

CALLS FOR SERVICE 2022

Throughout 2022, Licensing and By-law Services continued to work through the aftermath of the COVID-19 pandemic. During the pandemic, the Province designated Municipal Law Enforcement Officers with the authority to enforce the Provincial regulations, including: The *Emergency Management and Civil Protection Act, 1990 (EMCPA)* and the *Reopening Ontario Act, 2020 (ROA)*. Municipal Law Enforcement also enforced Municipal pandemic By-laws, including: Face Covering By-law and Physical Distancing By-laws to protect the health and safety of our community. Since March 2020, the LBS team has continued to balance the priorities of enforcing these regulations in addition to ensuring compliance with all Municipal By-laws that impact the community.

COVID-19 Charges

In comparison to previous years, 2022 saw a significant decrease in charges under both Municipal and Provincial COVID-19 regulations. In 2022, Officers issued 149 COVID-19 related charges. Table 1 outlines the total charges issued by Licensing and By-law Services ranging from 2020-2022.

Table 1: COVID-19 Charges 2020-2022	2020	2021	2022
Total <i>Emergency Management and Civil Protection Act</i>	172	154	N/A
Total <i>Reopening Ontario Act</i>	80	710	76
Total Administrative Penalties (Face Covering and the Physical Distancing By-law)	166	230	73

In 2022, Licensing and By-law Services received and responded to 37 COVID-19 related calls and complaints prior to the repeal of regulations by the Province.

January	29
February	6
March	2
April	0
May	0
June	0
July	0
August	0
September	0
October	0
November	0
December	0
Grand Total	37

Complaints Received Through Councillor’s Office - Municipal Law Enforcement

In addition to COVID-19, Licensing and By-law Services received a total of 43,441 complaints for investigations. Councillor inquiries through CCMLE (Councillor Coordinator Municipal Law Enforcement) totaled **5,295** for all other Municipal By-laws. Below is a breakdown of the By-law complaints by type and by month received by the Councillors’ offices.

Heat	114
Zoning	412
Yard Maintenance	1373
Property Standards	629
Trees	118
Noise	286
Licensing / Cannabis	250
Swales	95
Masks / Red Zone	6
Fee Review	230
Protest	1
Parking	108
Public Health	44
Building	190
Animal Services	89
Roads	129
Growth Management	157
Waste	140
Miscellaneous	786
Encampments	138
TOTAL:	5295

January	362
February	462
March	416
April	318
May	541
June	501
July	522
August	551
September	498
October	475
November	346
December	303
TOTAL:	5295

2022 Licensing and By-law Services Calls for Service

All Municipal By-laws enforced by Licensing and By-law Services are outlined in the charts below. In 2022, there were **43,441** total calls for service/complaints for investigations for various By-laws, with Yard Maintenance, Animal Ownership, Snow & Ice, Property Standards and Licensing complaints representing most calls as seen below.

Section	Call Total		
Municipal Law Enforcement	19439	Encampment By-Law	1335
Animal Services	20754	Fence By-Law	354
Licensing	3248	Firearms By-Law	8
Grand Total	43441	Fireworks By-Law	55
		Heat By-Law	270
		Noise By-Law	2022
		Other By-Law	123
		Parks By-Law	261
		Property Standards By-Law	2452
		Public Nuisance By-Law	5
		Snow & Ice By-Law	2454
		Streets By-Law	1174
		Tree By-Law	199
		Vital Services By-Law	41
		Waste By-Law	501
		Yard Maintenance By-Law	7181
		Zoning By-Law	965
		Covid By-Law	348
		Driving School By-Law	15
		Licensing By-Law	2383
		Sign By-Law	539
		Animal Ownership By-Law 12-031	5821
		Dog Owner Liability Act	5
		Feeding Wildlife By-Law 12-130	123
		Other	113
		Site Alteration By-Law 19-286	2
		Service Call	14692
		Grand Total	43441

2022 Licensing and By-law Services Charges Issued

These calls resulted in a total of **3,685** Administrative Penalty charges resulting in **\$452,645** in fines.

By-Law	2019	2020	2021	2022
Parks 01-219	868	525	2437	90
Fireworks 02-285		1		
Snow & Ice 03-296			126	301
Licensing 07-170	267	86	66	54
Yard Maintenance 10-118	197	1158	1568	1407
Signs 10-197	11	16	22	42
Property Standards 10-221	223	76	62	122
Noise 11-285	50	66	86	54
Animal Ownership 12-031	1544	1391	655	672
Wildlife 12-130	6	10	6	13
Lottery License 15-051			1	
Vacant Building Reg. 17-127	229	128	116	263
Driving School 18-199	18	18	1	5
Site Alteration 19-286		48	45	537
Physical Distancing 20-056		133	1	
Public Nuisance 20-077		1	171	7
Face Masks 20-155		24	153	72
Distancing 20-164		10	76	
Off Road Vehicles 21-121			4	8
Nuisance Party 22-235				8
Streets 86-77	1	12	42	30
Grand Total	3414	3703	5638	3685

The chart below outlines 2022 Licensing and By-law Services Administrative Penalty charges by Ward and Section. Wards 1, 2, 3, 4, 8, and 13 represented most issued charges.

Ward	Animal Services	Licensing	Municipal Law Enforcement	Grand Total
1	20	7	553	580
2	39	7	279	325
3	110	7	449	566
4	65	19	142	226
5	50	15	103	168
6	39	2	87	128
7	93	16	111	220
8	46	1	221	268
9	54	5	60	119
10	35		41	76
11	35	6	43	84
12	24	2	77	103
13	21	6	580	607
14	20		75	95
15	35	4	81	120
Grand Total	686	97	2902	3685

Animal Services Clerks fielded **29,084** calls from the public that ranged from 2019-2022.

	2019	2020	2021	2022
Incoming Phone Calls	29,748	29,942	30,387	29,084
Dog Licences	40,624	35,450	35,631	32,746
Service Requests	21,037	17,968	15,724	20,754
Special Enforcement Requests	33 = 126 site visits	96 = 925 site visits	93 = 553 site visits	85 = 361 visits
Adoptions	594	325	282	374
Dog Bite Investigations	243	206	198	210
Barking Dog Complaints	1002	932	849	802

New Licences for 2022

Licensing and By-law Services remains open for business. In 2022, the Licensing Section issued **661** new business licences. The Licensing Section currently licences **9,191** of businesses over 45 different categories in the City.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2018	41	34	60	56	61	50	61	70	58	71	62	56	680
2019	69	44	43	53	84	46	89	54	64	52	56	43	697
2020	54	50	28	5	11	24	42	27	35	36	34	23	369
2021	23	27	35	31	44	37	24	30	46	52	61	44	454
2022	47	38	45	42	53	44	73	66	64	55	73	61	661