

2018

YEAR-END REPORT

ENFORCEMENT & BY-LAW
SERVICES DIVISION



Enforcement and By-Law Services

Corporate Services Mission Statement

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

Values

Courage, Compassion, Trust and Integrity



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Message from the Director

Welcome to the 2018 year-end report for Enforcement and By-Law Services. As I reflect on all the achievements and changes that took place during 2018, I can confidently say that our officers met the goals of the City through service excellence. This report provides insight into the role of the Enforcement Officer and the important work they do in keeping our community safe and enjoyable.

In response to citizen complaints received and Council's concern for community safety, a Second Unit Task Force pilot project was launched in July 2018. Through a public awareness campaign and a stricter enforcement policy, more residents applied for permits during the last six months of 2018, in comparison to the previous two years combined.

The Second Unit Task Force collaborates with staff in Building and Development, Fire and Emergency Services and the Prosecutions Office working towards the safety of residents and properties.

Another transformative initiative in 2018 was the amendment of the Mobile Licensing By-Law allowing for personal transportation companies (rideshare) to legally operate in Brampton. Two companies registered with the City and within the first six months have delivered over two million rides. Rideshare services together with our existing, strong network of taxicabs offer easy and safe ride options for residents and visitors to Brampton.

Continuing to build on the synergy with our partners within the community By-Law Enforcement staff were part of a multi-tiered response team to address homelessness on City properties. This cross-functional team included representatives from the Region of Peel, Peel Regional Police, Brampton Parks and Recreation, Corporate Security and Enforcement and By-Law Services. This project will continue in 2019.

Enforcement and By-Law Services is supported by nine administrative staff members who provide support to approximately 90 Enforcement officers. In 2018 a courtesy calling process was implemented notifying plate owners and driver/operators of mobile transportation businesses that relevant documentation was going to expire in 30 days. Implementing this process significantly reduced the possibility of breaching City by-laws and jeopardizing business operations.

Our team remains committed to improving service excellence, maintaining open dialogue with the community and raising awareness of important enforcement matters.



Paul Morrison
Director
Enforcement and By-Law Services

Division Overview

Who we are

City of Brampton's Enforcement and By-Law Services investigates and enforces by-laws enacted by City Council to maintain community standards and public safety through education and impartial enforcement. Officers respond to complaints or 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 friendly, fair and consistent services.

In order to provide customized service our Division is comprised of three specialized sections: By-Law Enforcement, Property Standards and Licensing Enforcement, all of which are supported by clerical and administrative staff. Each area strives to

make Brampton a better place to live by creating awareness of by-laws and promoting cohesiveness in neighbourhoods.

In 2018, the Division received 49,693 calls for service, or 136 calls per day, which is a 29 per cent increase from 2017. To respond to the growing demand for service, the City approved the hiring of two supervisors, nine full-time and four part-time officers, two full-time clerical staff and one advisor.

Brampton is one of the fastest growing, diverse cities in Canada. The Division's hiring practices and service delivery reflects the City's commitment to a barrier-free and inclusive approach that promotes diversity, equity, objectivity and consistency.

95 Full-time employees

4 Part-time employees

10 Languages spoken

44 Enforcement vehicles

563,063 kms patrolled



By-Law Enforcement Unit

The By-Law Enforcement Unit ensures that residents adhere to the City's by-laws related to public property offences such as parking infractions, snow removal and illegal signs. This Unit strives to maintain the safety of the public as they use roads, sidewalks, parks and other common public spaces.

A primary function of this Unit is to enforce Brampton's traffic and parking by-laws. Enforcement Officers received 28,012 parking related complaints in 2018, up a staggering 42.8 per cent from 2017.

Average Calls per Day: 76

Top Five Residential Complaints:

1. Parking in excess of three hours
2. Parking from 2am to 6am
3. Obstructed sidewalks
4. Parking in a prohibited area
5. Parking in a fire route

Top Five Parking Notices Issued:

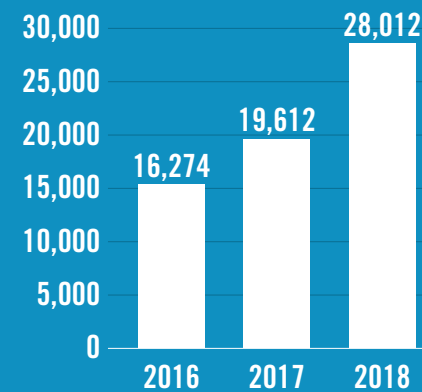
1. Parking from 2am to 6am - 54.9%
2. Parking on private property - 13.9%
3. Parking that obstructs sidewalk - 4.9%
4. Parking in a prohibited area - 4.5%
5. Parking in excess of three hours - 3.9%

Total Parking Notices Issued: 100,658

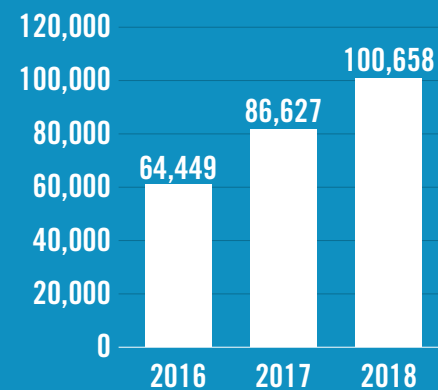
Average Tickets per Day: 275

Total Fines: \$4,824,568

TOTAL PARKING COMPLAINTS



TOTAL NUMBER OF PARKING NOTICES ISSUED



Municipal By-Law:

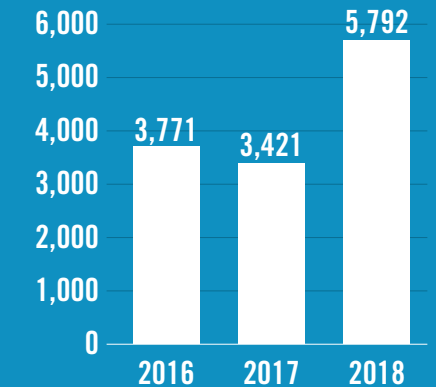
In 2018 By-Law Enforcement Officers responded to 5,792 municipal complaints, which included excessive loud music, unattended sports equipment on roads and failure to remove snow or ice from public sidewalks.

Top Five Municipal Complaints:

1. Illegal signs
2. Election signs complaints
3. Failure to remove snow/ice from sidewalk
4. Other general highway offences
5. Excess loud music

A new initiative in 2018 was a multi-tiered response to address homelessness in City parks. This was led by a cross-functional team including representatives from the Region of Peel, Peel Regional Police, Brampton Parks and Recreation, Corporate Security and Enforcement and By-Law Services. The goal of the Outreach Program was to assist with the relocation of homeless people who

TOTAL MUNICIPAL ENFORCEMENT COMPLAINTS



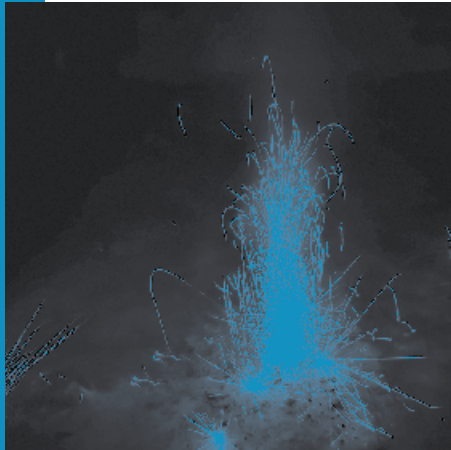
had created shelters on City property. Our role in the partnership was to allow time for the Outreach Team to reach the individual to perform their function of providing assistance. Any structures erected were removed.

Municipal By-Law: Noise Complaints

In 2018 there were 495 noise complaints, which included 389 for excessive music, 64 dogs barking, and 42 related to construction noise. This is an increase of 438 per cent in comparison to 113 complaints in 2017.

NOISE COMPLAINT PROCESS





Fireworks

Since the amendment to the Fireworks by-law in 2016, the City undertook an extensive public awareness campaign about fireworks use and safety. In 2018 the Division responded to 161 complaints in relation to fireworks usage. This is a slight increase from 133 calls in 2017. The minimum fine for personal improper use of fireworks is \$500 and for corporate use is \$2,000.

Residents are allowed to use short-range fireworks on their private property four times a year, Victoria Day, Canada Day, Diwali and New Year's Eve. Fireworks are not permitted on any City land, including streets and sidewalks, as well as on school property.



School Zones

To ensure the safety of children while being dropped off and picked up at school, and to reduce traffic congestion, By-Law Enforcement Officers patrol school zones. In 2018, Officers conducted 1,121 school inspections and laid 585 charges, including obstructing traffic, parking wrong way and parking in prohibited areas.

To ease traffic issues around schools, residents are reminded to use the Kiss-n-Ride lanes and not to leave their vehicles. Adult supervision is onsite to assist your children to safely enter and exit the school premises.



Snow

Snow and ice removal from sidewalks in Brampton continues to be a safety hazard for the community. During 2018 officers responded to 754 snow removal complaints.

Under the Snow and Ice Removal By-law 242-76, property owners and/or tenants are required to remove snow, ice and slush from their sidewalks by 11am the day after the end of a snowfall.

When the City receives a complaint about sidewalks that are not cleared, By-Law Enforcement officers investigate and may issue an Order to Comply. The property owner or tenant is required to clean the sidewalk immediately. It will be re-inspected and if the work has not been completed, charges may be laid and arrangements will be made to have a contractor clear the sidewalk, charging back the costs to the property owner. Costs plus additional administrative fees will be added directly to the owner's property taxes.

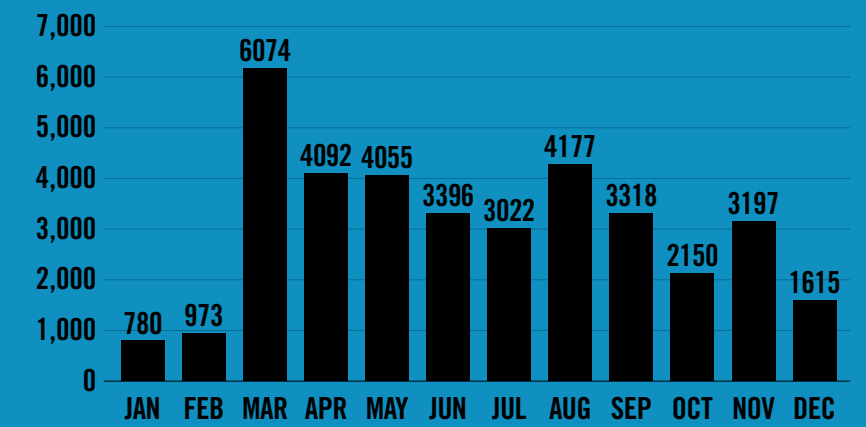
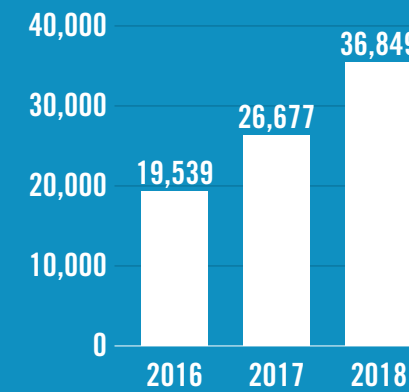


Signs:

By-law Enforcement inspects various sign-related infractions under the Municipal By-law 399-2002. Signage removal for 2018 increased significantly due to the Municipal and Provincial Elections. During 2018 there were 1,413 election complaints with 1,083 complaints being received in October alone.

There were 36,849 nuisance signs removed compared to 2017 of 26,677 signs, which is a 38.2 per cent increase. By-Law Enforcement Services has four part-time officers assigned to the inspection and removal of illegal signs.

SIGN REMOVAL



Bike Patrol

By-Law Enforcement Officers use bicycles during the summer months to patrol the city. In 2018, 15 officers were allocated to the Bike Unit and after receiving training, officers were assigned to high-complaint areas for enforcement. In order to allow Officers to cover a larger area of the city in a shorter period of time, the Unit was revamped and Officers transported their bicycle to their assigned area.

In 2018, bike patrol officers laid 870 charges. As a community service bike patrol officers attended several City-run special events, which provided officers the opportunity to interact with the community.



Vehicle Seizures

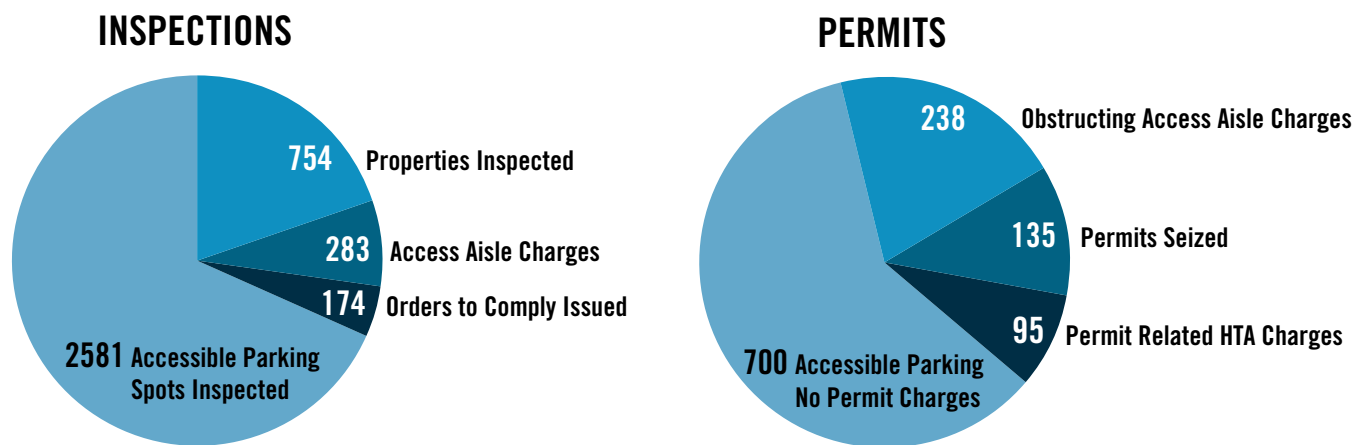
The City has a “three-strike” parking policy to effectively enforce parking by-laws. If a vehicle has been ticketed three times within 60 days, Officers may request to have a vehicle towed. By-Law Enforcement Officers may also tow a vehicle if it has been parked in such a way as to create a safety hazard, if it has been abandoned, or it is blocking a fire route. In 2018, 538 vehicles were towed from public properties.

Accessibility Enforcement

The City’s Accessible Enforcement Officer’s main responsibility is to inspect properties throughout the City under the authority of Accessibility for Ontarians with Disabilities Act, the Highway Traffic Act (HTA) and the City of Brampton Traffic By-Law 93-93.

Inspections are conducted to ensure accessible parking spots have the proper signage installed, access aisles and ground symbols have been painted correctly and that places of business have the correct amount of accessible parking spots available. Businesses that fail to comply with provincial standards may be fined up to \$25,000 per accessible parking space.

The City of Brampton’s By-Law Enforcement Services recognize the need for inspections to ensure the validity of permits being used and displayed. The misuse of Accessible Parking permits issued by the Province of Ontario carries a maximum fine of \$5,000.



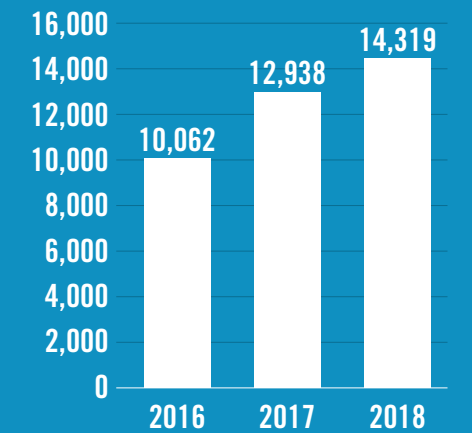
Property Standards

The Property Standards section is responsible for the enforcement of private property offences to ensure residents maintain their properties. The unit is composed of 20 officers, including four officers currently assigned to the Second Unit Task Force. During the summer months six post-secondary students were hired as Summer Inspectors to address excess growth of grass and weeds and waste-related complaints on private properties.

Officers primarily conduct investigations under the Minimum Maintenance By-law 104-96 (Property Standards), Vital Services By-law, Refuse By-law, and the Zoning By-law 270-2004. Exterior property standards require minimum maintenance standards be followed and yards kept tidy. This includes requiring the removal of all refuse, cutting long grass, removing standing water and maintaining all components of the home. Property Standards officers also conduct interior inspections of rental residential units to identify deficiencies that the home owner or occupants must repair to meet by-law compliance.

In July 2018 the Second Unit Task Force pilot project was launched to assist with the investigation of illegal second units, multiple unit houses, and lodging houses, and to ensure they comply with the Zoning By-law. The Task Force is a collaboration between the Enforcement Division, the Building Division and Fire Prevention employees. The goal of this coordinated effort is to ensure safety standards are met and the well-being of the occupants who reside in these houses.

PROPERTY STANDARDS CASES



In 2018 the Division responded to 14,319 complaints.

2018 Top Five Calls

Type of Call	Number of Calls	Number of Proactives	Total
Exterior offences	1,747	1,736	3,483
Excessive growth/weeds (private)	1,867	327	2,194
Refuse (waste)	1,794	277	2,071
Basement apartment	1,438	122	1,560
Excessive growth/weeds (boulevard)	722	3	725

2017 Top Five Calls

Type of Call	Number of Calls	Number of Proactives	Total
Exterior offences	2,084	1,690	3,774
Excessive growth/weeds (private)	1,639	308	1,947
Refuse (waste)	1,349	221	1,570
Basement apartment	1,383	112	1,495
Excessive growth/weeds (boulevard)	723	4	727

Licensing Enforcement

Licensing Enforcement Inspectors investigate, monitor and enforce the licensing of mobile and stationary businesses. This Unit ensures the health and safety of the public and promotes business growth through consumer protection and nuisance control. In 2018 officers received 1,085 business-related complaints.

Business Licensing

Each year, approximately 3,000 businesses are licensed by the City of Brampton. The Unit received 544 calls relating to stationary businesses in 2018.

Licensing Enforcement inspects a large variety of businesses including:

- Fixed Food Premises
- Tobacco Sales
- Personal Service Facilities (tattoos, body piercing, hair dressers, barbers and tanning salons)
- Automobile Service Stations (mechanic shops, car rentals and sales, auto body repair, vehicle storage facilities and parking lots)
- Fireworks Vendors
- Places of Public Assembly and Amusement (public halls, banquet halls, golf courses, bowling alleys, cinemas and theatres)
- Second Hand Goods Shops
- Contractors (building renovator, HVAC, plumbing, electrical, fence, pool installation)
- Adult Entertainment Businesses

Personal Transportation Companies

In June 2018, after a two-year review, City Council enacted a by-law amendment to create a new class of “for hire” vehicle titled Personal Transportation Companies (PTCs).

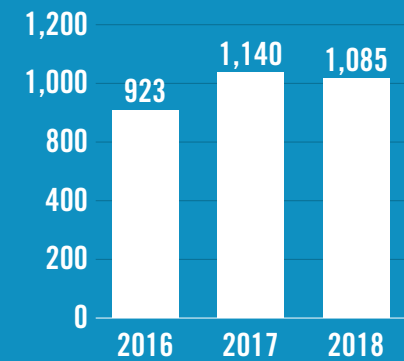
PTC licensing is a departure from the traditional licensing systems, which require applicants, for vehicle and driver licences, to attend the Licensing Office to submit documents and pay licence fees. The new category requires that PTCs collect and vet the driver and vehicle information to ensure they meet the by-law requirements. Licensing staff monitor the PTCs to ensure compliance.

Unlike taxicabs, PTC drivers are not permitted to pick up street hails, use taxi stands, or accept cash payments. All payments are logged and processed through the PTC App.

The PTC App must provide customers with the first name and picture of the driver providing the service, as well as the provincial licence plate number and a description of the vehicle. This results in no anonymous PTC rides.

In 2018 two Personal Transportation Companies were licensed to operate within the City of Brampton, and within six months they have completed over two million rides.

LICENSING TOTAL CASES



Tow Trucks

The Licensing section provides licences and inspections for all tow trucks, drivers and companies in the City of Brampton. In 2018, the section renewed or approved licences for 519 tow trucks, who operate for 92 companies within Brampton. In 2017 there were 375 tow trucks, who operated for 87 companies. These increases can be attributed to several companies receiving auto club contracts, requiring they obtain licensing in all cities within the GTA.

In 2018, training was developed to educate police, licensing and enforcement officers about by-law towing requirements and recurring violations within the industry.

The Licensing section initiated an awareness campaign in 2018 to educate the public on their rights in the event of a collision where towing is required.

Licensing received 174 complaints regarding tow trucks in 2018, which is a decrease from the previous year's 213 complaints.



Training and Education

Enforcement Officers

Officers are required to have a post-secondary degree or diploma in Law and Security, Police Foundations or equivalent to join the Division. In addition, Officers must have by-law enforcement-related experience.

In 2018, the By-Law Enforcement officers training program was revamped; officers spend several weeks in the classroom with a Supervisor, followed by six weeks on the road with a coach officer. Over the next 12 weeks, the officers are on the road independently and are closely monitored by a supervisor and coach officer.

Property Standards

In addition to in-house training, officers receive training from the Ontario Association Property Standards Officers (OAPSO). This is an intensive program not only requiring officers to complete the academic requirements but also completing a minimum of two years field experience before being eligible for certification.

Licensing Inspectors

Each new Officer is provided with a training guide that provides information on conducting paperwork reviews and vehicle inspections. Officers receive a four-week training session with another officer to review inspection procedures, and to conduct field inspections of commercial vehicles and businesses.



Ceremonial Unit

In 2017 Enforcement and By-law Services Division formed a volunteer six-member Ceremonial Unit to represent the City at various community events. The Unit debuted on November 11, 2017 participating in the City's Remembrance Day ceremony.

Since then, the Unit has expanded to 12 officers who volunteer their time throughout the year. In 2018, the unit attended several events, including Canada Day, the Ontario Police Memorial in Toronto, the Canadian Police and Peace Officers' Memorial in Ottawa and the City of Brampton's Remembrance Day parade. The Unit was also given the unique opportunity to participate in the 2018-2022 Term of Council swearing-in ceremonies held at the Rose Theatre on December 3, 2018.

The unit prides itself on representing the City of Brampton and deepening ties with law enforcement and the civil servant community throughout Ontario.



Community Involvement

As a way of giving back to the community, Enforcement and By-Law Services participated in numerous community events and fundraisers throughout the year. This includes participating in the Polar Plunge (in support of the Special Olympics), Family Life Resource Centre, Knights Table – Day of Caring Experience, Animal Services Open House, Police Fun Day and Tim Horton's Camp Day.

Breast Cancer Awareness

During the month of October officers purchased pink epaulettes to wear on their uniform to support breast cancer awareness month. Officers also sold pink ribbon pins. The two campaigns raised \$1,527, which was donated to Wellspring Chinguacousy, a local cancer support centre.

November

In November officers supported prostate cancer awareness month and raised \$2,085.

Christmas Campaigns

During the Christmas season Enforcement and By-Law Services hosts and supports several fundraising campaigns including Stuff-A-Jeep, Toys for Tots, and Adopt-a-Family, working for the benefit of the community. During November and December staff collected 125 toys, 591 food items, and \$1,049.06 cash. The food donations were divided among the Knights Table food bank and a local womens' shelter. The other items were donated to the Salvation Army, who also helped facilitate the adoption of two families.



In The Future

Enforcement Technology

Enforcement and By-law Services is in the process of a mobile technology upgrade, which will allow By-law Officers to issue an electronic Penalty Notice directly from the field during their patrols. This will be applicable for parking infractions and for violation of numerous other types of municipal by-laws.

While parking tickets are already issued electronically, the system will be upgraded to increase efficiencies. An auto-location function will assist officers in determining the closest address when they are issuing tickets in alleys or laneways. The new system will allow for cloud-based information sharing, allowing officers to complete time limit inspections that were started by another officer.

In addition, the new system will include the first vehicle outfitted with an Automatic Licence Plate Recognition system (ALPR) for parking enforcement. The ALPR vehicle will utilize cameras and an industrial GPS to determine the location and the length of time a vehicle has been parked on the street for time-based parking offences. It will also be used in municipally owned parking garages to determine if vehicles are parked without authorization.

The new technology will also allow officers to issue electronic tickets for non-parking offences such as noise violations, cutting down or damaging trees without a permit, or failing to provide rental accommodation with hydro, gas or water. To expedite the issuance of this type of Penalty Notice, officers will be able to scan the rear of Provincially issued identification as part of the investigation. The Penalty Notices will be issued at the time of offence and will allow an individual to either pay them or dispute them through a Hearing process, rather than requiring them to attend court.

This technology, when paired with new smartphones will be a powerful tool in the enforcement of municipal by-laws and will allow officers to have the information needed to address violations in the field without the need to complete additional paperwork at the office.



Enforcement & By-law Services Division

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