



# 2019 YEAR-END REPORT

ENFORCEMENT & BY-LAW  
SERVICES DIVISION

# Enforcement & By-Law Services

## CORPORATE SERVICES MISSION STATEMENT

Strategic partners driving an era of innovative services while preserving the integrity and enhancing the reputation of the City.

## VALUES

Courage, Compassion, Trust and Integrity



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## Message from the Director

As we reflect upon our 2019 accomplishments, I would like to begin by acknowledging my staff, as these objectives could not have been achieved without the dedicated and hardworking team at Enforcement and By-law Services.

One of the most significant accomplishments in 2019 was the completion of a multi-year project that encompassed several sections of the City. Through partnering with Digital Innovation & IT, Legal Services, Court Administration, Finance Administration, Purchasing, Strategic Communications, Fleet Services and Service Brampton (311) the Division now has a new citation management system. This new program allows for real-time permit searches, helping eliminate overlaps, duplication and issuance of penalty notices to those with valid permits.

Officers have also been issued state-of-the-art hardware and software products that allow them to perform their duties more effectively. It has helped cut investigation time, allowing officers to respond to other service calls, but more importantly it enhances customer service as the City is more agile to respond to resident requests.

Another key component of the project included the acquisition of an Automatic Licence Plate Recognition (ALPR) vehicle and associated technology. The vehicle is equipped with enforcement cameras capable of recognizing optical characters, such as licence plate numbers. The computer provides instant confirmation on parking permits being issued to a parked vehicle, or if the vehicle is in violation. The ALPR is being used for “parking from 2 – 6 am” and “parking in excess of 3 hours”, which are the City’s two highest non-compliance offences.

Moving forward in 2020, this partnership will continue to work towards using this technology to issue non-parking related violations, such as noise disturbances, and property standards related offences. This will also help alleviate the pressures of overcrowded Provincial Offence Courts and the Prosecutions Office.

With Brampton’s fast-growing population, we are witnessing an increase in requests for enforcement. In 2019, there was a 23 per cent rise in calls for enforcement dispatch, with Officers attending to 167 requests per day. Over a five-year period this has climbed by a staggering 235 per cent.

These increases can also be attributed to Officers strengthening their connection with the community through more frequent engagement and maintaining open communication. Officers participated in numerous outreach programs and media campaigns, including several multilingual print, television and radio mediums. Recognizing that residents and property owners have questions on a variety of areas, these sessions were designed to provide information about City by-laws and what steps should be taken when a violation is observed and how to report it to the City.

Our division looks forward to building on this momentum in 2020, as we continue to look for innovative service delivery, while supporting Council’s priorities of being a Healthy & Safe, and a Well-Run City.



Paul Morrison  
Director  
Enforcement & By-law Services

## Division Overview

### Who we are

The City of Brampton’s Enforcement and By-law Services investigate and enforces by-laws enacted by City Council, to maintain community standards and public safety through education and impartial enforcement. Officers respond to complaints or concerns from the community, conduct investigations and take steps to correct infractions through education and/or enforcement. The role of the officer is to provide fair and consistent services.

In order to provide efficient service deliveries the Division is comprised of three specialized sections: By-law Enforcement, Property Standards and Licensing Enforcement, all of which are supported by clerical and administrative staff. Each area strives to make Brampton a better place to live by creating awareness of by-laws and promoting cohesiveness in neighbourhoods.

99 full-time employees

4 Part-time employees

1 six-month contract

11 Languages spoken

49 Enforcement vehicles

902,983 kms patrolled

In 2019, the Division received 61,156 calls for service, or 167.5 calls per day, which is a 23 percent increase from 2018. It is evident that the demand for service will continue to climb into 2020, as the community demands for public and resident accountability grows.

The Division continues to strive for excellence through the development of investigative practices and the use of advanced technology.

Brampton continues to be one of the fastest growing and diverse cities in Canada. The Division’s longstanding hiring practices and service delivery reflects the City’s commitment to a barrier-free and inclusive approach that promotes diversity, equality and objectivity.

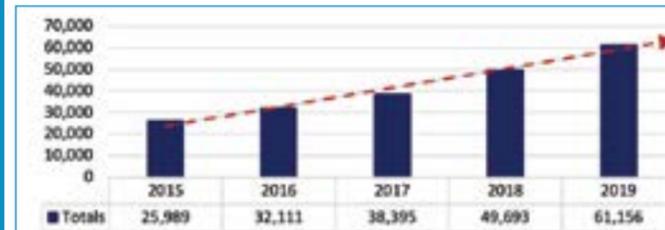
With the proliferation of illegal dwellings, multi-unit and lodging houses continuing to climb, the ripple effect is being felt across the Division, with an increase of service requests to all areas. (as demonstrated throughout this report)

Common complaints the Division receive are:

- Too many vehicles parked on lawns and other properties;

- Parking exceeding three hours or parking on the roads overnight;
- Cars blocking sidewalks or overhanging onto the roadway;
- Excessive noise;
- Accumulation of stored household garbage; and
- Lack of summer and winter maintenance (cutting grass/shovelling snow/debris in yards).

### Total Complaints for the Division



### Total Complaints by Unit



## Enforcement Technology

Enforcement and By-law Services recently completed a mobile technology upgrade, which allows By-law Officers to issue an electronic Penalty Notice directly from the field during their patrols. Penalty notices are issued for parking infractions and for violations of numerous other types of municipal by-laws.

As part of the technology upgrade, an auto-location function assists officers in determining the closest address when they are issuing tickets in alleys or laneways. The new system also allows for cloud-based information sharing, allowing officers to complete time limit inspections that were started by another officer.

Enforcement and By-law Services has equipped a patrol vehicle with an Automatic Licence Plate Recognition system (ALPR) for parking enforcement. The ALPR vehicle utilizes cameras and an industrial GPS to determine the location and the length of time a vehicle has been parked on the street for time-based parking offences. It will also be used in municipally owned parking garages to determine if vehicles are parked without authorization.

In the near future, this new technology will allow officers to issue electronic tickets for non-parking offences, such as noise violations, municipal licensing violations, cutting down or damaging trees without a permit, or failing to provide rental accommodation with hydro, gas or water. To expedite the issuance of this type of Penalty Notice, officers will be able to scan the back of Provincially issued identification as part of the investigation. The Penalty Notices will be issued at the time of the offence and will allow an individual to either pay or dispute them through a Hearing process, rather than requiring court attendance.

This technology, when paired with smartphones and mobile computers, in patrol vehicles, will be a powerful tool in the enforcement of municipal by-laws and will allow officers to have the information needed to address violations in the field, without the need to complete additional paperwork in the office.

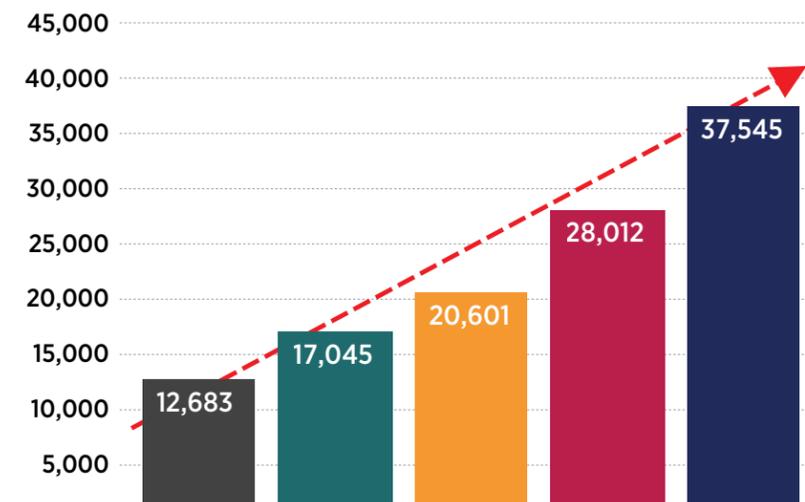


## By-Law Enforcement Unit

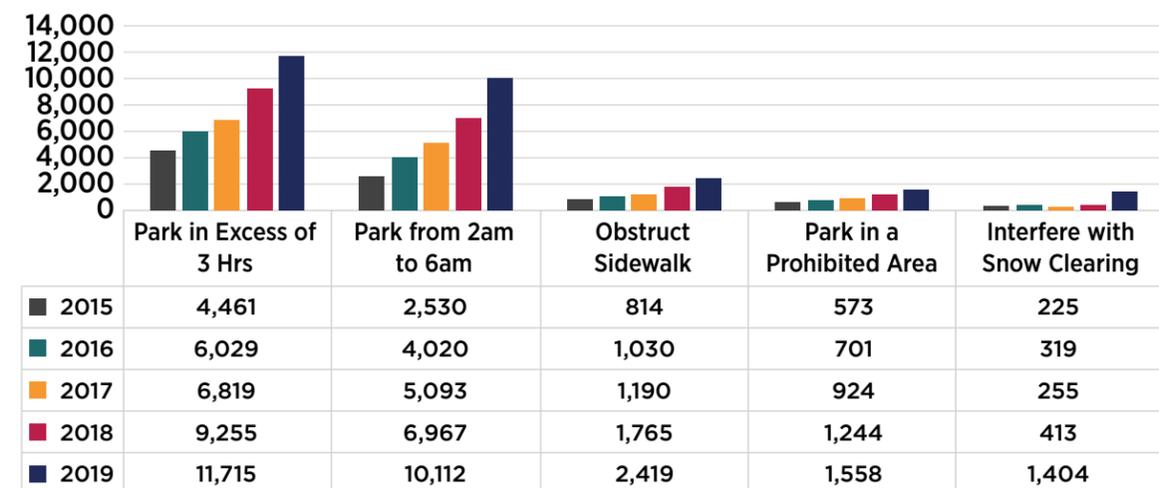
The By-law Enforcement Unit ensures that residents adhere to the City's by-laws related to public property offences, such as snow removal, excessive loud music and parking infractions, amongst a variety of other city by-laws. This Unit strives to maintain the safety of the public as they use roads, sidewalks, parks and other common public spaces.

A primary function of this Unit is to respond to, investigate, educate and at times where appropriate enforce the City of Brampton's by-laws. With parking enforcement being part of its scope of operation Enforcement officers received 37,545 parking related complaints in 2019, up an astonishing 34 per cent from 2018. They are averaging 102.8 calls per day. Through public educational campaigns the public has become more aware of what type of incidents can be reported to By-law Enforcement.

### Total Parking Complaints



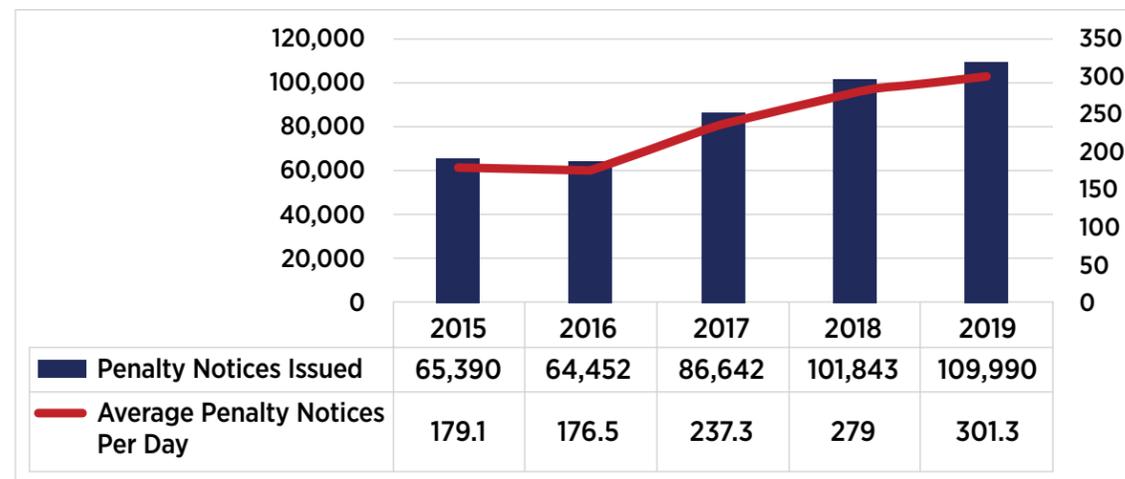
### Top Five Parking Complaints



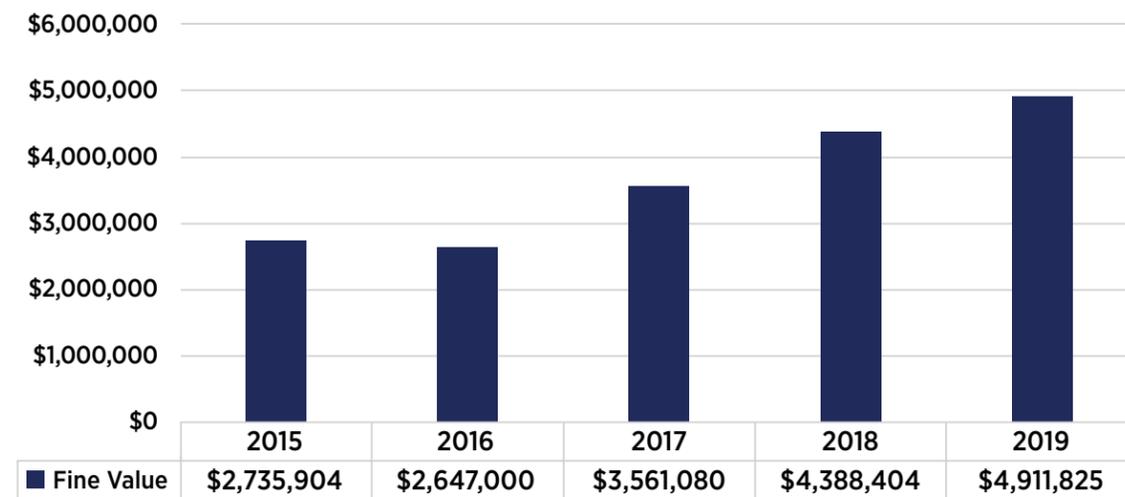
## Top Five Parking Notices Issued:

1. **Parking 2 -6am — 51.0 %**
2. **Parking on private property — 15.3 %**
3. **Parking that obstructs sidewalks — 5.2 %**
4. **Parking in excess of three hours — 4.5 %**
5. **Parking in a prohibited area — 4.5 %**

## Penalty Notices Issued



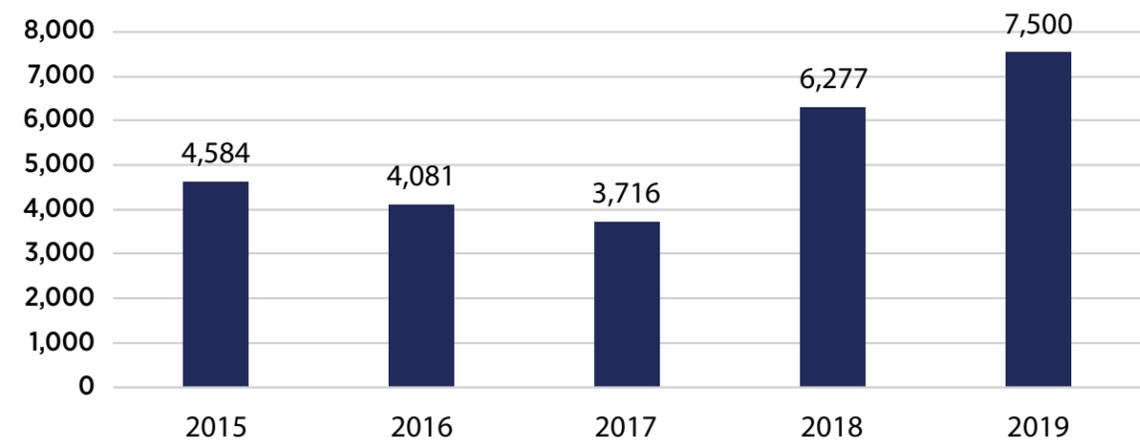
## Value of Fines Issued



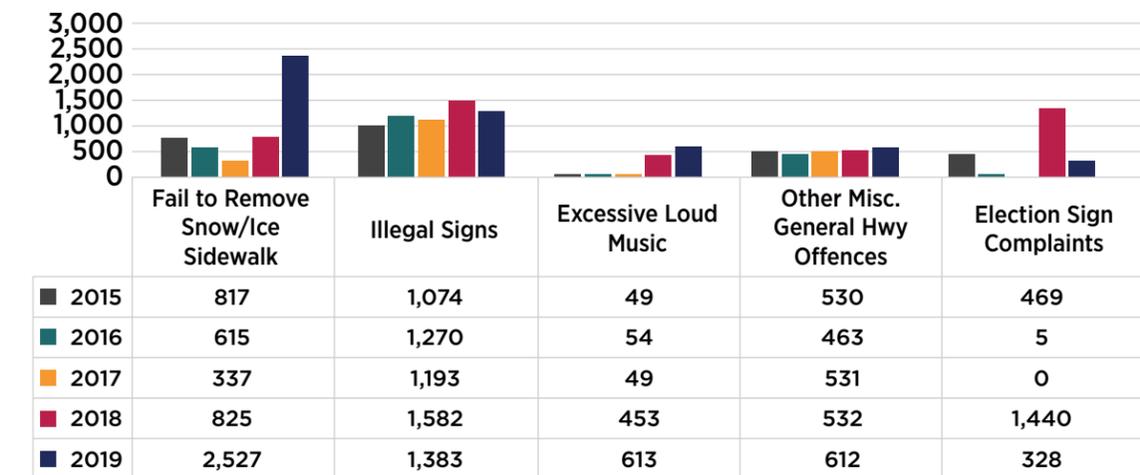
## Municipal By-law Complaints

The Officers are responsible for enforcing City By-laws and make every effort to resolve the complaints through voluntary compliance. Officers provide public education and awareness programs and services in order to ensure the protection of residents and properties. These investigations are more complex and require the officer to spend more time investigating, to bring to a successful resolution. In 2019 By-law Enforcement Officers responded to 7,500 Municipal complaints, which included highway obstructions, illegal dumping on public or private property, and noise by-law violations.

## Total Municipal Complaints

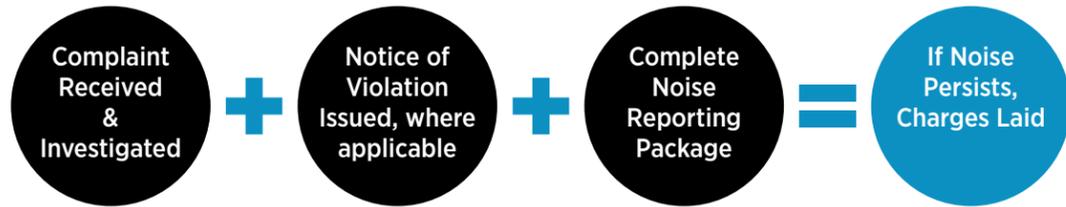


## Top Five Municipal Complaints



## Noise Complaint Process

By-law Enforcement has seen a significant increase in the number of noise related complaints, which is largely due to the introduction of the new Public Nuisance By-law, which has also lead to the Police re-directing noise complaints to By-law Services.



## Snow Removal

Snow removal from sidewalks continues to be a safety hazard in the community. During 2019 officers responded to 2,527 unsafe snow/ice covered sidewalk complaints, 291 proactive unsafe snow/ice covered sidewalk and 69 complaints for plowing snow onto the roadway.

A new initiative initiated in 2019 was the collaborative effort between Enforcement Services and Public Works to expedite snow removal. During a major winter event, Enforcement Officers proactively enforce parking violations, such as vehicles interfering with snow removal operations. Parking on streets is not permitted and parking considerations are suspended. Officers focus their enforcement action in areas identified by Public Works as being habitual problem areas. Vehicles will be towed, at the property owner's expense, when they are interfering with emergency vehicle response and snow removal operations.

Under the Snow and Ice Removal By-law 242-76, property owners and/or tenants are required to remove snow, ice and slush from their sidewalks by 11 am the day after the end of a snowfall.

When a complaint is received about an un-cleared sidewalk, a By-law officer will attend the location to investigate and issue an Order to Comply, requiring the owner/tenant to immediately clean the sidewalk. If the work has not been completed and the sidewalk remains unsafe, arrangements will be made to have a contractor clear the sidewalk. The cost of the work, plus administrative fees, will be charged back to the property owner's taxes and charges may be laid.

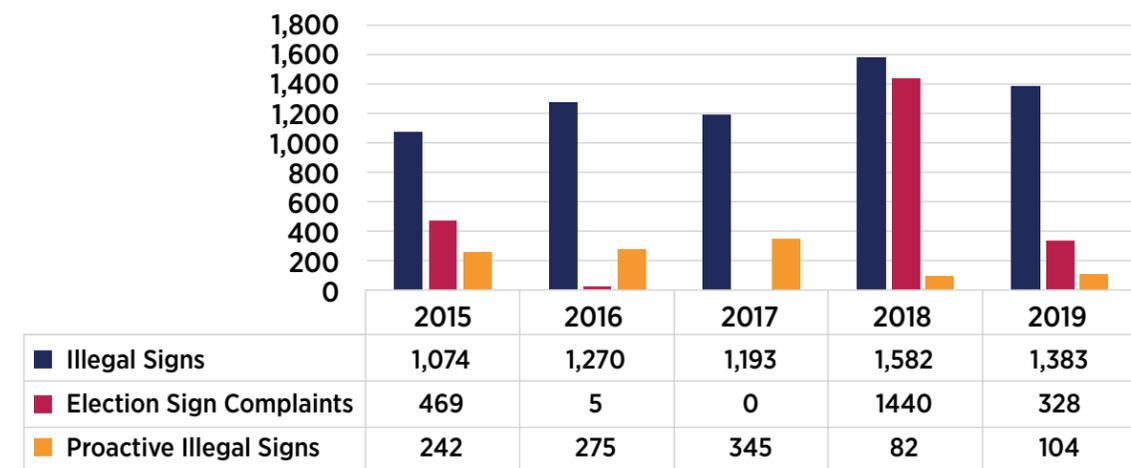


## Signs

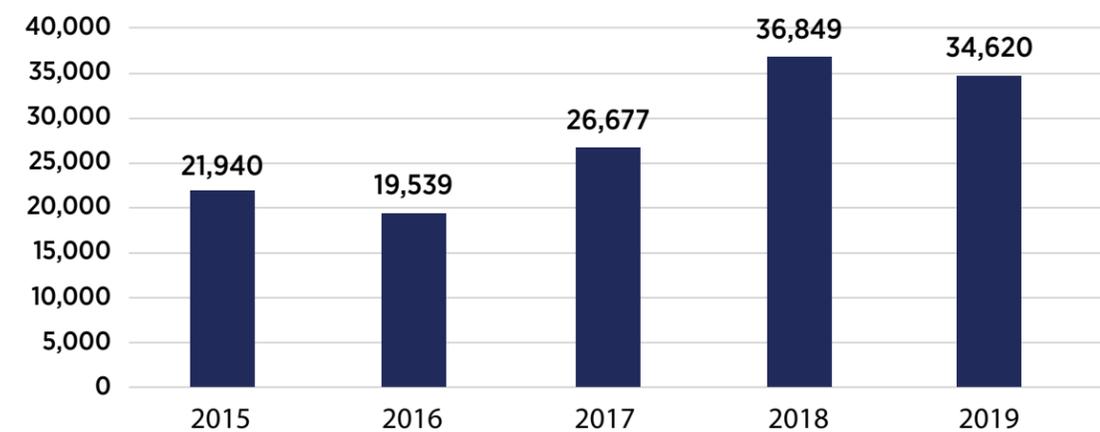
Nuisance signs continue to be a challenge for City employees and are unsightly issues for the community. By-law Enforcement Services employs four part-time officers dedicated to the inspection and removal of nuisance signs, under the Municipal By-law 399-2002. All signs unless specifically exempt require a permit.

In 2019 By-law Enforcement Officers attended 1,383 illegal sign complaints, 328 election sign complaints and removed 34,620 nuisance signs. A municipal sign complaint may be in relation to real estate signs, mobile signs, or banner signs, all of which require a permit, unless exempted. Nuisance signs, are not eligible for a permit and can not be erected on any property.

### Municipal Sign Complaints



### Proactive Nuisance Sign Removal



# Accessibility Enforcement

The City of Brampton is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play and visit in our City. This commitment includes ensuring access to appropriately marked, signed and maintained accessible parking spaces. The right to use accessible parking is crucial for people with disabilities to be able to enjoy services and facilities, just as others are able to do. As our populations continues to grow, the number of people with disabilities increases and so does the need for accessible parking.

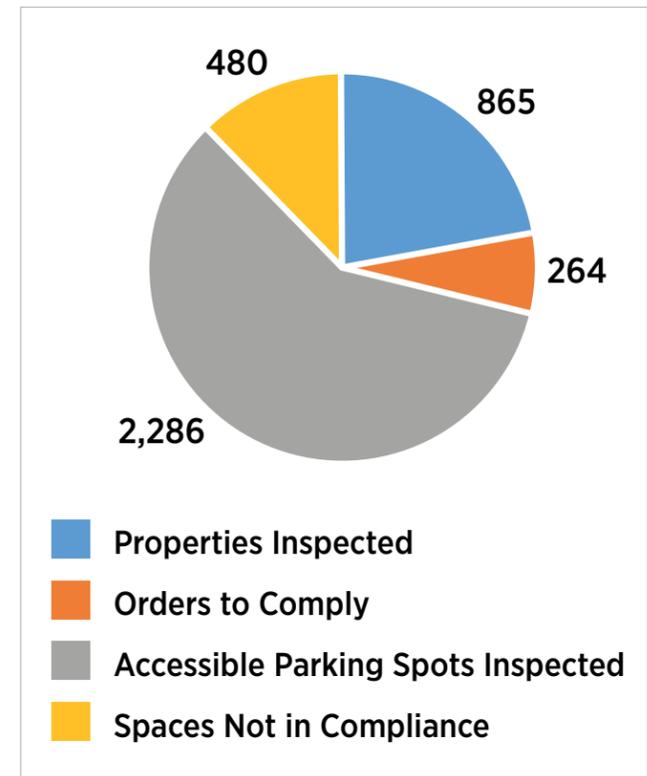
This year, parking in accessible spaces and obstructing access aisle investigations resulted in 957 penalty notices being issued, totalling \$298,503 in fines and the confiscation of 120 fraudulent or expired permits.

Business owners and operators have obligations and requirements for providing accessible parking spaces as identified in the Traffic By-law 93-93, Section 48. Businesses that fail to comply with the by-law can be fined with failure to have proper signage and pavement markings. This year, the Accessible Enforcement Officer inspected 865 properties involving 2,286 accessible spaces. As a result, 264 Orders to Comply were issued to property owners to have 480 accessible spaces corrected to meet compliance standards, as set out in the City of Brampton Traffic By-law and the Highway Traffic Act. Businesses that fail to comply with provincial standards may be fined up to \$25,000 per accessible parking space.

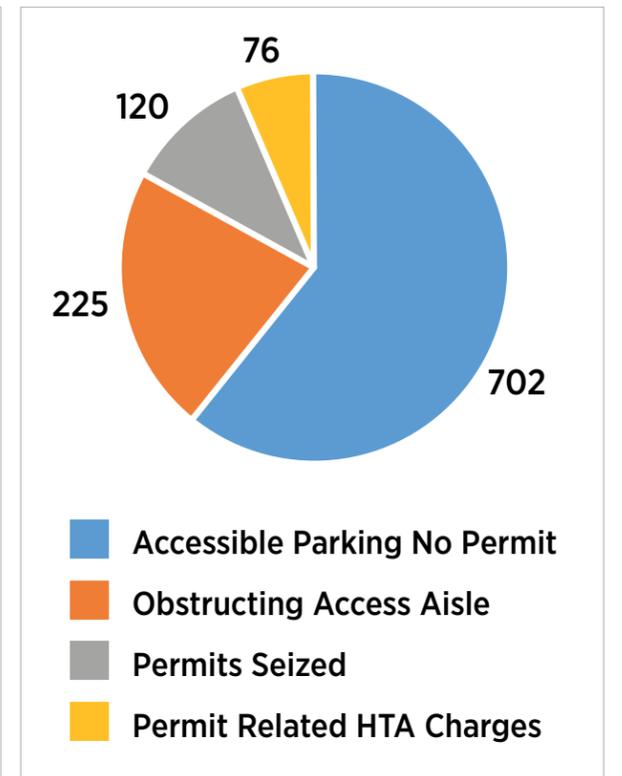
At the end of December leading up to the holiday season, By-Law Enforcement Officers conducted a blitz over three weekends. Officers visited over 30 high traffic properties and issued 174 penalty notices, totalling \$43,750. Permit holders were educated and provided with educational flyers on the proper use of accessible permits. Permits were checked for misuse, resulting in 14 permits being seized. The misuse of Accessible Parking permits issued by the Province of Ontario carry a maximum fine of \$5,000. The Division will continue to implement a blitz for the upcoming year in 2020.



## Inspections



## Penalty Notices



## Property Standards

Property Standards is responsible for the enforcement of private property offences to ensure residents maintain their property. The unit is composed of 20 officers, including four officers assigned to the Second Unit Task Force.

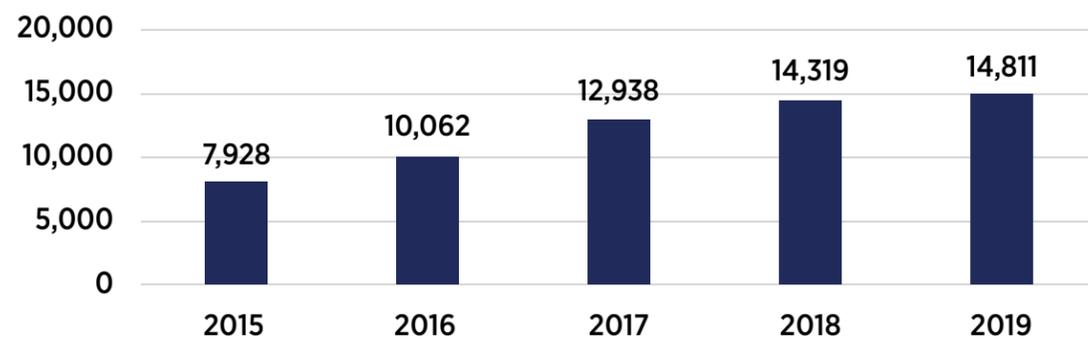
Officers conduct investigations under several Municipal By-laws including but not limited to Minimum Maintenance By-law 104-96 (Property Standards), Second Unit Registration By-law 87-2015, Grass and Weeds By-law 166-2011, and the Zoning By-law 270-2004. Exterior property standards require minimum maintenance standards be followed including the removal of all refuse, cutting long grass, and maintaining all components of the property.

Property Standards officers also conduct interior inspections of rental residential units to identify deficiencies that the home owner or occupants must repair to meet by-law compliance, including providing and maintaining vital services such as heat, hydro and potable water. In 2019 Property Standards Officers responded to an unprecedented increase in public complaints related to illegal lodging houses. These investigations are revealing a new trend, where alterations are being made to the interior of dwellings without permits. More shockingly, Officers are discovering registered two-unit dwellings are being converted into separate illegal lodging houses, in order to increase tenancy to maximize rental income. It is now common for Officers to find in excess of 10 tenants illegally occupying a single dwelling, and in several cases an even greater number of tenants were located.

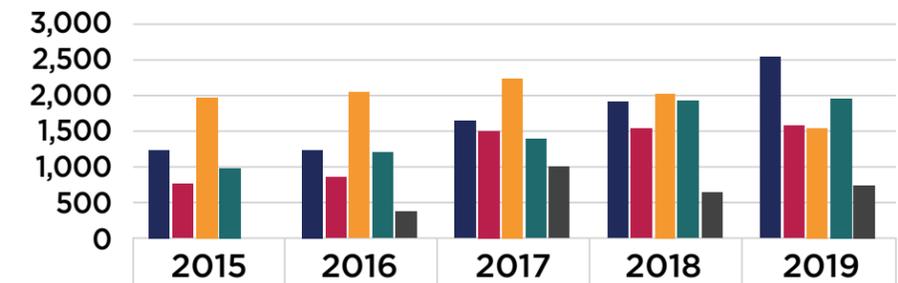
During 2019 Property Standards Officers attended several Town Hall meetings and resident information sessions to hear concerns about illegal rental accommodations, zoning issues and general by-law interests/matters.

Through a collaborative effort with Zoning Services, Building Services, Fire and Emergency Services and Prosecution Services, staff continue to refine investigative techniques to combat this growing issue. The goal is to ensure safety standards are met, and the wellbeing of the occupants who reside in these dwellings.

### Property Standard Complaints



### Top Five Complaints



Complaint Type	2015	2016	2017	2018	2019
Excessive Growth/Weeds	1,249	1,253	1,655	1,903	2,539
Basement Apts	764	861	1,458	1,544	1,574
Exterior Offences	1,974	2,060	2,258	2,002	1,538
Refuse	1,023	1,214	1,406	1,917	1,939
Garbage Containers	0	393	970	639	726

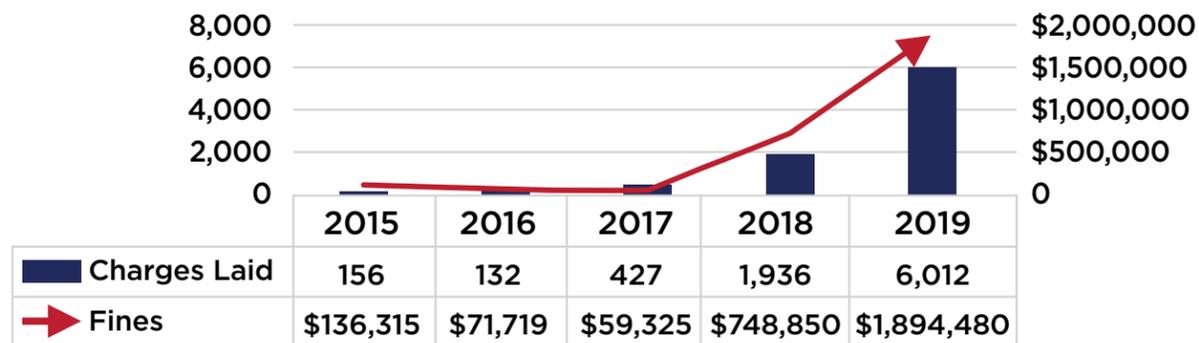
### Second Unit Task Force

Prior to the formation of the Second Unit Task Force in 2018 the number of calls related to illegal second units accounted for less than 10 percent of the overall complaints received by Property Standards. Through extensive community information sessions and educational campaigns the number of calls received from the public has increased substantially. These complex cases account for 24 per cent of the total property standards calls for service received in 2019. Officers are being diverted from lower priority complaints to attend these higher occupant safety risks that are affiliated with overcrowded houses/dwellings. Depending on the nature of the complaint, it may take anywhere from a single day to a couple of years to complete an investigation.

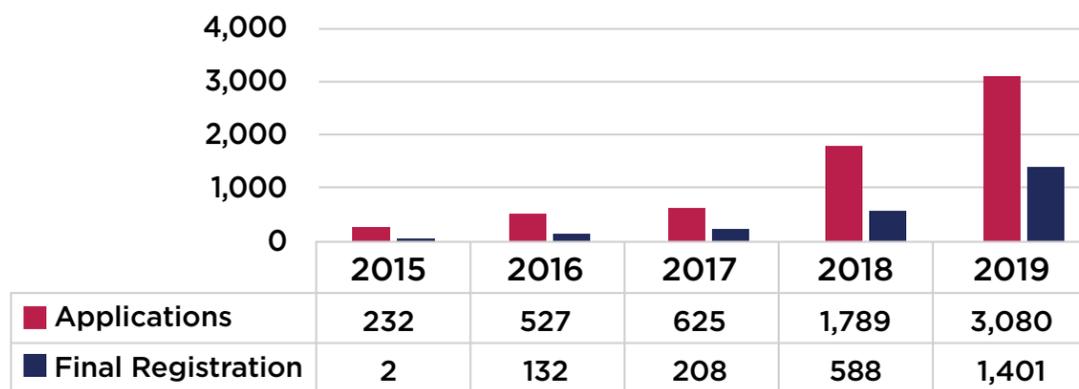
The courts are recognizing the relationship between illegal second units and occupant safety. Previous fines imposed were usually around \$100, and occasionally, up to \$500. In 2019 the courts were consistently issuing fines of \$2,000 and \$3,000 for first-time offenders. In 2019, illegal second unit and lodging house fines exceeded \$1.8 million, for a combined total of \$2.6 million, since the inception of the Second Unit Task Force in 2018.

Focused enforcement, education, public awareness and successful prosecutions have resulted in a significant increase in second unit registration.

## Second Unit Charges and Fines



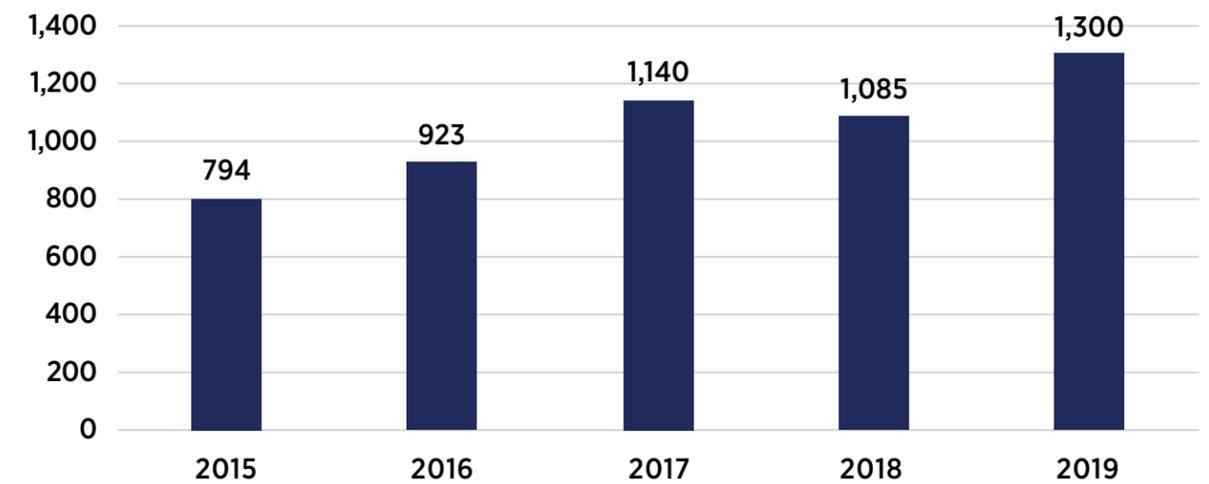
## Second Unit Applications and Final Registrations



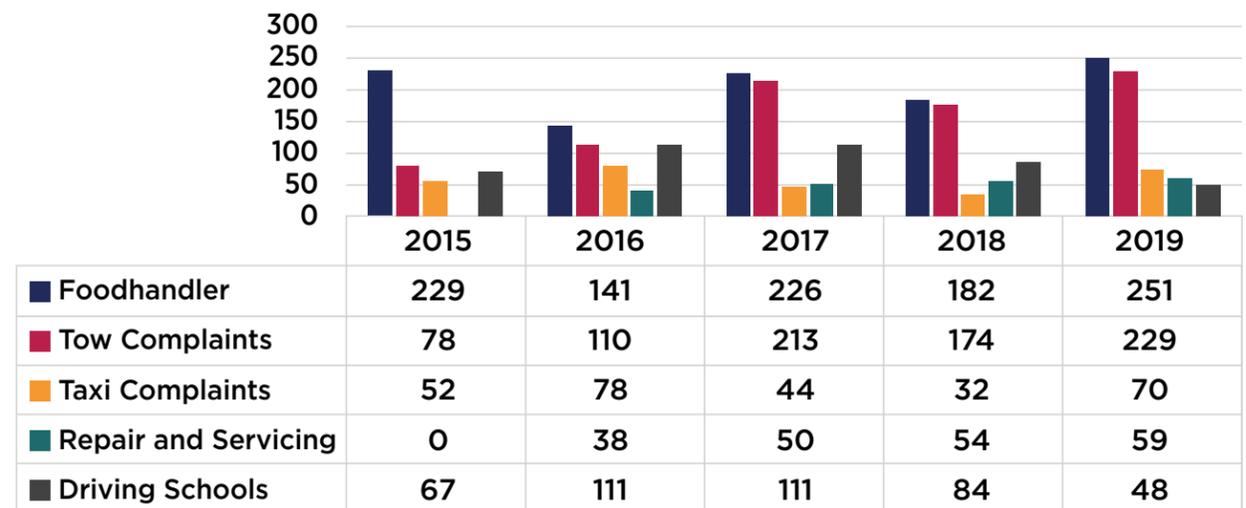
## Licensing Enforcement

Licensing Enforcement Inspectors monitor, investigate, and enforce the licensing of mobile and stationary businesses. This Unit promotes business growth through consumer protection while supporting the health and safety of the public. In 2019 officers received 1,300 business-related complaints, including businesses operating without a licence, concerns over costs related to taxi fares and towing charges, as well as disputes customers experienced in relation to auto body shops and vehicle storage facilities.

## Total Licensing Complaints



## Top Five Licensing Complaints

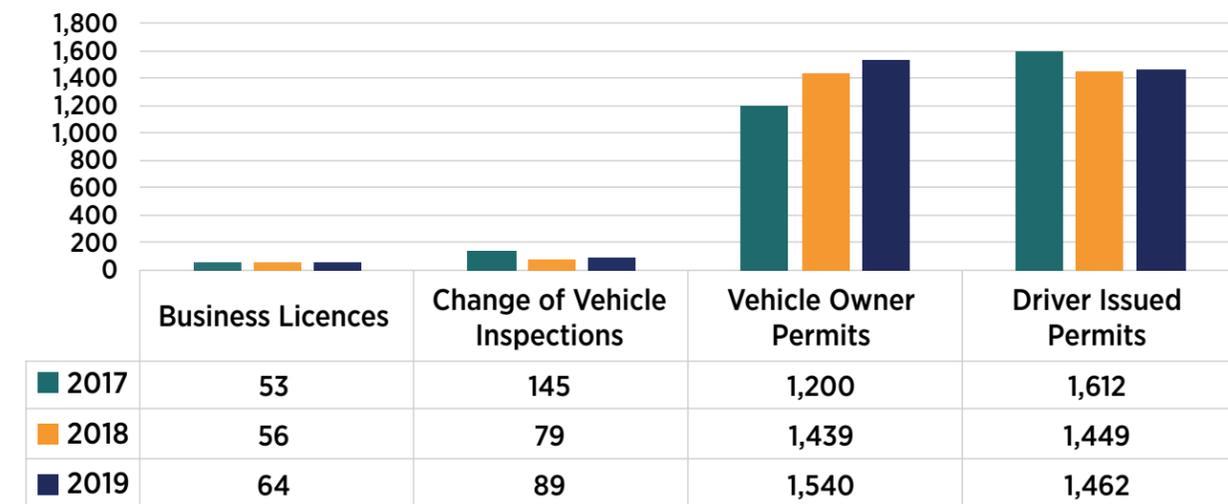


## Licence Issuance

Licence Enforcement staff are responsible for the issuance, inspection and enforcement of drivers, vehicles and in some cases business locations. Each year, approximately 3,500 businesses, vehicles and drivers are licensed by the City of Brampton. This includes taxi, limousine and personal transportation companies (i.e. rideshare), Class A, B, C and D refreshment vehicles, driving schools and its instructors, and tow truck companies. All new vehicles are inspected for compliance with the Mobile Licensing By-law and all drivers must fall within the threshold approved by Council regarding driving and criminal records. These rules and practices are in place to ensure health and safety of the users of licensed vehicles and businesses.

Licensing Enforcement works closely with the City Clerks Department in relation to stationary businesses. The Clerks Department receives all applications for new and renewals of stationary businesses and issues the licenses, while the Licensing Enforcement division manages the inspections and enforcement. The Licence Enforcement Section received 585 calls related to stationary businesses in 2019. Inspectors, along with Peel Health officials, attend a variety of businesses in Brampton to inspect and ensure that they were in compliance with the Health and Safety provisions of the by-law. This included food services, adult entertainment businesses and personal service businesses.

## Business and Vehicle Permits Issuance



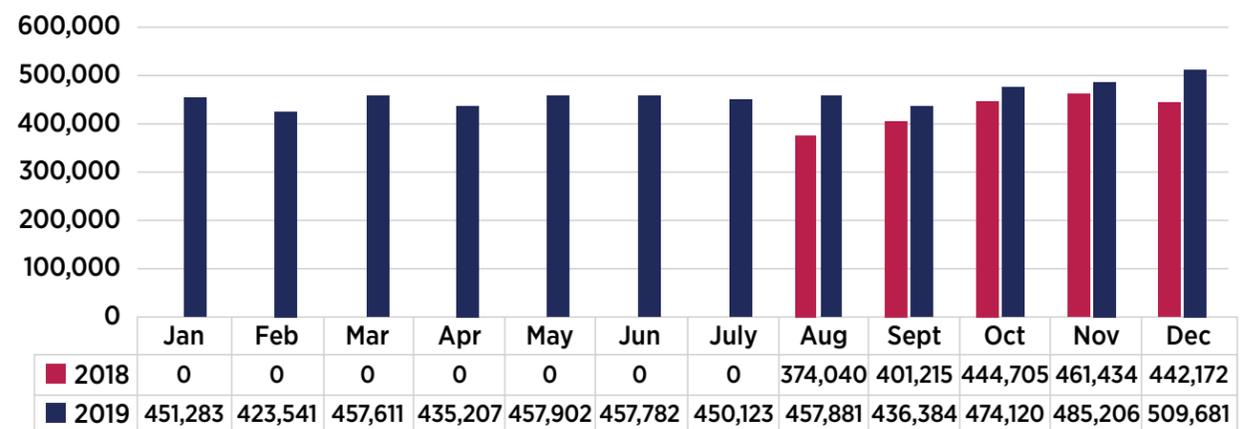
## Streamline the Process

In being a Well-Run City, the City focuses on modernizing processes and using technology to improve the speed and agility with which we respond to our community. In 2019, the Licence Enforcement staff worked with the City Clerk's Office to streamline the process in collaborating on licensing matters. This has helped with more effective tracking of business licenses.

## Personal Transportation Companies (PTC)

In June 2018, City Council enacted a by-law amendment to create a new class of "for hire" Personal Transportation Companies (PTC) such as rideshare. Three Officers were assigned to the inspection of PTC vehicles and operators to augment the safety of the user. Using a PTC APP, inspectors request a ride and conduct inspections by random selection of vehicles. The Officer verifies the documentation and issues an Order to Comply for any infractions observed at the time of the inspection. Inspectors have conducted 2,279 inspections with an 85 per cent pass rate. Since the inception of the By-law, PTC have completed 7,620,287 rides.

## Trips Taken with a PTC Vehicle



## Vehicle inspection



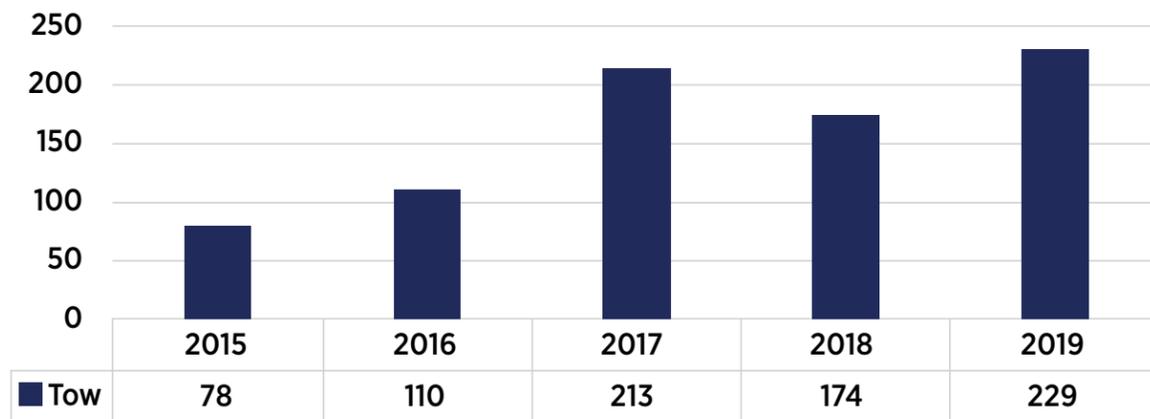
## Tow Companies

The Licensing section inspects, investigates and where appropriate, issues licences to tow trucks, drivers and companies. In 2019, the Section renewed or approved licences for 516 tow trucks, who operate for 88 companies within Brampton. Licensing Inspectors investigated 229 complaints regarding tow trucks in 2019, which is an increase from 174 complaints in 2018. The Unit works closely with Peel Regional Police, the Ontario Provincial Police, the Ministry of Transportation and Provincial Government Ministries to investigate issues pertaining to the industry.

Complaints received in 2019 included unlicensed tow truck operators attending collision scenes, overcrowding at a collision scene and towing and storage issues. Inspectors attend the collision site to address overcrowding and to inform customers about their rights related to towing and storage of their vehicle.

Licensing staff also educate the public about towing costs of passenger vehicle (\$284 plus storage of the vehicle at \$60.00 for every 24-hr period). Prior to leaving a towed vehicle at a customer's chosen location, most tow truck drivers will require payment. Tow truck drivers are required to accept payment of cash or credit. If customers do not have the ability to pay, the driver will deliver the vehicle to their registered vehicle pound facility, where it will be stored until it is released and picked up by the consumer and their tow company.

### Tow Company Complaints



## Training and Education

### Enforcement Officers

Officers are required to have a post-secondary degree or diploma in Law and Security, Police Foundations or equivalent to join the Department. In addition, Officers must have by-law enforcement related experience.

### Property Standards

Officers receive training from the Ontario Association Property Standards Officers (OAPSO). This is an intensive program not only requiring officers to complete the academic requirements, but also a minimum of two years field experience before being eligible for certification.

### Licensing Inspectors

Officers receive a four-week training session with an experienced officer to learn inspection procedures, and to conduct field inspections of commercial businesses and vehicles.







Term of Council Priorities

**BRAMPTON IS A CITY OF OPPORTUNITIES**

**BRAMPTON IS A MOSAIC**

**BRAMPTON IS A GREEN CITY**

**BRAMPTON IS A SAFE & HEALTHY CITY**

**BRAMPTON IS A WELL-RUN CITY**

Enforcement and By-Law Services

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