

Appendix 1 – By-laws and Provincial Legislation Enforced by M.L.E.

Type of Enforcement Service	Applicable By-laws/Legislation
Property-Related By-law Enforcement Services	<ul style="list-style-type: none"> • Boulevard By-law • Deposit of Waste By-law • Lottery Licensing By-law • Fireworks By-law • Merchandise and Temporary Patio By-law • Itinerant Vendors By-law • Refreshment Vehicle By-law • Firearms By-law • Second Hand Goods By-law • Parks Use By-law • Off-Leash Dog Park By-law • Tree Preservation By-law • Motorized Snow and All-Terrain Vehicles By-law • Idling of Motor Vehicles By-law • Lot Maintenance By-law • Smoking By-law • Noise Control By-law • Fortification By-law • Moving Oversized Loads By-law • Nuisance By-law • Open Air Burning By-law • Pool Enclosure By-law • Property Standards By-law • Dumping and Removal of Fill By-law • Sign By-law • Skateboard and Bicycle By-law • Snow and Ice Removal By-law • Sewer Use By-law • Taxicab Licensing By-law • Trespass to Property Act (Province) • Waste Collection By-law • Weed Control Act (Province) • Zoning By-law
Parking-Related Enforcement Services	<ul style="list-style-type: none"> • Traffic By-law
Animal-Related Enforcement Services	<ul style="list-style-type: none"> • Dog Owner Liability Act (Province) • Animal Control By-law • Feeding of Wildlife

Appendix 2 – M.L.E. 2022 Targeted Proactive Enforcement Projects

Projects	Season
Victoria Park	May - October
Dog Park	May - October
Winter Parking Control	November - April
Snow and Ice	December - March
Licensing (Taxis)	As Required
General Nuisance	As Required
General Parking	As Required
Parking (School Zones)	September - May
Graffiti	As Required
Downtown (skateboards/Bicycle/E-Bikes)	June - August
Signs (Utility Poles Signs, Bagged/Mobile)	February - April
Apartment Building Audits	September
Refuse/Waste	April - June
Long Grass & Weeds	May - October
Donation Bins	June - July
Licensing (Animals)	January - March
Property Standards (Downtown)	March - August
Zoning (front yard restrictions)	May - August
Basket Ball Nets (on street)	October - December

Appendix 3 – 2022 MLELS Property Related Calls for Service & Outcomes

MLELS Property – Related Calls for Service	2021	2022	Two Year Average	% Change
Boulevard Bylaw	N/A	36	N/A	N/A
General Patrol Parks	N/A	11	N/A	N/A
Grass & Weeds	24	52	38	37%
General Bylaw Infraction	40	89	65	37%
Lot Maintenance Bylaw	N/A	48	N/A	N/A
Open Air Burning	N/A	1	N/A	N/A
Parks Use	N/A	42	N/A	N/A
Boulevard Signs	N/A	6	N/A	N/A
Pool Enclosure	N/A	3	N/A	N/A
Public Nuisance	N/A	50	N/A	N/A
Smoking & Tobacco	N/A	3	N/A	N/A
Snow or Ice	14	43	29	48%
Tree Preservation	N/A	3	N/A	N/A
Vendors	N/A	2	N/A	N/A
Crossing Guard Coverage	N/A	16	N/A	N/A
Homeless Encampment	N/A	71	N/A	N/A
Idling	N/A	1	N/A	N/A
Noise	4	28	16	75%
Property Standards	49	148	99	49%
Zoning Bylaw	N/A	8	N/A	N/A
Offences Part I POA	48	52	50	4%
Orders	51	151	101	50%

Refers to complaints received from the public. Records provide a snapshot at the time of querying and there may be minor variances as files are updated or added.

% Change measures the percentage increase or decrease between 2022 and the Two Year Average (2021-2022) which represents normal/historical business trends

N/A. = Not Comparable. Reporting methodology was updated in 2022 to include specific categories

Appendix 4 - MLELS Parking Related Activities & Outcomes

MLELS Parking Enforcement Activities	2021	2022	Two Year Average	% Change
Parking Complaints Received	24	155	90	72%
Proactive Enforcement	3,835	4,109	3,972	3%
Parking Tags Issued	3,859	4,264	4,061	5%

Appendix 5 - MLELS Animal Related Activities & Outcomes

MLELS Animal Enforcement Activities	2021	2022	Two Year Average	% Change
Calls for Service	48	173	111	56%
Offences	18	18	18	0%
Impounds	N/A	27	N/A	N/A
Orders	4	16	10	60%

Appendix 6 - 2022 MLELS Service Level Agreement (SLA)

Type of Service Call	2021 Cases	2021 % Meeting or Better	2022 Cases	2022 % Meeting SLA or Better
Animal Related	46	28%	163	55%
Parking Related	24	13%	135	41%
Boulevard By-law	N/A	N/A	34	91%
Lot Maintenance By-law	24	63%	47	78%
Parks By-law	N/A	N/A	42	88%
Nuisance By-law	N/A	N/A	45	84%
Snow & Ice By-law	13	38%	28	46%
Property Standards By-law	45	98%	130	95%

2022 MLELS Service Level Agreements (S.L.A.)

Type	Subtype	Initial Response (*1)	Complete Resolution (*2)
Animal Control By-law	Emergency, Injured Animal	1 day	1 day
Animal Control By-law	General	2 days	7 days
Boulevard By-law	Emergency, Unsafe	1 day	1 day
Boulevard By-law	General	14 days	30 days
Bicycle By-law	General	2 days	7 days
Clean Yard/Lot Maintenance	General (Grass/weeds/debris)	14 days	30 days
Dumping of Fill/Debris	General (site alteration)	2 days	14 days
Donation Collection Bins	General	5 days	14 days
Fireworks By-law	General	2 days	10 days
Firearms By-law	General	2 days	10 days
Fortification	General	5 days	14 days
Idling	General	5 days	14 days
Licensing	Contrary to Regs/Without Lic.	14 days	30 days
Littering	General	2 days	10 days
Motorized snow & All-Terrain	General	2 days	14 days
Noise	General	5 days	14 days
Nuisance	General	5 days	14 days
Oversized Loads	General	2 days	7 days
Open Air Burning	General	1 day	7 days
Parking	General	1 day	2 days
Parks	General	2 days	7 days
Pool Enclosure	Emergency, Unsafe	1 day	2 days
Pool Enclosure	Non compliance with regs	14 days	60 days
Property Standards	Emergency, Unsafe	1 day	30 days
Property Standards	General	14 days	120 days
Signs	General	5 days	14 days
Snow/Ice	General	2 days	7 days
Smoking & Tobacco Use	General	2 days	7 days
Tree Preservation	General	5 days	14 days
Zoning	General	14 days	120 days

****Initial Response time relates to the first site visit, inspection, or client contact. In many cases, the initial response occurs sooner than the established S.L.A.***

*****Complete Resolution relates to the time allotted for the specified file to be resolved through Administrative Penalty, Charges, compliance, etc. In many cases, complete resolution occurs sooner than the established S.L.A.***

Appendix 7 – 2022 MLELS Licensing Activities

Licence/Permit Type	2021	2022	Two Year Average	% Change
Land Dev./Sales Trailer	N/A	4	N/A	N/A
Animal Licence	893	858	876	-2%
Lottery Event	1,100	1,253	1,177	6%
Temp. Outdoor Patio	18	12	15	-20%
Small Patio Display	4	2	3	-33%
Merchandise Display	3	1	2	-50%
Alcohol	N/A	7	N/A	N/A
Refreshment Vehicle	2	5	4	
Second Hand Goods	4	4	4	0%
Taxicab	17	17	17	0%
Facia Sign	N/A	9	N/A	N/A
Temp. Portable Sign	N/A	37	N/A	N/A
Lawn Sign	N/A	1	N/A	N/A
A-Frame Sign	N/A	5	N/A	N/A
Pool Permit	N/A	3	N/A	N/A
	N/A		N/A	N/A
Inspections	N/A	102	N/A	N/A

N/A. = Not Comparable. Reporting methodology was updated in 2022 to include specific categories