

2023 ANNUAL REPORT



Town of Cobourg
Municipal Law Enforcement
& Licensing Services



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2022 MUNICIPAL LAW ENFORCEMENT AND LICENSING SERVICES HIGHLIGHTS



INSPECTED

2,273

Parking
Violations



RESPONDED TO

1,087

Calls for
Service for
Property/ Parking/
Animal Activities



RESPONDED TO

149

Calls for
Service for
Animal Issues



INSPECTED

93

Homeless
Encampments



RESPONDED TO

74

Nuisance &
Noise
Complaints



LICENSED

1,322

Lottery Events



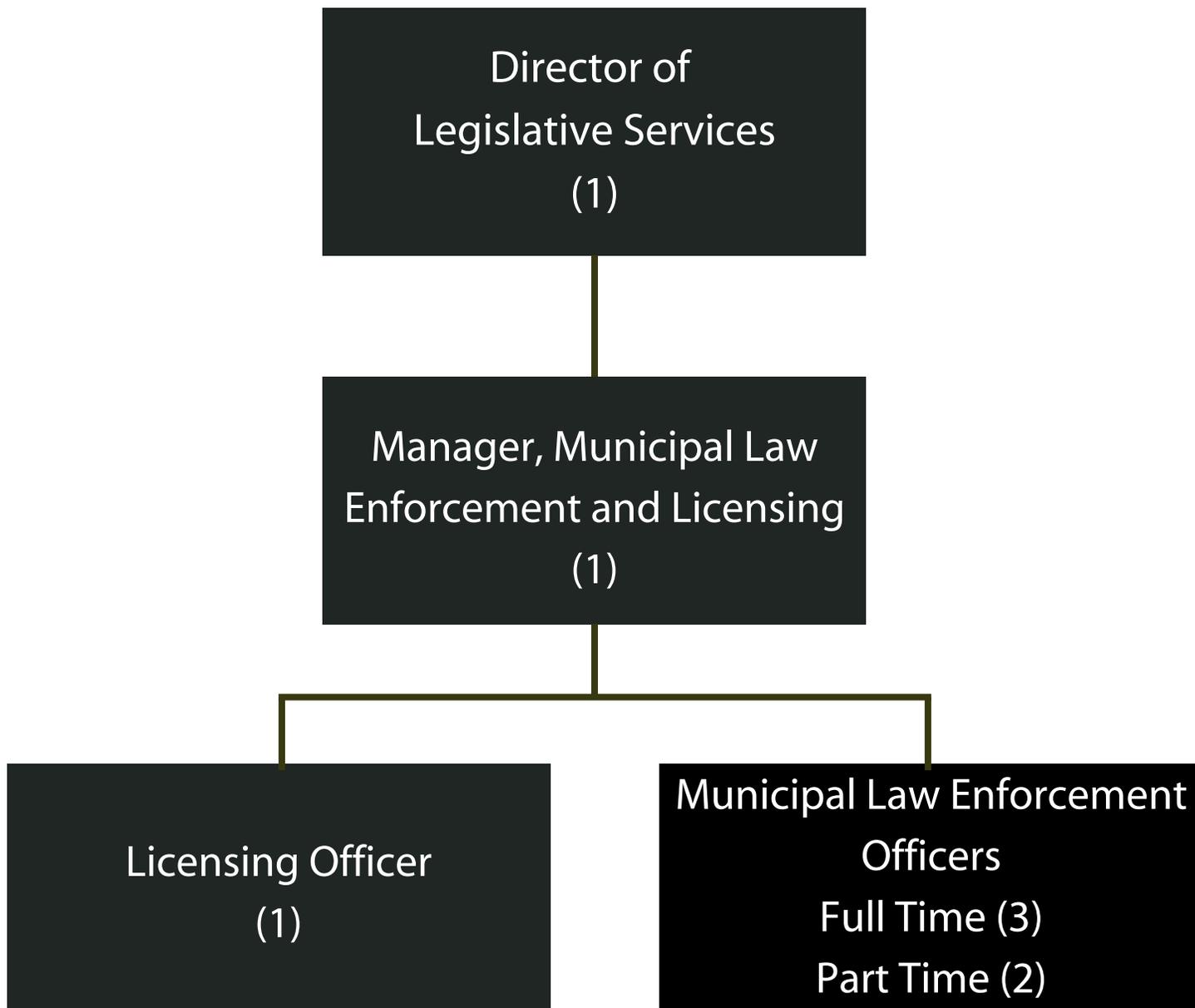
ISSUED

100

Sign Permits



2023 Municipal Law Enforcement and Licensing Services Organizational Structure



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 seven (7) Town staff members involved in the Department's daily operations.

Municipal Law Enforcement and Licensing Services has five (5) 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, and administrative penalty screenings 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 048-2023. 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**.

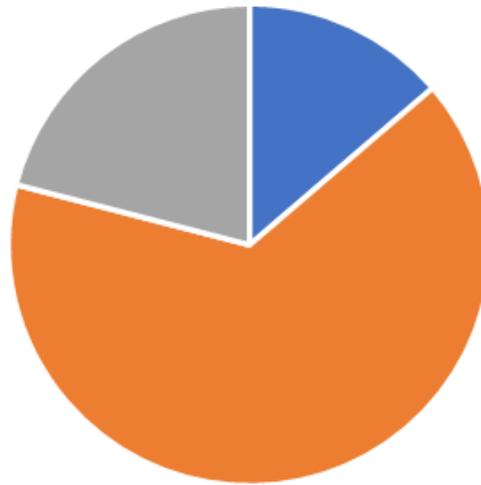
Service Level Agreements (SLA'S)

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

2023 Calls for Service (1,087)



- Animal Related Calls 14% (149)
- Property Related Calls 65% (710)
- Parking Related Calls 21% (228)

Calls for Service by Year

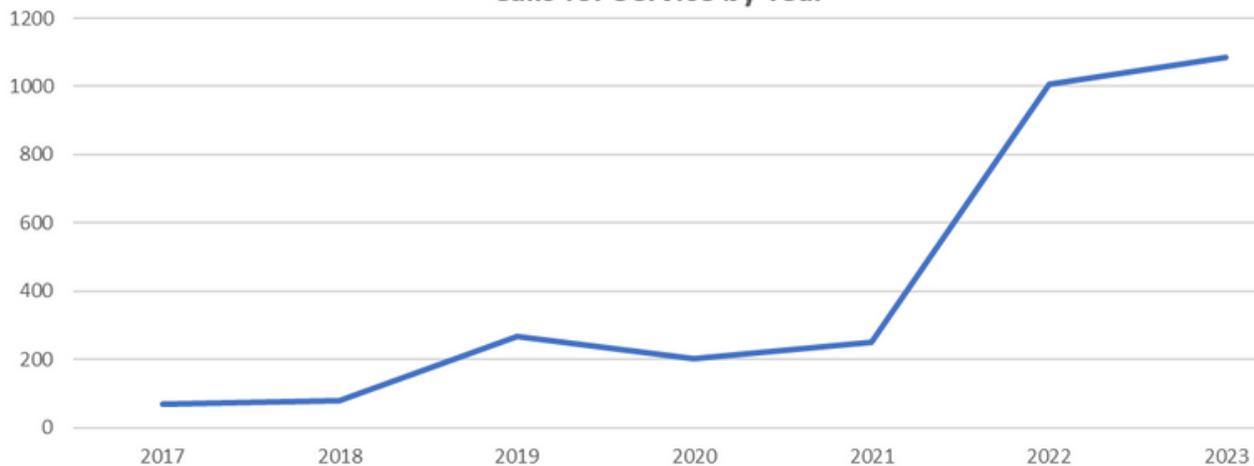


Figure 1: Tools for Compliance

	<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 Monetary 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 process implementation occurred in 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 2023 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.

2023 M.L.E.L.S. Highlights at a Glance

- Drafting new bylaws and contemporary amendments of existing bylaws (Right of Entry By-law, Designation of various by-laws to which Administrative Monetary Penalties apply including Animal Control, Property Standards, Clean Yard and Lot Maintenance, Parks Use, Noise, Nuisance, Heritage Permit, Fireworks and Open Air Burning.)
- New staffing adjustments to increase the municipal law enforcement officer compliment by one additional full-time officer to ensure consistency of customer service and effective and efficient enforcement of the Town's by-laws.
- Participated in the Polar Plunge to support programming and events for Special Olympic Athletes in Ontario.
- Provided annual training to Cobourg Police Services Auxiliary regarding municipal by-laws and procedures.
- Expanded hours of operation for the municipal law enforcement department, including days, afternoons and overnight shifts, to better serve the community.
- Ongoing collaboration with internal/external stakeholders including social services, police and fire services to respond to encampments on both public and private property.
- Further renovation to interior space to in the Market Building for improvements to staff safety, facilitation of penalty reviews, alignment of resources and improved customer service.



Municipal Law Enforcement 2023 Highlights

- Implementation of 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.
- Established and Designated a Property Standards Committee and terms of reference for effective appeals to Orders.
- Public and industry consultation related to the licensing of short-term rentals and short-term rental companies and identifying licensing standards.
- Public and industry consultation related to licensing of vehicles for hire and transportation network companies and identifying licensing standards.
- Diversification of new fleet vehicles to improve public contact, trail access and transportation for officers across the Town by including specialized E-bikes and patrol vehicles.
- Participation in training for officers provided by the Municipal Law Enforcement Officers Association and the Ontario Association of Property Standards Officers. Specialized subject matter expert training to work towards accreditation/certification of all enforcement staff and foundational training in various disciplines including de-escalation and conflict avoidance.
- Conducted five (5) building audits to address unsafe conditions, illegal use and failures to meet prescribed property standards in support of the Cobourg Safety Panel in collaboration with Police, Building Department and Fire Services



Municipal Law Enforcement 2024

Looking Ahead...

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

- Ongoing implementation of Short-term Rental Licensing;
- Ongoing implementation of Vehicle for Hire Licensing;
- Continue to investigate acquisition of enterprise software solution “Amanda” to meet the Town’s needs involving by-law complaints, animal and business licensing workflows;
- Scheduling regular audits of rental buildings to ensure compliance with municipal standards;
- Introduce Municipal Trespass By-law and associated policies and best practices;
- Participate as stakeholder and contributing agency in Eastern Region Regulatory Hub to discuss top of mind issues and commonalities in how regulatory enforcement services are delivered;
- and more!



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

<p>Type of Enforcement Service</p>	<p>Applicable By-laws/Legislation</p>
<p>Property-Related By-law Enforcement Services</p>	<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



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

Type of Enforcement Service	Applicable By-laws/Legislation
Parking-Related Enforcement Services	<ul style="list-style-type: none">• Parking 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.L.S 2023 Targeted Proactive Enforcement Projects

Project	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



Appendix 2 – M.L.E.L.S 2023 Targeted Proactive Enforcement Projects

Project	Season
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 – M.L.E.L.S 2023 Property Related Calls for Service and Outcomes

MLELS Property Related Calls for Service	2022	2023	Two Year Average	% Change
Boulevard By-law	36	40	38	5%
General Patrol Parks	11	77	44	43%
Grass and Weeds - Lot Maintenance	100	66	83	-26%
Bicycle and Skateboard By-law	N/A	1	N/A	N/A
Sewer Use	N/A	2	N/A	N/A
Unauthorized Depositing of Waste	N/A	46	N/A	N/A
General Bylaw Infraction	89	50	69	-39%
Open Air Burning	1	4	2	50%
Parks Use	42	18	30	-66%
Boulevard Signs	6	10	8	20%
Pool Enclosure	3	6	4	33%
Public Nuisance	50	18	34	-89%



Appendix 3 – M.L.E.L.S 2023 Property Related Calls for Service and Outcomes

MLELS Property Related Calls for Service	2022	2023	Two Year Average	% Change
Smoking and Tobacco	3	1	2	-100%
Snow or Ice	43	52	47	10%
Tree Preservation	3	0	1	N/A
Vendors	2	0	1	N/A
Homeless Encampment	71	93	82	13
Idling	1	2	1	100%
Noise	28	56	42	33%
Property Standards	148	119	133	-10%
Zoning By-law	8	49	28	75%
Offences Part 1 POA	52	4	28	-86%
Property related Administrative Penalties	N/A	72	N/A	N/A
Orders	151	143	147	-3%

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 2023 and the Two Year Average (2022 - 2023) which represents normal/historical business trends.

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



Appendix 4 – M.L.E.L.S Parking Related Activities and Outcomes

MLELS Parking Enforcement Activities	2021	2022	2023	Three Year Average	% Change
Parking Complaints Received	24	155	228	136	68%
Proactive Enforcement	3,835	4,109	2,273	3,406	-33%
Parking Tickets/Penalties Issues	3,859	4,264	2,273 (1,581 AMP 692 POA)	3,465	-34%

Appendix 5 – M.L.E.L.S Animal Related Activities and Outcomes

MLELS Animal Enforcement Activities	2021	2022	2023	Three Year Average	% Change
Calls for Service	48	173	149	123	21%
Tickets/ Penalties Issued	18	18	23 (14 AMP 9 POA)	20	15%
Impounds	N/A	27	7	N/A	N/A
Orders	4	16	11	10	10%



Appendix 6 – M.L.E.L.S Service Level Agreements (SLA)

Type of Service Call	2022 Cases	2022% Meeting SLA or Better	2023 Cases	2023% Meeting SLA or Better
Animal Related	163	55%	149	70%
Parking Related	135	41%	228	54%
Boulevard By-law	34	91%	40	90%
Lot Maintenance By-law	47	78%	66	70%
Parks By-law	42	88%	18	73%
Nuisance By-law	45	84%	18	82%
Snow and Ice By-law	28	46%	52	79%
Property Standards By-law	130	95%	119	72%



2023 M.L.E.L.S Service Level Agreements (SLA)

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



2023 M.L.E.L.S Service Level Agreements (SLA)

Type	Subtype	Initial Response (*1)	Complete Resolution (*2)
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
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 – 2023 M.L.E.L.S Licensing Activities

License/Permit Type	2022	2023	Two Year Average	% Change
Land Dev./Sales Trailer	4	1	3	-67%
Animal Licence	858	864	876	-1%
Lottery Event	1,253	1,322	1,177	12%
Temp. Outdoor Patio	12	14	13	8%
Small Patio Display	2	2	2	0%
Merchandise Display	1	1	1	0%
Alcohol	7	4	6	-33%
Refreshment Vehicle	5	6	6	0%
Second Hand Goods	4	4	4	0%
Taxicab	17	18	18	0%
Facia Sign	9	18	14	29%
Temp. Portable Sign	37	70	54	30%
Lawn Sign	1	3	2	50%
A-Frame Sign	5	9	7	29%
Pool Permit	3	9	6	50%
Inspections	102	130	116	12%

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



Appendix 8 – Administrative Monetary Penalty Program

Process	2023
Administrative Penalties Issued	1,667
Adjudications (Screening & Hearings)	337
Screenings (1st Level of Review)	320
Hearings (Final Level of Review)	17
Screenings - Appeal Approved	98
Screening - Appeal Denied	105
Screening - Amount Reduced	116
Hearing - Appeal Approved	2
Hearing - Appeal Denied	1
Hearing - Amount Reduced	5

