



YEAR END REPORT 2020 COVID-19

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



Enforcement & By-law Services



Alternate formats available upon request.

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MESSAGE FROM THE DIRECTOR

As I reflect back on 2020 it will be a year that everyone will remember with the many challenges that were faced during COVID-19. At the beginning of the year, we became aware of an unknown pneumonia type outbreak, which quickly morphed into a global pandemic that touched everyone, not only in Canada, but also around the world.

The uncertainties that came with the pandemic caused a shutdown of all businesses including the City of Brampton. A state of emergency was declared for the Province of Ontario and subsequently for the City of Brampton. The Emergency Management and Civil Protection Act was invoked, which for the first time gave Municipal By-law Officers provincial authority to enforce. City of Brampton Council created two Municipal By-laws to address COVID-19 restrictions: physical distancing and mandatory face covering. This led to a change in the way By-law Enforcement conducted business. As the Division was deemed an essential service, staff were required to fulfil their sworn duties. As demands for service continued to escalate, the Division implemented a 100% staffing model in April.

One of the first steps was to assess the impact to the community. As a result, several internal units came together and developed a COVID-19 inspection app to capture pandemic related calls. The app provided data and analytics that gave a clear picture of what was occurring in the community. Ninety percent of calls officers were responding to were COVID-19 related. The remaining calls were for high priority safety concerns, including blocked fire hydrants and parking violations that obstructed emergency services vehicles. As the City adjusted to the impact of COVID-19, officers were able to shift back to regular enforcement duties, along with COVID-19 service calls.

This report is a compilation of the great work the Division has done throughout this past year. It is a reflection of our dedication and ability to adapt, for the safety of our community and aligned with Council priority of Brampton is a Healthy and Safe City.

Paul Morrison



Director,
Enforcement and By-law Services

DIVISION OVERVIEW



The 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 fair and consistent services.

In order to ensure efficient service deliveries, the Division is comprised of three specialized sections: By-law Enforcement, Property Standards and Licensing Enforcement, 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 2020, the Division received 59,159 calls for service, or **162 calls per day**, which is a slight decrease of three percent from 2019. This decrease is primarily due to a shift in focus to COVID-19 related complaints.

Unique to 2020 was the addition of COVID-19 related service calls and proactive investigations, as the pandemic created unusually high demands for service. Mayor Brown and Councillors recognized this and authorized 10 additional full-time and two part-time By-law officers.

The Division continues to strive for excellence through the development of investigative practices and the use of advanced technology. Working in conjunction with Information Technology, a mobile phone application was developed to enable officers to document the results of COVID-19 related inspections and charges laid. The app was designed in a way that efficiently allowed staff to log their inspections, and included details on various types of violations and enforcement action taken. This data was transferred into a City database, allowing the management team to report-back to senior leadership teams regarding progress, as well as responding to media requests.

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

TOTAL COMPLAINTS BY AREA - 2020

Licensing	1,110
Municipal	5,555
Covid-19	8,114
Property Standards	11,121
Parking	33,259

TOTAL COMPLAINTS THE DIVISION

2016	32,111
2017	38,395
2018	49,639
2019	61,156
2020	59,159

104	6	11	54	870,713
Full-time employees	Part-time employees	Languages spoken	Enforcement vehicles	kms patrolled

Common complaints the Division received included:

- Businesses and private properties not following COVID-19 regulations;
- Excessive loud noise;
- Numerous vehicles parked on lawns and other properties;
- Parking exceeding three hours or overnight street parking;
- Failure to maintain lawn or remove snow from sidewalk;
- Improper use of an accessible parking spot; and
- Accumulation of stored household garbage

COVID-19 TIMELINE

A plain text version of the timeline on this page is available in the Appendix section.



In late 2019 and early 2020, the World Health Organization (WHO) became aware of a pneumonia type illness, known as Novel Coronavirus or COVID-19. With the illness continuing to escalate around the world, WHO declared COVID-19 as a pandemic on March 11, 2020.

On Tuesday, March 17, 2020, Premier Doug Ford issued a state of emergency for the Province of Ontario, under the Emergency Management and Civil Protection Act (EMCPA).

Subsequently, on March 24, 2020, Mayor Patrick Brown declared a state of Emergency for the City of Brampton, invoking Emergency Measures By-law MO 1-2020.

Enforcement and By-law Services were deemed an essential service and worked during the pandemic, when many businesses temporarily closed. In order to better understand how the pandemic would impact the Division, a COVID-19 app was developed to enhance data collection. This information was used to determine that there was a substantial increase in call volume, and the Division implemented a 100% staffing model on April 20 to expedite complaints.

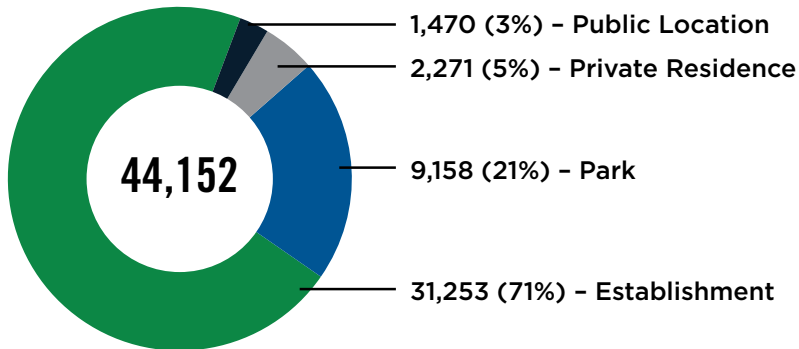
As the pandemic continued to escalate, several restrictions were implemented including the closure of all non-essential businesses, prohibiting organized public events and limiting social gatherings to five people.

While the City of Brampton remained in Stage 1, all Enforcement Officers were redeployed to COVID-19 related investigations, except for vital service complaints or parking violations that affected public safety and Emergency Services' duties.

Officers conducted thousands of proactive and complaint-driven inspections to address public safety concerns, including essential and non-essential businesses, private residents, parks, and other public locations. On July 8, 2020, City Council created a Mandatory Face Covering By-law, which was an additional piece of legislation that Enforcement and By-law Services was responsible for implementing.

COVID-19

INSPECTIONS BY TYPE



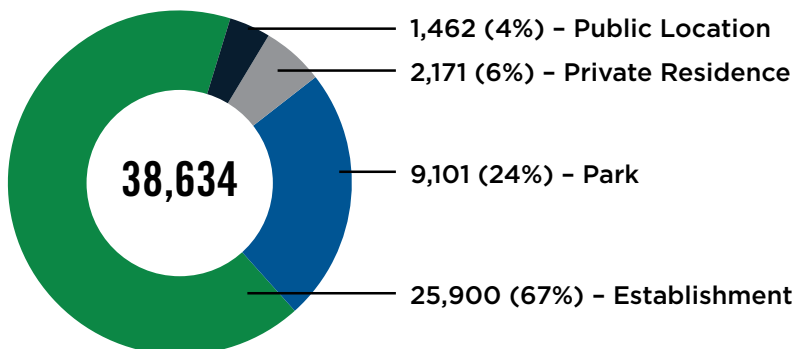
On July 24, 2020, enforcement was no longer under the EMCPA but shifted to the new Provincial legislation of the Reopening Ontario Act (ROA), which will continue in 2021.

On July 31, 2020, the City of Brampton entered Stage 3 for Reopening Ontario, which allowed the social gathering numbers to increase significantly. When this occurred, the Division's work model shifted from being primarily COVID-19 to core business operations.

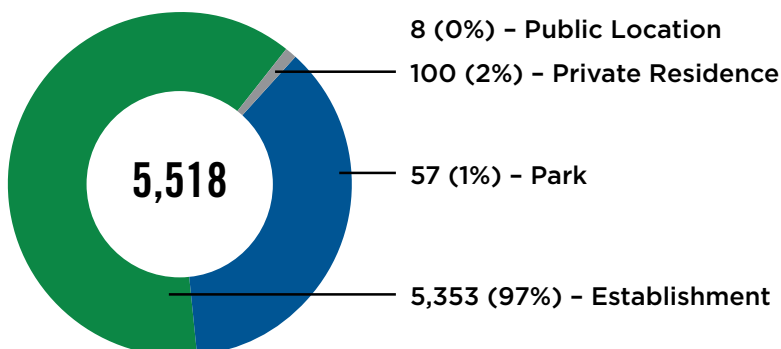
On December 26, 2020, another Province-wide lockdown was invoked for 28 days, which was targeted to end on January 23, 2021.

Overall, the Division responded to 8,114 COVID-19 complaints, and conducted 44,149 inspections. Between March 17 and December 31, there were 1,675 warnings issued and 1,089 charges laid.

INSPECTIONS (ENFORCEMENT) BY TYPE



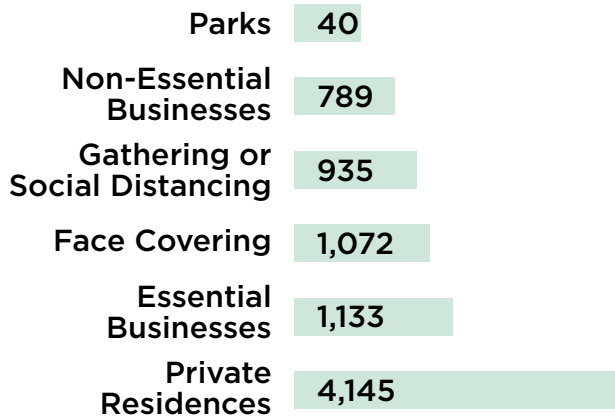
INSPECTIONS (FIRE) BY TYPE



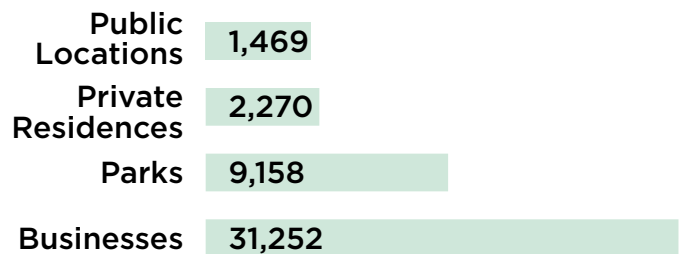
COVID-19 STATISTICS



COMPLAINTS FROM THE COMMUNITY



PROACTIVE INSPECTIONS



As part of Enforcement and By-law Services' responsibilities during the pandemic, officers responded to community complaints related to violations under the Emergency Management and Civil Protection Act (EMCPA), the Reopening Ontario Act (ROA), Brampton COVID-19 Emergency Measures By-law, related to physical distancing, and the Mandatory Face Covering By-law.

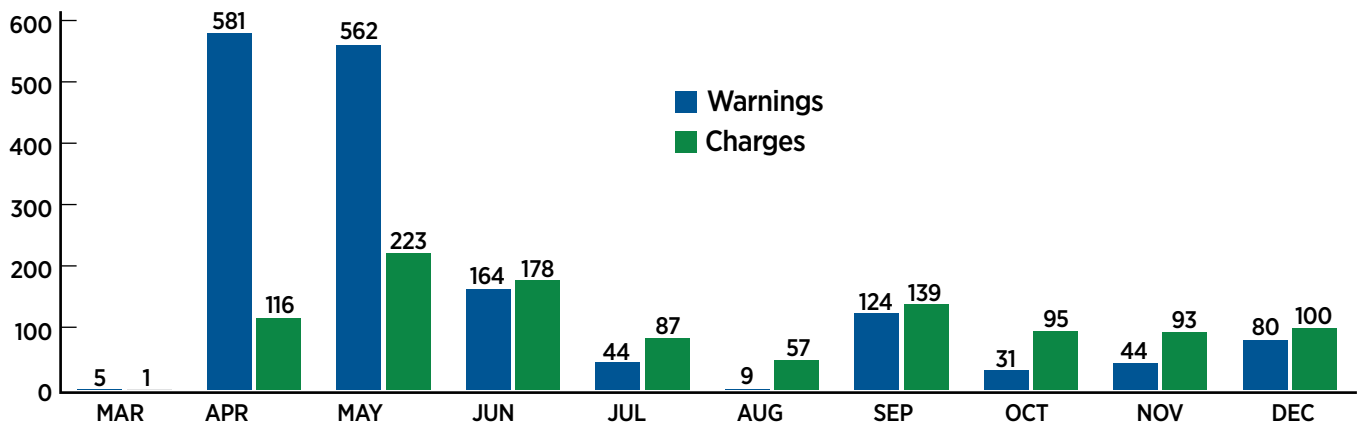


WARNINGS AND CHARGES

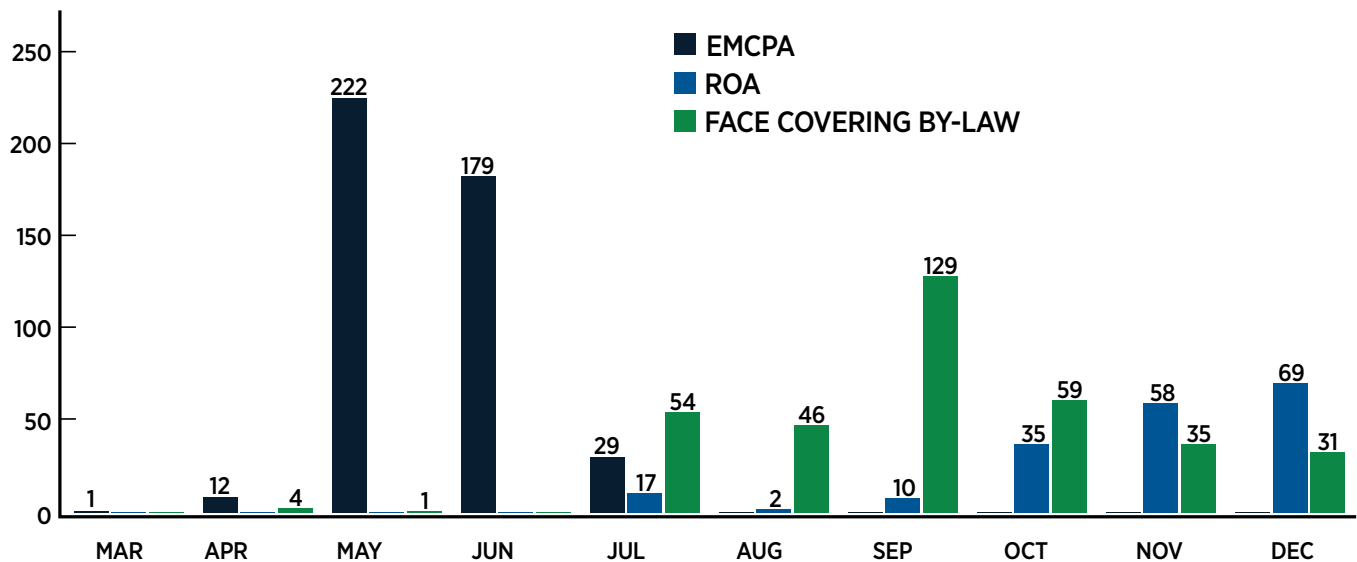
A plain text version of the chart on this page is available in the Appendix section.

The following data relates to warnings and charges that were laid under the Emergency Management and Civil Protection Act, the Reopening Ontario Act and the City of Brampton Mandatory Face Covering By-law between March 17 and December 31, 2020.

WARNINGS & CHARGES



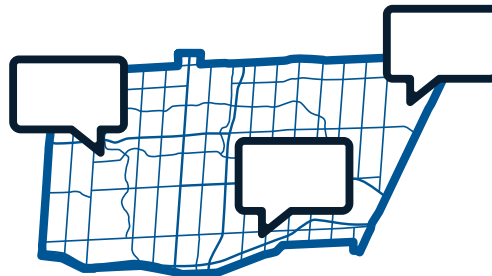
CHARGES BY TYPE OF LEGISLATION



BY-LAW ENFORCEMENT UNIT

The Enforcement and By-law Services, 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, among a variety of other City by-laws. 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 of this Unit is to respond, investigate, educate and where required, enforce the City of Brampton's by-laws.



COMPLAINTS FOR MUNICIPAL

2018	6,277
2019	7,500
2020	13,669

MUNICIPAL TOP 5 COMPLAINTS

All Parks Offences - High Priority	342
Other Misc General Hwy Offences	387
Illegal Signs	634
Failure to Remove Snow/Ice Sidewalk	687
Covid-19	8,114

Municipal By-law Complaints:

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

These investigations are more complex and require the officer to spend more time investigating, in order to come to a successful resolution.

In 2020, the main focus of By-law Enforcement Officers was primarily on COVID-19 related complaints. Officers attended 8,114 complaints related to social gatherings and businesses not following government regulations. In addition, Officers responded to 5,555 Municipal complaints, including excess noise, highway obstructions, and illegal dumping.

BY-LAW ENFORCEMENT UNIT CONT.

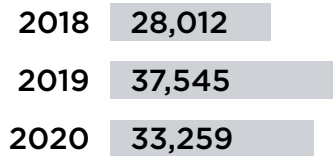
Parking Complaints:

With parking enforcement being primary part of its scope of operations, Enforcement officers received 32,745 parking-related complaints in 2020. Officers averaged **89.7 calls per day**.

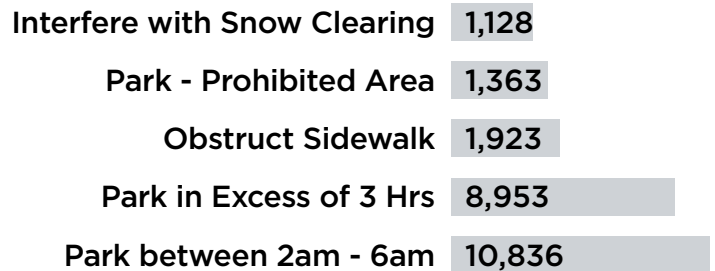
Through educational campaigns, the public has become more aware of what type of incidents can be reported to By-law Enforcement.



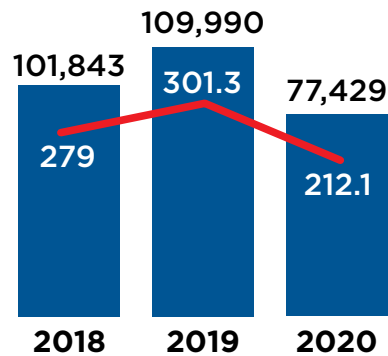
COMPLAINTS FOR PARKING



PARKING TOP 5 COMPLAINTS

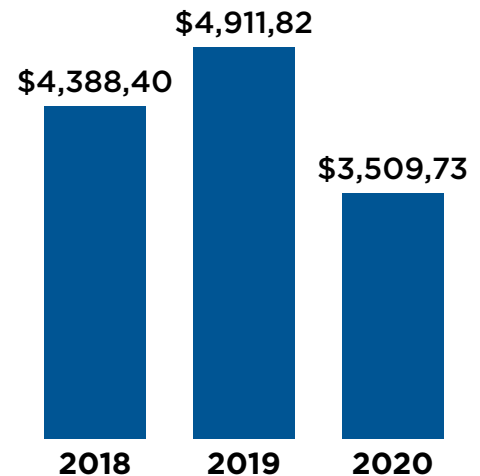


PENALTY NOTICES ISSUED



■ Penalty Notices Issued
 — Ave/Day

\$ FINE VALUE



BY-LAW ENFORCEMENT UNIT CONT.



Noise Complaint Process

By-Law Enforcement Officers continued to respond to excessive noise complaints during 2020. When a complaint is received, evidence is gathered to support the laying of charges at the time of the offence. In 2020, officers laid charges under the Public Nuisance By-law, which is a penalty notice with an automatic fine.



Snow Removal

Snow removal from sidewalks continues to be a safety priority within the community. During 2020, officers responded to 687 complaints for unsafe snow/ice covered sidewalks, and conducted 67 proactive snow related sidewalk inspections. Officers also received 54 complaints of snow being plowed onto the roadway.

In 2020, the implementation of a new and more efficient complaint process addressing uncleared sidewalks was introduced. A By-law Officer would attend the location to investigate and issue a “warning penalty notice” and an information leaflet outlining the property owner’s responsibilities. If the work has not been completed, as required under the By-law and the sidewalk remains unsafe, a penalty notice in the amount of \$250 would be issued to the property owner. Arrangements were made to have a contractor clear the sidewalk. The cost of this work would be charged back to the property owner’s taxes.

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.



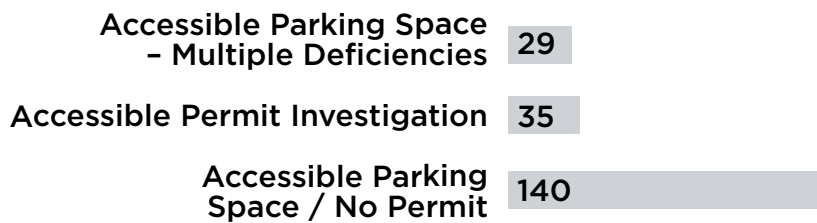
BY-LAW ENFORCEMENT UNIT CONT.



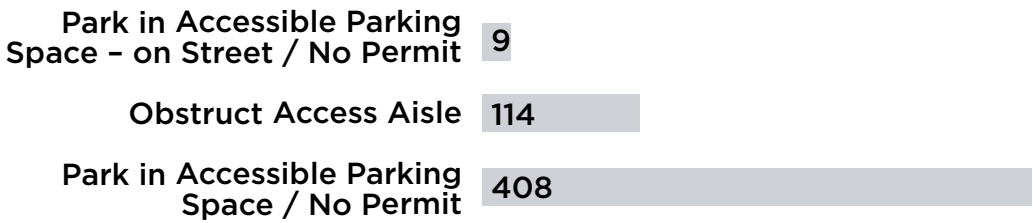
Accessible Parking Enforcement

The City of Brampton is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play and visit our city. This commitment includes ensuring access to appropriately marked, signed and maintained accessible parking spaces. The right to use accessible parking is crucial for people with disabilities to be able to enjoy services and facilities, just as others. As our population continues to grow, the number of people with disabilities increases and so does the need for accessible parking.

ACCESSIBLE TOP 3 COMPLAINTS



ACCESSIBLE TOP 3 CHARGES

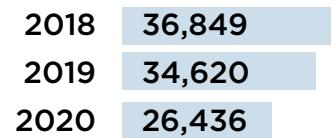


Signs

By-law Enforcement Services employs six part-time officers dedicated to the inspection and removal of nuisance signs, under the Municipal By-law 399-2002. All signs, unless specifically exempt, require a permit.

In 2020, By-law Enforcement Officers attended 634 illegal sign complaints, and removed 26,436 nuisance signs. A municipal sign complaint may be in relation to real estate signs, mobile signs, or banner signs, all of which require a permit, unless exempted. Nuisance signs are not eligible for a permit and cannot be erected on any property.

NUISANCE SIGN REMOVAL



PROPERTY STANDARDS

Property Standards is responsible for the enforcement of minimum maintenance standards and zoning compliance within Brampton. The unit is comprised of 24 officers, including four assigned to the Second Unit Task Force, and four assigned to the newly formed Cannabis Unit.

Officers investigate matters under several Provincial Statutes and Municipal By-laws, including the Minimum Maintenance By-law, Zoning By-law, Grass and Weeds By-law, Refuse and Dumping, Pool Fences, Second Unit Registrations, and other by-laws that pertain to private properties in Brampton.

Property Standards Officers also conduct interior inspections of rental residential units to identify deficiencies that the homeowner or occupants must repair to meet by-law compliance, including providing and maintaining vital services such as heat, hydro and potable water.



COMPLAINTS FOR PROPERTY STANDARDS

2018	14,319
2019	14,811
2020	11,121



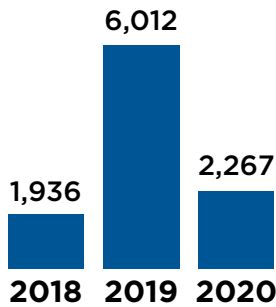
PROPERTY STANDARDS TOP 5 COMPLAINTS

Garbage Containers	852
Basement	1,119
Exterior Offences	1,389
Excessive Growth/Weeds	1,852
Refuse	2,117

SECOND UNIT TASK FORCE



SECOND UNIT CHARGES LAID



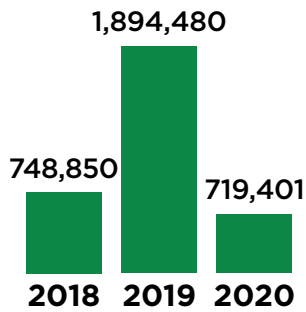
The Second Unit Task Force continues to investigate complex cases relating to illegal basement apartments, multiple residential dwellings and lodging houses. A second unit is a self-contained apartment with a separate entrance, which may be through another unit, consisting of a room(s) in a detached, semi-detached or townhouse dwelling. It contains its own cooking, bathing and sleeping areas.

A second unit is only permitted if it is registered with the City of Brampton. The registration process exists to ensure the safety of residents and verify that construction meets compliance.

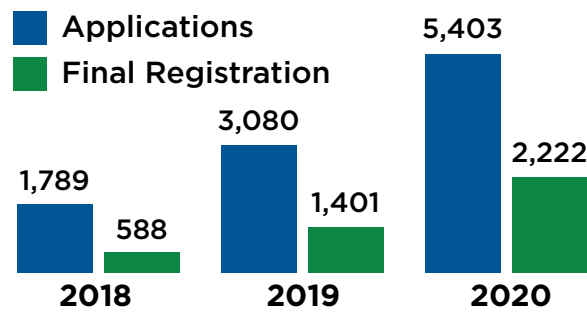
As with previous years, enforcement efforts along with community education has resulted in 5,403 permit applications being submitted to the Building Division, to create a legal second unit. Of this number, 2,222 property owners completed the registration process in 2020.

In 2020, the Task Force investigated 281 new second unit complaints, as well as an additional 367 files transferred from Property Standards Officers, who were unable to gain entry into a dwelling to complete an inspection.

SECOND UNIT FINES (\$)



SECOND UNIT APPLICATION & REGISTRATION



Two-Unit Dwelling Registration and Permit Application Guide can be found on the City of Brampton's website.

Planning and Development Services, Building Division oversees the registration process.

Second Unit Task Force:

Throughout 2020, Task Force members were redeployed to respond to COVID-19 complaints with respect to illegal gatherings, business operations, social distancing and mask use. During late summer into early fall, officers resumed interior inspections of properties and in some circumstances partnered with members of the Building and Fire Prevention Divisions. In 2020, 2,267 charges were laid related to non-compliance of second units.

The Provincial Offences Court closed on March 13, 2020 and as a result, no trials occurred. The prosecutions team have been conducting remote hearings that have resulted in a total of \$719,401 fines issued. Of this amount, \$665,801 were defendants pleading guilty for illegal second units.

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 2020, officers received 1,110 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.

Continuing on the theme from 2019, staff continued to focus on modernizing the licence issuance process. The COVID-19 pandemic accelerated the need to allow mobile licensing applicants to submit renewals online and complete payment transactions remotely.

In March 2020, staff worked with several internal stakeholders, including Digital Innovation & IT to develop an online renewal application and payment plan system/process. Multiple enhancements were completed in 2020 to allow for document uploading submissions, thus reducing the need for paper files and improving workflow.

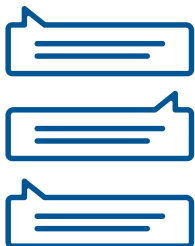
In June 2020, a new online method of scheduling and tracking vehicle inspections was introduced. This allowed clients to book and manage inspection times around their schedule.

Progressing into 2021, further enhancements will be made to internal software programs that will assist in transitioning from in-person renewals to online processes.



COMPLAINTS FOR LICENSING

2018	1,085
2019	1,300
2020	1,110



LICENSING TOP 5 COMPLAINTS

Body Rub Parlour	43
Foodhandler	49
Auto Body Repair	61
Vehicle Pound	102
Tow Complaints	159



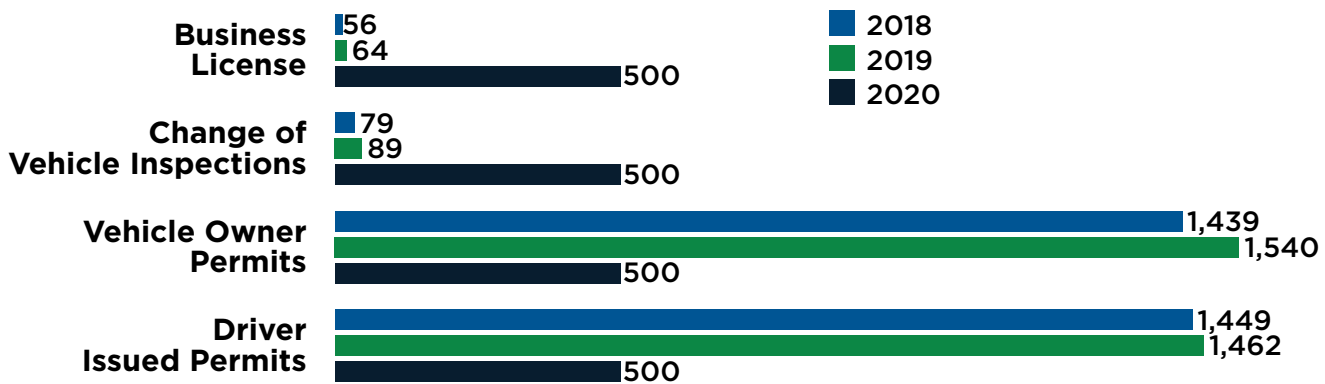
LICENSING ENFORCEMENT CONT.

Licence Issuance

Licence Enforcement staff are responsible for the 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 users of licensed vehicles and businesses.

Licensing Enforcement works closely with the City Clerk's Office in relation to stationary businesses. The Clerk's Office receives all applications for new and renewals of stationary businesses and issues the licences, while the Licensing Enforcement Unit manages the inspections and enforcement. As part of COVID-19 lockdowns an online licensing appointment process was created.

LICENCE PERMITS ISSUED



Licensing:

Inspectors, along with Peel Health officials, attend a variety of businesses in Brampton to inspect and ensure that they complied with the Health and Safety provisions of the by-law. This included food services, adult entertainment businesses and personal service businesses.

Inspections included:

- Adult entertainment establishment initiative, to conduct inspections of all businesses on a quarterly basis
- Completed 262 tow truck inspections, representing 86 tow companies
- Established a partnership with the Insurance Bureau of Canada, Ministry of Government and Consumer Services, Peel Regional Police, Brampton Fire, the City Clerk's Office and the Prosecutions Office
- As part of COVID-19 lockdowns, an online licensing appointment process was created.

COMMUNITY INVOLVEMENT

Enforcement and By-law Services believes in giving back to the community in which they live and work. That spirit was further strengthened in 2020 when many members of the community were impacted by COVID-19 and relied on community support organizations.

During 2020, the Enforcement team initiated numerous fundraising events including:

- Back-to-School Campaign in support of Ste. Louise Outreach
- A donut-eating contest where \$ 1,600 was donated to the United Way of Peel
- Movember to fight Prostate Cancer and support men's health
- Pink Ribbon Campaign supporting Breast Cancer Awareness
- Several internal food drives
- Striding for Success Boot Drive Campaign

Christmas Campaign

For a second year in a row, Enforcement and By-law Services partnered with the Great Canadian Superstore at Main St and Steeles Avenue. Instead of focusing on collecting toys, they shifted the campaign to a food drive. Many in the community have felt the impacts of COVID-19 and food security was a serious issue in 2020. Community members dug deep, and officers raised almost \$1,700 in cash donations, toys, and 3,801 lbs. of food was collected. These donations were given to Ste. Louise Outreach, who provide support to community families.

What a great example of our Enforcement Services team and the community coming together to help during these challenging times!



2021 INITIATIVES

Officers will continue to focus on the enforcement of COVID-19 legislations, as well as illegal second units and multi-unit dwellings, and assigning a designated team to address the rising issues surrounding illegal lodging houses.

The Cannabis Task Force will be launched in 2021, and will be monitoring the regulation and licensing of cannabis retail establishments within Brampton. By-law Officers will continue to work with Peel Regional Police and Peel Public Health to inspect and investigate licensed cannabis establishments, to ensure compliance is being followed.

Licensing and clerical staff are currently examining ways to simplify and streamline the licensing process to alleviate the increased volume during specific time periods. An example of this is all renewal letters have been re-formatted into a one-page layout. Attachments that are mailed with the letters have also been reduced. Moving forward with the initiative, the letters will be further revised to provide a “current information” listing at the top of the letters. Applicants will need to only sign their agreement and/or confirmation that no information has changed. The aim is to eliminate any hard copy mailings and send this information by email instead. To help this, the Enforcement clerks will be collecting email addresses for all existing applicants, with the plan to send all renewal letters out electronically with a link to the applicable forms. These changes are designed for enhanced user experience and easier processes.



APPENDIX

Plain text version of COVID-19 Timeline 2020

(featured on page 3 of the 2020 Year-End Enforcement Report)

Mar 11	COVID-19 declared as a pandemic
Mar 17	Provincial state of emergency declared
Mar 24	Brampton state of emergency declared
Mar 25	Brampton Physical Distancing By-law enacted
Apr 4	Stage 1 - Provincial Closure
June 24	Stage 2 - Region of Peel
Jul 24	EMCPA replaced by ROA
Jul 31	Brampton Mandatory Face Covering By-law enacted
July 31	Stage 3 - Region of Peel
Sept 8	Gathering numbers reduced for Region of Peel
Oct 10	Modified Stage 2 - Region of Peel
Nov 7	Red Zone - Region of Peel
Nov 23	Grey Zone - 28-day lockdown - Region of Peel
Dec 26	Grey Zone - 28-day lockdown - Provincial Closure

Plain text version of Warnings and Charges Charts

(featured on page 6 of the 2020 Year-End Enforcement Report)

Warnings and Charges (year 2020)

Month	Warnings	Charges
Mar	5	1
Apr	581	116
May	562	223
Jun	164	178
Jul	44	87
Aug	9	57
Sept	124	139
Oct	31	95
Nov	44	93
Dec	80	100

Charges by Type of Legislation (year 2020)

Month	EMCPA	ROA	Face Covering By-law
Mar	1	0	0
Apr	12	0	4
May	222	0	1
Jun	179	0	0
Jul	29	17	54
Aug	0	2	46
Sept	0	10	129
Oct	0	35	59
Nov	0	58	35
Dec	0	69	31

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, noise By-law violations, 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

8850 McLaughlin Road South, Unit 2, Brampton, Ontario, L6Y 5T1
905.458.3424

Alternate formats available upon request.