

Emergency & Protective Services - By-law & Regulatory Services

2017 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, consumer protection and nuisance control. By-law & Regulatory Services accomplishes those objectives through:

- Animal care and control, including pet registration
- Noise control
- Parking control, including management of officer data and 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
- Business licensing, administration and enforcement of 33 Categories Management of the Spay/Neuter Clinic
- Management of various purchase-of-service agreements
- Development and promotion of by-laws, policies and procedures

Programs/Services Offered

- Business Licensing (information, issuance, renewal and compliance): issues over 14,000 business licenses and processes over 400 lottery licenses
- Taxi Licensing (information, issuance, renewal and compliance): conducts over 1,900 taxi and limousine inspections
- Vehicle-for-Hire By-law implementation and monitoring
- Enforcement and Inspection (including noise, property standards, tobacco, zoning, and animal care and control): in 2015 responded to 76,642 requests for service
- Parking Enforcement (information, traffic control and enforcement): issued approximately 355,000 parking fines in 2015 – translating to about \$19 million in revenue
- Management of the Spay/Neuter Clinic: performs approximately 3,700 sterilizations
- Cat/Dog Registration (information, issuance, renewal and compliance): approximately 46,000 registered cats and dogs
- Management of various purchase-of-service agreements (including Municipal Animal Shelter Services and Large Wild Mammal Emergency Response)
- Development and promotion of by-laws, policies and procedures
- Support of the development of by-laws emanating from other Departments