

## **COMMITTEE OF THE WHOLE (WORKING SESSION) – APRIL 26, 2005**

### **ENFORCEMENT SERVICES ANNUAL STATISTICAL REPORT - 2004**

#### **Recommendation**

The Commissioner of Legal and Administrative Services and the Senior Manager, Enforcement Services, recommend:

That Council receive this report and provide direction on the circulation and the placing on the City of Vaughan website of this report.

#### **Economic Impact**

There is no economic impact.

#### **Purpose**

This report is to introduce the second annual statistical report for the City of Vaughan Enforcement Services Department.

#### **Background - Analysis and Options**

Last year (2003) the Enforcement Services Department introduced an Annual Statistical Report to enable the Local and Regional Councillors to see what enforcement related complaints were being investigated in their respective areas.

Enforcement Services utilizes the CSMS tracking system. This system allows for a variety of different call tracking possibilities. This system has been in use for two full years. A detailed annual report can now be produced with detail, analysis and annual comparison.

This report outlines the trends and patterns that emerge from the calls for service to Enforcement Services from the residents of the City of Vaughan. This year's version provides a snapshot of what happened in 2004 in each Ward and also incorporates a year to year comparison of call distribution. This report can be made public and it may be of value on the City of Vaughan website.

#### **Relationship to Vaughan Vision 2007**

This is in keeping with the Vaughan Vision 2007 as it is in keeping with the goal (6.4) to "Strengthen Corporate Image and Identify" and its objective (6.4.2) to "Create increased awareness of the City's leadership on key issues and celebrate our successes and achievements."

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

#### **Conclusion**

This annual report provides Council and the public with statistical information on the caseload, trends, and patterns of the calls for service to the Enforcement Services Department.

#### **Attachments**

City of Vaughan By-law Enforcement Annual Statistical Report - 2004

**Report prepared by:**

Tony Thompson  
Senior Manager, Enforcement Services

Respectfully submitted,

Robert Swayze  
Commissioner, Legal & Administrative  
Services

Tony Thompson  
Senior Manager, Enforcement Services



# ***ENFORCEMENT SERVICES DEPARTMENT***



## **Annual Statistical Report 2004**

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## DEPARTMENTAL OVERVIEW

Enforcement Services Department is one of four departments reporting to the Commissioner of Legal and Administrative Services. The Department is overseen by a Senior Manager and consists of 28 field enforcement staff in four separate and distinct operational units. The day-to-day operations of these units are the responsibility of two supervisors. The operations staff is supported by a team of 8 clerical staff (full and part time). It is these 39 staff members that serve the 240,000 residents of Vaughan and the many more people that visit our City each year.

The mandate of the Enforcement Services Department is to encourage compliance with the City of Vaughan by-laws through a combination of reactive and proactive enforcement practices in both a uniformed and non-uniformed presence across the City. Enforcement Services also continues to provide a visible deterrent to criminal acts and anti-social behaviour in City parks and community centres with its Special Enforcement Unit which was established in 2002.

In 2004 the Department continued with several initiatives to ensure that staff are well trained and accountable to the residents of Vaughan. The list below outlines the highlights of these initiatives.

- Several staff were sent to training to continue progressing towards becoming Certified Property Standards Officers;
- Three staff were certified to use noise measurement instruments;
- Monthly training sessions continued in 2004 and incorporated several outside agencies;
- All staff, including clerical, were trained in 2004 in Tactical Communications to assist in diffusing irate individuals that come into the department or confront staff;
- Staff were made more accountable by reporting on time spent investigating, driving and performing administrative functions;
- More time was allotted to the First Attendance (parking) process to provide the public with more flexibility to dispute their parking tickets.

### TEAMS AND COMMITTEES

The Department continued to have staff at all levels working on inter-municipal or inter-agency, teams or committees. The list below outlines some of those.

- Staff continue to take an active role in the York Region Municipal Law Enforcement Officers group to foster the exchange of information and trends;
- Uniformed staff also continued to work with York Regional Police in patrolling parks on key dates throughout the year;

- Joint enforcement of Body Rub establishments has been increased in 2004 with the licensing enforcement role being shifted to the Department;
- Staff represents the City/Department on internal and external committees. These include, Ontario Association of Chief of Police Crime Prevention Committee, Inter-municipal Joint Board of Management for York Region Courts, Vaughan Safe City Committee, Council/School Board Committee, Sign Variance Committee, and Service Delivery Standards Committee.

**CHARITY/GOODWILL EVENTS**

Enforcement Services also continued to donate their time to charity/goodwill events in 2004. Staff participated in:

- Law Enforcement Torch Run for Special Olympics;
- RCMP Charity Softball Tournament for Ronald McDonald House;
- The Santa Claus Parade.

Enforcement Services continues to strive towards becoming the industry leader in Municipal Law Enforcement through progressive and proactive approaches to service delivery, professional excellence and problem solving. Departmental staff were asked to present at The Municipal Law Enforcement Officers Association and the Ontario Parks Association meetings in 2004 to outline some of the innovative approaches utilized by the Department.

<b>Enforcement Services Staff Compliment Overview</b>	
Total Staff	31 Full Time 8 Part Time
Management/Supervision	3 Full Time
Bylaw Enforcement	7 Full Time
Licensing Enforcement	1 Full Time 1 Part Time
Parking and Sign Enforcement	10 Full Time 4 Part Time
Special Enforcement	5 Full Time
Clerical/Administrative	6 Full Time 2 Part Time
Number of Vehicles.....	16
Number of Bicycles.....	5

## CUMULATIVE REPORT



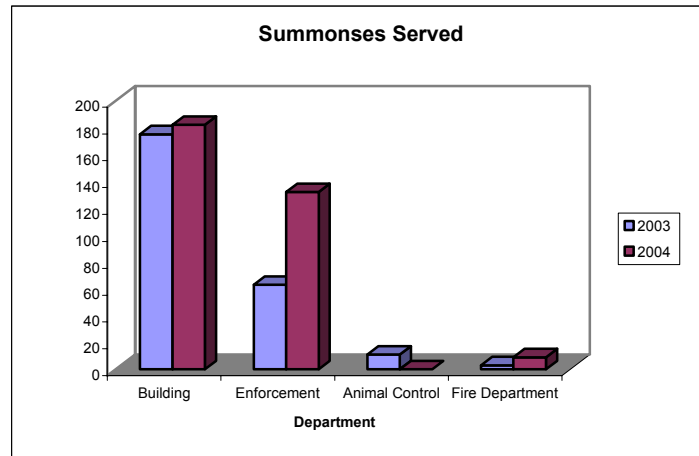
As with 2003, this past year saw continued growth in the City of Vaughan. This growth also had a proportionate impact on the workload demands within the Department. Through workload analysis and performance monitoring the impact of this growth on service delivery was minor. Service delivery involves more than just attending the 6,084 calls for service received from the public. Each call requires follow-up, administrative input, and several return visits.

This can be demonstrated by the 9,270 site inspections conducted by the 7 staff assigned to Property Standard and Zoning complaints. These inspections resulted in 3,833 Notices or Orders being issued, but only resulted in 162 charges being laid. These numbers also demonstrate the work staff do to achieve compliance and avoid utilizing the court system to resolve problems.



There is also a support role the department plays for other City departments. Enforcement Services performs many functions for other departments including inspection of sign permits for Building Standards; inspection of pool permits for Finance and Building Departments; serving summonses for all City Departments that pursue matters through the courts. The graph below demonstrates a comparison, year to year, of the number summonses served by Enforcement Services.

Summonses Served By Enforcement Services		
	2003	2004
Building	175	182
Enforcement	63	132
Animal Control	11	0
Fire Department	3	9
<b>Total</b>	<b>252</b>	<b>323</b>



### GENERAL TRENDS, PATTERNS AND COMMENTS

In this years report, a comparison will be made between the statistics from 2003 and 2004 in each ward in addition to an overall review of major call types across the City.

The call disbursement throughout the wards remained relatively constant in 2004. In 2003 Wards 1, 2, and 4 had the highest call volume with well over 1,000 calls per Ward. This was also the case in 2004.

2004 saw the ratio of parking complaints to the total complaints received remain at approximately one third. This continues to indicate that parking complaints increase at a constant rate with the population and general call volume.

Property Standard complaints saw a minor reduction in 2004, down 91 calls over 2003. Ward 3 continued to be the lowest across the City with 80 calls and Ward 1 the highest with 244.



Statistically, the call volume for the Special Enforcement Unit appears to have decreased significantly in 2004. However, this reduction in call numbers is due to a more efficient method of reporting events in parks and community centres. For many of the parks and community centres, a master file was opened for each location rather than have staff open a file for each occurrence they were involved in. This unit's efforts can be measured in the number of Provincial Offence Notices issued in 2004 for violations under the Nuisance and Parks By-laws. In 2004, this unit issued 98 of these PON's, compared to 7 in 2003. Also, the unit issued 69 Trespass Notices under the Trespass to Property Act in 2004.



As part of a workload study conducted in 2004, it was established that all field staff spent equal amounts of time driving, investigating and performing administrative functions. This "33-33-33" breakdown of their day is commonplace in the Law Enforcement world. As a spin-off from this study, vehicle usage was also evaluated in

2004. The results of this were somewhat surprising. As indicated earlier in the report, the Enforcement Serviced Department uses 16 vehicles in its day-to-day operations. The combined fleet of all Enforcement vehicles travelled a total of 341,000 kilometres in 2004. That is the equivalent of 71 trips from Toronto to Vancouver, or 13 trips around the equator. The highest used vehicle travelled 65,000 km and the least used was 10,000 km. This differential is due to the fact that some vehicles are used 24 hours per day.



Enforcement of the Licensing By-law provisions was undertaken by this Department mid way through the year to assist the Licensing Division of the Clerks Department. The impact of this move was felt immediately. All industries that are the subject of licensing provisions received targeted inspections in 2004. This resulted in increased compliance with the By-law.

The staff assigned to parking and sign enforcement continued to operate at a very high proficiency level. In 2004, 37,000 parking tickets were issued by staff, up 7,000 from 2003. This effort is double that in neighbouring municipalities, per staff member. As the population grows and the service demands increase, staff compliment will need to be examined to maintain the current production and service levels.



On average, the City of Vaughan receives payment on approximately 75% of the tickets issued. For those that choose not to pay, the City undertakes a number of steps to ensure payment is made. The steps include agreement with the Ministry of Transportation for “plate denials” and also a pilot project was undertaken in the past 18 months to track down those fine payments that were more than 3 years old. The results of this pilot will be presented to Council in 2005.

The current estimated population in the City of Vaughan is 240,000 people. This figure comes from the combined numbers of the estimates in each Ward from the Clerk’s Department. The last census in 2001 places the population at only 182,000. In order to provide more up to date ratios, the figures from the Clerk’s Department will be utilized.

Likewise, the number of households in Vaughan at the time of the 2001 Census was 54,360. In order to provide estimates, the number will be multiplied by 25%, the same amount as the population growth to establish the estimated number of households in 2004. This formula estimates the number of households in Vaughan at 67,950.

Both the population and household numbers are important to establish a number of different measures. The first of these is the call to population ratio. In 2004, Enforcement Services had a call to population ratio of 1:39. This means that Enforcement Services received an average of one call for every 39 residents. This is similar to the 1:38.5 ratio in 2003.

The call per household ratio for 2004 is 1:11. That means that on average one out of eleven homes used the services of Enforcement Services during the last year. This is up slightly from the 1:9.5 in 2003.

## WARD REPORTS

This year's report will demonstrate a comparison of call types from 2003 and 2004. Because there are so many different complaint codes (73), the call types have been condensed into a manageable list. Insofar as the licensing initiative statistics, it must be remembered that this project was started mid-year, and that the numbers presented are for 6 months only.

Also, as previously mentioned, a noticeable reduction will be seen in parks complaints in all Wards due to the different reporting method.

The Chart and Graph below represent a combined total of complaints in all five wards across the City for both 2003 and 2004.

### Combined Complaint Statistics – All Wards

DESCRIPTION	2004	2003
Property Standards & Zoning	1545	1579
Miscellaneous	997	975
Licensing (Mobile)	142	n/a
Licensing (Stationary)	187	n/a
Licensing (Other)	102	n/a
Parking	1964	1698
Signs	359	265
Animal Control	107	213
Noise	159	172
Dumping	257	217
Park & Comm. Centre	265	587
<b>TOTAL COMPLAINTS 2004</b>	<b>6084</b>	<b>5706</b>

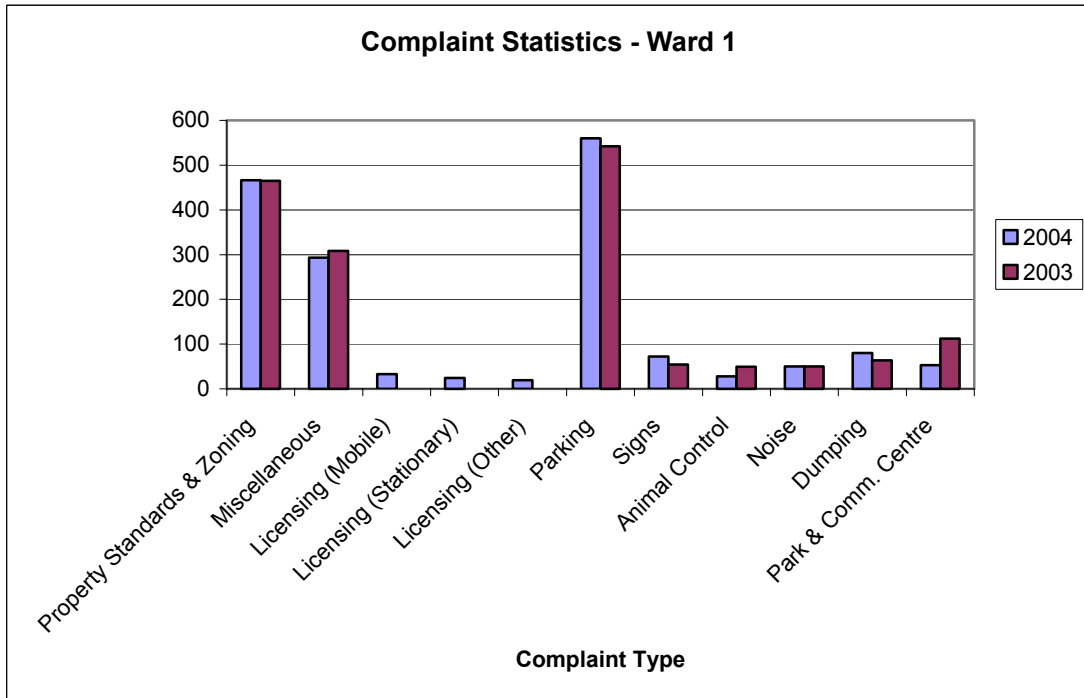
The following pages will attempt to show how the call volumes above were distributed across the City. A year to year comparison is also provide to show changes in call volume.

## WARD 1 – STATISTICAL REPORT



## 2004 COMPLAINT STATISTICS WARD 1

	2004	2003
<b>DESCRIPTION</b>		
Property Standards & Zoning	466	465
Miscellaneous	293	308
Licensing (Mobile)	33	n/a
Licensing (Stationary)	24	n/a
Licensing (Other)	19	n/a
Parking	560	542
Signs	72	54
Animal Control	28	49
Noise	50	50
Dumping	80	64
Park & Comm. Centres.	53	112
<b>TOTAL COMPLAINTS</b>	<b>1678</b>	<b>1644</b>



## WARD 2 – STATISTICAL REPORT



Ward 2 with its 53,145 residents remained generally static in call volume. In 2004, 1,358 calls for service were received. This compares to 1,350 in 2003. This creates a call to population ratio of 1:39.

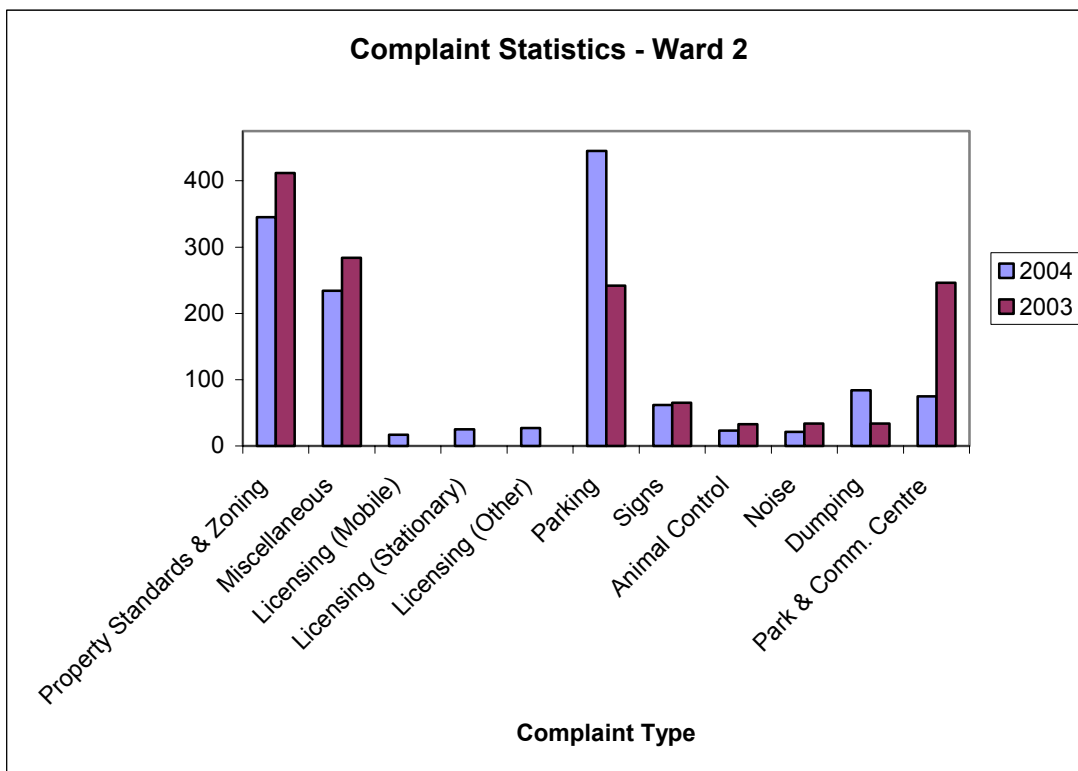
Call type distribution changed substantially in two groups. Parking complaints jumped 88% in one year. The actual numbers were 242 in 2003 and 445 in 2004. This brings the percentage of parking calls to 33% of the total Ward complaint base. This is now similar to all other Wards.

The number of Property Standard and Zoning complaints dropped by 67 calls in 2004. The 345 calls in 2004 represented approximately a 20% decline in call type volume.

The parking and property standard complaints will need to be analyzed over a longer time frame to determine where the call medium actually sits.

## 2004 COMPLAINT STATISTICS WARD 2

DESCRIPTION	2004	2003
Property Standards & Zoning	345	412
Miscellaneous	234	284
Licensing (Mobile)	17	n/a
Licensing (Stationary)	25	n/a
Licensing (Other)	27	n/a
Parking	445	242
Signs	62	65
Animal Control	23	33
Noise	21	34
Dumping	84	34
Park & Comm. Centre.	75	246
<b>TOTAL COMPLAINTS</b>	<b>1538</b>	<b>1530</b>



## WARD 3 – STATISTICAL REPORT



Ward 3 represents an established community with a population of approximately 27,387. This was an increase of 5,447 residents over the previous year. The 2004 population creates a call to population ratio of 1:34. This is similar to 2003 at 1:31.

Overall, the call volume in this Ward increased by 100 over the previous year. There was no single category that contributed to the rise in numbers.

The Licensing initiative appears to have contributed to the rise with 82 investigations in this Ward in the 6 months it has been operated.

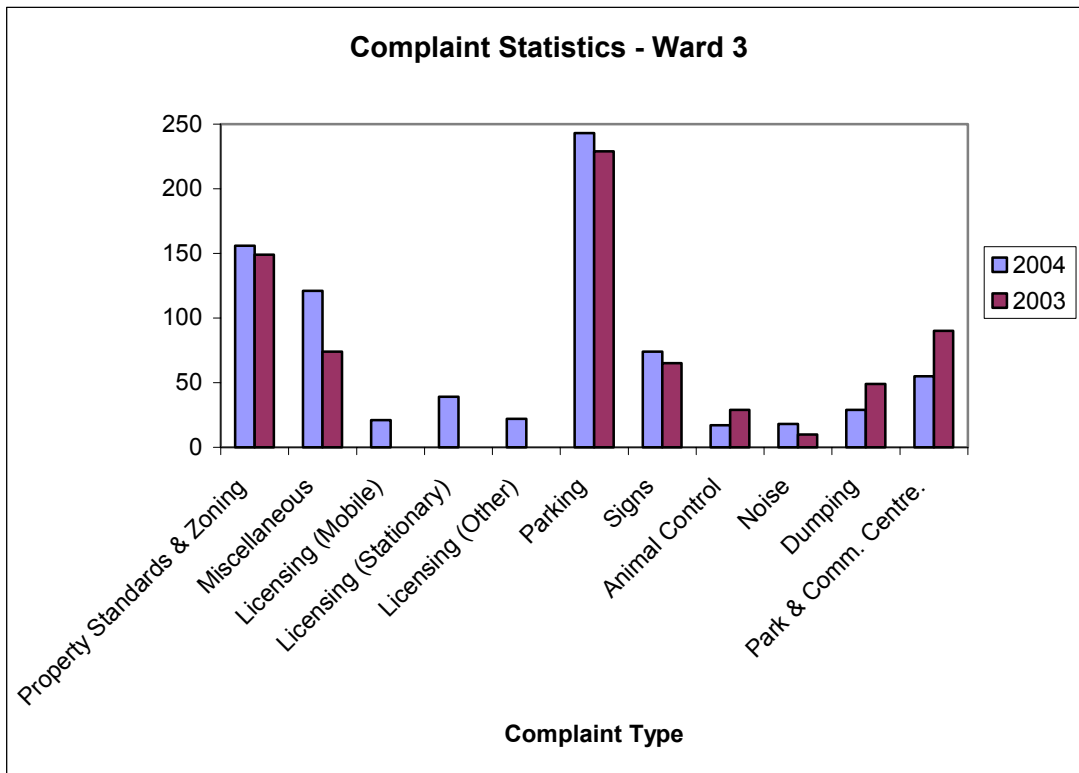
One significant decline in complaint type was dumping. There was a 20 call decline, representing a 70% decline year to year.

Parking complaints accounted for 30% of the call volume in 2004.



### 2004 COMPLAINT STATISTICS WARD 3

	2004	2003
<b>DESCRIPTION</b>		
Property Standards & Zoning	156	149
Miscellaneous	121	74
Licensing (Mobile)	21	n/a
Licensing (Stationary)	39	n/a
Licensing (Other)	22	n/a
Parking	243	229
Signs	74	65
Animal Control	17	29
Noise	18	10
Dumping	29	49
Park & Comm. Centre.	55	90
<b>TOTAL COMPLAINTS 2004</b>	<b>795</b>	<b>695</b>



## WARD 4 – STATISTICAL REPORT



Ward 4 is comprised of a residential and industrial mix. The population in 2004 has risen to 47,415, the second largest increase across all the wards. The call volume also increased by 168 complaints. This creates a call to population ratio of 1:34.

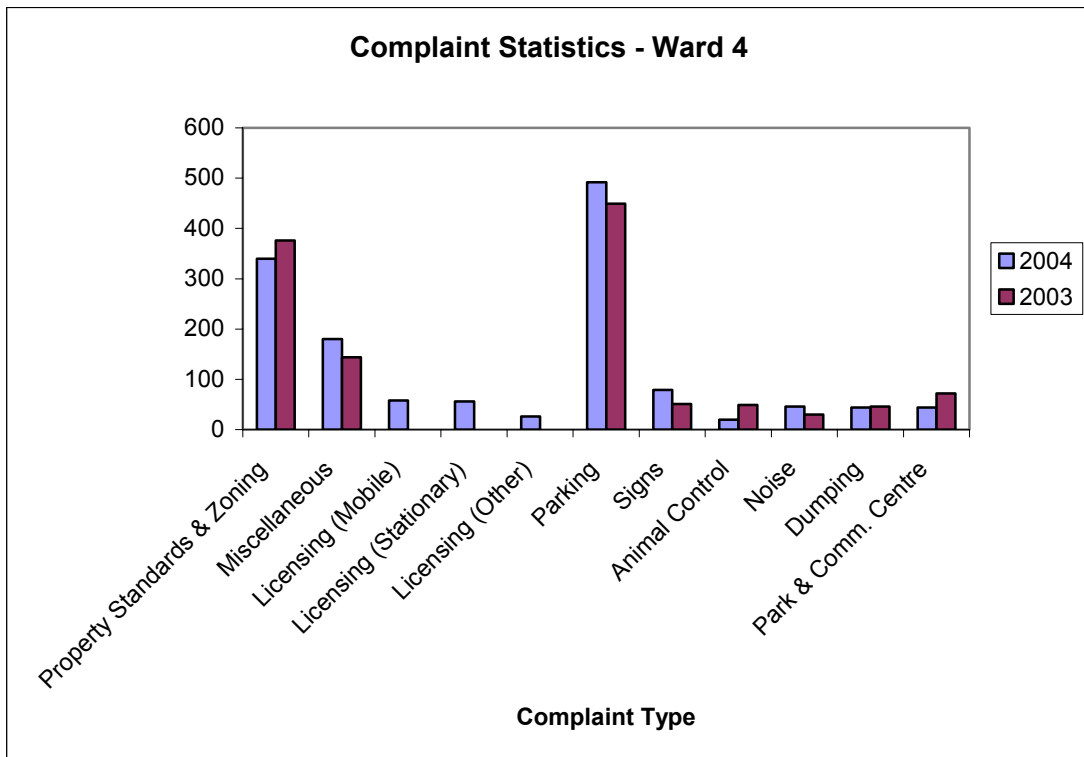
The call volume is tied with Ward 2 for second highest in the City. In 2003 Ward 4 was the third highest.

There were two areas that attributed to this increase. Because of the industrial areas in the Ward, the licensing initiative saw a significant number of investigations take place within the Ward boundaries. The 140 investigations were the highest in any of the wards.

There was also a 42 call increase in Parking complaints. This means that 35% of all calls were parking related.

## 2004 COMPLAINT STATISTICS WARD 4

	2004	2003
<b>DESCRIPTION</b>		
Property Standards & Zoning	340	376
Miscellaneous	180	144
Licensing (Mobile)	58	n/a
Licensing (Stationary)	56	n/a
Licensing (Other)	26	n/a
Parking	492	449
Signs	79	51
Animal Control	20	49
Noise	46	30
Dumping	44	46
Park & Comm. Cntr.	44	72
<b>TOTAL COMPLAINTS 2004</b>	<b>1385</b>	<b>1217</b>



## WARD 5 – STATISTICAL REPORT



Ward 5 is located in the southeast area of Vaughan. This Ward has new infill development and older neighbourhoods. The population in 2004 increased to 41954. The call volume in this Ward increased marginally in 2004 to 868 calls. This establishes a call to population ratio of 1:48.

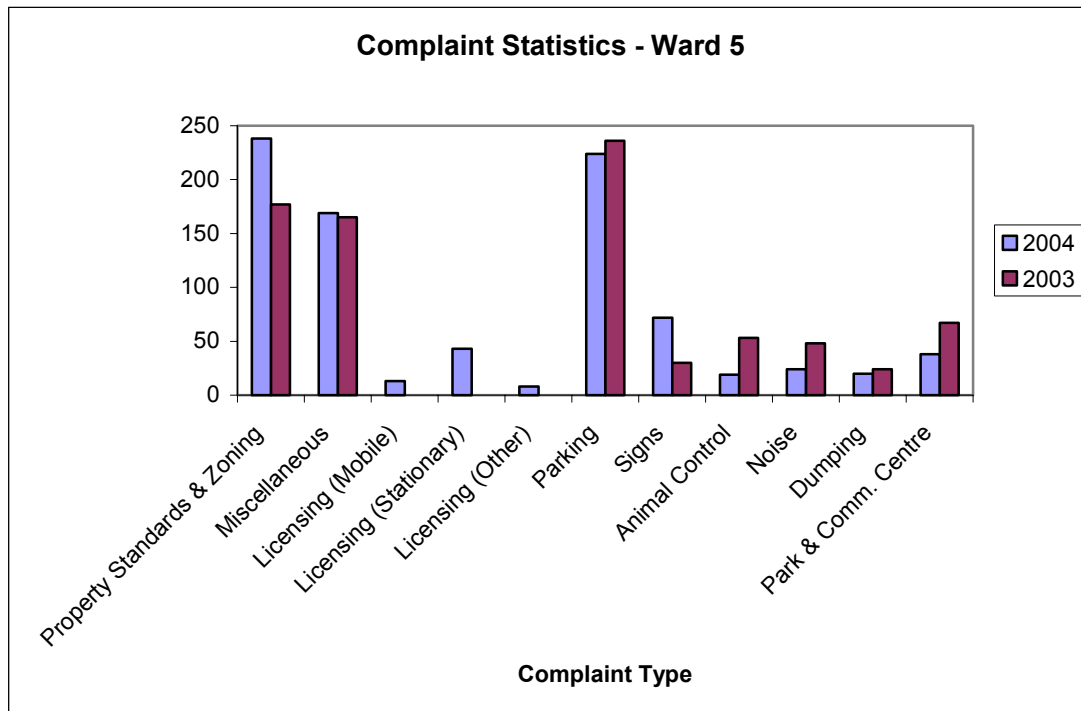
The call to population ratio is the largest in the City and also had this distinction in 2003. This Ward is fairly static with a constant amount of calls.

However, there were substantial increases in Property Standard and Zoning complaints, and in Sign complaints. Property Standard complaints increased by 61 and Sign complaints increased by more than double to 72. This was due in part to the sign blitz conducted in late 2004.

Parking represented 26% of the call volume. This is the lowest in the City.

## 2004 COMPLAINT STATISTICS WARD 5

	2004	2003
<b>DESCRIPTION</b>		
Property Standards & Zoning	238	177
Miscellaneous	169	165
Licensing (Mobile)	13	n/a
Licensing (Stationary)	43	n/a
Licensing (Other)	8	n/a
Parking	224	236
Signs	72	30
Animal Control	19	53
Noise	24	48
Dumping	20	24
Park & Comm. Cntr.	38	67
<b>TOTAL COMPLAINTS 2004</b>	<b>868</b>	<b>800</b>



## CONCLUSION

The statistics provided in this report continue to support the fact that the residents in Vaughan utilize the services of Enforcement Services Department at a high rate. As in previous years, Parking and Property Standards are the highest on the list of resident concerns.

As reported in 2003, the residents largest concern was in parking. In 2004, the parking ticket total increased by almost 7,000 while Parking complaints also rose in number. This indicates that parking remains a concern.

Although briefly mentioned in the beginning of the report, Licensing Enforcement is now being proactively enforced through Enforcement Services. As the numbers in this report represent only 6 months, the 2005 report will see these numbers increase dramatically.

The statistics in this report are intended to demonstrate the volume of calls per ward as well as the annual workload of the Department in general.

Staff will continue to strive to provide the best service possible with the resources available. With the continued development in the City the demands on resources will also increase. 2005 and 2006 will undoubtedly require an analysis of the amount of resources available and the level of service that can be delivered. In the interim, staff in the Enforcement Services Department will continue to take pride in their assignments and the service they provide to the residents of the City of Vaughan.