

**Subject: By-law and Regulatory Services 2025 Annual Report**

**File Number: ACS2026-EPS-BLR-0001**

**Report to Emergency Preparedness and Protective Services Committee on 16  
April 2026**

**and Council 22 April 2026**

**Submitted on April 7, 2026 by Roger Chapman, Director, By-law and Regulatory  
Services and Jake Gravelle, Associate Director, By-law and Regulatory Services**

**Contact Person: Nathan Lelievre, Specialist, Strategic Programs and Projects,  
Emergency and Protective Services**

**613-580-2424 x24972, Nathan.Lelievre@ottawa.ca**

**Ward: Citywide**

**Objet : Services des règlements municipaux – Rapport annuel 2025**

**Numéro de dossier : ACS2026-EPS-BLR-0001**

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

**Rapport soumis le 16 avril 2026**

**et au Conseil le 22 avril 2026**

**Soumis le 7 avril 2026 par Roger Chapman, Directeur, Services des règlements  
municipaux, et Jake Gravelle, Directeur adjoint, Services des règlements  
municipaux**

**Personne ressource : Nathan Lelievre, Spécialiste, projets et programmes  
stratégiques, Services de protection et d'urgence**

**613-580-2424, poste 24972, Nathan.Lelievre@ottawa.ca**

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

## **REPORT RECOMMENDATION(S)**

That the Emergency Preparedness and Protective Services Committee recommend Council receive the By-law and Regulatory Services 2025 Annual Report for information.

## **RECOMMENDATION DU RAPPORT**

Que le Comité des services de protection et de préparation aux situations d'urgence recommande au Conseil de prendre connaissance à titre informatif du Rapport annuel 2025 des Services de règlements municipaux.

## **EXECUTIVE SUMMARY**

This report outlines By-law and Regulatory Services (BLRS) activities during 2025 by providing detailed program updates, enforcement data and key performance metrics. This report also fulfills the annual reporting requirement under the Emergency Preparedness and Protective Services Committee's Terms of Reference.

In 2025, By-law and Regulatory Services responded to more than 108,000 requests for service, representing a 10 per cent increase over 2024. The top four request types remained consistent: parking enforcement (46 per cent), property standards (15 per cent), animal care and control (11 per cent), and noise (9 per cent).

Parking enforcement continued to represent a significant portion of overall service demand and operational activity. In 2025, a total of 476,342 parking tickets were issued. Of these, 203,739 tickets were processed under the Provincial Offences Act, while 272,603 were issued under the new Administrative Penalty System (APS), which was launched on June 4, 2025.

The implementation of the APS, delivered in collaboration with Service Ottawa, marked a significant modernization of enforcement processes. The system enables municipalities to transition the adjudication of minor infractions, such as parking violations, from the provincial courts system to a City-managed dispute resolution model. This approach improves service to the public by providing a more accessible, fair, efficient, and timely process for resolving ticket disputes.

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

- Service requests which are automatically assigned a priority level based on call type
- Service requests that are assessed and prioritized by dispatch based on the details and context of the call
- Work activities that are conducted without a corresponding service request in the MAP system

In 2025, 65 per cent of the service requests received were automatically assigned a priority level based on call type. Service requests (excluding -related calls) are categorized as Priority 1, 2 or 3 calls, with priority determined by the level of immediate safety risk associated with the concern being reported.

For clarity, a non-exhaustive list of example call-types can be found in Table 1.

*Table 1 - Example call types, by priority level*

Priority 1 High Risk	Priority 2 Moderate Risk	Priority 3 Lower Risk	Additional Duties (Non-call based)
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. A blocked fire lane for example, would be a high priority call and dispatched immediately.

The percentage of priority level service requests based on total call volume in 2025 were:

- Priority 1 service requests represented 7 per cent of the total call volume.
- Priority 2 service requests represented 58 per cent of the total call volume.
- Priority 3 service requests represented 35 per cent of the total call volume.

In alignment with the [2017 By-law and Regulatory Services Service Review](#), established service response standards continued to guide service delivery in 2025. The service exceeded its targets across all priority levels, achieving response rates of 98 per cent for Priority 1 (within 24 hours) and Priority 2 (within 48 hours) calls, and 97 per cent for Priority 3 (within 96 hours) calls — well above the 80 per cent standard in each category. These consistently strong results, sustained over the past three years, reflect the service’s ability to respond to increasing demand while maintaining high levels of performance.

In addition to formal service requests, By-law and Regulatory Services also responded to hundreds of informal requests throughout the year. These include inquiries and requests for assistance from Councillors, community organizations, external partners, school boards and other enforcement agencies, as well as proactive enforcement activities, all of which contribute to overall service delivery but are not captured within the formal tracking system.

### **Assumption and Analysis**

The distribution of parking infractions has shifted notably over the past three years, reflecting changing enforcement demands and compliance patterns. Unauthorized parking on private property has increased significantly and now represents the most common infraction, accounting for over one-quarter of all tickets issued in 2025. At the same time, violations associated with safety and traffic flow, such as stopping in no stopping areas, have risen considerably. Longer-duration parking infractions, including parking in excess of three hours, have also shown sustained growth, suggesting increasing pressure on available parking supply. In contrast, more traditional infractions, such as parking in excess of posted time limits, have declined or stabilized. Together, these trends point to a shift away from routine violations toward more complex, complaint-driven, and safety-related enforcement activities.

### **SYNTHÈSE ADMINISTRATIVE**

Le présent rapport décrit les activités des Services des règlements municipaux s'étant déroulées en 2025. Y sont présentés en détail la mise à jour des programmes, les données sur l'application des règlements et les indicateurs de rendement clés. Il remplit également les exigences en matière de rapport annuel définies dans le mandat du Comité des services de protection et de préparation aux situations d'urgence.

En 2025, les Services des règlements municipaux ont répondu à plus de 108 000 demandes de service, ce qui représente une hausse de 10 % par rapport à 2024. Les quatre principales catégories de demandes de service sont constantes : l'application des règlements sur le stationnement (46 %), les normes de biens-fonds (15 %), le contrôle et les soins des animaux (11 %) et le bruit (9 %).

L'application des règlements sur le stationnement demeure une partie considérable des demandes de service et des activités globales. En 2025, 476 342 contraventions de stationnement ont été données. De ce nombre, 203 739 contraventions ont été traitées en vertu de la *Loi sur les infractions provinciales* et 272 603 ont été émises en vertu du

nouveau Système de pénalités administratives (SPA), qui est entré en vigueur le 4 juin 2025.

La mise en œuvre du SPA, administré en collaboration avec Service Ottawa, témoigne d'une modernisation significative des procédures d'application des règlements. Le système permet aux municipalités de transférer les décisions relatives à des infractions mineures, comme les contraventions au règlement sur le stationnement, du système judiciaire provincial à un modèle de résolutions de différends géré par la Ville. Cette approche améliore le service au public grâce à une procédure plus accessible, juste, efficace et rapide pour régler les litiges relatifs aux contraventions de stationnement.

Le travail des Services des règlements municipaux se répartit en trois grandes catégories :

- Demandes de service auxquelles est automatiquement attribué un niveau de priorité en fonction du type d'appel.
- Demandes de services qui sont évaluées et priorisées en fonction des détails et du contexte de l'appel.
- Les travaux effectués sans faire l'objet d'une demande de service correspondante dans le système logiciel MAP.

En 2025, 65 % des demandes de service ont automatiquement reçu un niveau de priorité en fonction du type d'appel. Les demandes de service (à l'exception des demandes concernant le stationnement) sont classées priorité 1, 2 ou 3. Le niveau de priorité est déterminé en fonction du risque immédiat en matière de sécurité associé au problème signalé.

À titre informatif, le tableau 1 présente une liste non exhaustive d'exemples d'appels.

*Tableau 1 - Exemples d'appels par niveau de priorité*

Priorité 1 Risque élevé	Priorité 2 Risque modéré	Priorité 3 Faible risque	Autres fonctions (ne faisant pas
Morsure ou attaque de chien	Bruit, musique	Entretien de biens-fonds	Fonctions scolaires
Chauffage insuffisant	Bruit, construction	Plaintes relatives au zonage	Patrouilles dans les parcs
Arbre dangereux		Gazon long et mauvaises herbes	Fonctions lors d'évènements

Les 35 % de demandes de service restantes ne reçoivent pas d'emblée un niveau de priorité. La majeure partie de ces demandes concerne le stationnement. Elles n'ont pas de niveau de priorité prédéterminé. Ce sont plutôt les répartiteurs des Services des règlements municipaux qui leur attribuent un niveau de priorité en fonction des particularités de l'appel. Par exemple, une voie réservée aux véhicules du Service d'incendie qui est bloquée correspondrait à un appel classé priorité élevée et l'intervention serait immédiate.

Les demandes de service classées prioritaires en fonction du volume d'appels total en 2025 par pourcentage étaient les suivantes :

- Les demandes de service de priorité 1 représentaient 7 % du volume total d'appels.
- Les demandes de service de priorité 2 représentaient 58 % du volume total d'appels.
- Les demandes de service de priorité 3 représentaient 35 % du volume total d'appels.

Conformément à [l'examen des Services des règlements municipaux de 2017](#), les normes établies relatives aux délais d'intervention ont continué d'orienter la prestation des services en 2025. Les objectifs des Services des règlements municipaux ont été dépassés pour tous les niveaux de priorité, atteignant des taux de réponse de 98 % pour les appels de priorité 1 (dans les 24 heures) et de priorité 2 (dans les 48 heures) et de 97 % pour les appels de priorité 3 (dans les 96 heures) - dépassant de beaucoup la norme de 80 % pour chaque catégorie. Ces résultats constamment élevés et maintenus au cours des trois dernières années reflètent la capacité des Services des règlements municipaux de répondre à la demande croissante et de maintenir un niveau de rendement élevé.

Outre les demandes de service officielles qui leur ont été adressées durant l'année, les Services des règlements municipaux ont répondu à des centaines de demandes informelles. Parmi celles-ci, des demandes de renseignements et d'assistance de conseillers et conseillères, d'organismes communautaires, de partenaires externes, de conseils scolaires et d'autres organismes chargés de l'application de la loi. Ils ont aussi mené des activités d'application proactive des règlements, lesquelles font partie de l'offre générale de services, mais ne sont pas inscrites dans le système de suivi officiel.

## **Hypothèse et analyse**

La répartition des infractions de stationnement s'est transformée de façon marquée au cours des trois dernières années témoignant des changements dans les demandes d'application des règlements et les tendances en matière de conformité. Le stationnement non autorisé sur des propriétés privées a augmenté considérablement et représente dorénavant l'infraction la plus répandue, soit plus du quart de toutes les contraventions émises en 2025. Au même moment, les infractions liées à la sécurité et à la fluidité de la circulation, comme les arrêts dans des zones d'arrêt interdit, ont augmenté considérablement. Les infractions au stationnement de longue durée, incluant le stationnement de plus de trois heures, augmentent également sans cesse, accroissant la pression sur les places de stationnement existantes. En revanche, des infractions plus classiques, comme le stationnement au-delà du temps limite affiché, ont diminué ou sont demeurées stables. Prises ensemble, ces tendances indiquent le passage des infractions courantes vers des activités d'application des règlements plus complexes résultant de plaintes et liées à la sécurité.

## **BACKGROUND**

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 BLRS activities and presents the performance metrics of the service for 2025.

By-law and Regulatory Services (BLRS) operates 144 hours per week in a near 24-hour service model, and strives to provide a level of service performance that meets best practice standards, 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 BLRS, including its organizational structure as of December 31, 2025.

The Service is comprised of 232.29 budgeted full-time equivalents and is overseen by a Director and six Program Managers.

During 2025, BLRS implemented several key organizational changes to better align with operational needs and legislative developments. These changes included:

- The creation of a new Property Standards and Zoning Enforcement branch in March 2025.
- The creation of a new Operational Training and Compliance branch in December 2025.
- The closure of the Automated Enforcement Services branch in November 2025, following the [Provincial Government's legislated dissolution of](#) speed enforcement cameras.

As of December 2025, BLRS consists of six branches supported by the Director's Office, reflecting a structure designed to respond to evolving service demands and regulatory responsibilities. These changes and updates reflect the investments made in Budget 2025 to enhance service delivery. A brief overview of each branch is provided below.

### ***Parking Enforcement***

This branch is responsible for facilitating city-wide parking management pursuant to the [Traffic and Parking By-law \(No. 2017-301\)](#) and Parking Administrative Penalty System By-law (No. 2025-156) which took effect June 4, 2025. Comprised of 47 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.

Until December 2025, the branch was also responsible for the coordination of the BLRS role in special events by providing logistical support with respect to vehicles, uniforms, equipment, technology services and other day-to-day requirements. These functions are now within the purview of the newly created Operational Training Compliance Branch.

### ***By-law Enforcement Services***

This branch is responsible for general by-law enforcement and consists of 52 full-time staff. It provides city-wide service coverage seven days a week from 6 am until 2 am, with extended hours until 4 am on Saturday and Sunday, and is responsible for enforcement related to:

- Animal Care and Control, including sick/injured domestic animal and wildlife transport
- Illegal dumping

- Noise
- Parks and Facilities
- Use and Care of Roads

### ***Licensing Administration and Enforcement***

The Licensing Administration and Enforcement branch consists of 40 full-time staff who are responsible for the administration and enforcement of licensing and permitting, including all [schedules under the Licensing By-law](#), which include:

Auctioneers	Driving School Operators and Driving Instructors	Public Garages
Snow Plow Contractors	Amusement Places	All Night Dance Events
Food Premises	Exotic Animal Entertainment Events	Exotic Animal Rescue & Education Establishments
Limousine Service	Adult Entertainment Parlours	Tobacco and Vapour Product Retailers
Rickshaws	Second-Hand Goods Shops	Salvage Yards
Exhibitions	Flea Markets	Temporary Sign Lessors
Adult Entertainment Stores	Body-rub Parlours	Itinerant Sellers
Mobile Refreshment Vehicles	Mobile Canteens	Mobile Refreshment Carts
Refreshment Stands	Rooming Houses	Rural Itinerant Sellers
Rural Refreshment Vehicles	Pet Shops	Private Parking Enforcement Agencies
Boarding Kennels	In-home breeding kennels	Recreational kennel
Payday Loan Establishments	Hardscaping Contractors	

Further, this Branch also coordinates the following regulations and programs :

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

### ***Property Standards and Zoning***

This branch is a specialized enforcement unit dedicated to property standards, property maintenance, and zoning issues and consists of 35 full-time staff. The branch is responsible for:

- Complex and technical zoning enforcement
- Property Standards and Property Maintenance enforcement
- Issuance of Property Standards Orders and Notices of Violation
- Property cleanups and remediation work

### ***Operational Training Compliance (new for 2026)***

Established in December 2025, the Operational Training Compliance Branch is responsible for developing and delivering training across the Service. The branch provides centralized oversight for all training activities to ensure consistency and compliance and coordinates all training needs, including mandatory corporate training and specialized training delivered by external providers. They also support the onboarding processes and manage scheduling for specialized operational requirements.

In addition, they are responsible for logistical support for fleet, uniforms and equipment, the coordination of BLRS involvement in special events and the court liaison function.

### ***Operational Support and Regulatory Services***

This branch consists of 16 full-time and seven part-time staff and is responsible for functions that support other BLRS activities, such as the dispatching of service requests, and for 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 deliverables, knowledge base articles, standard operating procedures and internal technology support
- By-law Dispatch
  - Handle all service requests directed from Service Ottawa, monitor the radio system to ensure efficient deployment of staff, ensure officer safety and administer the alternate response program.
- Dogs-in-parks and fire route designations
- Municipal Animal Shelter Services Agreement with the Ottawa Humane Society
- Ottawa Mural By-law administration and program coordination
- Private Parking Enforcement Agency Agreement administration and agency training
- Noise exemptions
- Spay/Neuter Clinic
  - Supports BLRS 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.
- Staff training coordination (now with the newly created Operational Training Compliance Branch)
- Large Wild Mammal Emergency Response

### ***Automated Enforcement Services***

As a result of the [Provincial Government's dissolution of](#) speed enforcement cameras, this branch permanently ceased operations on November 14, 2025.

The Automated Enforcement Branch, consisted of 30 full-time staff, and handled the processing of automated speed enforcement infractions for the City of Ottawa similar to other participating municipalities in Ontario, as detailed in the Processing Centre for Automated Speed Enforcement Report ([ACS2023-PWD-TRF-0004](#)). While this branch in BLRS oversaw infraction processing, Traffic Services within the Public Works Department managed the program.

### ***Director's Office***

The Director's Office consists of the BLRS Director, public information officer, issues management specialist and senior administrative assistant. This branch 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, BLRS supports a variety of City partners, including:

- Community and Social Services Department: by acting as first response to encampment issues on public property and participating with other partners on the Unsheltered Task Force.
- Infrastructure and Water Services Department: by enforcing the [Water By-law \(No. 2025-227\)](#) as required.
- Ottawa Police Service and the Office of Emergency Management: As part of the [Emergency Management Program Municipal Emergency Plan](#), by supporting during emergencies.
- Planning, Development and Building Services Department: by enforcing the [Right of Way Patio By-law \(No. 2023-230\)](#) and the [E-Scooters By-law \(No. 2020-174\)](#), as required, and administering the [Ottawa Mural By-law \(No. 2022-304\)](#). Further, through the application and enforcement of property standards regulations, the service works collaboratively with Heritage Planning to ensure the ongoing maintenance and preservation of heritage properties.
- Public Works Department: by supporting Roads and Parking Services with parking enforcement services to assist with snow removal operations from December to April each year.

- Recreation, Cultural and Facility Services Department: by supporting with enforcing the [Parks and Facilities By-law \(No. 2025-251\)](#) as required.
- Strategic Initiatives Department: by supporting the implementation of certain sections of the City's Wildlife Strategy, including participation in the Wildlife Information, Outreach and Education Working Group.

### ***Unique responsibilities***

In addition to supporting its partners within the City of Ottawa, BLRS 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**

The percentage of priority level service requests based on total call volume in 2025 were:

- Priority 1 service requests represented 7 per cent of the total call volume.
- Priority 2 service requests represented 58 per cent of the total call volume.
- Priority 3 service requests represented 35 per cent of the total call volume.

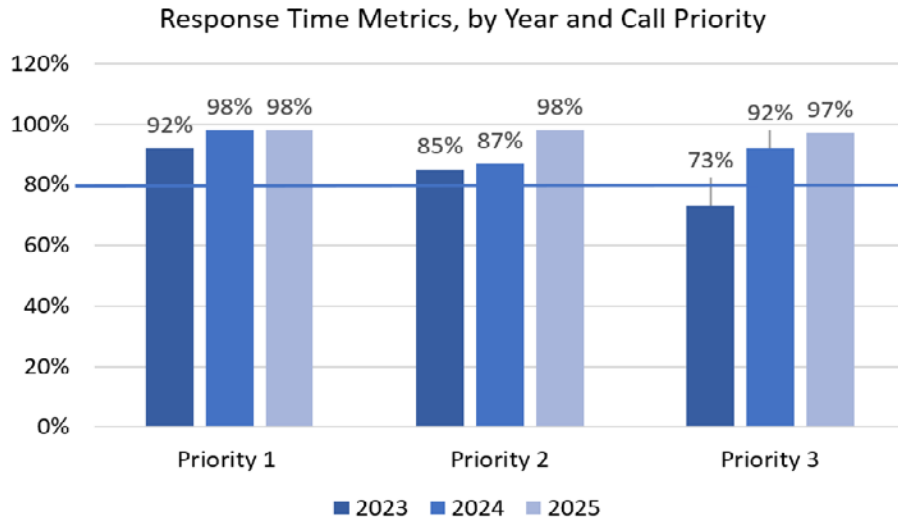
The service exceeded its targets across all priority levels, achieving response rates of 98 per cent for Priority 1 (within 24 hours) and Priority 2 (within 48 hours) calls, and 97 per cent for Priority 3 (within 96 hours) calls.

*Table 2: 2025 Response standards and results*

<b>Priority Level</b>	<b>Standard</b>	<b>2025 Result</b>
1 (respond within 24 hours)	80 per cent	98 per cent
2 (respond within 48 hours)	80 per cent	98 per cent
3 (respond within 96 hours)	80 per cent	97 per cent

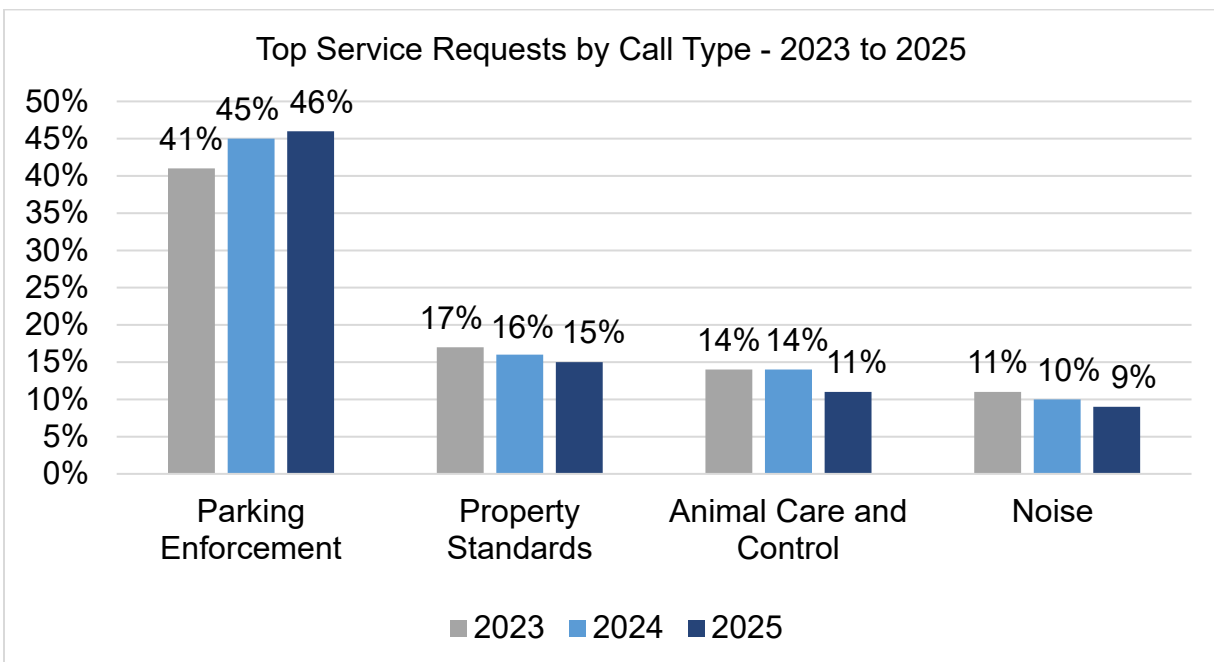
Figure 1 depicts By-law and Regulatory Service response time results from 2023 to 2025.

Figure 1 – Three-year initial response time target results



In 2025, By-law and Regulatory Services responded to 108,699 service requests , which represents a 10 per cent increase over 2024 volumes.

Figure 2 - Service Request Trends – Top Call Type as a Percentage of Total, 2023-2025



In 2025 the top four request types and their percentage of total service requests were:

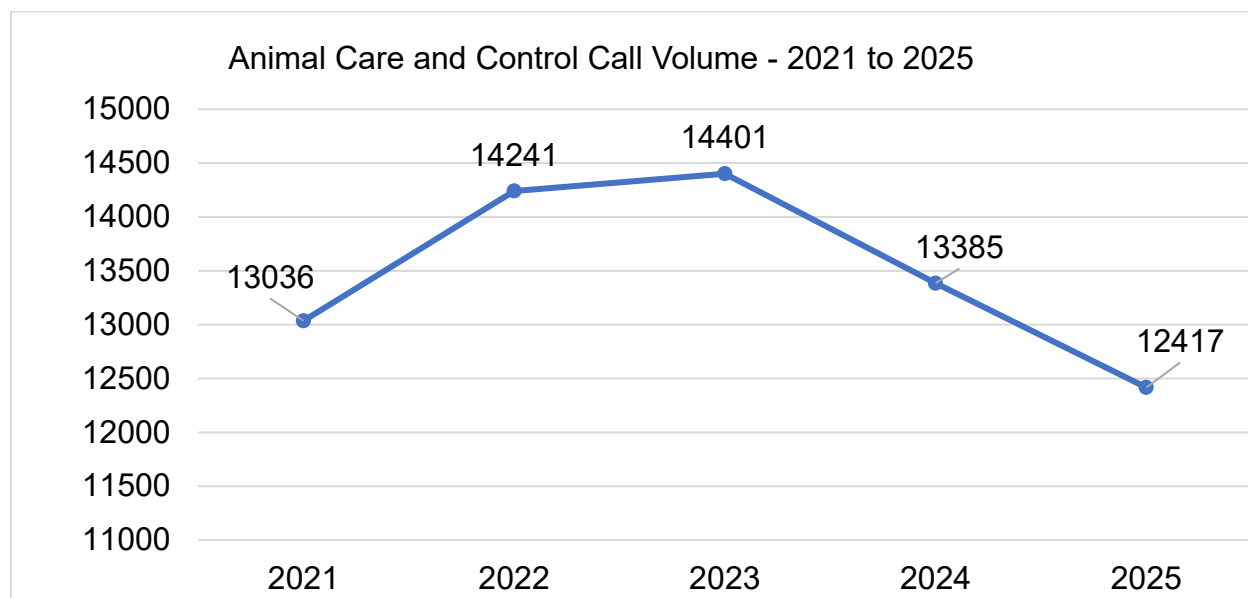
- Parking enforcement – 46 per cent
- Property standards – 15 per cent
- Animal care and control – 11 per cent
- Noise – 9 per cent

### ***By-law Enforcement Services***

The By-law Enforcement Services Branch responded to 34,368 service requests in 2025. While this represents a decrease from 2024 levels, this decrease can be attributed to the reassignment of Property Standards and Zoning Officers and associated property related calls, to the new Property Standards and Zoning Branch which was created in early 2025. The combined call volume of these two units is comparable to 2024 levels. The realignment led to additional capacity for By-law Enforcement Officers to conduct more proactive activities, including park patrols.

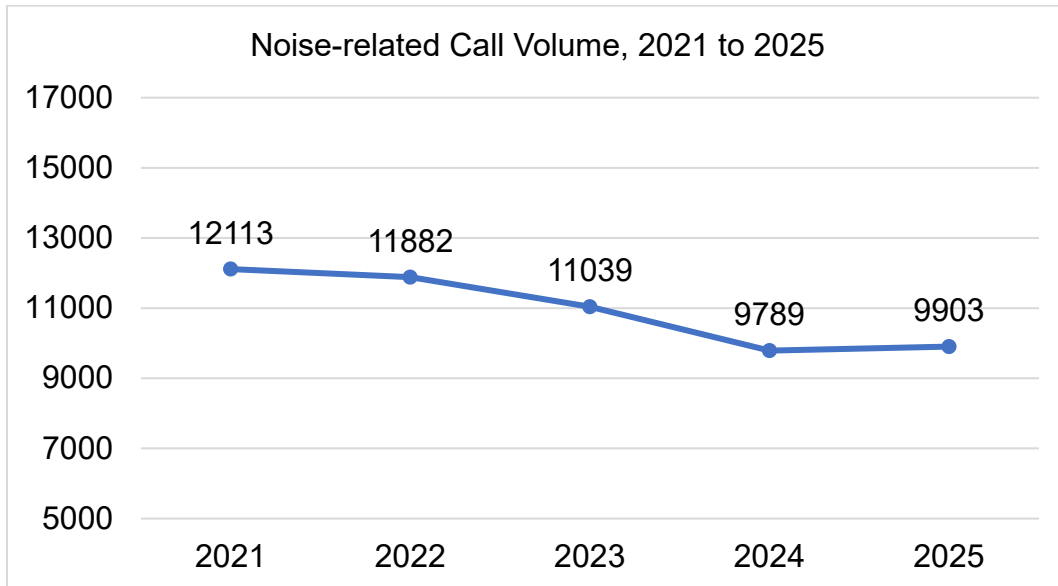
The branch received 12,417 service requests for animal care and control and 9,903 service requests for noise and responded to 2,560 sick/injured animal calls in 2025.

*Figure 3 - Animal Care and Control Call Volume Trends, 2021 to 2025*



As depicted in Figure 4 (below), noise-related service requests increased slightly, with 9,903 complaints being registered in 2025.

Figure 4 – Noise Call Volume Trends, 2021 to 2025



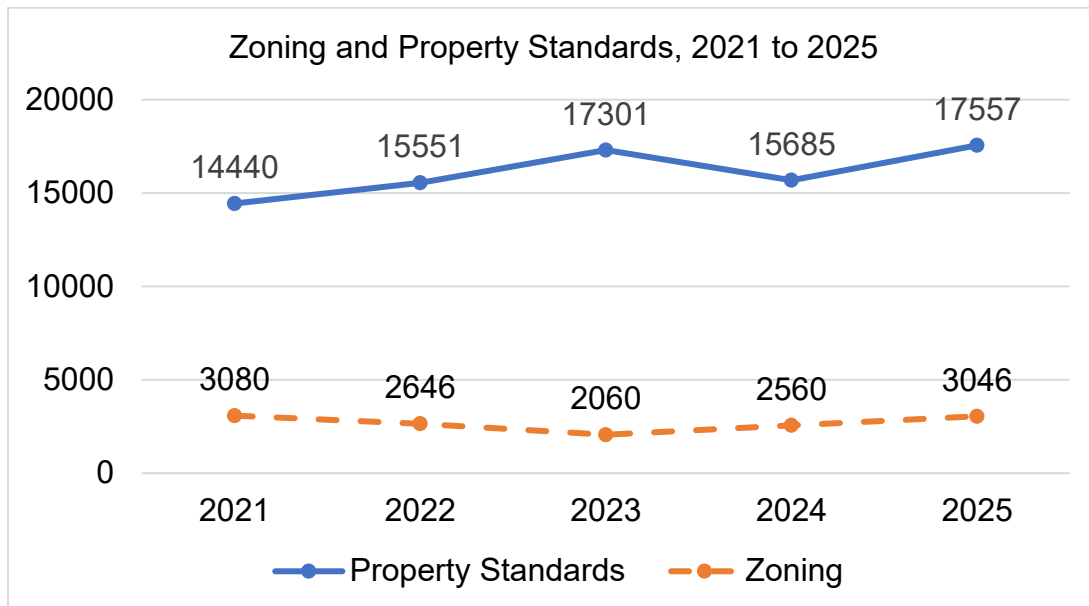
In 2025, the By-law Enforcement team received 2,089 service requests for illegal dumping, representing a 263 per cent increase over 2024, which can be attributed to ongoing city-wide public education and the ongoing use by residents of the online reporting mechanism arising from Council approval and subsequent implementation of Solid Waste Service’s Curbside Diversion Policy, including the three-item limit which took effect in Fall 2024. The Solid Waste Service funds two temporary officer positions within this branch for this purpose. A total of 10 charges and 133 Notices of Violation were issued in relation to illegally dumped material. It is important to note that these investigations often do not result in charges, as it is difficult to identify the defendant(s).

By-law and Regulatory Services will continue to monitor the annual service requests related to illegal dumping and monitor year-over-year trends.

### ***Property Standards and Zoning***

In 2025, the new Property Standards and Zoning Enforcement branch received 17,557 property standards and 3,046 zoning service requests, as depicted in Figure 5.

Figure 5 - Property Standards and Zoning Call Trends, 2021 to 2025



The creation of this branch as part of the strategic realignment in March 2025 to shift all property-related calls to Property Standards Officers allowed for more timely response and resolution for issues, such as long grass and weeds and exterior debris. It also alleviated pressures on the By-law Enforcement Branch allowing for more proactive enforcement.

In 2025, the Property Standards team responded to 678 service requests in relation to vacant properties. Their work resulted in the issuance of 292 vacant property permits, representing over 500 addresses, including subdivisions slated for future development. Over 250 enforcement actions were taken, including charges, court summonses, notices of violation, property standards orders and contracting out of required work.

The Property Standards team also responded to 382 service requests related to rooming houses. Their work resulted in 172 enforcement actions, which helped to ensure adequate housing for some of Ottawa's most vulnerable residents.

May 2025 marked the conclusion of the year-long [Problematic Properties Pilot Project](#) within BLRS. The pilot established a joint taskforce comprised of City services that focused on resolving long-standing issues at 11 properties in the Rideau-Vanier and Somerset Wards. These properties were identified as sources of ongoing nuisances and disturbances, requiring significant municipal resources to address.

The pilot project resulted in more than 30 enforcement actions, including the issuance of provincial offence notices, court summonses, notices of violation, property standards orders and the contracting of required remedial work, with costs recovered from property owners.

Demolition approvals were issued for two properties, while two additional properties are being considered for demolition. Two impacted individuals were rehoused, and following focused enforcement efforts, four properties are no longer considered problematic.

The remaining properties continue to be actively monitored. Building on the success of the pilot, this coordinated, multi-departmental approach has now been incorporated into ongoing operations, with similar properties in other wards identified and addressed through proactive and targeted enforcement.

### ***Licensing Administration and Enforcement***

In 2025, the Licensing Administration and Enforcement Team issued:

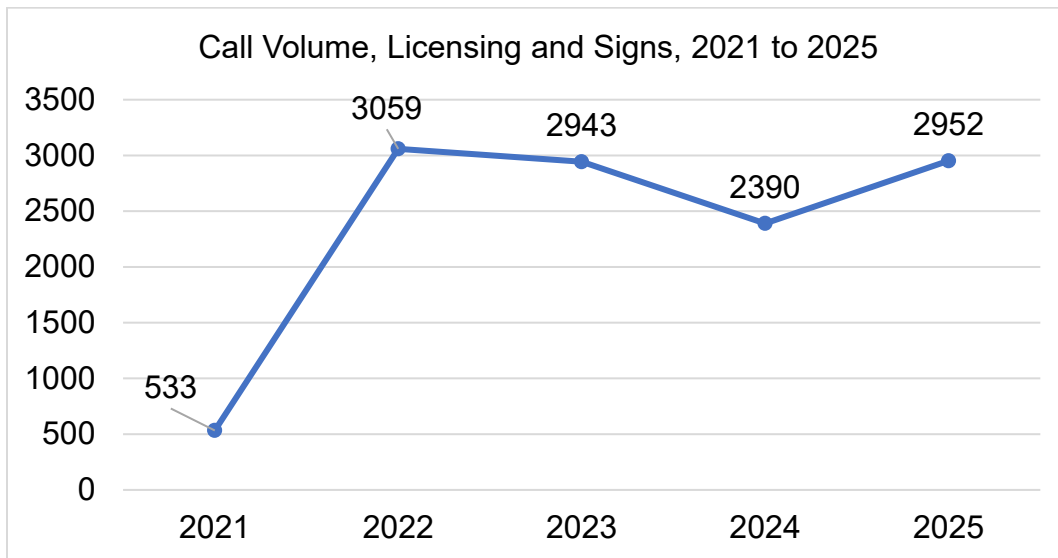
- 11,524 business licenses
- 319 lottery licenses and permits (248 lottery licenses and 71 OLG Gaming Permits)
- 2,377 temporary sign permits
- 2,093 taxi (1,012 plate and 1,081 driver) and 21 limousine renewals (19 vehicle and 3 operators)

and conducted:

- 350 special events inspections
- 620 expired business license follow-ups/inspections
- 764 taxi and 19 limousine inspections
- 461 short-term rental inspections.

In addition, 2,952 Licensing service requests were actioned by officers in this branch who 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. Of the service requests noted above 1,176 were related to Short-Term Rentals and the Short-Term Rental enforcement team's work resulted in 128 charges and 40 Part III summonses to court, representing dozens of violations and the removal of over 400 listings from the Short-Term Rental platform.

Figure 6 – Licensing/Sign Service Request Trends, 2021 to 2025



#### *Letters of Non-objection and Letters of Municipal Significance*

In 2025, the Director of BLRS was given the delegated authority to issue Letters of Non-objection with respect to temporary extension of liquor sales on seasonal patios and Letters of Municipal Significance supporting a one-time temporary extension of the hours of sale and service of liquor past 2 am. These letters are required as part of the Alcohol and Gaming Commission of Ontario’s licensing process. BLRS issued 38 letters of non-objection, and 13 letters of municipal significance in 2025. Three applications for letters for non-objection and 20 applications for letters of municipal significance were refused due to non-compliance with required conditions.

#### *Clothing Donation Boxes*

In September 2023, Council approved the new [Clothing Donation Box By-law \(No. 2023-425\)](#) to regulate, permit, and monitor outdoor donation bins, with the by-law coming into effect on January 31, 2024. As a result of this new regulatory framework, there was a significant increase in Clothing Donation Box permits issued throughout 2025, reflecting both heightened compliance activity and greater public awareness of the permitting requirements. Table 1 (below) depicts Clothing Donation Box permit issuance and service request metrics.

Table 2 – Clothing Donation Box Metrics, 2024 and 2025

Years	2024	2025
Service Requests	29	51
Permits Issued - Organization	1	4
Permits Issued – Clothing Bin	6	75

*On-Demand Accessible Taxicab Pilot*

In 2023, the On-Demand Accessible Taxicab Service Study report ([ACS2023-EPS-BYL-0002](#)) was approved by Council tasking staff with developing, negotiating and implementing a three-year accessible taxi incentive and dispatching pilot to bolster the number accessibility taxis on the road. Specifically, the report resulted in the implementation of:

- A centralized dispatch dedicated to on-demand accessible taxicabs
- Several financial incentives to accessible taxicab plate holder licensees and drivers that recognize the higher costs of operating an accessible taxicab, which included:
  - a \$15 per trip contribution to the driver for each completed on-demand wheelchair accessible fare,
  - up to \$5,000 per year for three years for each accessible taxicab plate holder licensee or vehicle owner for investment in a fully wheelchair accessible vehicle,
  - up to \$2,000 per year for each accessible taxicab driver for fulfilling criteria prescribed by the Chief License Inspector.

The pilot, administered by both the Operational Support and Regulatory Services and Licensing Administration and Enforcement branches, commenced on April 8, 2024. In 2025, there were 20,564 on-demand accessible taxicab trips completed under the program, representing approximately 1,713 rides per month, or an increase of 42 per cent over 2024 (at 1,206 rides per month for a part-year) and 71 per cent over pre-pilot monthly accessible capacity. This is based on industry information for the four years prior to the pilot program of an average of 1,000 rides per month. The increase would suggest that the per trip contribution to drivers has proven an effective incentive.

In 2025, no accessible vehicles ceased to operate, maintaining the 91 vehicles in service in 2024. The taxicab broker introduced additional fully accessible taxi vans using standard plate holder licenses, which is in compliance with the by-law, resulting in approximately 11 additional accessible taxis available for service, bringing the total supply to 102 vehicles. One additional accessible plate holder license is conditional pending the purchase and delivery of a converted vehicle.

Peak-hour wait times for accessible taxis improved in 2025, decreasing from 9-15 minutes in 2024 to an average of 9-12 minutes. This represents an improvement from pre-pilot conditions, when wait times could reach up to 30 minutes. Additionally, there were 14 service requests created, seven related to proactive enforcement, two related to customers not paying the fare, and five related to service issues. These 14 service requests represented less than 0.1 per cent of total accessible rides and all were resolved. Licensing enforcement staff also conducted 25 field audits (test rides) which provided results showing a 95 per cent compliance rate.

Further, 2025 was the first year of the pilot during which staff could undertake the audits necessary to determine eligibility for the other financial incentives being offered through the program. There were 71 plate holders/vehicle owners that received the annual accessible vehicle grant; three received the accessible driver grant and 12 received both as they were the driver and the vehicle owner. A total of \$445,000 was dispensed.

### ***Operational Support and Regulatory Services***

In 2025, 4,886 alternate response letters were issued by the By-law Dispatch team, in addition to the service requests that dispatch assigns, as outlined in this report.

Six private transportation company audit sessions were conducted, involving 900 drivers and the review of 6,300 documents. These unique audits required the review of records, including driver licenses, vehicle inspections, vehicle registrations, driving history records, and police record checks to ensure public safety and consumer protection.

Operational Support and Regulatory Services processed 22 mural applications under the Ottawa Mural By-law and the Paint-it-Up Program combined and 676 noise exemption applications under the Noise By-law, the latter representing an increase of 138 per cent over 2024. Noise exemptions are sought in relation to construction projects and sound amplification/reproduction at special events, city-wide.

As of December 31, 2025, there were 134 agencies registered under the Private Parking Enforcement Agency Program and of those, there are 20 eligible to operate under cost-recovery agreements with the City. The program generated \$4 million in revenue for the Service under the cost-recovery model in 2025. Operational Support played a key role in the transition to the new Parking Administrative Penalty System and provided training for all deputized agents operating under cost-recovery agreements.

This branch also held 33 Animal Control Tribunal hearings involving 68 appeals and convened 35 Property Standards and License Appeals Committee hearings (one appeal per hearing). As a result of the implementation of the Short-Term Rental By-law, BLRS has seen a steady increase in the number of appeals to the Committee resulting in the requirement for significantly more hearing time and associated administrative support.

The Spay/Neuter Clinic continued to provide pet sterilization surgeries, and permanent identification implants (microchips), as summarized in Table 3.

*Table 3 – Spay / Neuter Clinic Comparative Data*

<b>Service</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Spays/neuter procedures	1,917	744	879
Microchips	917	325	377

Given the on-going shortage of full-time veterinarians affecting the industry, the Clinic moved to a full locum (contracted veterinarian) rotation model for veterinary surgeons. This model increases the number of uninterrupted surgery days; is more cost effective; and helps address the adverse effects and occupational strain experienced by veterinary surgeons performing repetitive, high-volume spay/neuter procedures. Modifications were also made to post-operative on-call veterinary services to enhance cost-efficiency without compromising patient care.

As part of its role with respect to wildlife in the city, Operational Support continued to manage the city’s response to large mammals, such as moose, deer, elk and bears, found in urban and suburban areas, and to support the Strategic Initiatives Department in the implementation of the City’s Wildlife Strategy.

## **Parking Enforcement**

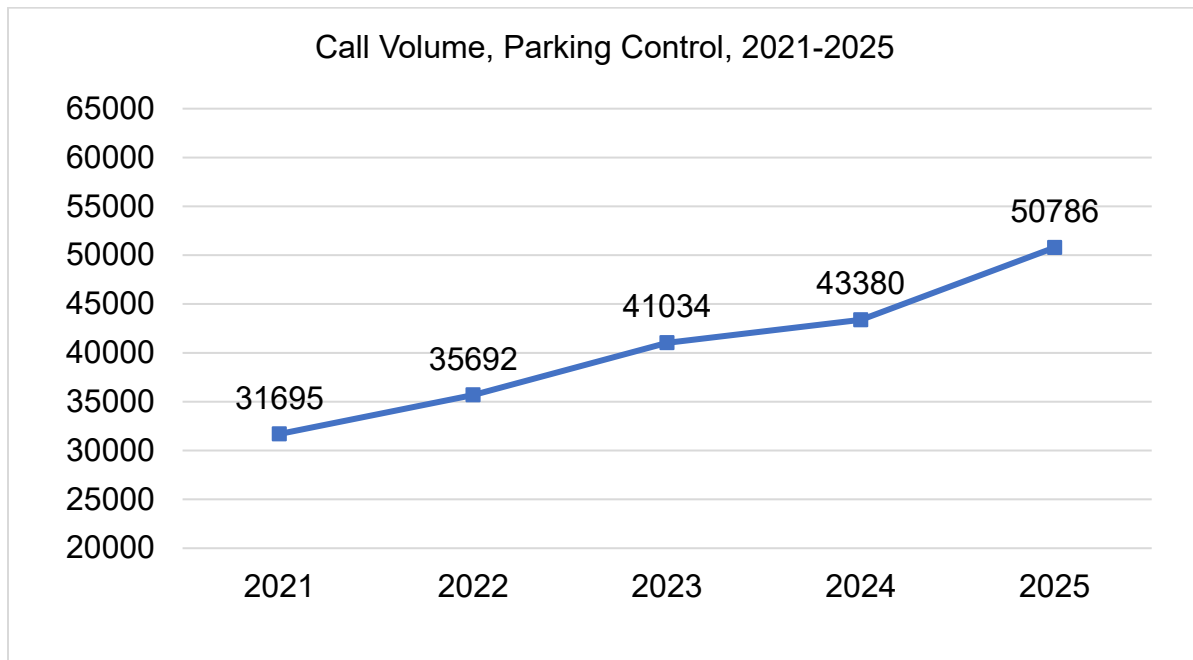
There were 476,342 parking tickets issued in 2025. Of those tickets, 203,739 were issued under the Provincial Offences Act, and 272,603 tickets were issued under the new [Administrative Penalty System \(ACS2024-FCS-SO-0001\)](#), which was brought online on June 4, 2025. Significant work was conducted in conjunction with Service Ottawa to launch the new system, which allows municipalities to transition adjudication of minor infractions, such as parking-related offences, from the provincial courts system to a City-managed dispute resolution authority. It improves service to the public and provides a fair, efficient, and timely process to manage minor offences and resolve ticket disputes. The most frequent infractions observed in 2025 are depicted in Table 4 below.

*Table 4 – Infractions Most Frequently Observed, 2023 to 2025:*

<b>Type of infraction</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Unauthorized Parking on Private Property	43,610	109,816	126,486
Park In Excess of Posted Time Limits	37,652	42,920	33,950
Park in No Parking Area	35,378	40,810	38,488
Stop in No Stopping Area	38,494	44,217	54,043
Park in Excess of 3 Hours	24,221	33,553	41,277

In addition to regular patrol activities, Parking Enforcement also responds to service requests initiated by residents. By-law and Regulatory Services received 50,786 parking enforcement service requests in 2025. This represents a record high, surpassing the pre-pandemic high of 42,754 service requests received in 2019. The increase in call volume can be attributed to an increased demand for parking enforcement in school zones, bus routes and in residential areas.

Figure 7 - Parking Control Service Request Volume, 2021 to 2025



The Parking Enforcement 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.

### ***Automated Enforcement Services***

This branch permanently ceased operations on November 14, 2025 in accordance with the [Provincial Government's legislated dissolution of](#) speed enforcement cameras.

The Automated Enforcement Services branch began operations in February 2024, covering 84 per cent of the calendar days in 2024; similarly for 2025, the branch operations covered 86 per cent of the calendar year.

Table 5 below presents key statistics from these reporting periods, highlighting the volume of processed incidents, the efficiency of charge issuance, and other significant metrics.

*Table 5 – February 2024 to November 2025 Metrics, Automated Enforcement Services branch*

<b>Datapoint</b>	<b>2024 (Feb 1 to Dec 31)</b>	<b>2025 (Jan 1 to Nov 14)</b>
Number of Incidents	492,857	360,154
Number of Charges	365,416	279,595
Charge Rate	74 per cent	78 per cent
Part III Court Summons	283	123
Limitation Period Exceeded	928	595

### **Director's Office**

In 2025, the Director's office undertook a range of initiatives aimed at enhancing operational efficiency, supporting service delivery, and addressing emerging regulatory challenges:

- **Set fines review and submission:** The Director's office undertook the review and submission of various set fine applications to the Province for BLRS, as well as on behalf of other City departments.
- **Succession planning:** An Associate Director was on-boarded ahead of the Director's planned retirement in 2026 and other succession planning initiatives were undertaken for key management positions.
- **Closure of the Automated Enforcement Processing Centre:** As a result of the enactment of the Provincial Government's [Bill 56](#) (Building a More Competitive Economy Act) in November 2025, the Director's Office implemented the dismantling of the automated enforcement processing centre. Significant time was spent assisting with the closure of the Automated Enforcement Services branch and resulting redundancies with great efforts undertaken to place affected staff within the organization.
- **Phase 1 of the BLRS Headquarters Retrofit:** The Director's office played a lead role in this significant project, which is described later in this report.
- **Repurposing of former Automated Enforcement Processing Centre space:** The Director's office worked to convert the former processing centre located at 100 Constellation into a dedicated training centre, where staff can undertake training.

- Support for new initiatives and by-laws: The branch supported the rollout of various new initiatives, programs, and by-laws by ensuring the timely preparation and thorough review of essential documentation. The team tracked progress and monitored milestones to guarantee the timely delivery of key outcomes.

### **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 (65 per cent of requests in 2025)
- Service requests which are prioritized and dispatched based upon the details and context of the call (35 per cent of requests in 2025)
- Work activities that do not have a related service request created in the software system MAP

The percentage of priority level service requests based on total call volume in 2025 were as follows

- Priority 1 service requests represented 7 per cent of the total call volume.
- Priority 2 service requests represented 58 per cent of the total call volume.
- Priority 3 service requests represented 35 per cent of the total call volume.

In accordance with the recommendations of the [2017 By-law and Regulatory Services Service Review](#), BLRS has established service standards related to initial response to service requests and priority of calls and in 2025 standards were exceeded for all three priority levels (See Table 2 and Figure 1).

**Municipal comparison**

To create a snapshot of the operational efficiency in BLRS, a multi-jurisdictional analysis of relatively comparable municipalities in Ontario has been conducted annually since 2021.

For this analysis, Hamilton, Toronto, and Windsor were selected 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
- 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 2023 to 2025, inclusive. Parking Enforcement was excluded from this analysis as this work is primarily proactive in nature. Based on the information gathered, a standardized benchmark of service requests per FTE has been identified, as shown in Table 6.

However, given organizational changes within BLRS over the past five years resulting in the realignment of enforcement activities, these benchmarks may no longer be the optimal comparators to indicate true case load per FTE, which will be considered in a review of this information for the next annual report.

*Table 6 – Service requests per by-law FTE, selected municipalities, 2023 to 2025*

<b>City</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Hamilton</b>	493	761	883
<b>Ottawa</b>	766	568	577
<b>Windsor</b>	576	801	533
Toronto	405	327	X

## **Council Priority Initiatives**

### *Online Business Licensing and Payment Solution*

By-law and Regulatory Services remains committed to fulfilling [Council Strategic Plan Objective #21](#) by developing a comprehensive online business licensing payment platform. This "one-stop-shop" solution aims to enhance client experience, reduce bureaucratic hurdles for entrepreneurs, and position Ottawa as a top destination for business.

The primary objective of the solution is to transition the City's business licensing process from the legacy Municipal Application Partnership (MAP) system to the POSSE Enterprise platform. This initiative will streamline licensing and permitting by introducing an online application and payment solution designed to enhance client experience, improve staff productivity, and increase overall service efficiency. The planning phase of the project was successfully completed in 2025, and the online solution is expected to be delivered by the end of 2026.

## **Other Service Delivery Initiatives**

- **Officer Deployment Review:** BLRS collaborated with the EPS Business and Technical Support Services branch in developing a deployment model for the new Property Standards and Zoning branch which aligns officer deployment with projected call volumes to minimize response times, efficiently distribute calls and reduce fuel costs.
- **BLRS HQ Retrofit Project Phase 1:** Significant progress was made on the retrofit project. Phase 1 construction was completed, delivering an accessible, modernized Business Licensing Centre that meets the Accessibility for Ontarians with Disabilities Act and cash handling standards; including an improved public entrance with accessible ramp, upgraded client service desk and waiting area, universal washroom and new meeting spaces. The space also includes a new parade room for parking control, new locker rooms, showers and a gym. The Centre opened to the public in January 2026, and the project is now in the close-out phase.

- Handheld Ticketing Technology Replacement: The project was launched in June 2025 and saw the procurement and implementation of a new parking ticket management solution and handheld equipment for BLRS in alignment with the City's transition to a Parking Administrative Penalty System. The project replaced the expiring ParkSmart contract and outdated handheld devices with technology capable of seamless integration into ServiceOttawa's Case Management System

## **Outreach, promotion and education**

The goal of the BLRS 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 manages English and French X accounts ([@OttawaBylaw](#) and [@RegMunicip\\_Ott](#)), Facebook pages ([Ottawa By-law and Regulatory Services](#) and [Services des règlements municipaux de la Ville d'Ottawa](#)) Instagram pages([@OttawaBylaw](#) and [@RegMunicip\\_Ott](#)) with over 38,000 total followers.

The Service posts on a regular basis to promote a better understanding of our municipal by-laws and important topics such as vicious dogs, parking, property standards and licensing regulations. These efforts serve to increase awareness and education to achieve voluntary compliance.

In 2025, the BLRS outreach program participated in more than 45 events, including community safety meetings, open houses, festivals and gatherings, career fairs and information sessions. The Service also participated in events including McHappy Day, Santa Claus Parades, Capital Pride Parade, the Ottawa Humane Society's Wiggle Waggle Walkathon and the have been the Flag Party at several of the Ottawa Senators games during the national anthem.

## **Looking ahead**

With a strong commitment to "Our City, Our Service, Our People," BLRS will continue to address the needs of Ottawa's diverse and growing population.

In 2026, BLRS is creating a west deployment model for Property Standards, which will allow for quicker response to service requests in the west end of the city and create efficiencies by reducing mileage and gas usage. Officers will work from the former Automated Speed Enforcement Processing Centre at 100 Constellation Drive. The

model will also allow the Service to reduce the scale, and therefore total cost, of Phase 2 of the Headquarters Retrofit.

By-law and Regulatory Services will also continue to invest in staff through the expansion of its training program and use of the new dedicated training centre. Investments will also continue in service delivery models including but not limited to the new Spay/Neuter Clinic on-line surgery appointment booking system to enhance the client experience.

The service will maintain an ongoing review of operational practices and organizational design and will work to strengthen succession planning to ensure continuity within a highly skilled workforce. Enhancing oversight and reinforcing a positive, accountable work culture remain key priorities, alongside the need for more dedicated capacity in strategic planning, performance management and other support functions.

## **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

## **LEGAL IMPLICATIONS**

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

## **COMMENTS BY THE WARD COUNCILLOR(S)**

This report applies City-wide.

## **CONSULTATION**

This report is for information, no public consultations were required.

## **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 Regulations*, O. Reg191/11, 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. The Service continues to handle service requests,

both through 3-1-1 and other direct channels, about challenges to accessibility including, but not limited to, questions about service animal designation and their use in public spaces, accessible parking permit designation and use, and emergency response planning and property management requirements.

Service requests related to lack of available accessible on-demand taxis have been minimal since the implementation of the on-demand accessible taxicab pilot program. Any issues and feedback are investigated, tracked, and responded to in a timely manner with consideration and mitigation taken using a disability and equity lens. By-law and Regulatory Services will continue the development and review of key regulatory issues arising from growing concerns raised on 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, 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 assistance to support accessible transportation.

When communicating with the public BLRS information is accessible, compliant, and visually promotes the community it serves, including representation of people with disabilities in its communications to ensure a broad outreach.

Staff will continue consulting with the Accessibility Office as policies and by-laws are developed, and will continue to commit to consultation with the City's Accessibility Advisory Committee (AAC) and disability stakeholders for review and feedback on initiatives and services being developed that may have accessibility impacts

## **DISPOSITION**

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