

<p>2. BY-LAW AND REGULATORY SERVICES 2016 ANNUAL</p> <p>SERVICES DES RÈGLEMENTS MUNICIPAUX RAPPORT ANNUELLE 2016</p>
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COMMITTEE RECOMMENDATION

That Council receive this report for information.

DIRECTION TO STAFF:

That Staff prepare a memo to the members of the Community and Protective Services Committee with an info graph giving the timeline from receipt of complaint to resolution for property standards and property maintenance issues

RECOMMANDATION DU COMITÉ

Que le Conseil prenne connaissance du présent rapport.

INSTRUCTIONS AU PERSONNEL

Que le personnel prépare pour les membres du Comité des services communautaires et de protection une note de service où figurera une infographie présentant la marche à suivre en cas de problème concernant l'entretien des propriétés ou les normes de biens-fonds, de l'étape de réception des plaintes à celle de la résolution.

DOCUMENTATION/DOCUMENTATION

1. Manager, By-law and Regulatory Services report dated 12 October 2017 (ACS2017-EPS-GEN-0016)

Rapport du Gestionnaire, Services des règlements municipaux, daté le 12 octobre 2017 (ACS2017-EPS-GEN-0016)

2. Extract of draft Minutes, Community and Protective Services Committee, 19 October 2017.

Extrait de l'ébauche du procès-verbal, Comité des services communautaires et de protection, le 19 octobre 2017.

**COMMUNITY AND PROTECTIVE
SERVICES COMMITTEE
REPORT 27
25 OCTOBER 2017**

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**COMITÉ DES SERVICES
COMMUNAUTAIRES ET DE
PROTECTION RAPPORT 27
LE 25 OCTOBRE 2017**

**Report to :
Rapport au :**

**Community and Protective Services Committee
Comité des services communautaires et de protection
19 October 2017 / 19 octobre 2017**

**Submitted on October 12, 2017
Soumis le 12 octobre 2017**

**Submitted by :
Soumis par :
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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2017-EPS-GEN-0016

SUBJECT: By-law and Regulatory Services 2016 Annual Report

OBJET : Services des règlements municipaux Rapport Annuelle 2016

REPORT RECOMMENDATIONS

That the Community and Protective Services Committee and Council receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que le Comité des services communautaires et de protection et Conseil prenne connaissance du présent rapport.

EXECUTIVE SUMMARY

The By-law and Regulatory Services branch within the Emergency and Protective Services department is responsible for the enforcement and administration of more than 50 municipal by-laws, as well as provincial acts within the City of Ottawa.

In 2016, the By-law and Regulatory Services branch responded to 74,489 requests for service, a decrease of three percent (3%) over 2015; carried out various enforcement initiatives and issued 348,877 parking infraction charges.

These results were made possible through the dedication of 158 staff. In 2016, By-law and Regulatory Services was proud to recognize nine employees who have achieved milestones between 20 and 40 years of service within the branch.

The Annual Report also addresses Council's direction to staff to report back on the police downloading impacts. In 2016, a total of 2209 additional calls were received by By-law and Regulatory Services as a result of the police forces efficiencies, however these calls were offset by the branch implementing mitigation measures, such as the Alternative Response Program, as well as changes to the shift schedules of by-law officers.

The management team continues to follow Council's 2015-2018 Strategic Plan and the By-law and Regulatory Services branch vision to ensure a high quality of life in Ottawa. This report identifies initiatives undertaken in 2016, as well as

highlighting a number of upcoming and ongoing initiatives from the By-law and Regulatory Services branch 2017 work plan.

RÉSUMÉ

La Direction des services des règlements municipaux de la Direction générale des Services de protection et d'urgence est responsable de l'application de plus de 50 règlements municipaux et lois provinciales sur le territoire de la ville d'Ottawa.

En 2016, la Direction des services des règlements municipaux a donné suite à 74 489 demandes de service, ce qui représente une diminution de trois pour cent (3 %) par rapport à 2015; elle a mené diverses initiatives d'application proactive des règlements, et a imposé 348 877 amendes de stationnement.

Ces résultats ont été rendus possibles grâce au dévouement de 158 employés. C'est d'ailleurs avec fierté que les Services des règlements municipaux ont rendu hommage aux 9 employés ayant atteint de 20 à 40 années de service en 2016.

Le rapport annuel traite également de la directive du Conseil au personnel de faire rapport sur les répercussions du transfert de responsabilités du Service de police. En 2016, les Services des règlements municipaux ont reçu en tout 2209 appels supplémentaires à la suite des économies du Service de police. Toutefois, ces appels ont été compensés par les mesures d'atténuation mises en place par la Direction, comme les avertissements écrits et les changements apportés aux horaires de quarts des agents des règlements.

L'équipe de gestion continue de suivre le Plan stratégique 2015-2018 du Conseil et la vision de la Direction des services des règlements municipaux afin d'assurer une grande qualité de vie à Ottawa. Le présent rapport décrit les initiatives entreprises en 2016 de même qu'il souligne un certain nombre d'initiatives actuelles et à venir contenues dans le plan de travail 2017 de la Direction des services des règlements municipaux.

BACKGROUND

The By-law and Regulatory Services branch within the Emergency and Protective Services department is responsible for the enforcement and administration of more than

50 municipal by-laws and provincial acts within the City of Ottawa. By-law and Regulatory Services staff work together to maintain compliance with municipal standards while providing a high level of service to residents, businesses, and visitors of the City of Ottawa.

The By-law and Regulatory Services 2016 Annual Report demonstrates the branch's commitment to serving our community. This report summarizes the branch's activities in 2016, highlighting requests for service, Smoke-Free Ontario Act, Spay/Neuter Clinic, Ottawa Humane Society, licensing and permits, partnerships, service excellence initiatives, and the 2017 work plan.

DISCUSSION

The By-law and Regulatory Services branch is part of the City of Ottawa's Emergency and Protective Services department. The branch consists of four units:

1. By-law Enforcement;
2. Dispatch, Training and Logistics;
3. Operational Support Services; and
4. Parking Enforcement.

These units work together to provide a high level of service to residents, businesses, and visitors to the City of Ottawa. By-law and Regulatory Services is responsible for ensuring and maintaining compliance with municipal regulatory by-laws and provincial legislation and regulations that address a wide range of municipal issues, including:

- Animal Care and Control;
- Business and Lottery Licensing;
- Clothing Donation Boxes;
- Discharge of Firearms;
- Dogs-in-parks designations;

- Fences;
- Graffiti;
- Noise;
- Open Air Fires;
- Parks and Facilities;
- Property Standards and Maintenance;
- Shopping Carts;
- Signs;
- Smoke-Free Areas;
- Tobacco Control;
- Traffic and Parking;
- Trees;
- Use and Care of Roads;
- Vehicles-for-Hire; and
- Zoning.

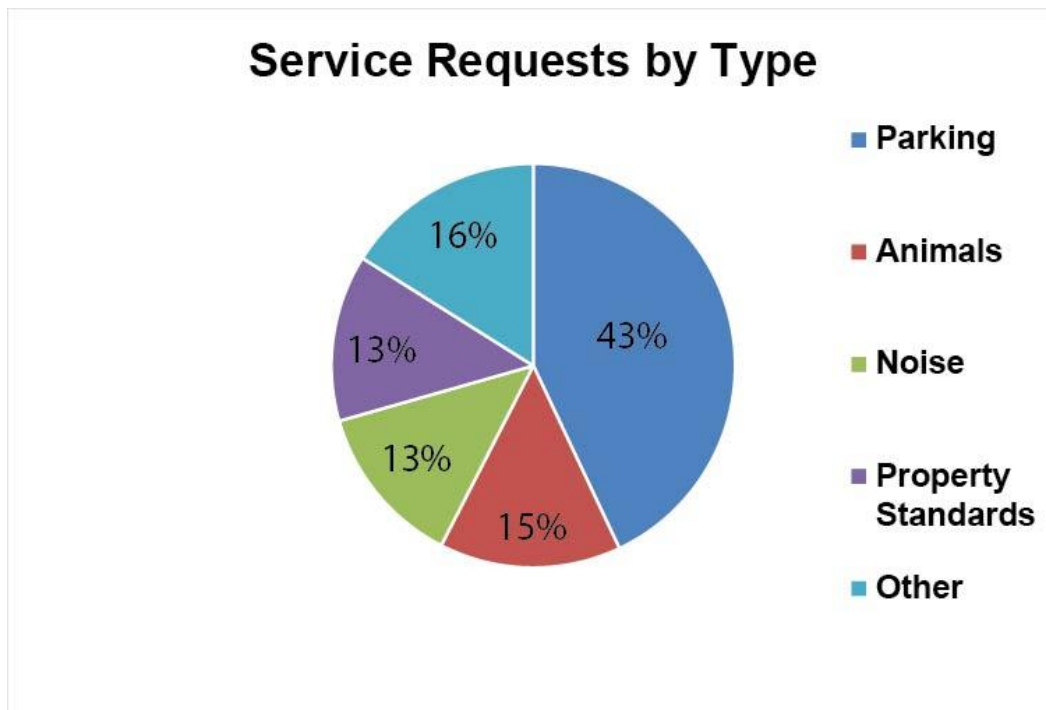
By-law and Regulatory Services also coordinates and administers various City programs including the Spay/Neuter Clinic, the License and Property Standards Committee, the Animal Control Tribunal, and the Large Wild Mammal Emergency Response Protocol. By-law and Regulatory Services is also responsible for the Municipal Animal Shelter Services Agreement with the Ottawa Humane Society, and a variety of Private Parking Enforcement Agency agreements.

By-law and Regulatory Services staff also act as ambassadors for the City of Ottawa, as mediators between residents and business owners, as rescuers of stray pets, and as educators on municipal by-laws.

Requests for Service

In 2016, the Branch responded to 74,489 service requests, a three percent (3%) decrease from 2015. While the overall volume of requests has declined slightly, requests increased in three service areas: Parking, Parks, and Smoke-free enforcement. The top five service request areas are reflected in *Figure 1: Service Requests by Type* as follows:

Figure 1: Service Request by Type



The “Other” category includes service requests such as graffiti, parks, use and care of roads, and licensing. The largest portion of service requests received were in regards to parking enforcement at forty-three percent (43%), as explained further in this report in the Parking Enforcement section below.

Parking Enforcement Unit

With a mandate to facilitate traffic management in the city, the Parking Enforcement unit includes 49 Full-time and 29 Part-Time officers. In 2016, the unit issued 348,877 parking infraction charges (Part II Provincial Offence Notices) in 2016, resulting in approximately \$19 million in revenue for the City.

Examples of the most frequent parking infraction charges are provided below in Table 1.

Table 1: Breakdown of Most Common Parking Infractions

Type of infraction	Approximate Numbers
Parking on private property	97,359
Parking in paid parking zone	53,679
Parking in excess of posted time limits	41,377
Parking in no parking area	39,586
Stop in no stop area	30,957
Parking in excess of 3 hours	27,372
Total	290,330

In addition to regular patrol activities, the Parking Enforcement Unit responded to 32,019 service requests last year, a five percent (5%) increase over 2015. This increase is attributable to the 1,539 additional parking service requests generated through the Police download. The following figure depicts the trends in parking enforcement from 2012 to 2016.

Figure 2: Trends in Parking Enforcement Service Requests from 2012 to 2016



Parking infraction charges are processed through the Provincial Offences Court where there is access to a First Attendance Facility, where the public can resolve matters through a resolution process.

While the existing compliment of Parking Control Officers has been deployed to meet the 5% increase in service demand, this has resulted in fewer resources being available for other enforcement initiatives.

Maintaining the balance between specialized enforcement programs and regular patrols can be challenging. Balancing community impacts and revenue is an on-ongoing challenge which will be further addressed in the upcoming By-law and Regulatory Services Service Review report in 2018.

Lastly, the Parking Enforcement Unit also provides oversight of the City's Private Parking Enforcement Agency Program. This program regulates private parking enforcement agencies to ensure that each is licensed and insured in accordance with the conditions set out in set out in Schedule 30 in the Licensing By-law (2002-189, as

amended), including the requirement that the registered agency only issue City of Ottawa parking infraction charges. There are currently 104 agencies registered under this program of which 13 agencies and 5 institutions are eligible to operate under cost-recovery agreements with the City. In 2016, the Private Parking Enforcement Agency Program generated close to \$2 million in revenue for the City.

By-law Enforcement Unit

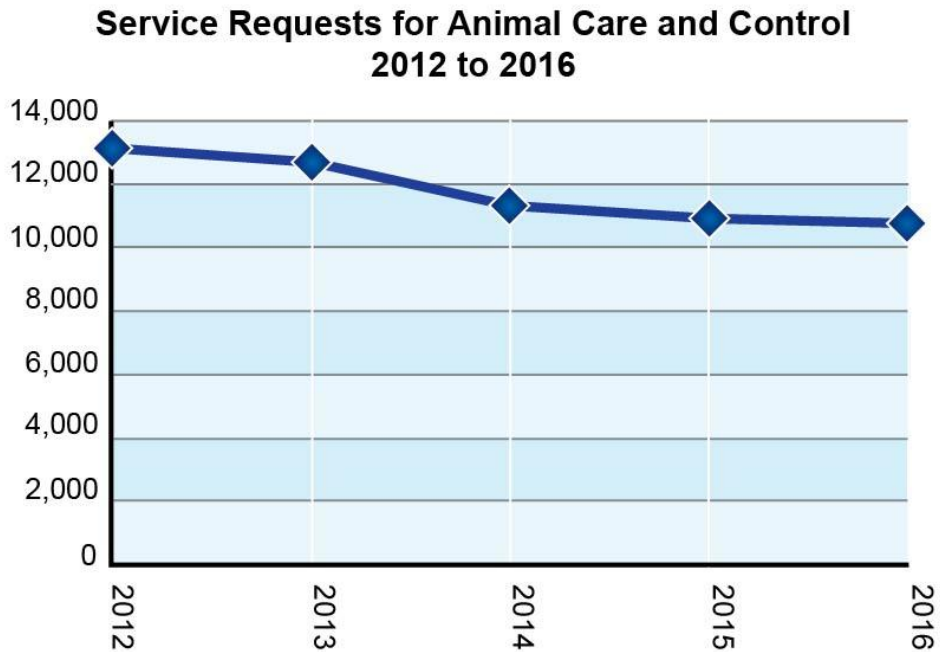
The By-law Enforcement Unit is responsible for general by-law enforcement, including:

- Animal Care and Control;
- Licensing;
- Noise;
- Parks;
- Property Standards and Maintenance;
- Vehicles for Hire (Taxis, Limousines and Private Transportation Companies);
- Smoke-free regulations; and
- Zoning.

This unit consists of 60 officers, providing city-wide service seven days a week from 6 a.m. until 2 a.m. the following day – with extended hours until 4 a.m. on Saturday and Sunday mornings. The City of Ottawa's by-law enforcement unit is one of only a few in Canada providing this level of service.

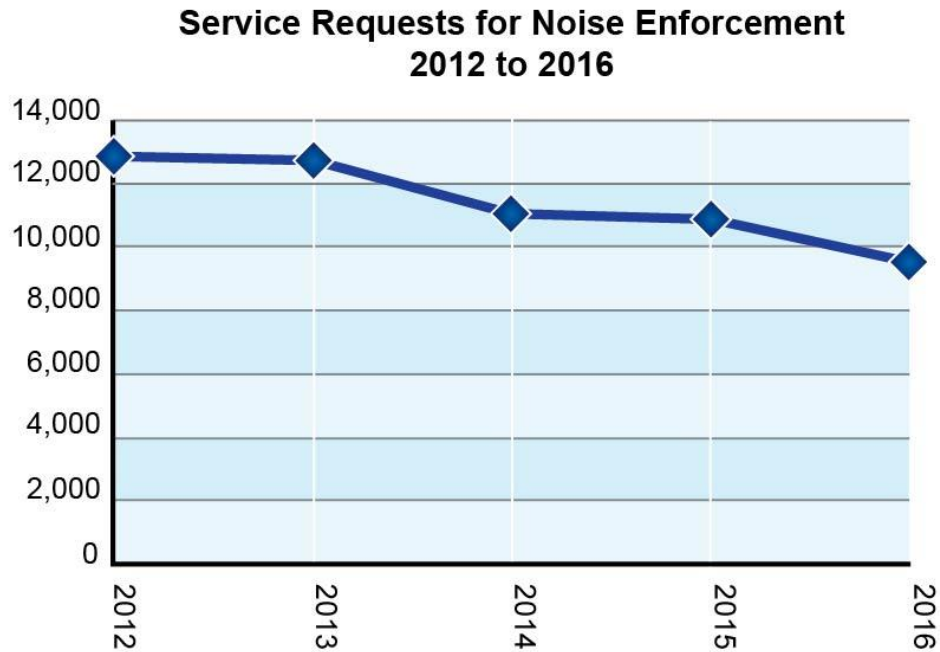
In 2016, the By-law Enforcement unit responded to more than 42,470 requests for service. This included 10,845 requests for animal care and control, 9,717 for noise, and 9,943 for property standards. Depicted in the following three figures (Figure 3, 4, and 5) are the trends for each of these service request types.

Figure 3: Trends in Animal Enforcement Service Requests from 2012 to 2016



Example requests for animal enforcement service include animals-at-large, leash and muzzle violations, dog bites/attacks, prohibited exotic animals and protective custody of pets. There has been a gradual decline in the number of service requests for animal care and control year over year, with 10,845 in 2016, 11,606 requests in 2015, and 11,575 in 2014.

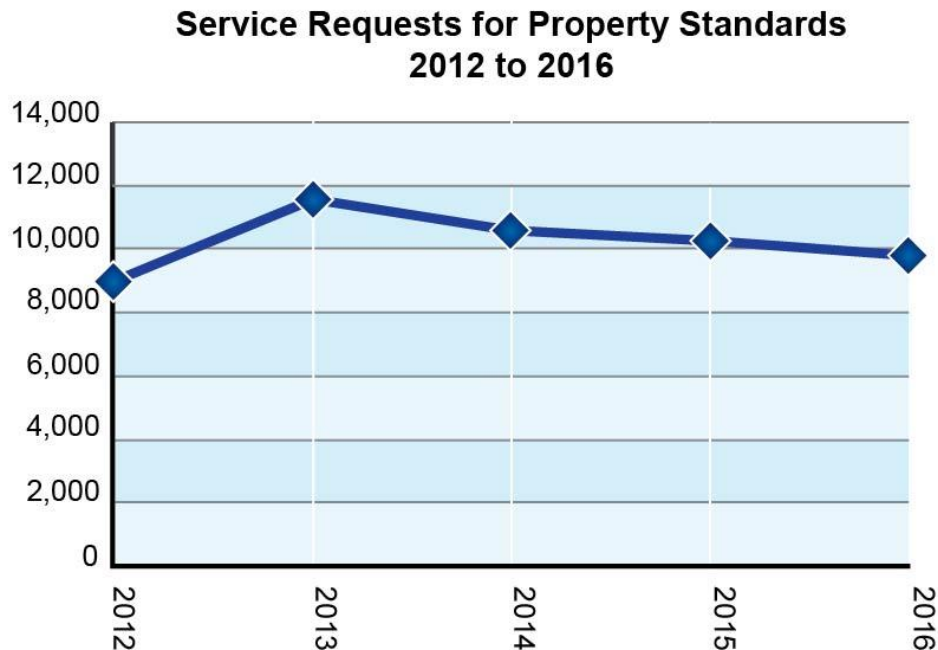
Figure 4: Trends in Noise Enforcement Service Requests from 2012 to 2016



Service requests for noise have declined steadily over the past five years as By-law and Regulatory Services has continued to engage with community partners to proactively prevent nuisance noise through public education and awareness.

Similar to noise enforcement, service requests for property standards have declined steadily over the past five years as a result of public education and awareness through engagement with community partners and property owners. Figure 5 reflects the 2016 service requests for property standards.

Figure 5: Trends in Property Standards Enforcement Service Requests from 2012 to 2016



In addition to the above-noted service requests, By-law Officers also conducted 594 expired business licensing inspections, 517 food truck and cart inspections, and over 400 special event inspections in 2016. Over 2,000 taxi and limousine inspections were performed by By-law Officers during 2016. Additionally, enforcement activities for Private Transportation Companies (PTC) were implemented with the new Vehicle-for-Hire By-law coming into effect September 30, 2016.

Trends with respect to licensing inspections, signs service requests and zoning service requests are depicted in the following three figures (Figure 6, 7, and 8).

Figure 6: Trends in Licensing Service Requests from 2012 to 2016

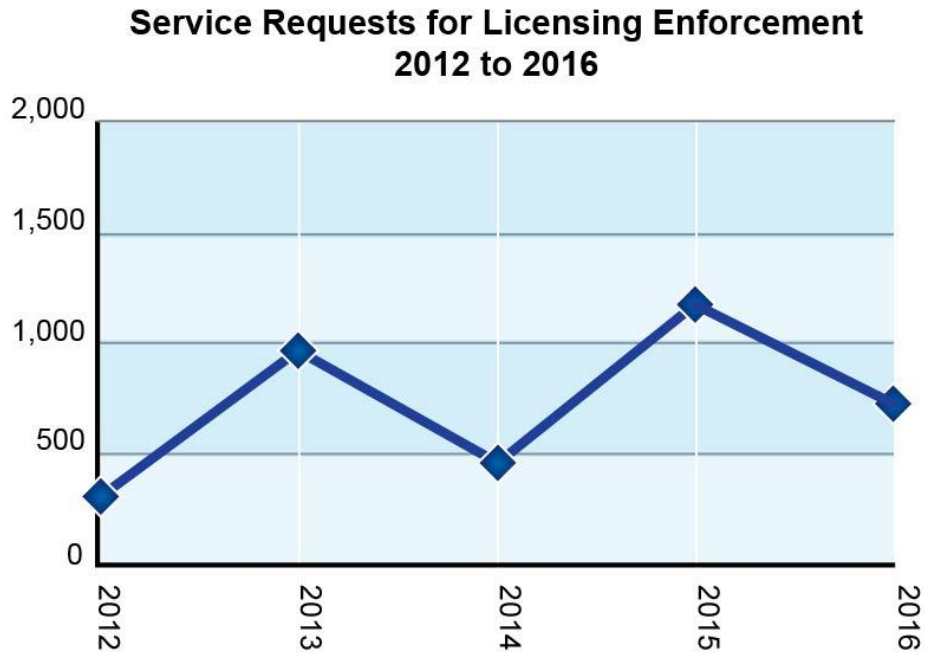
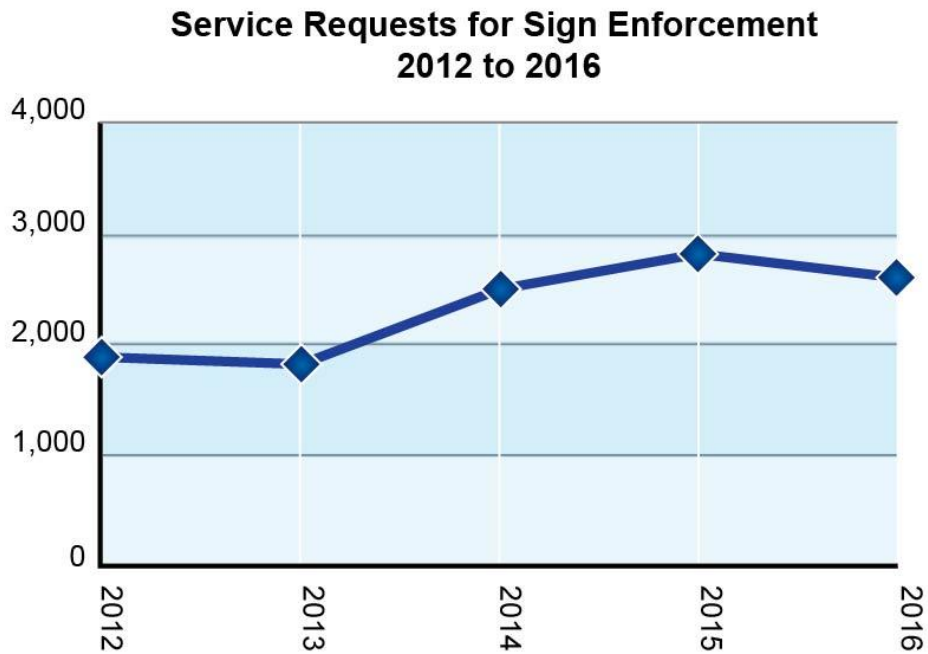
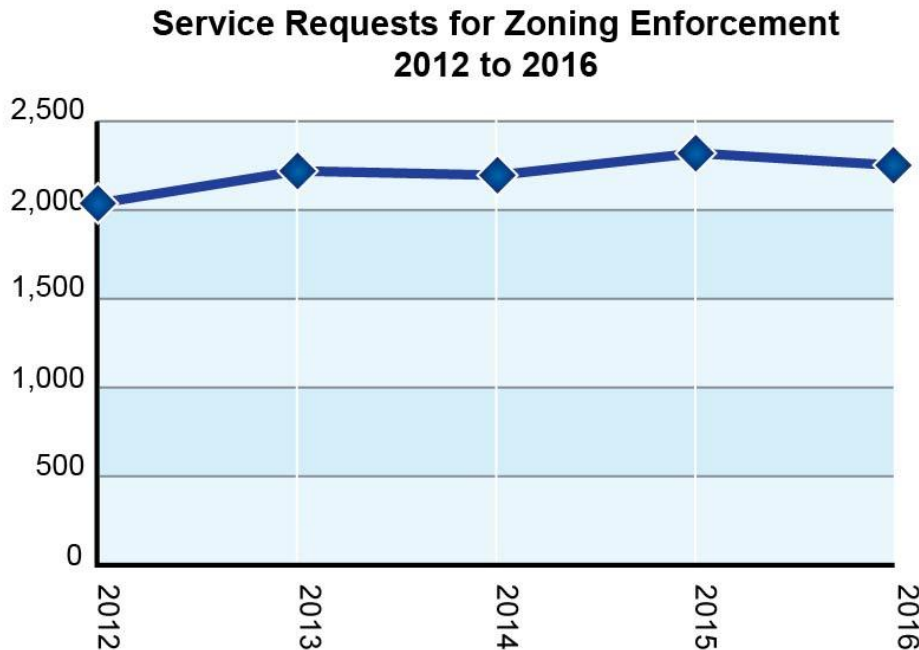


Figure 7: Trends in Signs-related Service Requests from 2012 to 2016



Service requests for signs include permanent and temporary signs that are placed without permits, signs placed on the road allowance, and placing posters where they are not permitted.

Figure 8: Trends in Zoning Service Requests from 2012 to 2016



A review of the statistics from 2015 to 2016 indicates that although overall requests for service volumes have declined slightly, requests increased in three areas: parking requests from 30,581 to 32,019 (5%); requests relating to parks from 1517 to 1686 (11%); and smoking, from 362 to 402 (11%).

Smoke-Free Ontario Act

By-law and Regulatory Services is also responsible for the administration and enforcement of the Smoke-Free Ontario Act, as well as a number of municipal regulations that give effect to Council's directives with respect to smoke-free spaces. These include the Smoke-Free Public Places By-law, the Smoke-Free Workplace By-law, the Parks and Facilities By-law, the Encroachment By-law, the ByWard Market Program By-law, the Parkdale Market By-law and the new Use of Water Pipes in Public Places and Workplaces By-law. In 2016, the By-law Enforcement Unit responded to 402 tobacco related requests for service.

Other smoke-free initiatives active in 2016 included:

- The Youth Access Inspections Program responsible for inspecting over 500 establishments selling tobacco. These inspections are conducted at least twice annually with a more targeted approach around school zones. These inspections involve an undercover youth, accompanied by a Tobacco Enforcement Officer.
- Inspections of school properties, hospitals and long term care facilities for the purpose of enforcing the applicable smoke-free requirements.

Spay/Neuter Clinic

The Spay/Neuter Clinic is a City-operated facility, which has been providing cat and dog sterilization services since 1978. Spaying or neutering pets reduces the number of unwanted domesticated animals and the cost of animal control overall. Further, the sterilization of cats and dogs has other benefits including disease prevention and pet population control. The operations of the Clinic support the overall Branch objectives as they relate to both animal care and control, and public safety.

In 2016, the Clinic performed over 3,400 cat and dog sterilizations, improving the quality of life of the community generally with fewer free-roaming cats causing disturbance and fewer intact dogs engaging in problematic behavior. The Spay/Neuter Clinic was able to secure \$20,000 in grant funding in 2016, bringing the total amount of grant funding received by the Clinic between 2013 and 2016 to over \$320,000. Over the course of four years, this grant funding has allowed for the sterilization of over 2,200 cats and dogs of low-income and vulnerable residents in Ottawa. In 2016 alone, grant funds covered 595 dog and cat sterilization surgeries.

Through its collaborative relationship with Community Veterinary Outreach (CVO), the Clinic conducted 65 surgeries in 2016 with the funding obtained through the CVO partnership. CVO is a registered charity that leverages the human-animal bond and preventive veterinary care to engage homeless and vulnerably-housed pet owners. This accessible and integrated spay/neuter program is unique in Canada.

The Spay/Neuter Clinic further expanded its partnership with Algonquin College in 2016, to include the Veterinary Assistant program in addition to the Veterinary Technician Program. The Spay/Neuter Clinic hosted 140 Algonquin College students

in 2016 as part of their required coursework. The clinic's involvement in High School and College Co-op contributes to the education, skill development and personal growth of Ottawa students, and helps increase public awareness of the availability of high-quality Spay/Neuter services in our city.

Ottawa Humane Society

The By-law and Regulatory Services branch continues to administer the Municipal Animal Shelter Services Agreement with the Ottawa Humane Society (OHS) to provide shelter and care for over 3,800 stray animals in 2016. This partnership also provides assistance to By-law officers when responding to sick, injured or distressed animals. OHS is also a key partner in the branch's emergency response plan.

Licensing and Permits

During 2016, approximately 10,555 business licenses were issued related to 33 distinct licensing categories and 467 lottery licenses were processed.

On April 13, 2016, Council approved the report entitled *Regulating Vehicles for Hire in the City of Ottawa – Taxis, Limousines and Private Transportation Companies* (ACS2016-COS-EPS-0012), and the new Vehicle-for-Hire By-law that resulted from that approval came into effect on September 30, 2016. The Business Licensing unit was responsible for implementation of the new Vehicle-for-Hire (VFH) By-law as well as the introduction of an audit process for Private Transportation Companies (PTC).

Starting in October 2016, By-law and Regulatory Services implemented the audit process for PTCs and began regular, frequent and ongoing audits of PTC company driver records including: insurance coverage, valid driver license verification, vehicle safety documentation, Police Records checks and detailed trip data. Investigations related to unlicensed taxi services also became a part of By-law and Regulatory Services' regular duties.

A detailed report on the first year of Vehicle-For-Hire implementation will be presented to Community and Protective Services Committee in November.

Service Impacts

The administration and enforcement of licensing and permits is a growing challenge for By-law and Regulatory Services. Additional service demand created by new initiatives, such as the Vehicle-For-Hire (VFH) By-law, result in both increased administrative and enforcement work. These additional duties have been absorbed within the existing staff compliment however this has impacted in other areas:

- Additional administrative duties assigned to the Business Licensing Unit have reduced resources available to identify businesses operating with an expired or invalid license, or otherwise in violation of by-law requirements.
- The capacity for By-law and Regulatory Services to deliver service innovation and business practice improvement in existing programs is limited as resources are occupied with responding to new demands within existing staff resources.

Partnerships

The By-law and Regulatory Services branch is a centre of expertise on regulatory matters for the City. The branch works collaboratively with many City departments and external service providers. In 2016, By-law and Regulatory Services partnered with various stakeholders making the following contributions:

- Supported the Special Event Advisory Team and Celebrations Ottawa with planning for Ottawa 2017 special events.
- Supported the Office of Emergency management during the flood response, playing a key role at the Constance Bay Emergency Response Centre.
- Supported the Transportation Services department in keeping bus routes clear.
- Supported the Public Works and Environmental Services department in snow removal efforts during overnight parking bans.
- Supported the Planning, Infrastructure and Economic Development department's Right of Way Management branch.

- Partnered with community agencies for the Multi-Agency Early Risk Intervention Table (MERIT) pilot program developed by the Ottawa Police Service.
- Partnered with Crime Prevention Ottawa's Problem Address Framework, a multi stakeholder approach to assist community agencies with problem addresses.
- Continued to work with the Parking Operations and Maintenance branch to enforce the Traffic and Parking By-law on City lots and on-street parking as part of the City's Traffic Management Strategy.
- Supported the Recreation, Cultural and Facility Services department with park safety.
- Worked collaboratively with the new departmental Business Support Services branch to establish legislative agenda planning and other processes.
- Worked collaboratively with Ottawa Public Health in the on-going implementation of the City's Smoke-Free Strategy.
- Maintained a strong working partnership with the City's Provincial Offences Court, including assistance with the implementation of Private Parking Enforcement Agency cost sharing agreements.
- Worked in collaboration with Service Ottawa to implement the new online pet registration portal through MyServiceOttawa. Approximately 49,000 cat and dog licenses were registered in 2016.
- Addressed over 1,000 inquiries from Councillors, media and community organizations.

Police Download

Commencing April 1, 2016, the Ottawa Police Service (OPS) ceased to respond to by-law (primarily noise) and parking related service requests, as part of a package of efficiencies. In response, By-law and Regulatory Services developed and implemented a temporary mitigation strategy to meet the increased service demand anticipated as a result of this service download.

The mitigation strategy undertaken for parking control involved extending hours of coverage for parking enforcement. Shift schedules for parking control officers (PCOs) were adjusted to extend operations by two hours daily (Monday to Saturday) and by nine hours on Sundays, providing parking control operations from 7 a.m. to 1:30 a.m., 7 days a week. Calls received during the after-hours period were prioritized for response at the beginning of the next shift.

To address after-hours noise complaints, standard operating procedures were amended to incorporate an Alternative Response Program for after-hours service requests. Under this Program, warnings for first time alleged violations are sent by mail. This enables officers to prioritize investigations related to repeat offenders. Service Ottawa would (and continues to) direct to OPS any calls where there are public safety concerns or indicators of criminal activity regardless of the time of day.

As a follow-up to the Community and Protective Services Committee direction to staff, By-law and Regulatory Services brought forward a report on October 20, 2016 entitled *Impacts of the 2016 Police Service Download on By-law and Regulatory Services (ACS2016-EPS-GEN-0007)*. This interim report was brought before Community and Protective Services Committee at that time to present the By-law and Regulatory Services mitigation strategy and outline the initial impacts of the download on By-law and Regulatory Services observed during a six (6) month study period from April 3 to September 3, 2016. This report determined that ninety-three percent (93.4%) of noise-related service requests were received during By-law and Regulatory Services service hours; and ninety-six percent (96.5%) of parking related service requests were received during By-law and Regulatory Services extended parking control service hours.

The six-month interim report concluded that the temporary mitigation measures appeared effective in managing the download, but that more data would be required to assess potential risks and to ensure the efficacy of a long-term solution.

Now at the one-year mark, the outcome of a full year's analysis, and details on how these service requests will be managed moving forward, are provided below.

Noise Service Requests during By-law After-hours

Monday to Friday 2:00 a.m. to 6:00 a.m., and 4:00 a.m. to 6:00 a.m. on Saturdays and Sundays

The City of Ottawa's By-law and Regulatory Services branch is among the few Ontario municipalities that administers and enforces the Noise By-law in its entirety, including late night/loud music provisions. Police forces of other cities typically perform these functions.

In the year following the Police download, By-law and Regulatory Services has identified 670 additional service requests that would have previously been processed by OPS. Given that the total volume of service requests for noise declined by 764 during the previous year, this additional workload was managed with existing staff resources.

The Alternative Response Program for after-hours enforcement has proven to be an effective deterrent. Of the 433 alternate response letters mailed to residents, 19 have required subsequent enforcement action.

Given that the five-year trend for noise complaints shows an overall decline in service requests of twenty-six percent (26%), it is expected that this approach will be sustainable and effective over the long-term. By-law and Regulatory Services will continue to support the community initiatives that are contributing to noise reduction and will continue to evaluate city-wide noise management through our normal performance management processes.

Parking Service Requests during By-law After-hours

Monday to Saturday 11:30 p.m. to 7:00 a.m., 8 a.m. on Sundays

Following the aforementioned report to Council at the six-month mark, the data and staffing costs did not support the continuation of extended parking control hours which were part of the mitigation plan to respond to the download.

In total, By-law and Regulatory Services received 1,539 additional service requests for parking as a result of the download. Of these, only 374 occurred in the nightly period between 11:30 p.m. and 1:30 a.m. The remaining 1,165 occurred on Sundays. The low

call volumes during the late night did not support the continuation of this service coverage.

In order to provide late night service, staff was reduced during the afternoon peak period. In the first six-months, the ten percent (10%) reduction in staff during the afternoon peak caused a twelve percent (12%) reduction in Parking Infraction Notices (PIN) issued. The staff reduction also challenged our ability to respond to emerging situations and support special events.

As such, the shift schedules were re-aligned to restore staffing levels during the weekday afternoon peak period. This optimizes the resources available to maintain mobility during this period and has restored revenue to historically normal levels. Extended periods of parking enforcement remain in place on Sundays, from 8 a.m. until 11:30 p.m.

This modified plan has been in place since October 20, 2016. By-law and Regulatory Services is confident that this model is sustainable over the long-term.

Police Download Service Outcomes

Ninety-three percent (93%) of all noise complaints are received and addressed during By-law and Regulatory Services hours of operation. The remaining seven percent (7%) of service requests are being effectively managed through the alternate response program. For Parking Control, ninety-nine percent (99%) of service requests are received and addressed during hours of operation. The remaining one percent (1%) occur when disruption is minimal. Each of these are investigated early the next morning and enforcement action is taken where the problem still occurs. Staff will continue to monitor service request calls, as part of its ongoing management of service to residents.

Service Excellence

Aligning with the City's Strategic Plan (2015-2018), the Branch remains committed to Service Excellence and in 2016 focused on three key areas:

1. Implementing a branch vision
2. Continuously improving the client experience

3. Continued commitment to employee engagement

The Branch vision statement is:

“To be the most respected By-law Service in the province, through the quality of service our members provide to the citizens of Ottawa. Our members are engaged, appreciated, supported and take great pride in our contribution towards making Ottawa the best place to work, live and play.”

The vision balances the needs of the residents of Ottawa while also recognizing the importance of staff and the contribution they make every day to maintain and improve the quality of life in Ottawa. This vision statement will be used to shape all initiatives outlined in the 2017 work plan, as well as new initiatives that emerge moving forward.

Employee Engagement and Outreach

By-law and Regulatory Service staff were recognized for a number of awards in 2016 including nine By-law staff received the By-law and Regulatory Services Long Service Award which recognizes 20, 25, 30, 35 and 40 years of service. In addition, a By-law Officer received the City’s Heroism Award for his quick actions assisting a child in medical distress.

The Branch takes great pride in its contributions to the community it serves, By-law and Regulatory Services staff:

- Participated in more than 30 community events across the city including the Eid Festival, and Ottawa Capital Pride Week;
- Fundraised for, and participated in Habitat for Humanity Women’s Build Day;
- Created and fundraised for, the Branch’s Sock and Tuque Drive, a volunteer initiative whereby By-law Officers distributed warm socks and tuques to the homeless; and
- Donated turkey dinners to a homeless shelter.

Looking Ahead

The By-law and Regulatory Services service promise is “serving our community”. The Branch 2017 work plan includes the following activities:

- Noise By-law Review;
- Property Standards By-law Review;
- Participate in the Federation of Canadian Municipalities Cannabis Legalization Technical Advisory Group and Association of Municipalities of Ontario’s Cannabis Legalization Task Force;
- Dispatch Modernization Project, including a review of dispatching process and implementation of fleet management technology. Anticipated outcomes include enhanced operational efficiency; resource management, officer safety, fuel cost savings, and client satisfaction;
- Branch Service Review, through external consultants, with an aim to ensure consistent delivery of services across the City using the most cost effective approach;
- Provide Special Event Support for Ottawa 2017 and Canada 150 programming;
- Completion of the Clear Path accessible sidewalk pilot project, a city of Ottawa Municipal Accessibility Plan (COMAP) initiative; and
- Continue with identified service excellence initiatives to ensure high client satisfaction and consistent employee engagement.

Conclusion

The accomplishments in 2016 along with the new initiatives slated for 2017, will ensure that By-law and Regulatory Services will continue to successfully serve the needs of our dynamic City. With the help and support of all its employees, the Branch remains committed to delivering the same high quality level of service that the residents have come to expect.

RURAL IMPLICATIONS

There are no specific rural impacts associated with this report.

CONSULTATION

As this is an information report, there were no public consultations.

COMMENTS BY THE WARD COUNCILLOR(S)

As this an information report that applies City-wide, there are no Ward Councillor comments.

ADVISORY COMMITTEE(S) COMMENTS

As this is an information report, there are no Advisory Committee Comments.

LEGAL IMPLICATIONS

There are no legal impediments to receiving this report for information.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

ASSET MANAGEMENT IMPLICATIONS

There are no asset management implications associated with this report.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

There are no accessibility impacts associated with this report.

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications associated with this report.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report.

TERM OF COUNCIL PRIORITIES

There are no impacts on the Term of Council priorities associated with this report. By-law and Regulatory Services' Service Excellence initiatives align with the City's 2015-2018 Strategic Plan.

SUPPORTING DOCUMENTATION

There is no supporting documentation associated with this report.

DISPOSITION

By-law and Regulatory Services staff will implement any direction provided as a result of receiving this report for information.