

**COMMUNITY AND PROTECTIVE
SERVICES COMMITTEE
REPORT 4
26 JUNE 2019**

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**COMITÉ DES SERVICES
COMMUNAUTAIRES ET DE
PROTECTION RAPPORT 4
LE 26 JUIN 2019**

**EXTRACT OF DRAFT MINUTES 4
COMMUNITY AND PROTECTIVE
SERVICES COMMITTEE
20 JUNE 2019**

**EXTRAIT DE L'ÉBAUCHE DU
PROCÈS-VERBAL 4
COMITÉ DES SERVICES
COMMUNAUTAIRES ET DE
PROTECTION
LE 20 JUIN 2019**

BY-LAW AND REGULATORY SERVICES

**BY-LAW AND REGULATORY SERVICES – SERVICE REVIEW AND 2018
ANNUAL REPORT**

ACS2019-EPS-GEN-0005

CITY WIDE

REPORT RECOMMENDATIONS

That Community and Protective Services Committee recommend that Council:

- 1. approve 22.00 Full-Time Equivalent (FTEs) to be funded through revenues in the By-law and Regulatory Services budget, as described in this report; and,**
- 2. receive for information the By-law and Regulatory Services 2018 Annual Report attached as Document 1.**

Roger Chapman, Director of By-law and Regulatory Services thanked his staff for having worked on this report. He then gave a PowerPoint presentation on the highlights of the report. A copy of the presentation is held on file with the City Clerk's office.

The Committee heard from the following delegations:

- 1. *Chris Greenshields – Vanier Community Association - By-Law and Regulatory Services needs additional resources to be more proactive and**

to better respond to the growing Request for services. The introduction of new technology such as the app Neappoli, which many members of the Vanier Community Association and the Vanier Safety Committee have used is commendable.

2. Norman Moyer – President, Lowertown Community Association – It is a very active community and made possible by all the officers from By-law Services. They support the recommendation for more staff especially since it would help with noise complaints. Another big problem is A-frame signs on sidewalks and rooming houses and the need to be more proactive.
3. Paula Tchen – Action Sandy Hill – They support the recommendation to add the additional staff. The service does need to be more proactive than reactive. Feel that better tracking of incidents is needed.

[* *All individuals marked with an asterisk either provided their comments in writing or by email; all such comments are held on file with the City Clerk.]*

Following the presentation and delegations committee members asked staff a variety of questions regarding but not limited to these points:

- The KPMG report in 2016 recommended 15 more staff but this report calls for 22. The increase is due to 11,000 more service requests from 2016 to 2018. The department will assess the workload and determine the staffing level for the future.
- Wildlife issues are being done by BLRS staff with the assistance of the National Capital Commission and the Ministry of Natural Resources.
- The 22 positions are not a pressure on taxes since they are paid by fees and fines.
- It was noted that there are a list of repeat offenders and they should be dealt with since they create a large workload.
- Committee members had high praise for the work done by all the staff at BLRS.

The report recommendation was put to Committee and CARRIED and RECEIVED as presented.

DIRECTION TO STAFF:

That By-law and Regulatory Services staff work with other departments such as Health, Fire and Police to form a working group with regards to closing down the unlicensed water pipe establishments.