

**Subject: By-law and Regulatory Services 2023 Annual Report**

**File Number: ACS2024-EPS-BLR-0001**

**Report to Emergency Preparedness and Protective Services Committee on 16  
May 2024**

**and Council 29 May 2024**

**Submitted on May 7, 2024 by Roger Chapman, Director, By-law and Regulatory  
Services**

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**Ward: Citywide**

**Objet : Services des règlements municipaux – Rapport annuel 2023**

**Numéro de dossier : ACS2024-EPS-BLR-0001**

**Rapport présenté au Comité des services de protection et de préparation aux  
situations d'urgence**

**Rapport soumis le 16 mai 2024**

**et au Conseil le 29 mai 2024**

**Soumis le 2024-05-07 par Roger Chapman, Directeur, Services des règlements  
municipaux**

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**Quartier : À l'échelle de la ville**

**REPORT RECOMMENDATION(S)**

**That the Emergency Preparedness and Protective Services Committee  
recommend that council receive this report for information.**

## **EXECUTIVE SUMMARY**

This report outlines By-law and Regulatory Services' activities during 2023 by providing program details and enforcement data. This report also serves to fulfill the annual reporting requirement under the Emergency Preparedness and Protective Services Committee's Terms of Reference.

### **Assumption and Analysis**

By-law and Regulatory Services, within the Emergency and Protective Services department, is responsible for the administration and enforcement of more than 50 municipal by-laws and Provincial acts within the City of Ottawa addressing a wide range of municipal issues. This report provides an overview of By-law and Regulatory Services activities and presents the performance metrics during 2023.

### **Financial Implications**

There are no financial implications associated with the recommendations of this report.

### **Public Consultation/Input**

Public consultations were not undertaken as this report is administrative in nature.

## **BACKGROUND**

By-law and Regulatory Services is responsible for the enforcement and administration of more than 50 municipal by-laws, as well as provincial acts within the city of Ottawa.

By-law and Regulatory Services operates 144 hours per week, a near 24-hour service model, and strives to provide a level of service performance that meets the expectations of the residents and visitors to Ottawa, as well as the objectives of the City's Strategic Plan.

### **Overview of services**

The following is an overview of services provided by By-law and Regulatory Services and associated staffing in its current state as of December 2023.

By-law and Regulatory Services is comprised of 222.29 budgeted full-time equivalents and is overseen by one Director and five Program Managers and is supported by a Public Information Officer and an Issues Management Specialist.

By-law and Regulatory Services is organized into five branches and the Director's Office.

### *By-law Enforcement Services Branch*

This branch is responsible for general by-law enforcement and consists of 68 full-time staff. This branch provides city-wide service coverage seven days a week from 6:00 a.m. until 2:00 a.m., with extended hours until 4:00 a.m. on Saturday and Sunday, and is responsible for enforcement of a number of by-laws, including:

- Animal Care and Control, including domestic animal and wildlife transport
- Noise
- Parks and Facilities
- Property Standards and Maintenance
- Zoning

This branch also has a dedicated Property Standards Team for property standards, property maintenance, and zoning issues.

### *Licensing Administration and Enforcement Branch*

The Licensing Administration and Enforcement Branch is responsible for the administration and enforcement of the licensing and permitting, including the 35 schedules under the Licensing By-law, and consists of 22 full-time staff coordinating this activity.

The regulations and programs coordinated by this staff include:

- Administration of lotteries on behalf of the Province
- Business Ambassador Program
- Enforcement of provincial and municipal smoke-free regulations
- Pet registration
- Short-term rental licensing
- Temporary signs
- Tow truck licensing
- Vehicle-for-Hire By-law (taxis, limousines, private transportation companies)

### *Operational Support and Regulatory Services Branch*

This branch consists of 16 full-time and seven part-time staff and is responsible for functions that support other By-law and Regulatory Services activities, such as the dispatching of service requests and the coordination and administration of various City programs including:

- Animal Control Tribunal and Property Standards and License Appeals Committee
- Business intelligence gathering, analysis and interpretation
- Branch-wide administrative support, including coordination of Corporate asks
- By-law Dispatch
- Dogs-in-parks and fire route designations
- Municipal Animal Shelter Services Agreement with the Ottawa Humane Society
- Private Parking Enforcement Agency Agreement administration and agency training
- Noise exemptions
- Spay/Neuter Clinic
- Training coordination
- Large Wild Mammal Emergency Response

The City's Spay/Neuter Clinic supports By-law and Regulatory Services' objectives related to both animal care and control and public safety by performing pet sterilization surgeries, issuing pet registrations, and administering permanent microchip identification implants.

By-law Dispatch is a central component of Operational Support and Regulatory Services, handling all service requests directed to the Service from ServiceOttawa, monitoring the radio system to ensure efficient deployment of staff and most importantly, ensuring officer safety.

Additionally, the Dispatch team administers the alternate response program through which letters are issued to complaint addresses for first-time offences for a certain subset of low-priority calls.

### *Parking Enforcement and Logistics Branch*

This branch is responsible for facilitating the city-wide parking management pursuant to the [Traffic and Parking By-law \(No. 2017-301\)](#). Comprised of 43 full-time and 29 part-time staff, the Parking Enforcement Team responds to service requests initiated by residents and conducts proactive patrols to ensure traffic flow, pedestrian and vehicular safety, and vehicle turnover for businesses.

This branch coordinates By-law and Regulatory Services' role in special events in conjunction with Emergency and Protective Services department's Event Central Branch and provides logistical support with respect to vehicles, uniforms, equipment, technology services and other day-to-day requirements.

### *Automated Speed Enforcement Branch*

As outlined in the Processing Centre for Automated Speed Enforcement Report ([ACS2023-PWD-TRF-0004](#)), By-law and Regulatory Services undertook the operational responsibility of the new speed camera processing center in 2023. Much of 2023 was dedicated to planning, hiring, and operationalizing this new branch of By-law and Regulatory Services.

This center became fully operational in February 2024.

### *Director's Office*

The By-law and Regulatory Services Director's Office consists of the Director, Public Information officer, Issues Management Specialist and Senior Administrative Assistant.

The Director's Office is responsible for decision-making, strategic planning, providing subject matter expertise and acting as the primary information-broker.

### *Interdepartmental support and other duties*

In addition to its normal day-to-day operations, By-law and Regulatory Services supports a variety of City partners, including:

- Public Works Department: By-law and Regulatory Services supports Roads and Parking Services in Public Works by providing parking enforcement services to assist with snow removal operations from December to April each year. By-law and Regulatory Services tickets and tows vehicles which are impeding the snow removal operations.
- Recreation, Cultural and Facility Services Department: By-law and Regulatory Services supports Recreation, Cultural and Facility Services by enforcing the [Parks and Facilities By-law \(No. 2004-276\)](#) as required.

- Planning, Development and Building Services Department: By-law and Regulatory Services enforces the [Right of Way Patio By-law \(No. 2017-92\)](#) and the [E-Scooters By-law \(No. 2020-174\)](#), as required, and administers the [Ottawa Mural By-law \(No. 2022-304\)](#).
- Infrastructure and Water Services Department: By-law and Regulatory Services enforces the [Water By-law \(No. 2019-74\)](#) as required.
- Ottawa Police Service and the Office of Emergency Management: As part of the [Emergency Management Program Municipal Emergency Plan](#), By-law and Regulatory Services supports Ottawa Police and the Office of Emergency Management during emergencies.

### *Unique responsibilities*

In addition to supporting its partners within the City of Ottawa, By-law and Regulatory Services undertakes enforcement duties and programming which many other by-law services in other jurisdictions in Ontario do not, including:

- Enforcement of the [Smoke-Free Ontario Act](#)
- Noise By-law enforcement
- Public engagement and outreach with a dedicated Public Information Officer
- Large Wild Mammal Emergency Response

## **DISCUSSION**

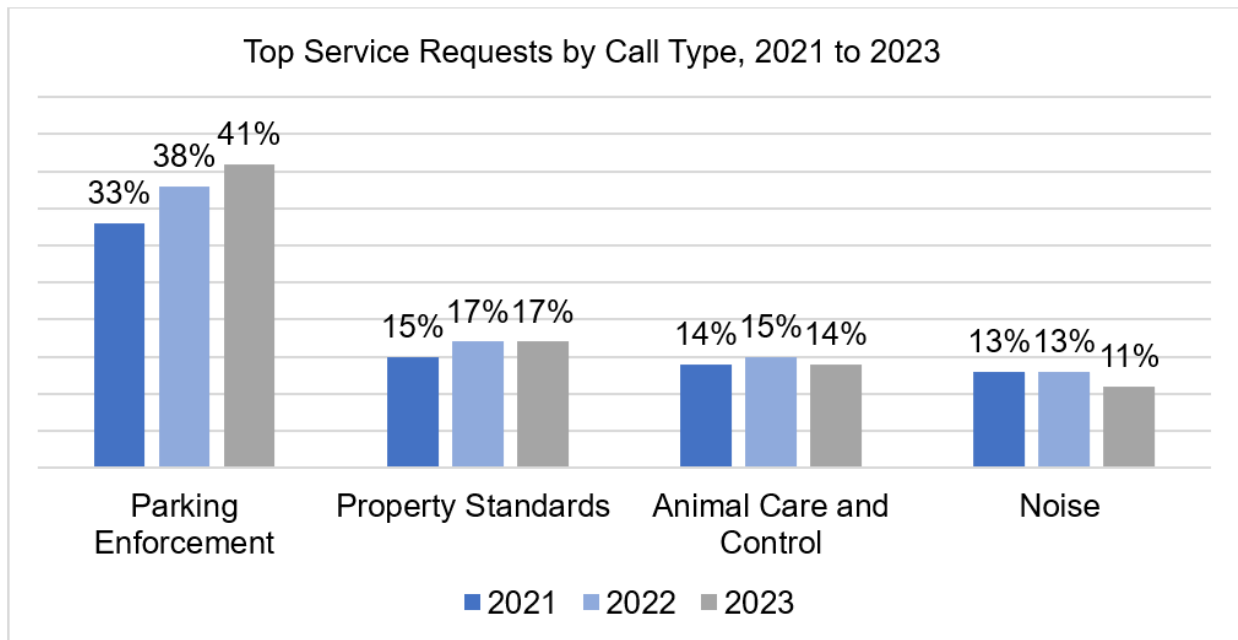
### **Overall performance trends**

In 2023, By-law and Regulatory Services responded to 100,060 service requests in total, representing a 7.6 per cent increase over 2022.

The top four request types in 2023 were:

- Parking enforcement – 41.01 per cent
- Property standards – 17.29 per cent
- Animal care and control – 14.39 per cent
- Noise – 11.03 per cent

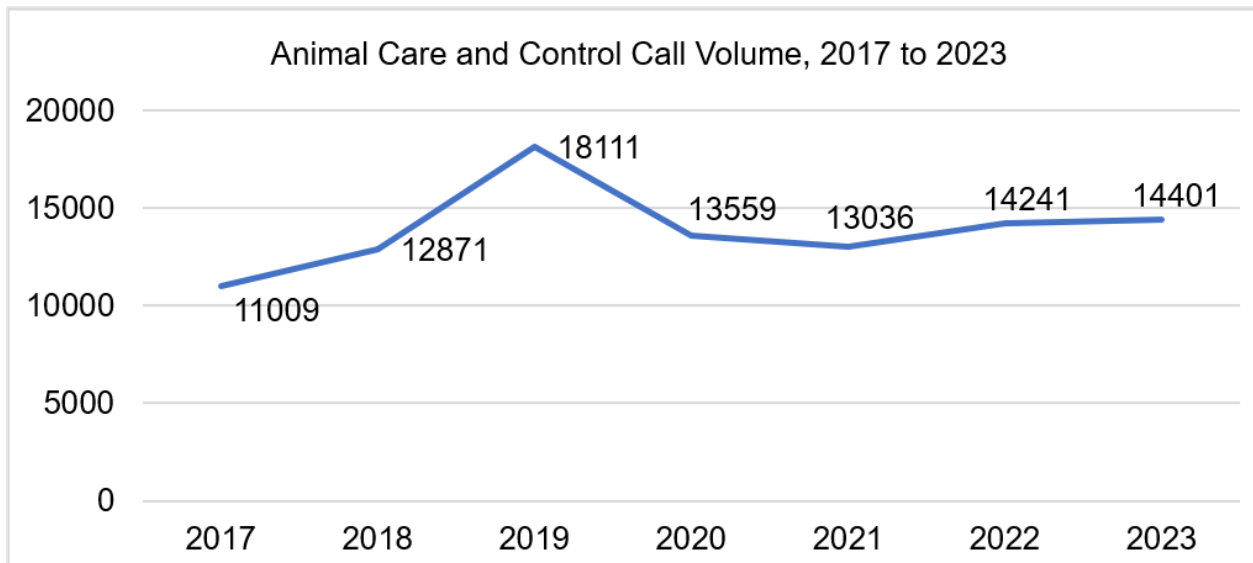
Figure 1 - 2023 Service Request Trends – Top Call Type as a Percentage of Total



**By-law Enforcement Services Branch**

The By-law Enforcement Services Branch responded to more than 58,971 service requests in 2023. This includes 14,401 requests for animal care and control and 11,039 for noise. this branch also responded to 2,469 sick/injured domestic and small wild animal reports in 2023.

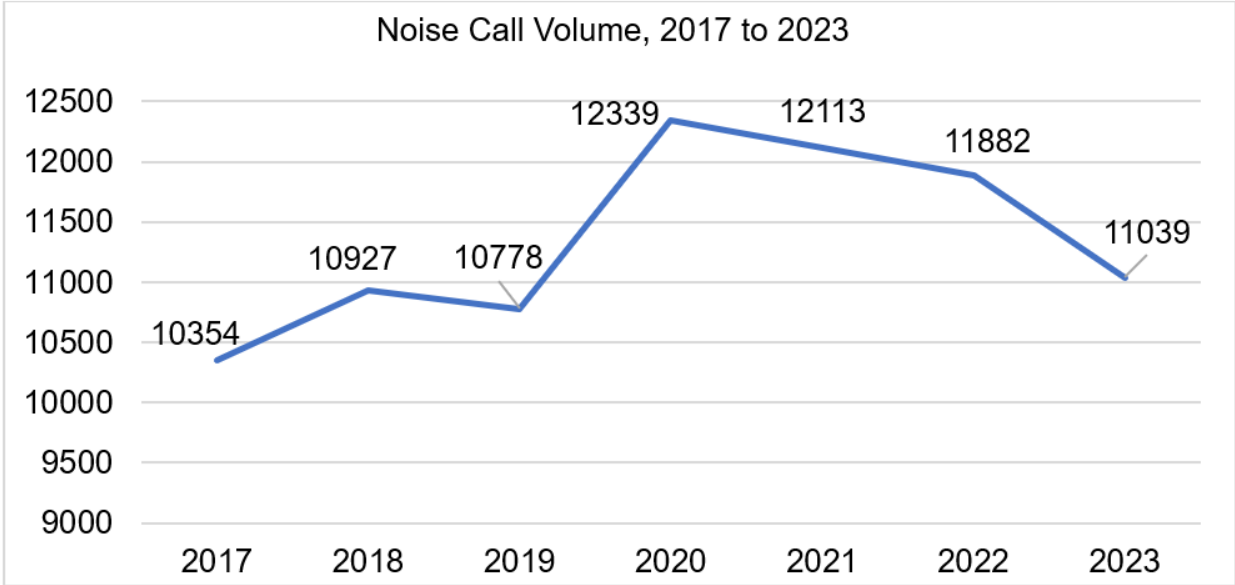
Figure 2 - Animal Care and Control Call Volume Trends, 2017 to 2023



Animal-related call volumes have been relatively stable in recent years.

As is depicted in Figure 3, noise-related service requests continue to trend downward towards pre-pandemic levels, with 11,039 complaints being logged in 2023. The increase in noise-related service requests throughout the pandemic can likely be attributed to residents spending more time at home and in closer proximity to their neighbours.

Figure 3 – Noise Call Volume Trends, 2017 to 2023



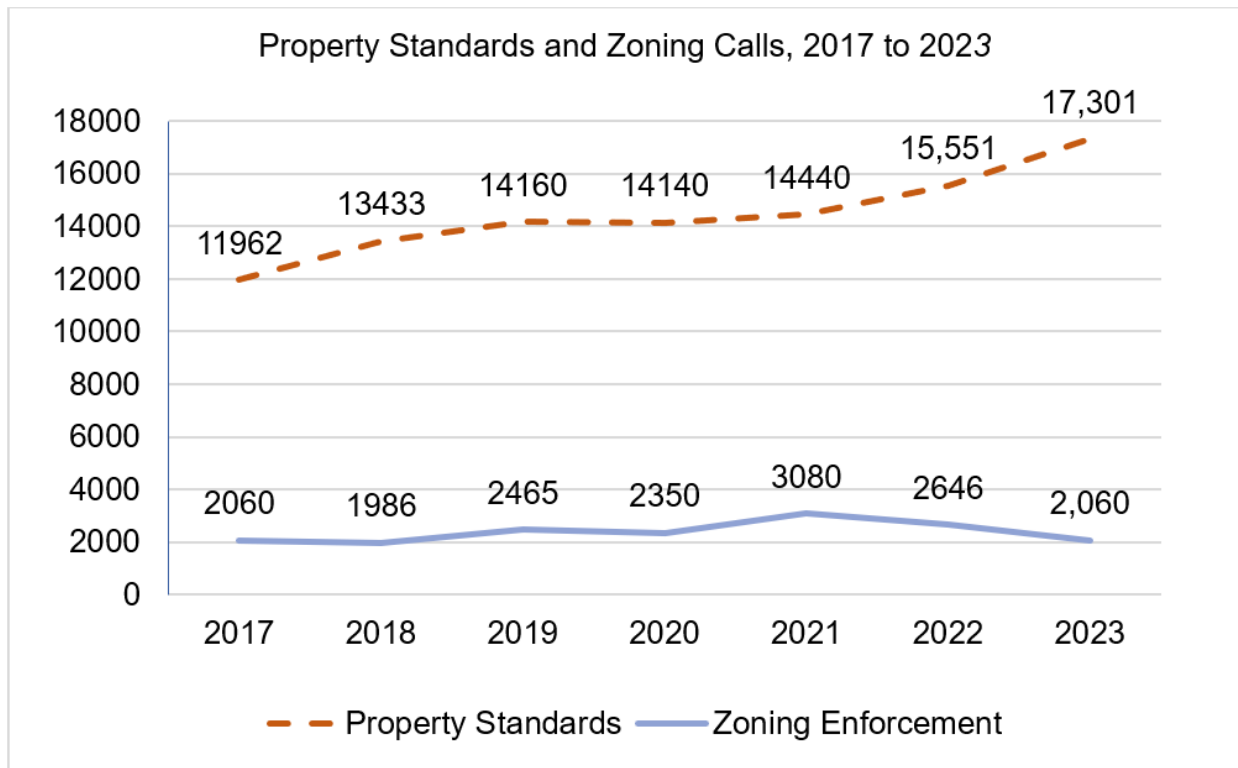
In 2023, the Property Standards and Zoning Enforcement teams received 17,301 and 2,060 service requests, respectively, as depicted in Table 1 and Figure 4.

Table 1 - Property Standards and Zoning Enforcement Calls, 2018 to 2023

Year	Property Standards Calls	Zoning Enforcement Calls
2018	13,433	1,986
2019	14,160	2,465
2020	14,140	2,350
2021	14,440	3,080
2022	15,551	2,646
2023	17,301	2,060



Figure 4 - Property Standards and Zoning Call Trends, 2017 to 2023



The increase in property standards calls can likely be attributed to intensification, population growth and aging infrastructure.

*Licensing Administration and Enforcement Branch*

In 2023, the Licensing Administration Team issued:

- 2,995 new business licenses, and 11,169 licenses cancelled or renewed
- 309 lottery licenses
- 1,428 temporary sign permits
- 2,270 taxi and limousine renewed licenses
- 537 short-term rental permits

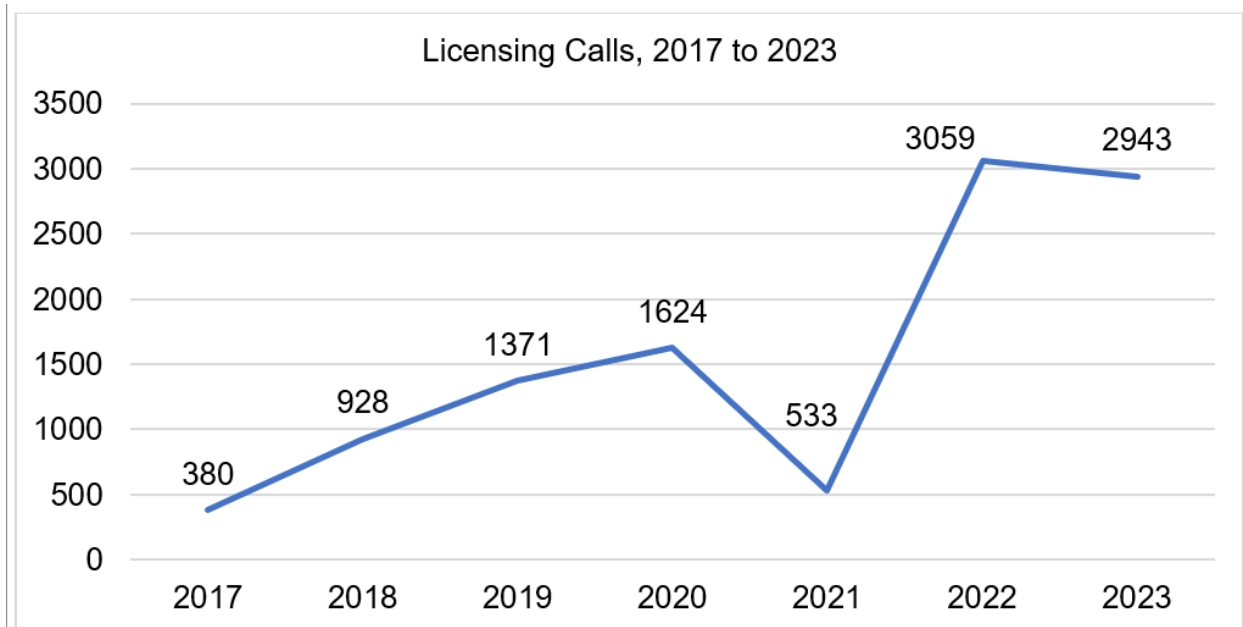
and conducted:

- 609 expired business license follow-ups/inspections

- 1,756 taxi and limousine inspections
- over 400 special event inspections
- 269 tow truck vehicle inspections

In 2023, 2,943 of licensing service requests were actioned. Officers in this branch enforce licensing regulations both proactively and in response to service requests related to concerns about businesses and signs. This includes responding to complaints about permanent and temporary signs that are placed without permits, signs placed on the road allowance, and posters placed where they are not permitted.

*Figure 5 – Licensing Service Request Trends, 2017 to 2023*



The increase in call-volume starting in 2022 is due in part to the implementation of the short-term rental and the tow truck licensing regimes.

***Operational Support and Regulatory Services Branch***

The Operational Support and Regulatory Services Branch processed 604 noise exemption applications in 2023, representing a 24 per cent increase over 2022 and exceeding pre-pandemic levels by 43 per cent. Noise exemptions are sought in relation to construction projects and sound amplification/reproduction at special events, city-wide.

In 2023, 5,491 alternate response letters were issued by By-law Dispatch. This is in addition to the service requests that By-law Dispatch assigns, as outlined in this report.

Twelve private transportation company audit sessions were conducted in 2023, involving over 5,700 records. These unique audits required the review of those records, including driver licenses, vehicle inspections, vehicle registrations, driving history records, and police record checks to ensure public safety and consumer protection.

There continue to be 132 private parking enforcement agencies licensed under the program and of those, 19 are eligible to operate under cost-recovery agreements with By-law and Regulatory Services. The Private Parking Enforcement Agency Program generated \$2.57 million in revenue for the Service under this cost-recovery model.

Further, this branch coordinated 47 Animal Control Tribunal sessions and convened 21 Property Standards and License Appeals Committee hearings in 2023. Tribunal and Committee hearings continued to be held virtually, as this mode of holding hearings is generally more cost effective and convenient for appellants.

The Spay/Neuter Clinic continued to provide pet sterilization surgeries, and permanent identification implants (microchips), as summarized in Table 2.

*Table 2 – Spay / Neuter Clinic Comparative Data*

<b>Service</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Spays/neuter procedures	1,815	1,618	1,917
Microchips	888	749	917

Additionally, the clinic conducted 26 surgeries in 2023 through referrals from other community agencies, including the Community Veterinary Outreach, a registered charity that leverages the human-animal bond and preventive veterinary care to engage homeless and vulnerably housed pet owners. The Spay/Neuter Clinic was also able to secure \$4,972 in grant funding, bringing the total amount of grant funding received by the clinic between 2013 and 2023 close to \$530,000. Over the course of 10 years, this grant funding has allowed for the sterilization of over 5,200 cats and dogs of low-income and vulnerable residents in Ottawa.

The Operational Support and Regulatory Services Branch also led the development of the On-Demand Accessible Taxi Service Study report and subsequent work required for implementation, including meeting with various internal and external stakeholders.

*Parking Enforcement and Logistics Branch*

During 2023, 298,918 parking infraction notices (Part II Provincial Offence Notices) were issued.

The most frequent infractions observed in 2023 are depicted in Table 3 (below):

*Table 3 – Infractions Most Frequently Observed, 2021 to 2023:*

<b>Type of infraction</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Unauthorized Parking on Private Property	51,971	66,577	43,610
Park In Excess of Posted Time Limits	26,271	33,056	37,652
Park in No Parking Area	22,593	31,186	35,378
Stop in No Stopping Area	25,860	36,593	38,494
Park in Excess of 3 Hours	15,949	21,820	24,221

In addition to regular patrol activities, Parking Enforcement also responds to service requests initiated by residents. By-law and Regulatory Services received 41,034 parking enforcement service requests in 2023.

Figure 6 - Parking Control Service Request Volume, 2017 to 2023



The lower number of service requests related to parking in 2021 and 2022, as compared to pre-pandemic, can likely be attributed to the continuation of work-from-home arrangements for federal government and private sector workers, and more readily available parking in the core. Call volume continues to trend toward pre-pandemic levels as fewer employees work from home in the National Capital region.

The Parking Enforcement and Logistics Branch and the Operational Support and Regulatory Services Branch, together also provide oversight of the City's Private Parking Enforcement Agency Program. This program regulates Private Parking Enforcement Agencies to ensure that they are licensed and insured, in accordance with the conditions set out in the Licensing By-law. The program requires that licensed Private Parking Enforcement Agencies issue only City of Ottawa parking infraction notices.

The Deputization Program came into effect City-wide in 2012. Under this program, private parking enforcement agency officers are appointed by by-law and trained. The purpose of the program is to provide a mechanism for consumer protection, allow private property owners to monitor and ticket vehicles on their property without having to call the City for the service, and allow parking control officers to focus on enforcing the Traffic and Parking By-law on City streets.

### *Director's Office*

In 2023, the Director's Office undertook a number of new initiatives:

- Reviewed and submitted various set fines to the Province for By-law and Regulatory Services, as well as on behalf of other City departments.
- Assisted with the development of the On-Demand Accessible Taxi Service Study report and subsequent work required for implementation, including meeting with various internal and external stakeholders.
- Developed the Status Update on Short-Term Rental Regulatory Regime IPD, in collaboration with relevant City departments.
- Supported the implementation of new initiatives, programs, and by-laws by assisting in the preparation and review of key documentation, tracking, and ensuring that key deliverables were met on time, and liaising with staff as well as internal and external stakeholders.

### **Performance metrics and level of service**

The work of By-law and Regulatory Services falls into three broad categories:

- Service requests which are assigned a priority level based on call type
- Service requests which are prioritized and dispatched based upon the details and context of the call
- Work activities that do not have a related service request created in the software system MAP

In 2023, 65 per cent of the service requests received were assigned a priority level based on call type. Service requests (excluding parking calls) are categorized as Priority 1, 2 or 3 calls. The priority of the call is based on the immediate safety risk associated with the concern being reported.

For clarity, a non-exhaustive list of example call-types can be found in Table 4.

*Table 4 - Example call types, by priority level*

Priority 1	Priority 2	Priority 3	Additional Duties
Dog Bite/Attack	Noise, music	Property Maintenance	School duties
Insufficient Heat	Noise, construction	Zoning complaint	Parks patrols
Dangerous Tree		Long grass / weeds	Special events duties

The remaining 35 per cent of service requests are not assigned a priority level up-front. The largest group of these are parking related. These are not assigned a pre-determined priority level upon receipt, but rather, each is assigned by By-law and Regulatory Services dispatchers based on the specifics of the call, such as a blocked fire lane for example, which would be a high priority call and dispatched immediately.

In summary, in 2023:

- Priority 1 service requests represented 12 per cent of the total call volume.
- Priority 2 service requests represented 23 per cent of the total call volume.
- Priority 3 service requests represented 65 per cent of the total call volume.

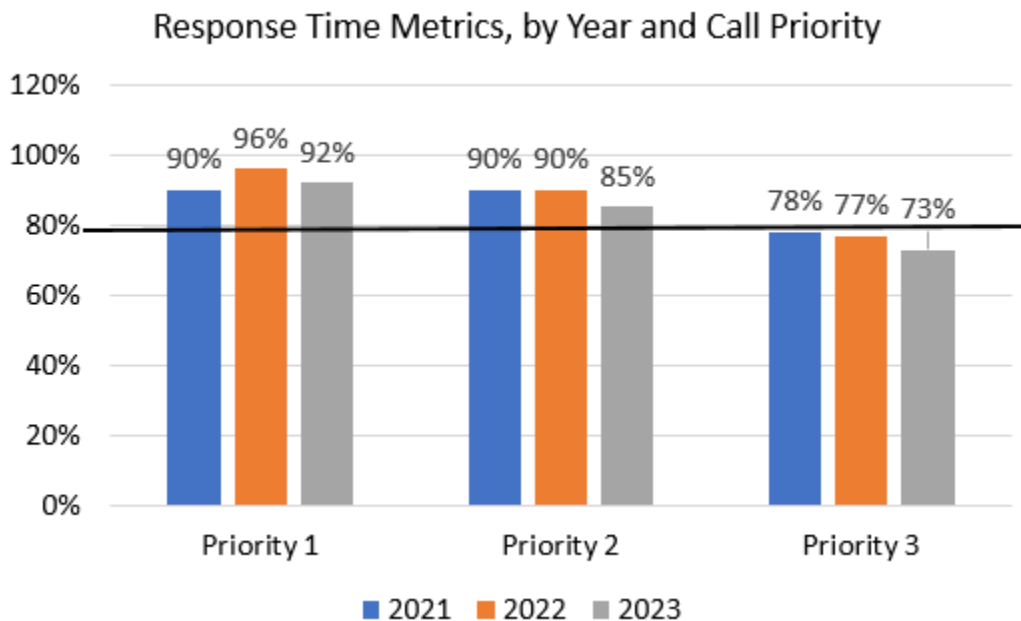
In accordance with the recommendations of the By-law and Regulatory Services Service Review, By-law and Regulatory Services has established service standards related to service request and the priority of the calls.

- For Priority 1 calls, By-law and Regulatory Services will respond within 24 hours, 80 per cent of the time.
  - o This standard was met 92.8 per cent per cent of the time in 2023
- For Priority 2 calls, By-law and Regulatory Services will respond within 48 hours, 80 per cent of the time.
  - o This standard was met 85.2 per cent of the time in 2023

- For Priority 3 calls, By-law and Regulatory Services will respond within 96 hours, 80 per cent of the time.
  - o This standard was met 73.6 per cent of the time in 2023

In 2021 and 2022, the standard was met 78 per cent and 77 per cent of the time, respectively. Over the past 3 years therefore, By-law and Regulatory Services has not met its response time standards for priority 3 calls, which represent 65 per cent of By-law and Regulatory Services' total call volume. Figure 7 depicts By-law and Regulatory Services' response time results from 2021 to 2023.

*Figure 7 – Three-year response time target results*



While Priority 1 and Priority 2 call targets continue to be met, Priority 3 call targets have experienced a gradual decline in response time during this period as call pressures mount, priority calls numbers increase and as the city of Ottawa intensifies and expands.

In addition to Priority 1, 2 and 3 calls, By-law and Regulatory Services responds to hundreds of informal requests annually which are not captured as service requests. These include items such as inquiries and requests for assistance emanating from Councillors, partner organizations, external stakeholders, school boards and other enforcement agencies and levels of government, as well as proactive enforcement activities.



**Municipal comparison**

To create a snapshot of By-law and Regulatory Services’ operational efficiency, and in accordance with the City Auditor’s recommendation, a multi-jurisdictional analysis of relatively comparable municipalities in Ontario was conducted in 2022. This study was extended to include 2023 data for this report.

For this analysis, Hamilton, Toronto, and Windsor were identified as the comparator municipalities for the following reasons:

- They are medium-to-large sized municipalities that were referenced in the City of Ottawa’s By-law and Regulatory Services service review of 2017
- Being in Ontario, they exist within the same Provincial legislative framework
- They have reasonably similar business lines and provide comparable services to Ottawa’s By-law and Regulatory Services
- They provide adequate geographical breadth and diversity

The selected Ontario municipalities were asked to provide the number of full-time equivalent staff in their by-law, animal control, licensing, property standards and zoning enforcement operations, including supervisory and administrative staff, for the years 2018 to 2023, inclusive. Parking Enforcement was excluded from this analysis as this work is primarily pro-active in nature and does not always generate a service request. The municipalities were also asked to provide their call volume total for the years 2018 to 2023, inclusive. Based on the information gathered, a standardized benchmark of service requests per FTE has been determined, as shown in Table 5 and Figure 8.

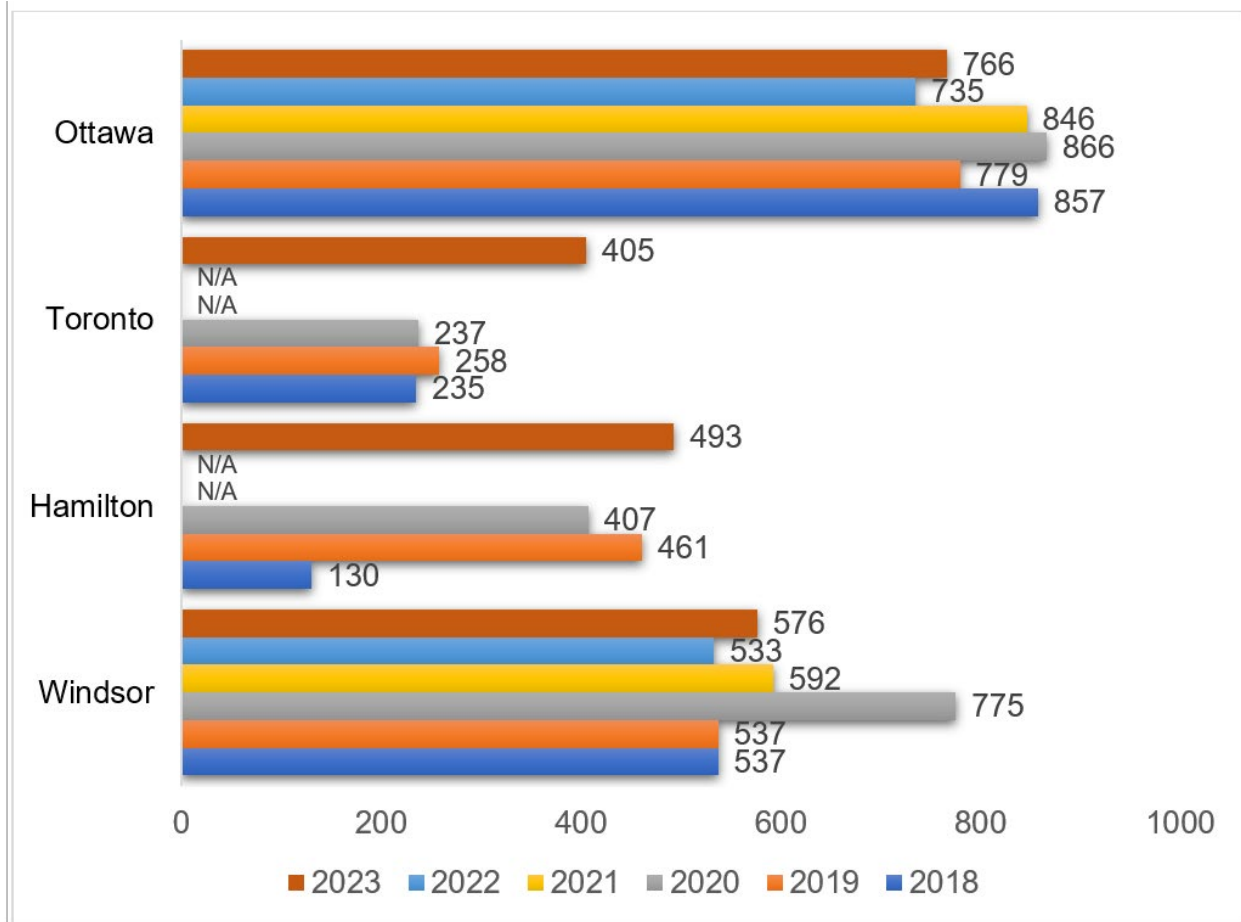
*Table 5 – Service requests per by-law FTE, selected municipalities, 2018 to 2023*

<b>City</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Ottawa	857	779	866	846	735	766
Toronto	235	258	237	X	X	405
Hamilton	130	461	407	X <sup>1</sup>	X	493
Windsor	537	537	775	592	533	576

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<sup>1</sup> X denotes a datapoint that was not provided by the municipality

Figure 8 – Service requests per by-law FTE, select municipalities, 2018 to 2023



The 5-year rolling average call volume per officer of all selected municipalities, excluding Ottawa, is 441 service requests per FTE per year, whereas the average for Ottawa is 808 service requests per FTE per year.

It can therefore be concluded that, on average, enforcement staff in By-law and Regulatory Services' By-law Enforcement Branch handled 83 per cent more calls than did their municipal peers between 2018 and 2023.

## Call pressure mitigation initiatives

By-law and Regulatory Services has implemented several mitigation strategies to address the impacts of growth on the service since the last service review was completed in 2017, including:

- Modernizing dispatch tools with the use of Dynamics 365 and GPS deployment.
- Creating a public information officer to enhance public education and awareness.
- Implementing an Alternate Response Program to reduce the need for physical inspections, where feasible. This program typically reduces officer call volumes by 5000 or more, every year.
- Completing the 2018 parking control boundary review which re-distributed officers to enhance efficiency.
- Implementing a new Client Relationship Management software to streamline officer workflow.

### *Upcoming mitigations*

With an understanding of the call pressures facing the Service, By-law and Regulatory Services has developed a plan to further mitigate growth pressures by leveraging new technology, offsetting seasonal pressures, and maximizing efficiency through the implementation of a new deployment model.

- **Online business licensing solution:** Being a [corporate strategic objective](#), By-law and Regulatory Services will work with IT to implement an online business licensing solution in this term of Council. This initiative will be internally funded. It is anticipated that this solution will offset the need for two additional licensing administration staff.
- **By-law and Regulatory Services officer boundary review:** With its partners in the departmental Business Support Services, By-law and Regulatory Services has developed a new deployment model which posts officers throughout the city in a manner that evenly distributes projected call volume. It is anticipated that this deployment approach will offset the need for two enforcement FTEs. Further, it is anticipated that this initiative will result in reduced vehicle operating costs.

- **Seasonal pressures:** Seasonal trends have been calculated and are being mitigated by By-law and Regulatory Services' Summer Student program.

### **Service improvement initiatives**

In 2020, By-law and Regulatory Services began to import Parking Enforcement calls into the new Client Relationship Management Dynamics 365. The new solution provides By-law and Regulatory Services the ability to manage service requests, optimize business and enforcement processes and leverage data for analytics and decision making. As part of the MAP replacement initiative, By-law and Regulatory Services also began rolling out implementation of this new software to property standards and zoning enforcement officers in 2023.

Information Technology Services delivered the full Dynamics 365 solution in Q1 2024.

### **Outreach, promotion and education**

The goal of By-law and Regulatory Services' promotion and education program is to achieve voluntary compliance through increased public education and awareness of Ottawa's regulations and the rationale for them. This is done using social media, proactive education opportunities at events, and traditional promotion methods such as flyers.

By-law and Regulatory Services has English and French Twitter accounts ([@OttawaBylaw](#) and [@RegMunicip\\_Ott](#)) with over 18,000 total followers. By-law and Regulatory Services posts both on weekdays and weekends to promote a better understanding of our municipal by-laws.

The By-law and Regulatory Services Facebook pages (By-law and Regulatory Services and Services des règlements municipaux de la Ville d'Ottawa) have over 10,000 followers and posts messaging in both languages.

Topics on the social media pages focus on education about Ottawa's regulations, and how residents can comply, usually with demonstrative photos.

By-law and Regulatory Services attended over 20 events in 2023, including the Orleans Parade of Lights, Wiggle Waggle Walkathon, Capital Pride.

By-law and Regulatory Services continues to effectively promote topics that affect our citizens through our various channels to increase awareness and achieving voluntary compliance.

## **Looking ahead**

With a commitment to “Our City, Our Service, Our People”, By-law and Regulatory Services aims to serve the needs of our diverse and growing community and remains focused on delivering the high-quality service that the residents of Ottawa have come to expect.

Staff will continue to monitor the trends described in this report and provide analysis on growth requirements and service level adjustments for Council’s consideration as required.

## **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

## **LEGAL IMPLICATIONS**

There are no legal impediments in receiving the information contained in this report.

## **CONSULTATION**

As this report is for information, no public consultations were required nor sought.

## **ACCESSIBILITY IMPACTS**

By-law and Regulatory Services serves the needs of Ottawa’s diverse and growing community and follows the City’s accessibility legislative framework. This includes adherence to the requirements of the Accessibility for Ontarians with Disabilities Act (2005) and the Integrated Accessibility Standards Regulation, 191/11, meeting the City of Ottawa’s Accessibility Policy, and following the City’s Accessibility Design Standards to the greatest extent possible.

By-law and Regulatory Services’ focus is on strategic planning and operational efficiencies while providing high-quality service delivery to residents of Ottawa, including seniors and people with disabilities. By-law and Regulatory Services continues to receive accessibility complaints, both through 3-1-1 and other direct channels, about significant challenges to accessibility including, but not limited to, a lack of available accessible on-demand taxis in the city, questions about service animal designation and their use in public spaces, accessible parking permit designation and use, emergency response planning and property management requirements. The issues and feedback are investigated, tracked, and responded to in a timely manner with consideration and mitigation taken using a disability and equity lens.

As a result of Council approval of the On-Demand Accessible Taxi Service Study report in 2023, By-law and Regulatory Services has commenced implementation of the initiatives arising from that report in order to address concerns about the quality, availability, and costs of accessible taxi vehicles. Staff will continue to assess and monitor trends and will provide analysis on growth requirements, accessibility data and feedback and service level adjustments for Council's consideration. By-law and Regulatory Services continues to collect, on behalf of the City, the voluntary per-trip accessibility surcharge that provides financial support to Transit Services to support accessible transportation improvements.

By-law and Regulatory Services promotes topics that affect residents through various social media channels to increase awareness and achieve voluntary compliance on by-laws and regulations such as short-term rental restrictions, residential property management requirements, vacant property responsibilities and tow truck regulations. When communicating with the public, By-law and Regulatory Services' information is accessible, compliant, and visually promotes the community it serves, including representation of people with disabilities as well as gender and race diversity in its communications to ensure a broad outreach.

Staff will continue consulting with the Accessibility Office as policies and by-laws are developed, and any other considerations that require an accessibility lens. Staff commit to consultation with the City's Accessibility Advisory Committee (AAC) and disability stakeholders for review and feedback on the On-Demand Accessible Taxi Service Study as well as the many projects and services that impact people with disabilities that are in development for By-law and Regulatory Services.

## **DISPOSITION**

The Emergency and Protective Services Department will implement any direction arising from receipt of this information report.