

2022 ANNUAL REPORT



Town of Cobourg
Municipal Law Enforcement
& Licensing Services



Contents

2022 Municipal Law Enforcement and Licensing Services Highlights	3
Municipal Law Enforcement and Licensing Services Org. Chart	5
Municipal Law Enforcement & Licensing Services	6
Property-Related Enforcement Activities	6
Parking-Related Enforcement Activities.....	7
Animal-Related Enforcement Activities.....	7
Licensing – Related Enforcement Activities	7
Service Level Agreements	7
Calls for Service	8
Tools for Compliance	9
M.L.E. 2022 Highlights.....	10
A Look Ahead at M.L.E.L.S. in 2023.....	11
Appendix 1 – By-laws and Provincial Legislation Enforced by M.L.E.L.S.....	13
Appendix 2 – M.L.E.L.S. 2022 Targeted Proactive Enforcement Projects	14
Appendix 3 – 2022 M.L.E.L.S. Property-Related Calls for Service.....	15
Appendix 4 – 2022 M.L.E.L.S. Parking Enforcement Activities.....	16
Appendix 5 – 2022 M.L.E.L.S. Animal-Enforcement Activities.....	16
Appendix 6 – 2022 Municipal Law Enforcement, Service Level Agreement (S.L.A.) Cases.....	16
2022 Municipal Law Enforcement, Service Level Agreement (S.L.A.).....	17
Appendix 7 – 2022 M.L.E.L.S. License Activities.....	18



Message from the Director of Legislative Services/Municipal Clerk

Welcome to the first comprehensive Town of Cobourg Legislative Services Division - Municipal Law Enforcement and Licensing Services 2022 Annual Report, which will provide some insight into the type of work that the department performs throughout the year.

As a result of the recent Town of Cobourg Organizational Review, the Town hired a Manager of Municipal Law Enforcement and Licensing in 2022, which now provides a dedicated management resource to the department to better meet Resident and Council expectations by leading the delivery of dedicated day-to-day operations by maintaining a responsible and efficient level of service to our community with the current resources that are in place to make Cobourg a better place to live by creating awareness of by-laws and promoting cohesiveness in neighbourhoods.

In 2022, all Municipal Law Enforcement operations were combined into one (1) department from other areas in the corporation and the Municipal Law Enforcement and Licensing Department has now become a truly centralized department, which now includes the responsibility for non-building permit signs licensing and enforcement, pool permits licensing and inspections, and delivering all parking administration, enforcement, and adjudication for the Town. These recent updates allow for a better service for our residents to access all areas of licensing and enforcement in one centralized service area. In addition, the department has a direct phone line to respond to specific by-law inquiries and complaints through business hours and after-hours dispatch to provide better service to our residents.

In 2022, the department partnered with the Cobourg Police to introduce Body-Worn Cameras (BWC) into the full-time MLEOs enforcement toolbox, which was supported and approved by Council. This makes the Town of Cobourg being one of two (2) by-law departments in Ontario utilizing BWCs. The use of body-worn cameras aims to enhance trust between Town staff and the community as well as improve enforcement reporting and accountability.

Continuing to build on the synergy with our partners within the community By-Law Enforcement staff were the lead in a multi-tiered Encampment Response Plan to address homelessness on municipality owned properties in which the Town saw a dramatic increase in these incidents in 2022. This cross-functional team included representatives from the Municipal Law Enforcement, Cobourg Police, Cobourg Parks and Recreation, and Public Works Department. This project will continue in 2023 and beyond.

In 2023, the department will continue to provide the consistency of service as in 2022 but with some specific department initiatives and projects to be completed and that are well underway which include the introduction of the Town's Administrative Monetary Penalty System (AMPS), additional summer season engagement and communication, the Short-Term Rental Accommodation Licensing Regime, and a By-law Service Level Policy.

I would also like to recognize Kevin Feagan and the MLEO Team for putting this report together for Council and residents and committing to providing this report annually moving forward. Our team remains committed to improving service excellence, maintaining open dialogue with the community, and raising awareness of important enforcement matters.

Brent Larmer



Town of Cobourg Municipal Law Enforcement & Licensing Services 2022 Annual Report

2022 MUNICIPAL LAW ENFORCEMENT AND LICENSING SERVICES HIGHLIGHTS



INSPECTED

4,200 +
Parking
Violations



RESPONDED TO

1,007
Calls for
Service for
Property/ Parking/
Animal Activities



RESPONDED TO

173
Calls for
Service for
Animal Issues



INSPECTED

71
Homeless
Encampments



RESPONDED TO

78
Nuisance &
Noise
Complaints



LICENSED

1,253
Lottery Events

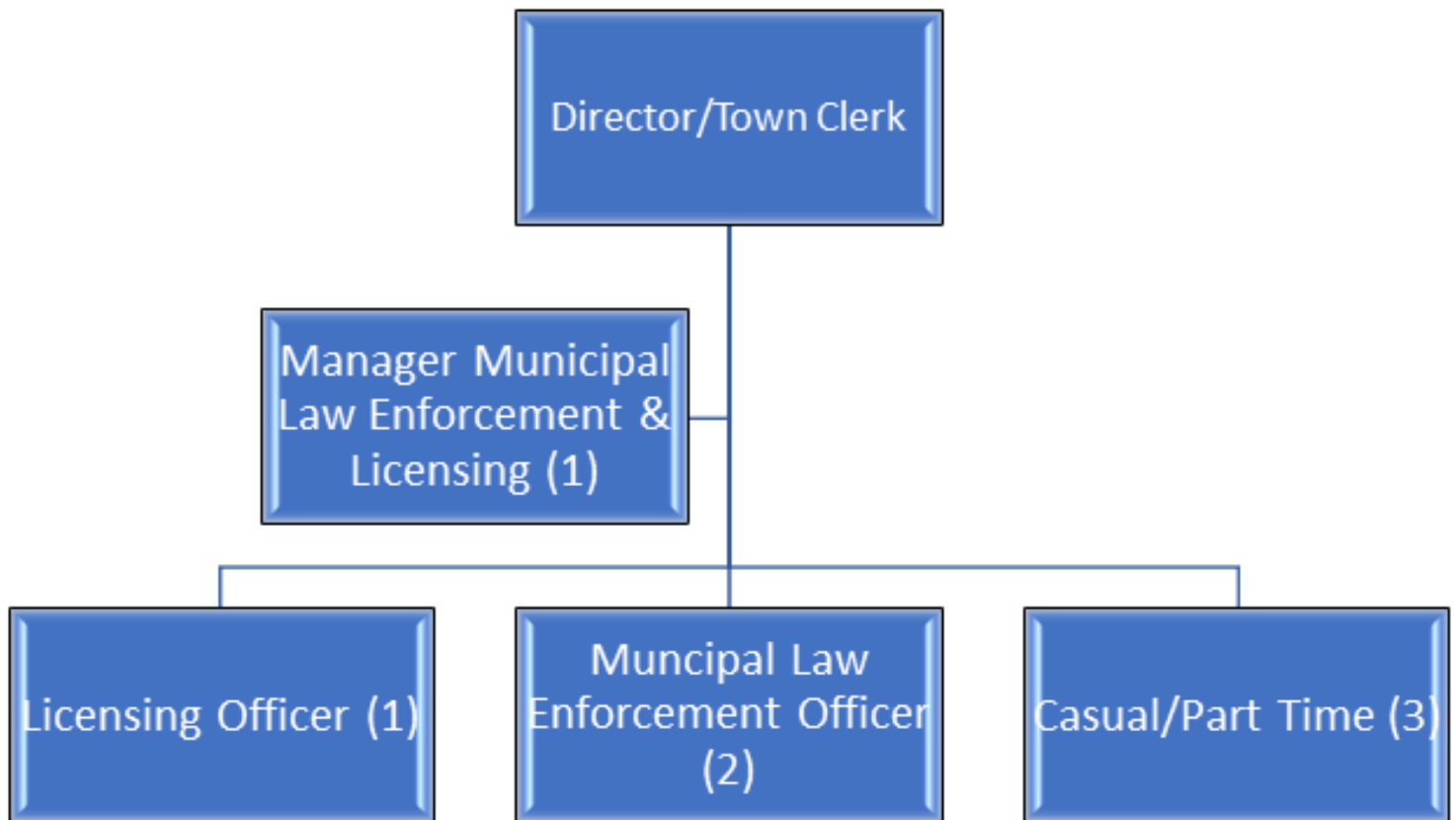


ISSUED

52
Sign Permits



Organizational Structure: 2022



Municipal Law Enforcement and Licensing Services

M.L.E.L.S. provides a variety of regulatory services intended to improve public health and safety, increase consumer protection, promote standards of maintenance and livability, enhance the quality of life for residents and increase the vibrancy of the town.

To achieve these objectives, M.L.E.L.S. enforces thirty four (34) Town by-laws and administers various regulatory licences and permits. Additionally, the Department supports several internal divisions (Planning and Development, Community Services, Legislative Services, Public Works). The Department is comprised of five (4) Town staff members involved in the Department's daily operations and three (3) casual summer staff.

Municipal Law Enforcement and Licensing Services has two (2) Generalist Officers who enforce thirty-four (34) by-laws ranging in scope from animal control to zoning and three (3) Provincial Acts. A comprehensive list has been provided in **Appendix 1**. Many of these by-laws have been established by different departments and enforcement is undertaken by M.L.E.L.S. The department utilizes a variety of methods in order to obtain compliance. A list of various tools for compliance can be seen in **Figure 1**. In addition, administrative functions, licensing and standards applications, examination and inspections, administrative penalty screenings (a new process to be implemented in 2023) are delivered by one (1) Licensing Officer in the Department.

Enforcement is typically undertaken on a complaint basis; however, Officers may utilize a combination of reactive and proactive enforcement approaches to achieve compliance, including the undertaking of specific enforcement projects (**Appendix 2**).

M.L.E.'s investigative and enforcement activities are classified into four (4) core areas: property-related, parking-related, animal-related and licensing related.

Property-Related Enforcement Activities

These enforcement activities are typically directed at ensuring that properties meet minimum standards as they relate to health and safety, property maintenance and appropriate land use. Property-related enforcement statistics are appended as **Appendix 3**.

Parking-Related Enforcement Activities

These activities relate to the enforcement of parking standards established in the Town's Parking By-law 030-2022. Parking enforcement calls for service and enforcement statistics are appended in **Appendix 4**.

Animal-Related Enforcement Activities

These activities relate to the enforcement of pet licensing and animal care and control standards as established in the Town's Animal Control By-law 021-2014. Animal related calls for service and enforcement statistics are appended as **Appendix 5**.



Municipal Law Enforcement and Licensing Services

Licensing -Related Enforcement Activities

Licensing Services administers the issuance of various business, property, pool enclosure, pet, taxi, and lottery licences and permits, by working collaboratively with internal and external partners to establish a level of consumer protection and to ensure health and safety. Staff work with special event organizers to ensure that vendors comply with Town bylaws and applicable health standards. Licensing related activities are appended as **Appendix 7**.

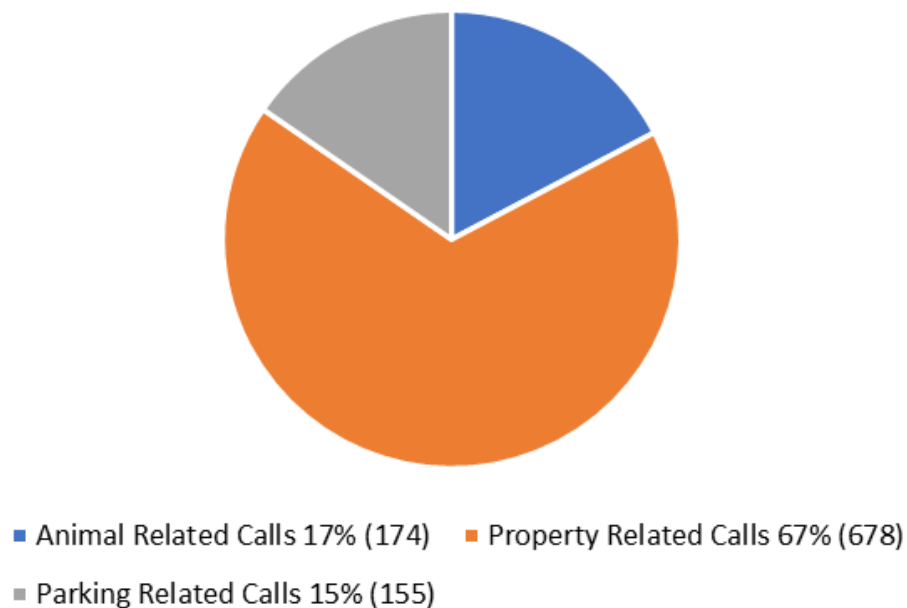
Service Level Agreements (SLA'S)

Early in 2022, Municipal Law Enforcement and Licensing Services began reviewing service level parameters and key performance indicators in relation to calls received for service. These are referred to as Service Level Agreements (SLA'S) which guide staff and provide customers with information of when to expect a decision or response to their concerns. Customer service is a priority within the Town's Strategic Plan and implementing and reviewing SLA'S ensures continuous improvement of the customer experience and effective, transparent responses within a reasonable amount of time. Service Level Agreement parameters are appended as **Appendix 6**.



Municipal Law Enforcement Calls for Service

2022 Calls for Service (1,007)



CALLS FOR SERVICE BY YEAR

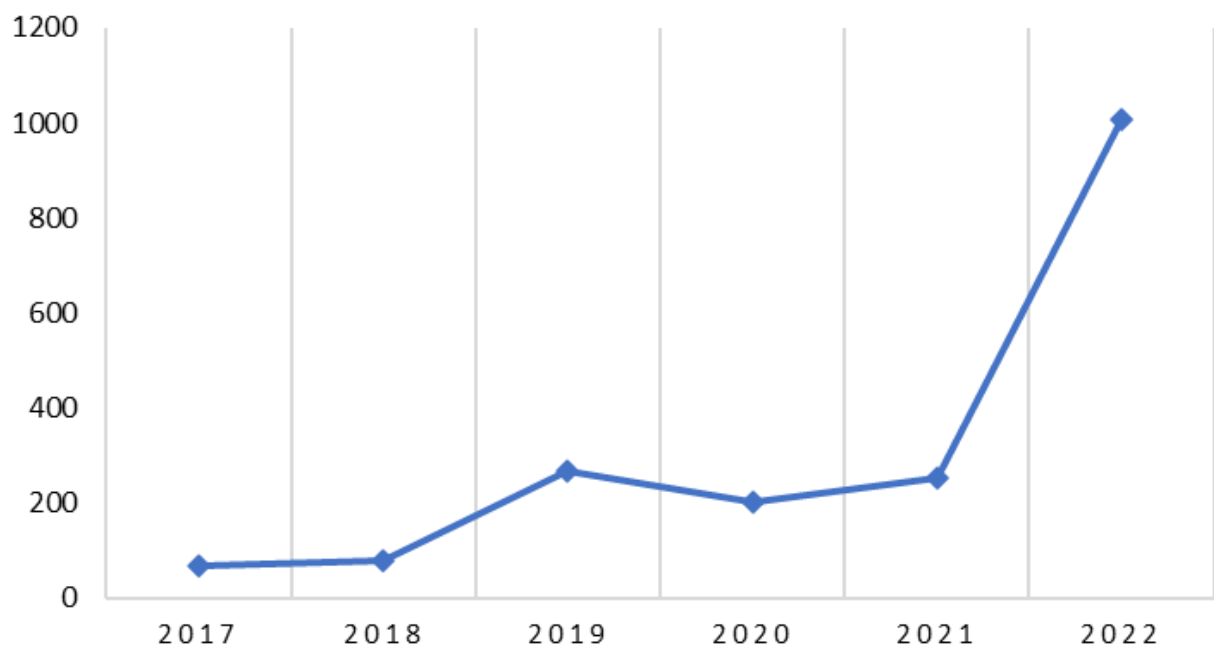


Figure 1: Tools for Compliance

	<p>Education:</p> <p>Can be verbal or formalized through a written warning.</p>
	<p>Notice of Violation:</p> <p>Typically used to identify an illegal use and may require remedial work for compliance. Commonly used in relation to zoning matters.</p>
	<p>Order to Comply:</p> <p>Used to identify by-law deficiencies and corrective remedial work. Commonly used in relation to property maintenance and animal control matters. May result in the undertaking of remedial work by the Town in order to obtain compliance.</p>
	<p>*Administrative Penalty Notice:</p> <p>Commonly used for a variety of offences in parking enforcement and the enforcement of other by-laws. Can carry a fine or be a warning notice that carries no fine.</p> <p>*Note AMP By-law passed in 2022 with implementation scheduled for 2023</p>
	<p>Provincial Offences Act Offence Notice or Summons:</p> <p>May result in appearing before a Justice of the Peace. Can be used for a variety of offences, including those related to parking, zoning, property use and Property Standards.</p>

Municipal Law Enforcement 2022 Highlights

M.L.E.L.S. had a successful year of continuing to provide high-quality enforcement services while continuing to expand upon community involvement. The Department's success can be attributed to adopting a customer centric focus to serving the Town's residents, building on relationships, working collaboratively with staff, Union representatives, community partners and supporting continued Officer training.

2022 M.L.E.L.S. Highlights at a Glance

- Drafting new bylaws and contemporary amendments of existing bylaws (Idling of Motor Vehicles, Administrative Monetary Penalties, Hearings Officer, Enforcement Bylaw, Smoking in relation to cannabis, Parking and Fire routes.
- Relocation to Market Building for alignment of resources and improved customer service.
- Acquisition and upfitting of new multi-purpose enforcement vehicle (truck) to meet emerging trends for enforcement related to domestic pets, wildlife and encampments.
- Implementation of mobile technology (mobile data terminal) to increase officer effectiveness and safety in the field providing access to essential records and research.
- Utilization of Licence Plate Recognition on Officers handheld devices to improve accuracy and efficiency of data/records.
- Design and acquisition of new officers uniform, including ballistic body armour for safety and promoting a sharp, professional image.
- Re-branding of terminology from Bylaw Enforcement to Municipal Law Enforcement that is more contemporary and consistent with best practices and emerging trends in profession.
- Implementation of Telephone Answering Service for intake of after-hours calls when office is closed resulting in improved customer service.
- Implementation of After Hours On-Call schedule and response from Officers to address emergency situations after regular business hours.
- Development of three shift schedule to enhance delivery of service beyond regular day shift to include both afternoons and overnight hours.



Municipal Law Enforcement 2023

Looking Ahead:

The following provides examples of a number of planned initiatives M.L.E.L.S. will be undertaking:

- Public and industry consultation related to the licensing of short-term rentals and short-term rental companies, and identifying licensing standards;
- Investigating mobile licence plate recognition technology to assist with parking enforcement;
- Undertaking a comprehensive review of the Town's Animal Control By-law with a view to implementing responsible pet ownership and animal care principles;
- Implementing an Administrative Monetary Penalty System to enhance effectiveness and efficiency of enforcement processes and public resolutions;
- Enhancing existing parking enforcement software functionality in AIMS to include Administrative Penalties, Administrative Screenings/Hearings and Non-parking enforcement violations to improve effectiveness, tracking and accountability;
- Ongoing renovation and design of the Market Building to permit public access, improve customer service, accommodating dispute resolution meetings, and ensuring utilization of space consistent with business unit needs.
- Diversification of new fleet vehicles to improve public contact, trail access and transportation for officers across the Town by including specialized E-bikes as patrol vehicles.
- Participation in training for officers provided by the Municipal Law Enforcement Officers Association, Ontario Association of Property Standards Officers and specialized subject matter expert adjunct trainers to work towards accreditation/certification of all enforcement staff and foundational training in various disciplines including de-escalation and conflict avoidance;

And more!

