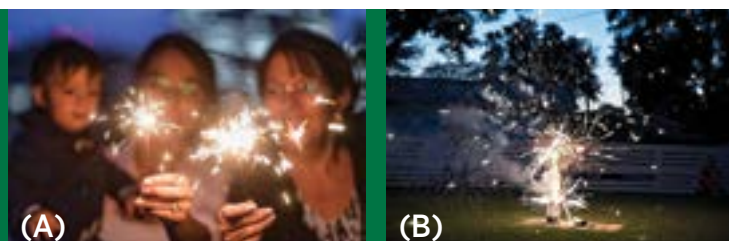
Permitted fireworks include fireworks that do not travel more than three (3) metres (10 feet), and may include fountains, wheels, ground spinners, burning schoolhouses, flying ghosts and sparklers.

Prohibited fireworks are any that travel more than three (3) metres (10 feet), and include roman candles, flying lanterns, barrages, bombshells, cakes, comets, mines, missiles and skyrockets.

A comprehensive review of the Fireworks By-Law is ongoing with a report expected in early 2022.

Permitted Fireworks:

- (A) Sparklers
- (B) Burning schoolhouse



Prohibited Fireworks:

- (A) Fireworks that are higher than three metres
- (B) Flying lanterns



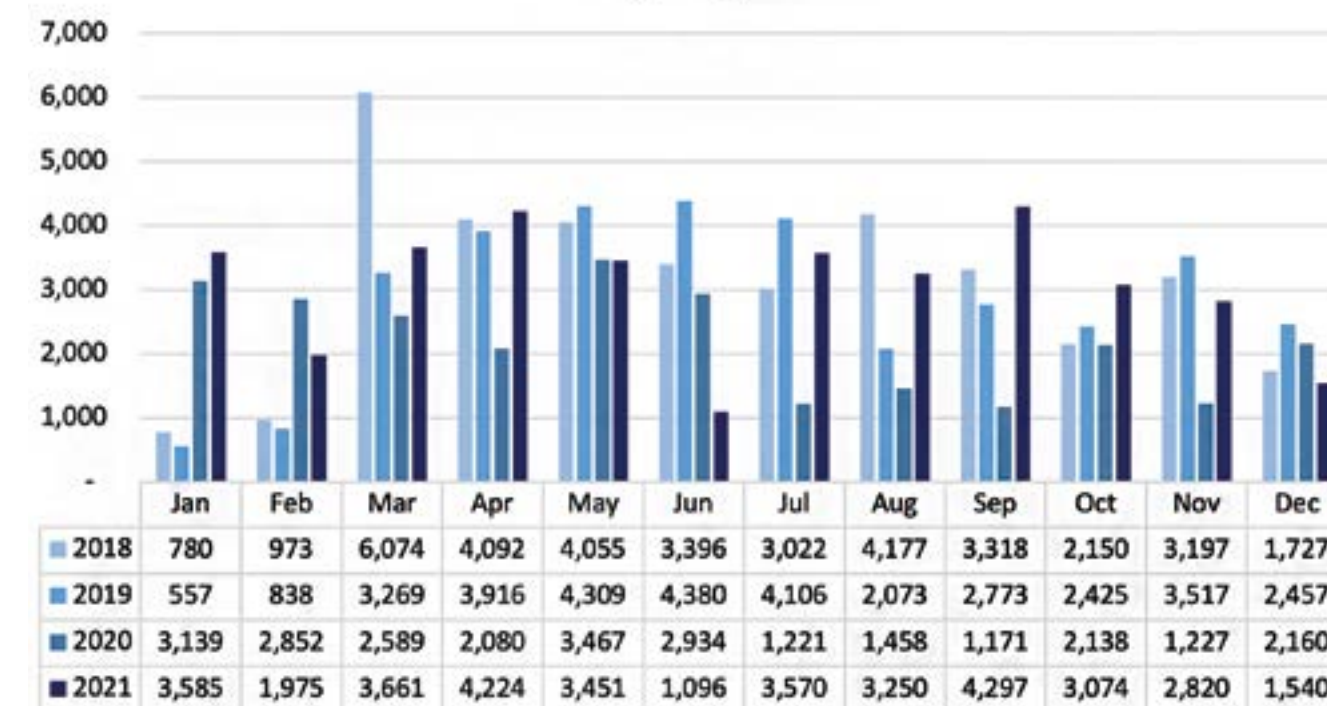
BY-LAW ENFORCEMENT *(Cont.)*

Illegal Signs

Illegal or nuisance signs continue to be an issue within the City of Brampton. All signs, unless specifically exempted, require a permit prior to being displayed, as per Sign By-law 399-2002. These exemptions include but are not limited to caution or warning signs, no trespassing, construction signs and election signs.

In 2021, enforcement officers removed 36,543 illegal signs.

Illegal Signs



Accessibility Parking Enforcement

The City of Brampton ensures all residents live in a vibrant, safe and inclusive community to grow, prosper and enjoy a high quality of life. As the City continues to develop, the number of people with disabilities increases and so does the need for accessible parking. The City continues to ensure enough maintained accessible parking spaces are available to all populations.

This year, parking in accessible spaces and obstructing access aisles resulted in 942 penalty notices issued, totalling \$321,850 in fines and the seizure of 39 fraudulent or expired permits. Owners and operators of businesses have obligations and requirements for accessible parking spaces as identified in Traffic By-law 93-93, Section 48. Businesses that fail to comply with the By-law can be fined with failure to have proper signage and pavement markings. This year, the Accessible Enforcement Officer inspected 305 properties, with 573 accessible spaces being examined. As a result, 97 Orders to Comply were issued to owners to have 249 accessible spaces rectified, to conform with the applicable legislation.

BY-LAW ENFORCEMENT *(Cont.)*

Accessibility Parking Enforcement *(Cont.)*

Leading up to the holiday season in December, By-law Enforcement Officer conducted frequent inspections of accessible spaces. During the month, there were 79 penalty notices issued totalling \$27,150 in fines. Permits were also checked for misuse, resulting in five permits being seized.

By-law Enforcement continues to implement new strategies and regularly reviews accessibility standards to reflect advancement of the City. The Division recognizes and values diversity and inclusiveness by ensuring accessible matters are corrected accordingly.



Accessible parking markings and accurate signage



Example of parking obstructing access aisle; **\$300 penalty**

PROPERTY STANDARDS

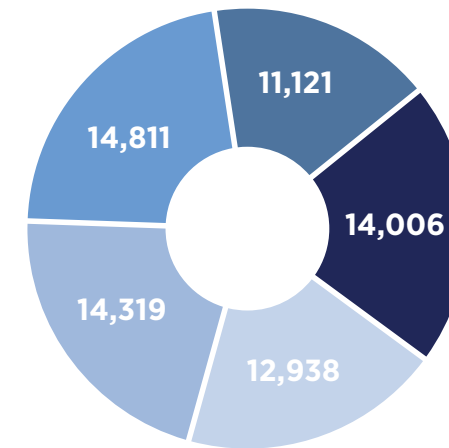
The Property Standards Unit is composed of 24 officers, of which four are assigned to the Second Unit Task Force and four to the Cannabis Unit.

The role of Property Standards Officers is to enforce by-laws that prescribe minimum standards for the maintenance and occupancy of properties, and their permitted uses. These by-laws require properties that do not conform to these specifications be repaired and maintained. Enforcement is vital to uphold and maintain the City's commitment to excellence and quality of life, for those who live, work and visit Brampton.

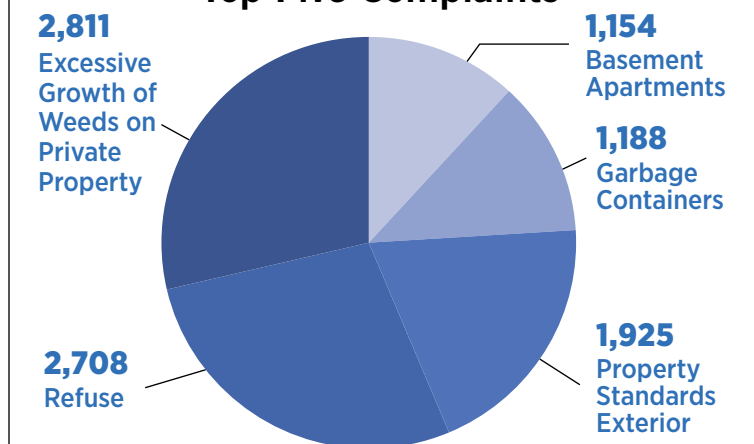
In 2021, there were 14,006 property standards complaints, including illegal basement apartments, excessive growth of weeds on private property, garbage containers and vital services. As Enforcement's priorities shifted away from pandemic-related complaints, Property Standards service calls increased by 26 per cent.

Property Standards Annual Complaints

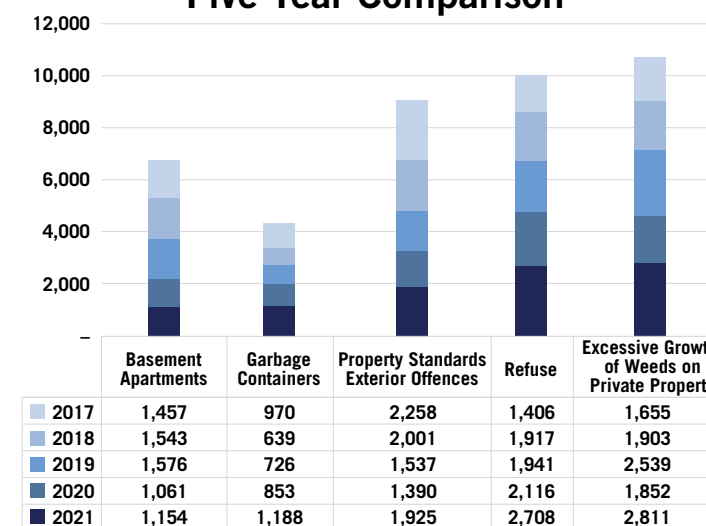
- 2017
- 2018
- 2019
- 2020
- 2021



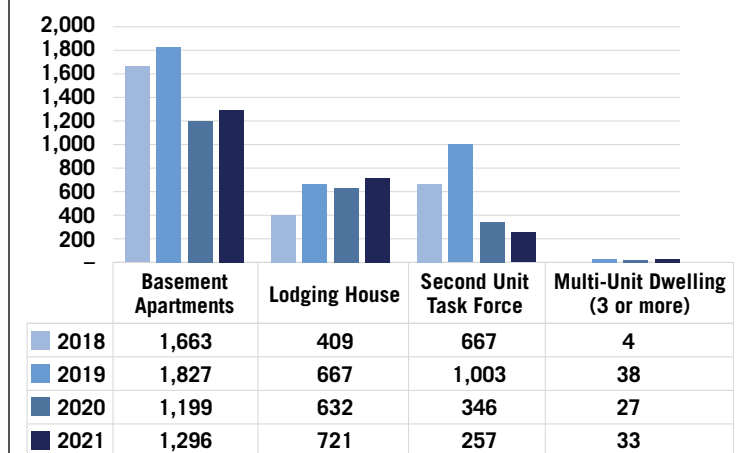
Top Five Complaints



Five Year Comparison



Dwelling Related Complaints



SECOND UNIT TASK FORCE

Every property situated in the City of Brampton is zoned to permit specific uses and is subject to Zoning By-law 270-2004, as amended. A second unit is not legal unless it is registered with the City, and any work completed has been inspected and approved. A building that does not comply with the regulations and lacks the required safety features puts the occupants and neighbourhoods at risk.

The Second Unit Task Force is responsible for investigating complex cases related to illegal second units. The majority of cases are associated to property owners who have constructed additional dwelling spaces that are not registered with the City, or submitted an application for Registration and Change of Use, to the City of Brampton's Building Division.

Enforcement and educational campaigns on the requirements of second units has resulted in a significant increase in second unit registrations with the City. Since 2020, there has been a 100 per cent increase in registrations, totalling 10,872 registered two-unit dwellings.

Two-Unit Dwelling Registrations

New Applications Received	5,732
New Registrations Finalized	3,980
Total Applications Received 2015 - December 31, 2021	16,701
Total Registrations Completed 2015 - December 31, 2021	8,503
Total Fully Registered Two-Unit Dwellings (Including LNC)	10,872

Lodging Houses

Seventy-seven per cent of the complaints received associated to lodging houses were closed as they complied with the Zoning By-Law. The illegal operation of a lodging house occurs when residential accommodation is provided in a single dwelling unit to more than four people (lodgers) living independently; or a single dwelling unit consisting of more than four independent lodging units. If a dwelling has a registered second unit, this provision applies separately to each legal dwelling unit.

In partnership with Fire Prevention and Building Services, inspections are conducted to ensure compliance is being followed with Municipal By-laws, Provincial Statutes and their regulations.

SECOND UNIT TASK FORCE *(Cont.)*

Prosecutions (Two-Unit, Multi and Lodging)

An unexpected impact of COVID-19 was on the already overburdened judicial court system. The Provincial Offences Court functioned at reduced level of operations, which caused a large backlog of court matters, including charges associated to multi-unit dwellings.

Enforcement and By-law Services worked closely with the Prosecutions Office and the Provincial Offences Court to create non-parking administrative monetary penalties (AMP) offences, where available. Officers now may issue a non-parking AMPs ticket for contraventions, where applicable, as an alternative to issuing a summons to attend court. This will assist in reducing the burden on the court system.

2021 Provincial Offences Court – Secondary Unit, Multi-Unit & Lodging Homes

FILES IN COURT 1,195	CHARGES IN COURT 4,023	TRIALS (FILES) 1	GUILTY PLEAS (FILES) 284	TOTAL AMOUNT OF FINES = \$610,550
 SECOND UNIT		FINES ARISING FROM TRIALS \$4,000	FINES ARISING FROM GUILTY PLEAS \$606,550	



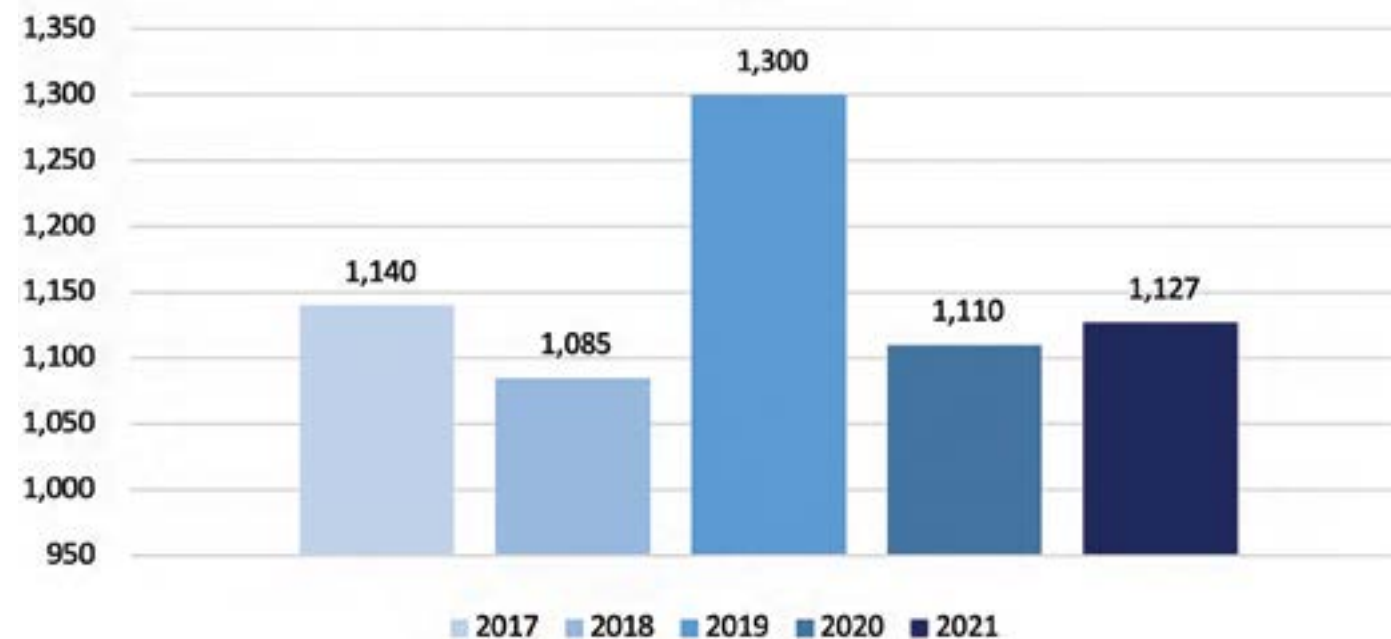
LICENSING ENFORCEMENT

Licensing Enforcement Inspectors monitor, investigate and enforce the licensing of mobile and stationary businesses. This Unit promotes consumer protection, while supporting the health and safety of the public. In 2021, officers received 1,127 business-related complaints, including businesses operating without a licence, concerns over costs related to taxi fares and towing charges, as well as disputes customers experienced in relation to auto body shops and vehicle storage facilities.

Licensing Enforcement staff are responsible for issuance, inspection and enforcement of drivers, vehicles, and in some cases, business locations. Each year, approximately 3,500 businesses, vehicles and drivers are licensed by the City of Brampton. This includes taxi, limousine and personal transportation companies (i.e. rideshare), Class A, B, C and D refreshment vehicles, driving schools and their instructors, and tow truck companies. All new vehicles are inspected for compliance with the Mobile Licensing By-law, and all drivers must fall within the threshold approved by Council regarding driving and criminal records. These rules and practices are in place to ensure the health and safety of the people who use licensed vehicles and businesses.

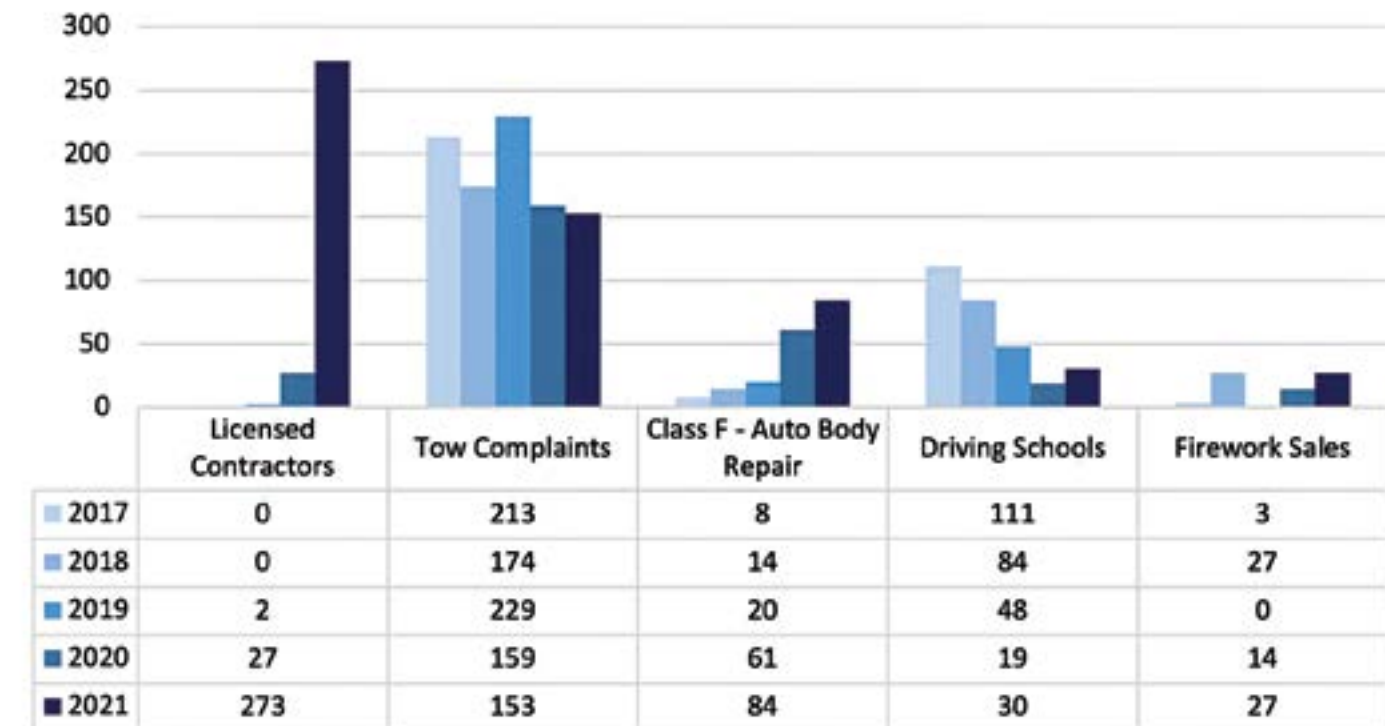
Licensing Enforcement continues to work closely with the City Clerk's Office in relation to stationary businesses. The Clerk's Office receives all applications for new and renewal of stationary businesses and issues the licences, while the Licensing Enforcement Unit manages the inspections and enforcement.

Annual Licensing Complaints



LICENSING ENFORCEMENT *(Cont.)*

Top 5 Complaints



Top Five Mobile Licenses Issued



Top Five Business Licenses Issued



TERM OF COUNCIL PRIORITIES

Brampton is a...

... **City of Opportunities**

... **Mosaic**

... **Green City**

... **Healthy & Safe City**

... **Well-Run City**



Property Standards Enforcement

Private property inspections and investigations that ensure residents maintain their properties and abide by applicable regulations.



Municipal By-law Enforcement

Snow removal, illegal signs, excessive noise, illegal dumping, accessibility.



Licensing Enforcement

Inspection, investigation and licensing for vehicles, drivers and companies. Stationary Business License applications and renewals.

Enforcement and By-Law Services

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Alternate formats available upon request.



brampton.ca/bylaws

