

To: Safety and Facilities Services Committee

From: Adam Grant, Commissioner,
Safety and Facilities Services Department

Report Number: SF-24-23

Date of Report: May 8, 2024

Date of Meeting: May 13, 2024

Subject: Municipal Law Enforcement and Licensing Services 2023
Annual Report

Ward: All Wards

File: 03-05

1.0 Purpose

The purpose of this report is to present 2023 statistical data on Municipal Law Enforcement and Licensing Services' (M.L.E.L.S.) core services.

2.0 Recommendation

That the Safety and Facilities Services Committee recommend to City Council:

That Report SF-24-23 dated May 8, 2024 concerning the Municipal Law Enforcement and Licensing Service 2023 Annual Report be received for information.

3.0 Executive Summary

Not Applicable.

4.0 Input From Other Sources

Not Applicable.

5.0 Analysis

Municipal Law Enforcement and Licensing Services is responsible for:

- Investigating by-law complaints;
- Enforcing by-law regulations and standards;
- Achieving resolutions to by-law infractions through voluntary compliance, penalties or prosecution;

- The administration and inspection of property-related applications including: Two-unit Houses, Group Homes, Pool Enclosures, Lodging Houses, and Residential Rental Housing Licensing;
- Issuing business, lottery and pet licences; and,
- Educating the public on relevant standards.

The Branch enforces the City's by-laws and administers licensing systems that establish minimum standards of health and safety, ensure consumer protection, reduce nuisances, and preserve the image and character of our city.

The M.L.E.L.S. 2023 Annual Report has been appended as **Attachment 1**.

6.0 Financial Implications

There are no financial implications directly related to this report.

7.0 Relationship to the Oshawa Strategic Plan

This report supports the Oshawa Strategic Plan goal of Accountable Leadership.



Phil Lyon, Director,
Municipal Law Enforcement and Licensing Services



Adam Grant, Commissioner,
Safety and Facilities Services Department

MUNICIPAL LAW ENFORCEMENT AND LICENSING SERVICES



2023

ANNUAL REPORT

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Message from the Director of Municipal Law Enforcement and Licensing Services

I am pleased to present the 2023 Annual Report for the Municipal Law Enforcement and Licensing Services (M.L.E.L.S.) branch.

M.L.E.L.S. is committed to enforcing and administering standards that address public health and safety, consumer protection, and the preservation of the image and character of Oshawa. In 2023, the branch focused on business continuity, staff development and proactive community safety efforts, while continuing to reinforce a culture of collaboration and responsiveness with our corporate and community partners.

Staff across the M.L.E.L.S. Branch were able to experience the positive effects of fostering collaboration and trust while supporting growth, change and future opportunities with the advancement of a variety of initiatives including:

- continued commitment to conduct patrols of the downtown core in a coordinated effort with Corporate Security, local agencies and local community support service providers;
- completing the review of a number of a by-laws which centered around modernization, safety and collaboration with internal and external agencies such as Fireworks and the Business Licensing By-law;
- engaged with local post-secondary partners by hosting placement students and participating in recruitment fairs;
- enhanced service quality through the implementation of improved shift coverage and continued development of front-line staff; and
- enhanced operational efficiencies by re-defining service zones using a data-driven approach.

We look forward to building on the branch's 2023 successes in the coming year through the advancement of projects such as:

- the implementation of a vacant building registry;
- continued proactive apartment buildings audits to address and promote safe environments;
- the implementation of the City's new property-based IT system, CityView;
- continuing the promotion of a collaborative, positive and respectful work environment while building awareness around diversity, equity and inclusion, and services that are representative of the community's priorities;

- continue to build a team that supports core values by investing in the key elements that attracts the best talent; and
- further implementing electric vehicles to the fleet in order to contribute to a more sustainable and eco-conscious operations model.

Sincerely,

A handwritten signature in blue ink, appearing to be 'PL', is positioned above the typed name.

Phil Lyon, Director
Municipal Law Enforcement and Licensing Services

Municipal Law Enforcement and Licensing Services

M.L.E.L.S. provides regulatory services to improve public health and safety, enhance consumer protection, promote standards of maintenance and livability, increase vibrancy, and boost the quality of life for residents of the City of Oshawa (“City”). M.L.E.L.S. enforces thirty-six (36) City by-laws and two (2) provincial acts and administers various regulatory licences and permits.

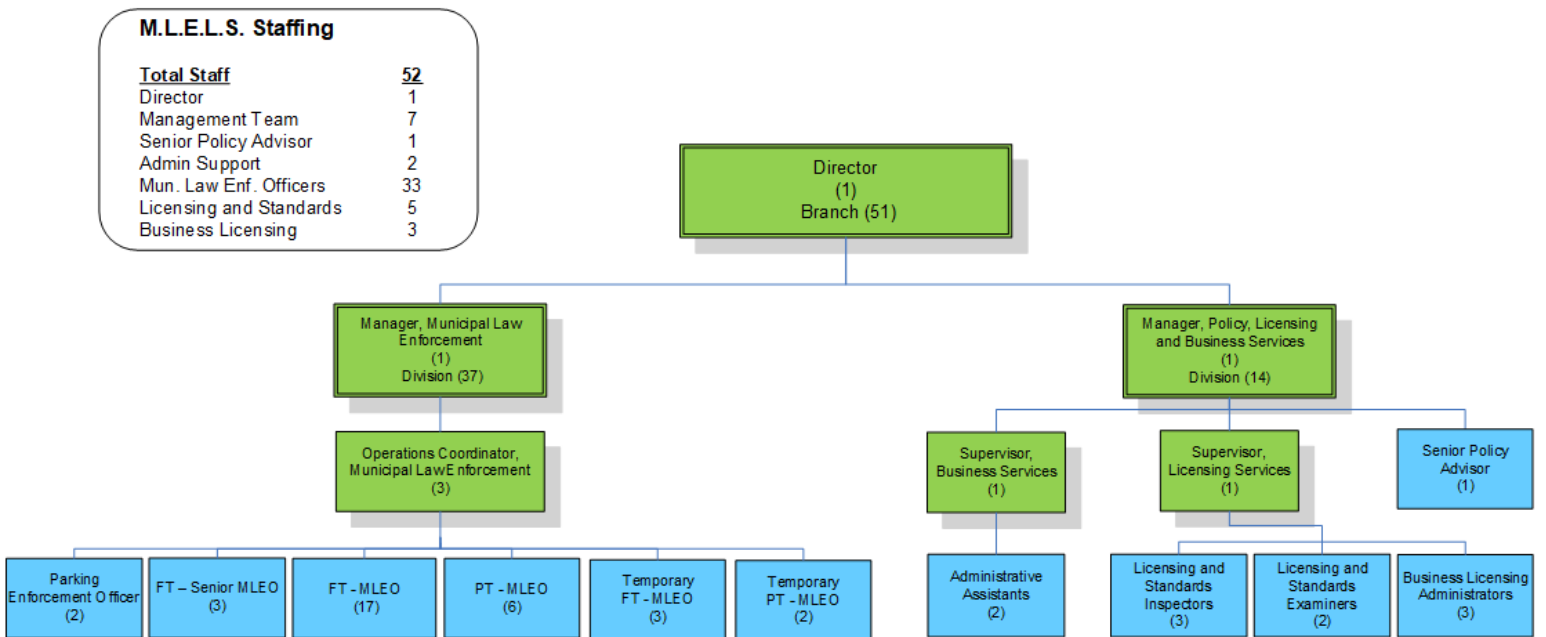
The Branch is comprised of two (2) divisions:

- Municipal Law Enforcement (M.L.E.)
- Policy, Licensing and Business Services (P.L.B.)

An organization chart of M.L.E.L.S. is presented in **Figure 1**.

Figure 1 – M.L.E.L.S. Organization Chart

Municipal Law Enforcement and Licensing Services: 2023



Municipal Law Enforcement Services

M.L.E. is responsible for enforcing City by-laws ranging in scope from responsible pet ownership to zoning. Some by-laws are established by other City departments, but enforcement is undertaken by M.L.E. The division utilizes a variety of methods to obtain compliance (e.g. education, warnings, orders, Administrative Monetary Penalties (A.M.P.), Provincial Offences Act processes, etc.).

**Enforce over 36
Municipal By-laws
and 2 Provincial
Acts**

**Issued over 26,000
parking tickets in
2023**

**Responded to over
18,000 calls for
service in 2023**

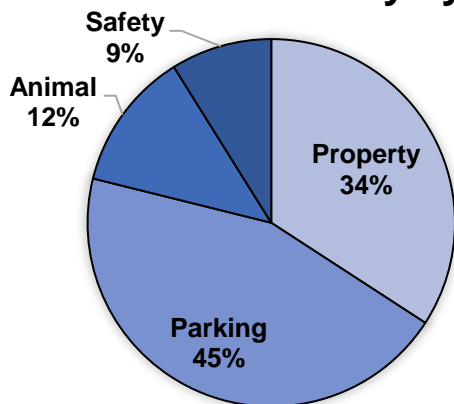
Enforcement is typically undertaken on a complaint basis; however, Officers utilize a combination of reactive and proactive enforcement approaches to achieve compliance, including the undertaking of specific proactive enforcement projects. M.L.E.'s investigative and enforcement activities are classified into four (4) core regulatory areas:

- Property (see Table 1)
- Parking (see Table 2)
- Animal (see Table 3)
- Safety (see Table 4)

M.L.E. utilizes historical data to understand enforcement statistics, complaint trends and community needs as a means to be more proactive, design and implement more efficient processes, and improve utilization of resources. In this past year, the division implemented additional proactive enforcement initiatives and special projects based on the identified trends and community needs, which were aimed at providing exceptional service to the community and improving customer experiences.

In addition to the over 18,000 calls for service received in 2023, M.L.E. conducted more than 6,700 proactive file investigations.

Calls for Service by Type



Municipal Law Enforcement 2023 Highlights

In 2023, M.L.E. continued to provide effective and efficient enforcement services to the City of Oshawa. The division's success is built upon relationships with community partners, continuously training officers, and being ready to rapidly and effectively adapt as unexpected challenges arise. Highlights from 2023 include:



Continued commitment to **conduct twenty-four (24) hour patrols of the downtown core** in a coordinated effort with Corporate Security, local agencies and local community support service providers.



Closed 90% of calls for service within timelines (see Table 5)



Enhanced service quality through the implementation of improved shift coverage and continued development of front-line staff, and **enhanced operational efficiencies** by re-defining service zones using a data-driven approach.



Increased public outreach through City and community events, including Help Shape Oshawa, Touch-a-Truck, Santa Clause Parade and Remembrance Day, as well as **continued engagement with Oshawa post-secondary partners** by hosting placement students and participating in recruitment fairs.



Continued the **Toys for Tickets program**, receiving over **\$2,200** in contributions.



Enhanced education and outreach related to coyote sightings and incidents in support of the **Coyote Response Management Plan**.



Introduced two fully electric patrol vehicles, contributing to a more sustainable and eco-conscious operations model.

Policy, Licensing, and Business Services

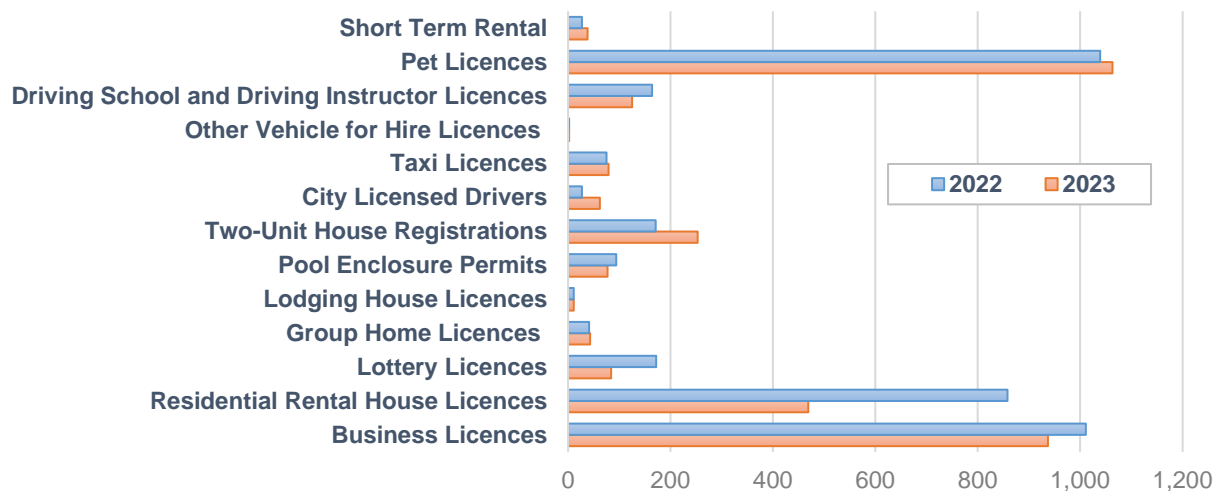
The P.L.B. Division is comprised of four (4) workgroups, each responsible for distinct and integral role within the M.L.E.L.S. branch:

- **Policy and Research** – regulatory policy research, development and implementation
- **Licensing and Standards** – property related licensing, registration and permitting
- **Business Licensing** – business, pet and lottery licensing
- **Business Services** – branch administrative support, coordination and business intelligence



The division's core services are further detailed in **Figure 2**. Licences and permits issued by P.L.B. are summarized in the chart below and further detailed in **Table 7**.

Licences and Permits Issued: 2022 and 2023



P.L.B. continues to optimize operational efficiency, foster collaboration and enhance value-driven customer and partner focused services. The Division's continuous improvement efforts include:

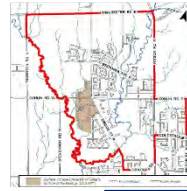
- streamlining the licensing and permitting processes for individuals as well as personalized customer support for detailed applications;
- enhancing P.L.B. led strategies to achieve higher rates of voluntary compliance through the use of data analytics; and,
- implementing new and innovative regulatory by-laws and streamlining existing enforcement processes.

Figure 2 – Core Services Details



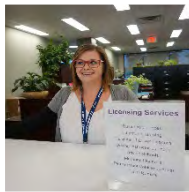
Policy and Research

- Conduct research and policy analysis
- Prepare Committee and Council reports
- Implement and evaluate regulatory programs
- Develop policies and procedures that support M.L.E.L.S.



Licensing and Standards

- Residential Rental House Licensing
- Two-Unit House Registration
- Group Home Registration
- Pool Enclosure Permits
- Lodging House Licensing
- Search of records (zoning inquiries)



Business Licensing

- Business Licences, e.g. food shops
- Vehicle for Hire Licences
- Pet Licences
- Lottery Licences



Business Services

- Coordinating Hearings
- Leading Continuous Improvement
- Providing administrative support
- Business Intelligence and Data Analysis

Policy, Licensing and Business Services' 2023 Highlights

P.L.B. continued to provide customer-focused regulatory services including the issuance of licences and conducting inspections which enhanced public health and safety and consumer protection. Additionally, the Division completed a number of policy projects and by-law reviews and implemented a number of process improvements. Some of these 2023 highlights include:



Implemented 3 licensing-led compliance projects achieving high-levels of compliance for Driving Instructor Licences, Residential Rental Housing Licences and Food Shop Licences.



Policy and Research completed **2 large-scale policy initiatives, 12 Projects, 13 Reports,** reviewed and amended **3 by-laws** in collaboration with Legal Services and conducted 6 public engagement opportunities.



Issued over 3,200 licences and permits for businesses, rental houses, vehicle for hire, group homes, pets, driving schools and more, leading to a fully cost-recovered Licensing program.



Continued to improve customer service and support the business community through concierge-style client support, resulting in **47 licensed Special Events.**



Completed a comprehensive reviews of existing City regulations including a study of the potential city-wide expansion of the Residential Rental Housing Licensing Program as well as a review of the Fireworks By-law.



Coordinated 2,982 Screenings and 91 Hearings ensuring **fast, fair and efficient resolution of appeals.**



Continued to advance the new CityView land management system.

A Look Ahead to 2024

In 2024, M.L.E.L.S. will continue to implement new regulations approved by Council and provide exceptional regulatory services to improve public health and safety, enhance consumer protection, and promote standards of maintenance and livability, to boost the quality of life for residents of Oshawa.

M.L.E.L.S. work plans for 2024 include:

Municipal Law Enforcement

- Continue to strive for improved customer service and community safety by providing collaborative and timely responses to issues that are central to the well-being of the residents and visitors of Oshawa, including maintenance, occupancy, traffic, nuisance and animal control related matters through:
 - proactive patrols of parks, trails and business area;
 - increased apartment building audits conducted throughout the City; and
 - enhanced collaboration on Licensing led proactive compliance projects.
- Continue to build a high performing, customer service oriented team by attracting, investing in and developing the industry's best talent.
- Increase collaboration in community events, job fairs and partnerships with Ontario Tech University, Trent University Durham GTA, Durham College and other community partners.

Policy, Licensing and Business Services

- Continue to deliver high-value customer-focused regulatory services to the community.
- Optimize the City's Appeal System by consolidating the coordination of the system under Policy, Licensing and Business Services.
- Investigate the potential implementation of Automated Speed Enforcement and present options for consideration.
- Advance technical amendments to the City's Pool Enclosure By-law 79-2006 for the Safety and Facilities Services Committee's consideration.
- Continue to implement Licensing led compliance projects driven by data including projects related to R.R.H.L., Driving Education and Pool Enclosures.
- Complete the implementation of the City's new property-based IT system, CityView.
- Finalize Review of Licensing By-law 120-2005 and implement program enhancements and a new Licensing By-law per Council direction.
- Respond to Council's direction to review construction noise standards as it relates to the City's Noise By-law 112-82.

**Table 1 – 2023 M.L.E. Property-Related Calls for Service
(Public Complaint Files – Excludes Proactive Files)**

M.L.E. Property-Related Calls for Service	2022	2023	# Change	% Change
Election Signs	154	2	-152	N.C.
Licensing	147	211	64	44%
Lot Maintenance	1,763	2,190	427	24%
Noise	876	1,063	187	21%
Other By-laws	28	10	-18	-64%
Property Permit	182	184	2	1%
Property Standards	1,154	1,093	-61	-5%
Refuse	416	488	72	17%
Signs	79	122	43	54%
Site Alterations	6	10	4	67%
Unauthorized Parking	236	273	37	16%
Dust and Mud	6	21	15	N.C.
Zoning and Use	283	485	202	71%
Total Calls for Service	5,330	6,152	822	15%

Notes

- The decrease in calls for Election Signs is related to the Municipal Election occurring in 2022.
- N.C. means “Not Comparable”

Table 2 – 2023 M.L.E. Parking Enforcement Activities

M.L.E. Parking Enforcement Activities – By Source	2022	2023	# Change	% Change
Public Complaint Files	7,396	8,049	653	9%
Proactive Files	1,881	2,587	706	38%
Total Files	9,277	10,636	1,359	15%

M.L.E. Parking Enforcement Activities - by Resolution	2022	2023	% Change
Closed with Violation	53%	54%	1%
Closed no Violation	43%	39%	-4%
Closed - Other	4%	6%	2%
Total Files	9,277	10,636	

M.L.E. Parking Enforcement	2022	2023	# Change	% Change
Total Tickets Issued	18,012	26,293	8,281	46%

Table 3 – 2023 M.L.E. Animal-Related Enforcement Activities

M.L.E. Animal Enforcement Activities – By Source	2022	2023	# Change	% Change
Public Complaint Files	1,715	2,203	488	28%
Proactive Files	152	148	-4	-3%
Total Files	1,867	2,351	484	26%

M.L.E. Animal Enforcement Files - by Resolution	2022	2023	% Change
Closed with Violation	24%	22%	-2%
Closed no Violation	59%	59%	0%
Closed - Other	17%	19%	2%
Total Files	1,867	2,351	

M.L.E. Animal-Enforcement Files – By Subtype	2022	2023	# Change	% Change
Bite/Aggressive	188	295	107	57%
Deadstock	7	12	5	N.C.
Emergency - Welfare	61	67	6	10%
Emergency - Welfare in Vehicle	8	23	15	N.C.
Injured	486	789	303	62%
Prohibited	43	38	-5	-12%
Running at Large	791	828	37	5%
Stoop and Scoop	144	131	-13	-9%
Tethering	20	8	-12	N.C.
Unlicensed	57	58	1	2%
Other Subtypes	62	102	40	65%
Total Files	1,867	2,351	484	26%

M.L.E. Animal Enforcement	2022	2023	# Change	% Change
Total Tickets Issued	194	313	119	61%

Note

- The significant number of Injured files in 2023 is attributed to an increase in raccoons and skunks with distemper symptoms.
- N.C. means “Not Comparable”

Table 4 – 2023 M.L.E. Safety-Related Calls for Service

M.L.E. Safety-Related Calls for Service	2022	2023	# Change	% Change
Adequate Heat	109	70	-39	-36%
Boulevard	224	95	-129	-58%
Fence & Sight Triangle	64	60	-4	-6%
Nuisance	420	446	26	6%
Parks	214	181	-33	-15%
Pool Enclosure	27	30	3	11%
Winter Access	1,004	718	-286	-28%
Total Files	2,062	1,600	-462	-22%

Table 5 – 2023 M.L.E. Service Level Agreement (S.L.A.) Achieved

Type of Service Request	2023 Requests	# Not Meeting or Exceeding	# Meeting or Exceeding	2023 % Meeting or Exceeding
Property	5,974	865	5109	86%
Parking	6,654	373	6,281	94%
Animal	2,203	307	1,896	86%
Safety	1,509	93	1416	94%
Total	14,831	1545	13,286	90%

Note:

- The Safety Type of Service Request was added in 2022 to more accurately classify the calls for service received by M.L.E. The by-law complaints related to the Safety classification are detailed in Table 4.
- The decrease in calls for Boulevard can be attributed to a significant number of files being handled as a Property Service Request through the Lot Maintenance By-law – detailed in Table 1.
- The variance between the number of 2023 Service Requests in Table 5 and Calls-for-Service in other Tables is the result of a technical limitation of the Oshawa Land Information system when complaints are received through channels (e.g. directly to M.L.E.L.S.) other than through Service Oshawa. Accordingly, S.L.A. targets can only be measured for complaints received through Service Oshawa and not for complaints received through other channels.

Table 6 – 2023 Municipal Law Enforcement, Service Levels

Complaint Type	Complaint Sub-Type	2023 Service Level (business days)
Adequate Heat	General	1 day
Animal	Bite/Aggressive	7 days
Animal	Dead Stock	2 days
Animal	Injured	2 days
Animal	Prohibited	7 days
Animal	Running at Large	7 days
Animal	Stoop and Scoop	7 days
Animal	Unlicensed	7 days
Boulevard	Debris	20 days
Boulevard	Grass and Weeds	20 days
Boulevard	Other	20 days
Boulevard	Sight Obstruction	20 days
Fence & Sight Triangle	Emergency, Unsafe	1 day
Fence & Sight Triangle	Height Restriction	80 days
Fence & Sight Triangle	Sight Obstruction	80 days
Licensing	Operate Contrary to Regulations	20 days
Licensing	Operate without a Licence	20 days
Lot Maintenance	Debris	20 days
Lot Maintenance	Grass and Weeds	20 days
Lot Maintenance	West Nile - Stagnant Water	10 days
Noise	General	60 days
Nuisance	General	60 days
Parking	General	1 day
Parking	Municipal Property	1 days
Parking	Overnight	7 days
Parking	Private Property	1 day
Parking	School	1 day
Pool Enclosure	Emergency	1 day
Pool Enclosure	Non Compliance with Regulations	40 days
Pool Enclosure	Without Permit	40 days
Property Permit	Group Home - No Licence	60 days
Property Permit	Two Unit House – Not Registered	60 days
Property Standards	Building Exterior	80 days

Complaint Type	Complaint Sub-Type	2023 Service Level (business days)
Property Standards	Building Interior	80 days
Property Standards	Emergency, Unsafe Situation	20 days
Property Standards	General	80 days
Signs	Illegal	20 days
Signs	Other	20 days
Signs	Sight Obstruction	10 days
Site Alteration	General	80 days
Site Alteration	Without Permit	20 days
Unauthorized Parking	Commercial Vehicles	20 days
Unauthorized Parking	Parking on Lawn	20 days
Unauthorized Parking	RV/Trailers/Boats	20 days
Zoning/Use	Illegal Use - Non-residential	80 days
Zoning/Use	Illegal Use – Residential	80 days
Zoning/Use	Non Compliance with Regulations	80 days
Zoning/Use	Other	80 days

Table 7 – 2023 Licensing and Permits Issued

Licences/Permits Issued	2022	2023	# Change	% Change
Business Licences	1,011	937	-74	-7%
Residential Rental House Licences	858	469	-389	-45%
Lottery Licences	172	84	N.C.	N.C.
Group Home Licences	41	43	2	5%
Lodging House Licences	11	11	0	0%
Pool Enclosure Permits	94	77	-17	-18%
Two-Unit House Registrations	171	253	82	48%
City Licensed Drivers	27	62	35	130%
Taxicab Licences	75	79	3	4%
Other Vehicle for Hire Licences	2	2	0	0%
Driving School and Driving Instructor Licences	164	125	-39	-24%
Pet Licences	1,039	1,063	24	2%
Short Term Rental	27	38	11	41%
Total	3,692	3,243	-449	-12%

Note

- Decreases in Residential Rental House Licences are the result of the renewal schedule of a two (2) year licence term.
- Increases in Two-Unit House Registrations are the result of new provincial legislation (Bill 23) and its impacts on zoning and additional dwelling units.
- Increases in City Licensed Drivers are the result of the full implementation of Vehicle-for-Hire licensing program under the Vehicle-for-Hire By-law 31-2022.
- Other Vehicle-for-Hire Licences includes Transportation Network Companies, Limousine Owners, and Designated Driving Broker licence classes.
- 2022 Taxicab Licence data has been updated to reflect new reporting standards.
- N.C. means “Not Comparable”