

## **COMMITTEE OF THE WHOLE - MARCH 26, 2007**

### **PROTECTING OUR NEIGHBOURHOODS TASK FORCE**

#### **Recommendation**

The Commissioner of Legal and Administrative Services & City Solicitor recommends:

1. That the Protecting Our Neighbourhoods Task Force become a standing item on the agenda of the Compliance Coordinating Committee; and
2. That the Ward Councillor be invited to that Committee should a property in their Ward be scheduled for discussion.

#### **Economic Impact**

Not applicable

#### **Communications Plan**

Communications would be limited to inviting individual Ward Councillors to participate at Compliance Coordinating Committee meetings where a property in their Ward is scheduled for discussion.

#### **Purpose**

This report is to provide information on how the Protecting Our Neighbourhoods Task Force will be rolled out.

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

Council, at its meeting of September 11, 2006, Item 3, Report 40, approved the following recommendations:

*“That the City of Vaughan establish a task force comprised of staff and Members of Council to investigate the scope of the problem of inappropriate and/or illegal infringements of commercial and institutional entities into our residential communities;*

*That the task force prepare, for Council’s consideration, through a review of current practices in Vaughan, other municipalities and with consultation with residents, a compliance and enforcement strategy to address these situations; and*

*That the Task Force begin its deliberations immediately and that Members of Council interested in participating on the task force be selected after November 14, 2006; and*

*That the Task Force present its recommendations to Council by February 15, 2007.”*

In the time since September 11, 2006, the Compliance Coordinating Committee has met on a monthly basis. The departments represented on the Committee are, Enforcement Services, Vaughan Fire & Rescue Service, and Building Standards.

The work of the Compliance Coordinating Committee will be discussed in a report at a later date. However, issues that cross departmental jurisdiction or are high priority matters are the subject matter discussed by the Committee. These discussions ensure that every available option to bring the situation into compliance is being deployed. This relates not only to commercial uses in

residential areas, but any situation that requires the attention of more than one department. This Committee should be the body to have carriage of the items that would be intended for the Task Force envisioned. As each complaint could have its own “local” flavour, the Ward Councillor for that complaint would be invited to the discussion table for input and feedback.

Specific strategies would need to be developed to deal high profile/priority matters. The following table provides which matters become part of the enhanced protocols.

	Response Level	Response Parameters	Action	Escalation
1.	Routine	1 complainant  No similar history  No mitigating circumstance	As per established protocols	Non compliance with Notice/Order  Elevation of the problem/impact on community
2.	Elevated	2 related complaints  Minor violation history	As per established protocols  Increased dialogue to members of council	Non compliance with Notice/Order  Further elevation of the problem/impact on community
3.	High	Multiple Complaints or Complainants  Significant history or ongoing violations	Compliance Coordinating Committee  Specific Strategies developed and communicated	

In order to track additional complainants or updated information from complainant, the CTS tracking system in use in Enforcement Services will be modified in such a way as to allow for investigators to readily see that new information has been received. This will improve the flow of information and communication between the City and the concerned neighbours in the area.

Members of Council also receive complaints from constituents and are often called upon to provide the neighbourhood with detailed information on how problems are being dealt with. To address these requests, a specific strategy document will be developed and provided the Mayor and Members of Council. This document will provide issue specific details on how the problem will be dealt with, including expected timelines and outcomes. This document will be drafted in such a way that it can be shared with the public.

This approach would allow individual compliance strategies to be developed, deployed, and monitored by the department heads responsible for compliance of City by-laws and Provincial Statutes.

Enforcement Services has also recently developed a policy outlining the expected timeframes for investigations to move from complaint to resolution or charge under the particular bylaw. This will allow for timely investigations, and reasonable expectations by members of the public.

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

This report is consistent with the priorities previously established by Council in that it speaks to Service Excellence and Community Safety.

### **Regional Implications**

There are no particular Regional implications in this initiative.

### **Conclusion**

A strategy of escalating responses to situations causing high levels of concern in the neighbourhood, or persistent violations, is required to decisively deal with issues to obtain permanent compliance.

### **Attachments**

None

### **Report prepared by:**

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Respectfully submitted,

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& City Solicitor