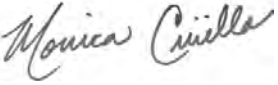




COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	March 14, 2023
SUBJECT:	Noise By-law Complaint Process (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Monica Ciriello Director, Licensing and By-law Services Planning and Economic Development Department
SIGNATURE:	

The purpose of this Communication Update is to inform the Mayor and Members of Council about the updated noise bylaw complaint process.

BACKGROUND

On December 5, 2022 a [Communication Update](#) advised Council on the discontinuance of the joint Municipal Law Enforcement (MLE) and Hamilton Police Service (HPS) Noise Enforcement Team. The update advised that the joint Noise Enforcement Team, created to respond to overnight noise complaints, would no longer have HPS involvement as of January 1, 2023. Unless accompanied by HPS, MLE Officers do not respond to noise complaints beyond 1:00 a.m. due to safety reasons.

Since the discontinuance of the joint Noise Enforcement Team, MLE officers have continued enforcement of evening noise complaints, however the response hours are reduced to Friday, and Saturday nights until 1:00am.

The December 5, 2022 [Communication Update](#) advised that noise complaints outside MLEs scheduled shifts can be directed to the HPS non-emergency line 905-546-4925 and response times will be set by the HPS Priority Response System.

On Tuesday, February 28, 2023, communications teams for both HPS and the City received media inquiries regarding a resident calling HPS over the weekend regarding a noise complaint. The resident was told by HPS they are no longer handling noise complaints and to call the City's By-Law division. The voicemail the resident received on the City By-Law voicemail advised to call HPS.

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

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

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As of February 2023, HPS has advised that in order to prioritize public safety related calls in the community, they will no longer be responding to or intaking noise complaints after MLEs scheduled shifts. HPS will still receive calls related to public safety where people's lives or property are at risk. HPS would only respond to noise complaints that impact public safety.

To provide greater clarity to the public, a joint communication plan between MLE and HPS will be undertaken which will include updated messaging on the following:

- City of Hamilton By-Law complaint webpage - <https://www.hamilton.ca/city-council/by-laws-enforcement/register-by-law-complaint>
- Hamilton Police webpage - <https://hamiltonpolice.on.ca/report-crime/non-emergencies>
- City of Hamilton and HPS social media channels

In addition, updated scripts will be provided to the By-Law Clerk Customer Contact Centre and the HPS contact.

The messaging will clarify the following:

Following the discontinuance of a joint Noise Enforcement team between HPS and By-law officers, there will be a slight change in how residents should report nuisance-related noise complaints.

Starting immediately, nuisance-related noise complaints should be sent to the City's by-law department. Any complaints that include a risk to safety, involving noise or not, should be directed to the Hamilton Police Department by calling 905-546-4925 or 911.

The City's by-law department can receive and action noise complaints Monday to Friday, 8:30 am to 4:30 pm by calling 905-546-2782 option 2 or by sending an email to mle@hamilton.ca. MLE staff are scheduled to respond to after hour noise complaints Friday and Saturday nights until 1:00 am by calling the City's Customer Contact Centre at 905-546-2489.

If you have any questions respecting this communication, please contact Monica Ciriello, Director, Licensing and By-law Services, by phone at (905) 546-2424 Ext. 5809 or by email at Monica.Ciriello@hamilton.ca.

APPENDICES AND SCHEDULES ATTACHED

N/A