



## Staff Report

**Report Title: By-law Enforcement Services Pilot Summer Program Conclusion**

**Prepared By: Bill Klingenberg, Manager of Building and Planning Services/CBO  
Heather Falconer, Municipal By-law Enforcement Officer**

**Department: Municipal By-law Enforcement**

**Date: Nov. 6, 2023**

**Report Number: BLE-2023-10-21**

**File Number: C11 BLE 23**

**Attachments: Report BLE-2023-04-10  
Report CAO-2023-05-09**

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### **Recommendation:**

THAT the Township of Huron-Kinloss Committee of the Whole receive for information Report BLE-2023-10-21 prepared by Bill Klingenberg, Manager of Building and Planning Services/CBO, and Heather Falconer, Municipal By-Law Enforcement Officer;

AND FURTHER directs Staff \_\_\_\_\_.

### **Background:**

During the budget meeting on February 17, 2023, the Council of the Corporation of Huron-Kinloss directed Staff to bring back a report regarding present Municipal By-Law Enforcement levels of service and ways that by-law enforcement services could be delivered and enforced.

Report BLE-2023-04-10 was presented to the Committee of the Whole on April 03, 2023, and has been attached for viewing. The report outlined the current services being provided with the complaint call volume for the previous 4 years.

At this time, the Committee of the Whole directed staff to bring back a report regarding a summer enforcement pilot program. The purpose of the program was to increased by-law enforcement visibility and to educate the public on by-law matters.

During the May 01, 2023, Committee of the Whole meeting, report CAO-2023-05-09 prepared by Mary Rose Walden, Chief Administrative Officer was received for information. The report outlines the pilot summer enforcement program that

includes patrolling the lakeshore on weekends based on the limitations within our current budget and staff complement. The report recommended that when the follow-up report on the pilot program is provided, Council could then determine what by-law services should be included or expanded on. This direction could then be provided to include within the 2024 budget discussions. This report has been attached for viewing.

Alternatively, Council may wish to continue having a by-law enforcement presence in the Lakeshore area as a service to residents and visitors to our municipality. Staff are suggesting two possible options for consideration.

- 1) Maintain current service levels with respect to by-law enforcement keeping within normal hours of operation.
- 2) Enhance service levels with respect to weekend by-law enforcement and introduce a weekend enforcement schedule between the months of May and September up to a maximum of 4 hours per weekend.

Weekend enforcement is currently unfunded and an increase in service level of 4 hours per week for enforcement would increase the Township’s budget approximately \$5000 and could be brought forward to the 2024 budget deliberations.

**Discussion:**

The Pilot Summer Enforcement Program provided ten separate 4-hour shifts worked during the summer months. Of those shifts, four were worked on holiday long weekends.

During the program there were ten occurrences of dogs being off leash on the public beach. These occurrences were addressed without incident. Any public inquiries regarding by-laws or general Township information were provided to the public.

**The Total Cost of the Summer Pilot By-law Enforcement Program**

| <b>Item</b>  | <b>Cost</b>   |
|--|---------------|
| Wages  | \$2256        |
| Materials  | \$260         |
| Work Alone On-Call Service Provider<br>(July and August) | \$225         |
| <b>Total</b>   | <b>\$2741</b> |

**Municipal By-law Enforcement Summer Weekend Call Volume**

| <b>Year</b>                 | <b>Calls Related to By-law Infractions</b> | <b>Calls for Inquiry</b> | <b>Total Calls</b> |
|-----------------------------|--|--------------------------|--------------------|
| <b>2022 July and August</b> | 2  | 1                        | 3                  |
| <b>2023 July and August</b> | 0  | 1                        | 1                  |

The proactive communication efforts of the Township are certainly a factor of low call complaints by providing residents and visitors relevant by-law information. The user-friendly website, social media, e-newsletter, the recently mailed out report a problem postcard and continuous quick response times has contributed to the reduced situations when residents feel by-law is required immediately. The low number of calls received might also reflect on the Summer Pilot Program.

At any time after office hours, the public has the following options to report an issue to by-law:

1. Call the by-law enforcement pager  
The public may call the pager and leave a detailed message. If the message includes time-sensitive information, the caller will be contacted as soon as possible for more information and to see if officer attendance is required. All other calls will be addresses during working office hours.
2. Call the by-law enforcement after-hours emergency number  
Urgent calls are directed to the by-law enforcement after-hours emergency number. This is a shared service with the Public Works department, where a live person answers the call and provides direction to the caller. If required, the By-law Enforcement Officer is contacted and may attend according to safety restraints.
3. Call other Emergency Services  
Emergencies should be directed to the Ontario Provincial Police, Fire Department, or other Emergency services.
4. Report a problem on-line using Click Fix  
[https://www.huronkinloss.com/en/townhall/report-a-problem.aspx?\\_mid =40987](https://www.huronkinloss.com/en/townhall/report-a-problem.aspx?_mid =40987)

Based on calls received and contact received by the security contractor, Staff is suggesting that the status quo of service continue to be provided by by-law enforcement. These services include:

- municipal by-law enforcement services are available from 8:30 a.m. to 4:30 p.m. Monday through Friday. During this time, administrative duties and on-site investigations including inspections are completed.
- services also include routine vehicle and foot patrols to be visible to the public for infraction deterrence and developing public rapport,
- working outside regular office hours for ongoing by-law investigations, and

- working outside regular office hours when notified and responding to situations of an urgent matter by way of the by-law enforcement pager or after-hours emergency phone number.

Municipal by-law enforcement is continuing to develop strategies to proactively communicate by-law related issues with the public and seek compliance for by-law infractions. This includes a proposed quarterly information update to community organizations including the beach associations and business groups, placement of communications tools (signs and posters) within the community, and the introduction of the proposed Administrative Monetary Penalty System.

**Financial Impacts:**

There could be associated financial costs depending on the direction of Council.

**Strategic Alignment / Link:**

We are an accessible community that offers opportunities for everyone by being open and transparent.

**Respectfully Submitted By:**

Heather Falconer, Municipal By-Law Enforcement Officer

**Report Approved By:**

Mary Rose Walden, Chief Administrative Officer