

Emergency & Protective Services

By-law & Regulatory Services

2018 Budget Briefing Note

Description

The Mandate of By-law & Regulatory Services is to protect and serve residents, businesses and visitors through education on, and enforcement of, regulations that address public health and safety, nuisance control and consumer protection. The Branch is responsible for ensuring compliance with city-wide regulatory by-laws and provincial legislation that address a wide range of municipal community issues. By-law & Regulatory Services accomplishes those objectives through:

- Animal care and control including pet registration
- Noise control
- Parking control, including the Private Parking Enforcement Agency Program
- Property Standards and Property Maintenance enforcement
- Smoke Free Ontario and municipal smoke-free regulation enforcement
- Zoning enforcement
- Graffiti enforcement
- Enforcement of various other regulations including Fences, Parks & Facilities, Use and Care of Roads, Clothing Donation Boxes, Shopping Carts
- Vehicle-for-Hire By-law enforcement and inspections (taxis, limousines, private transportation companies)
- Lottery Licensing
- Temporary Sign Permits

- Development and promotion of by-laws, policies and procedures
- Business licensing, administration and enforcement of 33 License Categories
- Management of the Spay/Neuter Clinic
- Management of various purchase-of-service agreements including the Municipal Animal Shelter Services Agreement

Programs/Services Offered

Parking Enforcement

- Parking Enforcement (information, traffic control and enforcement): issued approximately 349,000 parking fines in 2016 – translating to about \$20 million in revenue

By-law Enforcement

- Enforcement and Inspection (including noise, property standards, tobacco, zoning, and animal care and control): in 2016 responded to 74,489 requests for service

Licensing and By-law Administration

- Business Licensing (information, issuance, renewal and compliance): issues over 10,555 business licenses and processes over 467 lottery licenses
- Taxi Licensing (information, issuance, renewal and compliance): over 2,000 taxi and limousine inspections were conducted and over 2,200 taxi driver licenses were issued in 2016
- Vehicle-for-Hire By-law implementation and monitoring introduced in 2016
- Cat/Dog Registration (information, issuance, renewal and compliance): approximately 49,000 registered cats and dogs
- Development and promotion of by-laws, policies and procedures
- Support of the development of by-laws emanating from other Departments
- Management of the Spay/Neuter Clinic: performs approximately 3,400 sterilizations

- Management of various purchase-of-service agreements (including Municipal Animal Shelter Services and Large Wild Mammal Emergency Response)