

INFORMATION REPORT

TO: Chair and Members Planning Committee	WARD(S) AFFECTED: WARDS 1, 2, 3, 4, 5, 6, 7 and 8
COMMITTEE DATE: March 1, 2011	
SUBJECT/REPORT NO: Project Compliance Status Report (PED10049(d)) (Wards 1, 2, 3, 4, 5, 6, 7 and 8)	
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SIGNATURE:	

Council Direction:

City Council, on March 31, 2010, approved an 18 month Proactive By-law Enforcement Pilot Program for Wards 1 to 8 (subsequently named "Project Compliance") consisting of six temporary part-time Municipal Law Enforcement Officers and a temporary full-time clerk. In accordance with Council direction, *"the cost of the pilot, estimated to be \$598,000, is being financed from the Parking Reserve #108021, with any fees and fines from the program being returned to the Reserve to off-set the costs."*

Information:

Staff have been working on the enforcement focus areas identified in Report PED10049(b). Based upon the results of the first six months, staff feel the pilot has been successful at achieving one of its key objectives which is *"to advance the City's strategic goals related to a safe and healthy Community by proactively indentifying property standards and maintenance issues and seeking compliance by property owners"*.

The pilot commenced July 2010 with six part-time Officers working three days per week, and has achieved the following results over the first six months:

- In addition to the Officers' normal proactive day-to-day work, 11 proactive "*blitzes*" have been conducted for property standards and yard maintenance violations,

- Over 465 properties have been inspected with a total of 661 orders issued to correct 1,918 by-law deficiencies;
 - 406 orders were issued for property standard violations of which 51% have been complied with,
 - 255 orders were issued for yard maintenance violations of which 49% have been complied with,
 - City contractors were hired to complete the work for 17 orders,
 - With the compliance of the orders noted above, a total of 723 deficiencies (38%) were corrected in a timely manner by property owners without requiring further enforcement action; and
 - Remaining orders are in various stages of enforcement,
- Four multi-residential buildings/complex audits conducted in Wards 2, 4 and 5 of which Officers were able to gain access to inspect 110 individual units (figures included above).
- 39 by-law charges were laid.

The financial performance of the pilot is also being evaluated. However, because significant compliance is being achieved at the early stages of enforcement (51% of property standards orders and 49.5% of yard maintenance orders), it is doubtful that full cost recovery can be achieved.

For the the first six months of the pilot, revenues generated were \$23,072 (\$22,247 in fees and \$825 in fines) while expenditures (salaries, vehicles and equipment/uniforms) were \$240,109. Therefore, the net operating cost (funded from the Parking Reserve) for the first six months of the pilot was \$217,037. However, it must be noted that “start-up” costs are included in the first six month’s expenditures, and many by-law charges are still before the Courts such that fine revenue trends have not yet normalized.

To-date, other benefits not anticipated include:

- New Partnership with Public Health

Due to the number of issues with pestilence (cockroaches, mice, bed bugs etc) in multi-residential buildings, Public Health Inspectors are now included in proactive inspections of multi-residential buildings.

- Proactive By-Law Compliance

As property owners are notified a month prior to enforcement staff's audit/inspection of multi-residential buildings, there have been reports of owners investing considerable effort and money into correcting long-standing property deficiencies prior to the audit/inspection.

- Potential Partnership with the Settlement Immigration Services Organization (SISO)

Due to the number of non-speaking English tenants in some of the multi-residential buildings, and the reluctance of some tenants to allow officers into their units for inspections a potential partnership was being explored with SISO. However, given the organization's recent demise, staff will be exploring potential partnerships with similar organizations providing services to new immigrants.

Staff will continue to assess the pilot, and will report back to Planning Committee with further updates before it expires in the Fall of 2011.

JX/dt