

To: Safety and Facilities Services Committee

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

Report Number: SF-25-23

Date of Report: April 9, 2025

Date of Meeting: April 14, 2025

Subject: Municipal Law Enforcement and Licensing Services 2024
Annual Report

Ward: All Wards

File: 03-05

1.0 Purpose

The purpose of this report is to present 2024 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-25-23 dated April 9, 2025 concerning the Municipal Law Enforcement and Licensing Service 2024 Annual Report be received for information.

3.0 Input From Other Sources

Not applicable.

4.0 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;
- administration and inspection of property-related applications including: Two-unit Houses, Group Homes, Pool Enclosures, Vacant Properties, 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. 2024 Annual Report has been appended as **Attachment 1**.

5.0 Financial Implications

There are no financial implications directly related to this report.

6.0 Relationship to the Oshawa Strategic Plan

This report responds to the Oshawa Strategic Plan Priority Area “Lead: Governance and Service Excellence” with the goal to provide transparent, efficient, and responsible fiscal stewardship and use of resources.



Phil Lyon, Director,
Municipal Law Enforcement and Licensing Services



Adam Grant, Commissioner,
Safety and Facilities Services Department

MUNICIPAL LAW ENFORCEMENT AND LICENSING SERVICES



2024 ANNUAL REPORT

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Message from the Director of Municipal Law Enforcement and Licensing Services

I am pleased to present the 2024 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 2024, 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:

- continuous commitments to providing efficient and effective safety and customer based Enforcement and Licensing programs;
- continued commitment to conduct 24/7 patrols of the downtown core in a coordinated effort with Corporate Security, local agencies and local community support service providers;
- continued to support the Region's Vision Zero Strategy, a region-wide road safety strategy to create safer roads for drivers, pedestrians and cyclists by conducting school zone safety projects;
- engaged with local post-secondary partners by hosting placement students and participating in recruitment fairs;
- enhanced service quality through continuous improvement with the development of front-line staff and leadership; and

We look forward to building on the branch's 2024 successes in the coming year through the advancement of projects such as:

- continued 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 'P. Lyon', is positioned above the typed name.

Phil Lyon, Director
Municipal Law Enforcement and Licensing Services

Municipal Law Enforcement and Licensing Services

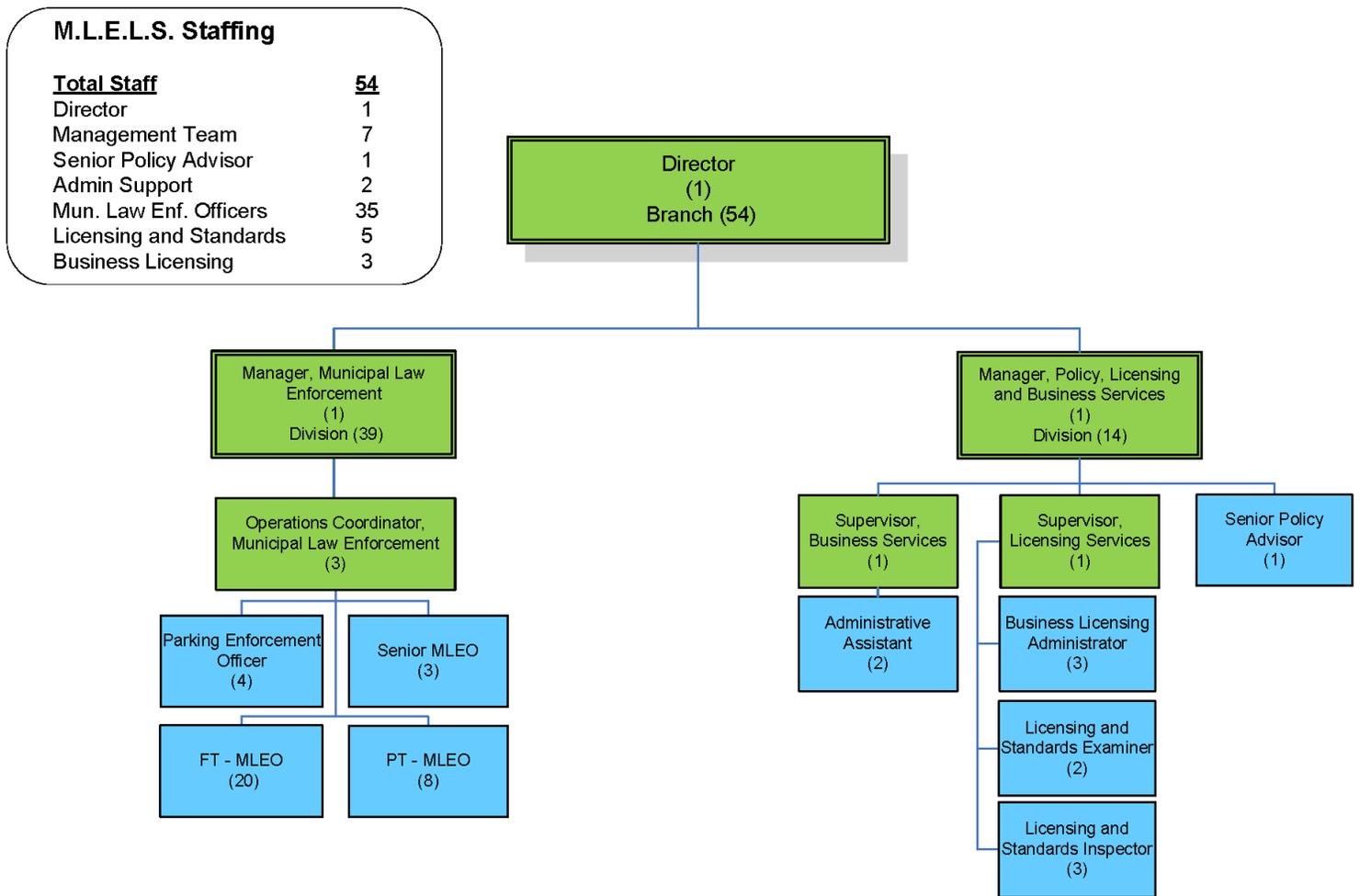
M.L.E.L.S. provides regulatory services to improve public health and safety, enhance consumer protection, promote standards of maintenance and livability, increase vibrancy, and boost the quality of life for residents of the City of Oshawa (“City”). M.L.E.L.S. enforces thirty-seven (37) City by-laws 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 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 37
Municipal By-laws
and 2 Provincial
Acts**

**Issued over 28,000
parking tickets in
2024**

**Responded to over
19,500 calls for
service in 2024**

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 19,500 calls for service received in 2024, M.L.E. conducted more than 4,800 proactive file investigations as well as sustained proactive parking patrols.



Call for Service by Type



Municipal Law Enforcement 2024 Highlights

In 2024, M.L.E. remained committed to delivering effective and efficient enforcement services for the City of Oshawa. The division's success is driven by strong partnerships within the community, ongoing officer training, and the adaptability to quickly and effectively respond to new emerging challenges. Key highlights from 2024 include:



Strengthened commitment to maintaining a **sustained twenty-four (24) hour presence in the downtown core** in a coordinated effort with Corporate Security, local agencies and local community support service providers, and **enhancing presence in community parks and trails**.



Closed 89% of calls for service within timelines (see Table 5).



Continued enhancement of service quality, operational efficiency, and program delivery through data-driven proactive efforts, including the implementation of CityView to improve records management and streamline frontline staff processes.



Increased public outreach through City and community events, including 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 **\$3,750** in contributions.



Ongoing commitment to continuous improvement through regular training and professional development for M.L.E.O.s as well as improved training for Private Parking Enforcement Officers.

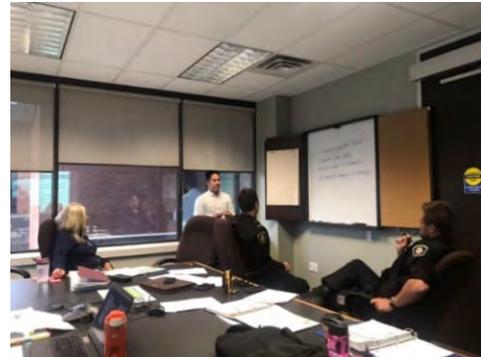


Expanded our commitment to sustainability by adding two (2) additional fully electric patrol vehicles, building on the successful introduction of four (4) in 2023, bringing the full compliment to six (6), and further advancing an eco-conscious operations model.

Policy, Licensing, and Business Services

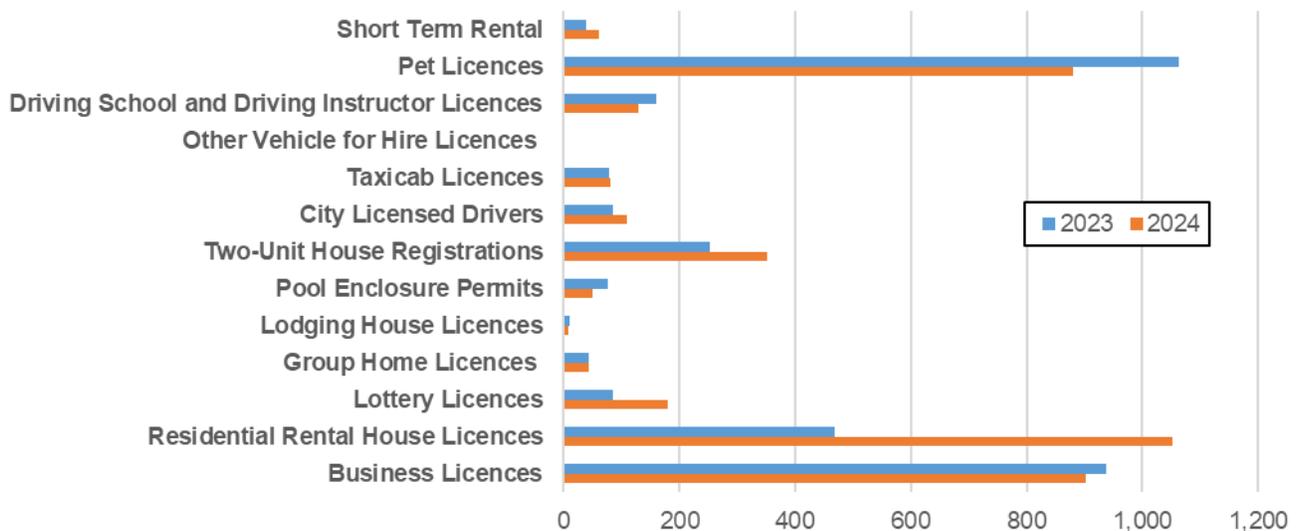
The P.L.B. Division is comprised of four (4) workgroups, each responsible for distinct and integral role within the M.L.E.L.S. branch:

- **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: 2023 and 2024



P.L.B. remains committed to optimizing operational efficiency, strengthening collaboration and delivering value-driven, customer- and partner-focused services.

Continuous improvement efforts include:

- streamlining the licensing and permitting processes while providing personalized support for complex applications;
- enhancing P.L.B.-led strategies to improve voluntary licensing compliance through data-driven proactive projects; and,
- implementing innovative regulatory by-laws and refining enforcement process for greater efficiency.

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' 2024 Highlights

P.L.B. remained dedicated to delivering customer-focused regulatory services, including licensing and inspections that enhance public health, safety, and consumer protection. The Division also advanced key policy initiatives, conducted by-law reviews, and introduced several process improvements. Highlights from 2024 include:



Building off success of achieving high-levels of compliance in 2023, **implemented three (3) licensing-led compliance projects** for Driving Instructor Licences, Residential Rental Housing Licences and Food Shop Licences, and sustained ongoing compliance efforts for Short Term Rental Licences and Two-Unit House Registrations.



Policy and Research completed **2 large-scale policy initiatives, 5 Projects, 9 Reports**, reviewed and amended **5 by-laws** in collaboration with Legal Services.



Issued over 3,800 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.



Completed a comprehensive review of existing City regulations including a study on the Business Licensing By-law and Program and **extensive research into emerging regulatory initiatives** such as Automated Speed Enforcement.



Implemented a refreshed and enhanced Business Licensing Program focused on **improved customer service supporting the business community** while continuing ensure health and safety, consumer protection and nuisance control within the community.



Coordinated 6,836 Screenings and 372 Hearings ensuring **fast, fair and efficient resolution of appeals** (See Table 8).



Supported the development and implementation of the City's new land management system, CityView, to **improve records management and streamline frontline staff processes**.

A Look Ahead to 2025

In 2025, 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 2025 include:

Municipal Law Enforcement

- Enhance customer service and complaint response through improved after-hours intake and timely collaborative resolutions.
- Strengthen community safety initiatives 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;
 - proactive school zone parking enforcement; and
 - expansion of the Apartment Building Audit Program to include twelve (12) buildings.
- Continued and expanded collaboration with proactive compliance projects including Pool Enclosure Permits, Vacant Building and Land Registrations, Animal Licences and Business Licences.
- Continue to build a high-performing, customer service-oriented team by attracting, investing in and developing the industry's best talent.
- Increase public engagement and collaboration through 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.
- Enhance the City's Appeal System by improving customer-facing processes.
- Develop and implement the City's Automated Speed Enforcement program.
- Advance technical amendments to various City regulations including Property Standards By-law, Lodging House By-law Pool Enclosure By-law 79-2006 to be approved by Council.
- Support the ongoing improvement of CityView, including the integration of refreshed Business Licensing Program to improve customer service processes.
- Building on previous year's successes, continue to enhance and implement data-driven proactive compliance projects as an effective and efficient means of achieving compliance with regulatory standards.
- Respond to Council's direction to consolidate the City's housing regulations under one (1) licensing By-law, investigate a Maximum Heat By-law and review M.L.E.'s Service Level Agreements (S.L.A.s).

**Table 1 – 2024 M.L.E. Property-Related Calls for Service
(Public Complaint Files – Excludes Proactive Files)**

M.L.E. Property-Related Calls for Service	2023	2024	# Change	% Change
Election Signs	2	3	1	50%
Licensing	211	259	48	23%
Lot Maintenance	2,190	2,536	346	16%
Noise	1,063	1,393	330	31%
Other By-laws	10	37	27	270%
Property Permit	184	146	-38	-21%
Property Standards	1,093	1,146	53	5%
Refuse	488	584	96	20%
Signs	122	147	25	20%
Site Alterations	10	10	0	0%
Unauthorized Parking	273	311	38	14%
Dust and Mud	21	15	-6	-29%
Zoning and Use	485	594	109	22%
Total Calls for Service	6,152	7,181	1,029	17%

Notes

- N.C. means “Not Comparable”

Table 2 – 2024 M.L.E. Parking Enforcement Activities

M.L.E. Parking Enforcement Activities – By Source	2023	2024	# Change	% Change
Public Complaint Files	8,049	8624	575	7%
Proactive Files	2,587	1287	-1,300	N.C.
Total Files	10,636	9,911	-725	-7%

M.L.E. Parking Enforcement Activities - by Resolution	2023	2024	% Change
Closed with Violation	54%	46%	-8%
Closed no Violation	39%	44%	5%
Closed - Other	6%	9%	3%
Total Files	10,636	9,911	

M.L.E. Parking Enforcement	2023	2024	# Change	% Change
Total Tickets Issued	26,293	28,308	2,015	8%

Notes

- N.C. means “Not Comparable”
- The decrease in proactive parking enforcement files relates to a change in internal process in how proactive files are created as well as the transition to CityView. Although there is a decrease the recorded proactive parking files, in 2024 there was an 8% increase from 2023 in total tickets issued.

Table 3 – 2024 M.L.E. Animal-Related Enforcement Activities

M.L.E. Animal Enforcement Activities – By Source	2023	2024	# Change	% Change
Public Complaint Files	2,203	2,213	10	0%
Proactive Files	148	173	25	17%
Total Files	2,351	2,390	39	2%

M.L.E. Animal Enforcement Files – By Resolution	2023	2024	% Change
Closed with Violation	22%	21%	-1%
Closed no Violation	59%	59%	0%
Closed - Other	19%	19%	0%
Total Files	2,351	2,390	

M.L.E. Animal-Enforcement Files – By Subtype	2023	2024	# Change	% Change
Dog House/Pen	2	2	0	0%
Bite/Aggressive	295	276	-19	-6%
Deadstock	12	3	-9	-75%
Emergency - Welfare	67	75	8	12%
Emergency - Welfare in Vehicle	23	28	5	22%
Injured	789	825	36	5%
Prohibited	38	30	-8	-21%
Running at Large	828	873	45	5%
Stoop and Scoop	131	115	-16	-12%
Tethering	8	4	-4	-50%
Unlicensed	58	83	25	43%
Other Subtypes	102	72	-30	-29%
Total Files	2,351	2,386	35	1%

M.L.E. Animal Enforcement	2023	2024	# Change	% Change
Total Tickets Issued	311	270	-43	-14%

Note

- N.C. means “Not Comparable”

Table 4 – 2024 M.L.E. Safety-Related Calls for Service

M.L.E. Safety-Related Calls for Service	2023	2024	# Change	% Change
Adequate Heat	70	66	-4	-6%
Boulevard	95	194	99	104%
Fence & Sight Triangle	60	75	15	25%
Fireworks	0	66	66	N.C.
Nuisance	446	600	154	35%
Parks	181	200	19	10%
Pool Enclosure	30	16	-14	-47%
Winter Access	718	310	-408	-57%
Total Files	1,600	1,527	-73	-5%

Table 5 – 2024 M.L.E. Service Level Agreement (S.L.A.) Achieved

Type of Service Request	2024 Requests	# Not Meeting or Exceeding	# Meeting or Exceeding	% Meeting or Exceeding
Property	6,042	765	5,277	87%
Parking	6,300	531	5,769	92%
Animal	2,154	292	1,862	86%
Safety	1,176	81	1,095	93%
Total	15,672	1,669	14,003	89%

Note:

- N.C. means “Not Comparable”
- Fluctuation in calls for Boulevard can be attributed to issues either being addresses as a Safety Property Request (recorded in Table 4 above) or as Property Service Request through the Lot Maintenance By-law – detailed in Table 1.
- The increase in calls for Fireworks can be attributed to enhanced enforcement tools and processes.
- The decrease in calls for Winter Access can be attributed to a mild 2024 winter season and limited weather events.
- The variance between the number of 2024 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 – 2024 Municipal Law Enforcement, Service Levels

Complaint Type	Complaint Sub-Type	2024 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	2024 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

Note:

- M.L.E.L.S. is planning to respond to Council's direction to review S.L.A.s in 2025.

Table 7 – 2024 Licences and Permits Issued

Licences/Permits Issued	2023	2024	# Change	% Change
Business Licences	937	902	-35	-4%
Residential Rental House Licences	469	1,052	583	124%
Lottery Licences	84	180	96	N.C.
Group Home Licences	43	44	1	2%
Lodging House Licences	11	8	-3	-27%
Pool Enclosure Permits	77	49	-28	-36%
Two-Unit House Registrations	253	352	99	39%
City Licensed Drivers	86	109	23	27%
Taxicab Licences	79	81	2	3%
Other Vehicle for Hire Licences	2	2	0	0%
Driving School and Driving Instructor Licences	160	130	-30	-19%
Pet Licences	1,063	879	-184	-17%
Short Term Rental	38	60	22	58%
Total	3,302	3,848	546	17%

Note

- N.C. means “Not Comparable”
- Increases in Lottery Licences can be attributed to an updated reporting standard.
- Increases 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 provincial legislation (Bill 23) and its impacts on zoning and additional dwelling units.
- Other Vehicle-for-Hire Licences includes Transportation Network Companies, Limousine Owners, and Designated Driving Broker licence classes.
- 2023 City Licensed Drivers and Driving School related data has been updated to reflect new reporting standards.

Table 8 – 2024 Appeal Activities

M.L.E. Property-Related Calls for Service	2023	2024	# Change	% Change
Screenings	2,982	6,836	3,854	129%
Hearings	91	372	281	309%
Total Appeal Activities	3,073	7,208	4,135	134%

Notes

- N.C. means “Not Comparable”