

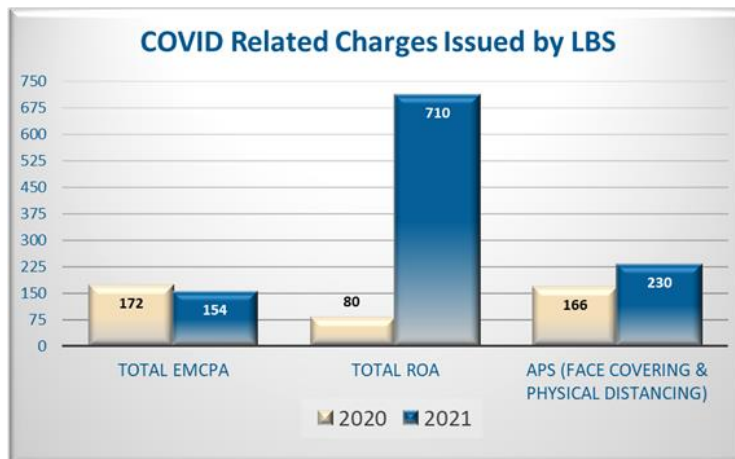


COMMUNICATION UPDATE

TO:	Mayor and Members General Issues Committee
DATE:	January 24, 2022
SUBJECT:	Licensing and By-law Services COVID-19 Enforcement (Year 2021) (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Monica Ciriello Director, Licensing and By-law Services Planning and Economic Development Department
SIGNATURE:	<i>Monica Ciriello</i>

In March 2020, the Office of the Premier of Ontario announced an order declaring an emergency across the Province under section 7.0.1(1) of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9 (*EMCPA*). With these orders, the Province designated Municipal Law Enforcement (MLE) Officers the ability to enforce these Provincial Acts to ensure compliance and protect the health and safety of all our communities. Over the last year and half, the Licensing and By-law Services (LBS) team has balanced their priorities of enforcing regulations and intaking complaints surrounding COVID-19 as well as all other municipal by-laws that impact the community.

In 2021, there was a significant increase in charges under both municipal (Face Covering By-law and the Physical Distancing By-law) and Provincial COVID-19 regulations *Reopening Ontario (A Flexible Response to COVID-19) Act*, 2020, S.O. 2020, c. 17. In 2021, officers issued 1,094 COVID-19 related charges compared to 418 charges the year prior. Below is a year to year comparison.



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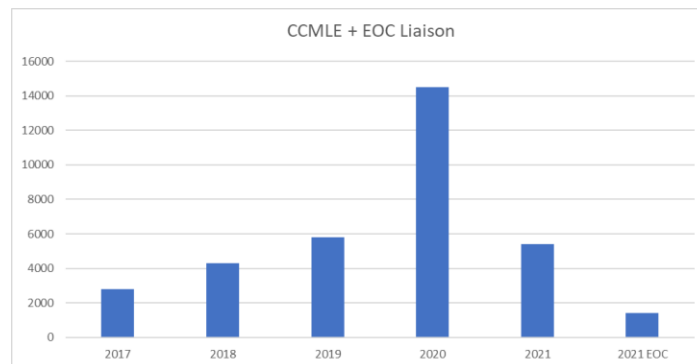
OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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Throughout 2021, LBS received and responded to 4,363 COVID-19 related calls and complaints.

Month	Call Count
January	841
February	564
March	259
April	750
May	543
June	216
July	76
August	73
September	259
October	393
November	229
December	160
Grand Total	4363

In the year 2021, approximately 5,400 Councillor office inquiries, were sent to the LBS CCMLE (Councillor Complaints – MLE) for action, not including COVID-19 inquiries. The EOC Council Liaison position which was introduced in 2020 continued to intake and action 1395 COVID-19 inquiries throughout 2021. The 1395 EOC Council Liaison emails only applies to initial complaints, and does not include multiple follow-ups or emails that came in from internal departments.



In addition to enforcing COVID-19 regulations since March 2020, LBS has continued to ensure compliance with other municipal initiatives including: Property Standards, Licensing, Wildlife Calls, Waterfront, Waterfalls and Parks, Infill and Cannabis priorities.

Since January 2020, the Cannabis team received approximately 130 new applications from the Alcohol and Gaming Commission of Ontario (AGCO). Each new application

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requires notification to internal and external stakeholders as well as canvassing the area of the proposed location. These officers also shut down 5 illegal cannabis grow ops.

All municipal by-laws enforced by LBS are outlined in the chart below. In 2021, there was 5638 charges which is an increase of 1,935 charges, compared to 2020.

BY-LAW	2019	2020	2021
01-219 Parks By-law	868	525	2437
02-285 Fireworks By-law		1	
03-296 Snow By-law			126
07-170 Licensing By-law	267	86	66
10-118 Yard Maintenance By-law	197	1158	1568
10-197 Signs By-law	11	16	22
10-221 Property Standards By-law	223	76	62
11-285 Noise Bylaw	50	66	86
12-031 Animal Ownership	1544	1391	655
12-130 Feeding Wildlife By-law	6	10	6
15-051 Lottery Licensing By-law			1
17-127 Vacant Building By-law	229	128	116
18-199 Driving School By-law	18	18	1
19-286 Site Alteration By-law		48	45
20-056 Physical Distancing By-law		133	1
20-077 Public Nuisance By-law		1	171
20-155 Face Coverings By-law		24	153
20-164 Physical Distancing By-law		10	76
21-121 Off Road Vehicle By-law			4
86-77 Streets By-law	1	12	42
Total	3414	3703	5638

The chart below breaks down the 5638 charges in 2021 by Ward.

BY-LAW	WARDS															Grand Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
01-219 Parks By-law	37	68	7		43	493	5	11	2	12		3	40	798	918	2437
07-170 Licensing By-law	6	10	16	7	1	1	9	9	4			3				66
10-118 Yard Maintenance By-law	445	122	322	116	54	60	71	168	60	38	14	33	31	29	5	1568
10-197 Signs By-law		3	3	2	1			1	1			1	10			22
10-221 Property Standards By-law	2	2	20	11	7	1			8	5	5		1			62
11-285 Noise Bylaw	15	12	16	2	9	2	5	6	10	1	1	5	1		1	86
12-031 Animal Ownership	11	57	101	91	21	40	48	41	55	14	33	52	28	21	42	655
12-130 Feeding Wildlife By-law			2	1										3		6
17-127 Vacant Building By-law	1	8	51	10	4		9	6	3	11	10	3				116
18-199 Driving School By-law					1											1
19-286 Site Alteration By-law											3		38		4	45
20-056 Physical Distancing By-law					1											1
20-077 Public Nuisance By-law	10	129	27		1	3									1	171
20-155 Face Coverings By-law	20	42	9	9	8	16	18	5	3	4	2	8	4	5		153
20-164 Physical Distancing By-law	7	40	6		1		2	6	6	1	4		3			76
86-77 Streets By-law	7	1	6	1	2		7	2	1	1	1	5	5	1	2	42
03-296 Snow By-law	60	6	7	6	1		1	41	3				1			126
15-051 Lottery Licensing By-law		1														1
21-121 Off Road Vehicle By-law			2	1			1									4
Grand Total	621	501	595	257	155	616	176	296	156	87	73	113	162	857	973	5638

In addition to proactive enforcement, LBS officers respond reactively when there is a complaint. In 2021, the LBS team received approximately 51,000 calls which works out to be approximately 139 calls for action a day.

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Midway through 2021, LBS became the lead on encampments, which required the intake of over 1203 complaints through emails and phone calls resulting in 488 site inspections.

Animal Services continued to assist individuals impacted by COVID-19 by providing temporary care of animals for owners that were hospitalized and/or homeless and required assistance with their pets. Animal Services continued to grow their relationship and involvement with the Social Navigation Program and Hamilton Community Cat Network. In 2021, Hamilton Animal Services partnered with Ren's Pets to offer pet owners a \$20.00 voucher when they renew or purchase a new dog licence or register their cat.



Animal Services continues to intake animal surrenders or strays, provide virtual adoptions to the community and utilize many rescue/foster partners throughout the pandemic to ensure a positive outcome for the animals in their care. Animal Services Officers continued to respond to wildlife calls, barking dog complaints, injured/in distress animals and collected rabies vector specimens for ongoing rabies concerns and testing while working a 24/7/365 schedule. Operation Clerks adapted to the pandemic and continued to provide Sensational Service to the City of Hamilton though a Hybrid work schedule and fielded 30,887 calls from the public.

	2019	2020	2021
Incoming Phone Calls	29,748	29,942	30,387
Dog Licences	40,624	35,450	35,631
Service Requests	21,037	17,968	15,724
Special Enforcement Requests	33 = 126 site visits	96 = 925 site visits	93 = 553 site visits
Adoptions	583	347	267
Dog bite Investigations	243	206	198
Barking dog complaints	1002	932	849

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LBS remains open for business. In 2021, the Licensing Section issued 454 new business licences.

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2018	41	34	60	56	61	50	61	70	58	71	62	56	680
2019	69	44	43	53	84	46	89	54	64	52	56	43	697
2020	54	50	28	5	11	24	42	27	35	36	34	23	369
2021	23	27	35	31	44	37	24	30	46	52	61	44	454

If you have any questions respecting this communication, please contact Monica Ciriello, Director, Licensing and By-law Services, by phone at Ext. 5809 or by email at Monica.Ciriello@hamilton.ca.