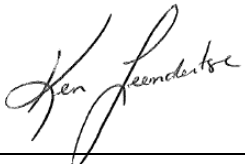




COMMUNICATION UPDATE

TO:	Mayor and Members General Issues Committee
DATE:	June 7, 2021
SUBJECT:	Licensing and By-law Services COVID-19 Enforcement (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Ken Leendertse Director, Licensing and By-law Services Planning and Economic Development Department
SIGNATURE:	

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 15 months Licensing and By-law Services (LBS) shifted priorities to respond proactively and reactively to COVID-19 concerns throughout the City. This included establishing the Province's first COVID-19 Enforcement Team to obtain compliance under provincial regulations; *Emergency Management and Civil Protection Act* and *Reopening Ontario (A Flexible Response to COVID-19) Act* and City COVID-19 related by-laws; including the Face Covering By-law and the Physical Distancing By-law.

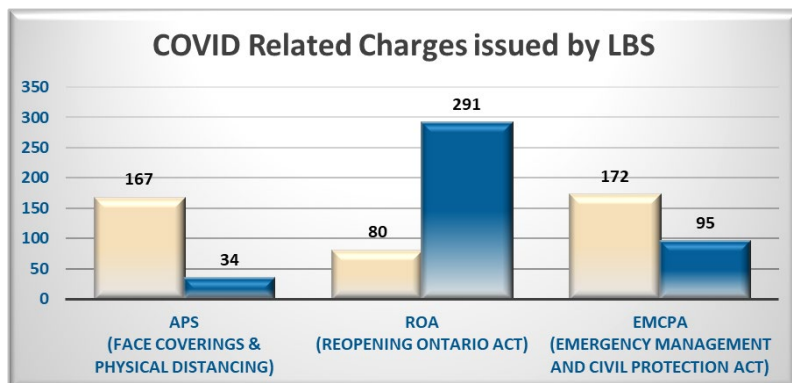
At the onset of the pandemic, LBS pivoted to enforcing COVID-19 regulations; APS (Administrative Penalty Services), *ROA (Reopening Ontario Act)* and *EMCPA (Emergency Management and Civil Protection Act)*. Throughout 2020, LBS issued 419 COVID-19 related charges, and so far in 2021, LBS has issued 420 COVID-19 related charges as outlined in the year to year comparison chart below.

OUR Vision: To be the best place to raise a child and age successfully.

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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In the year 2020, approximately 12,000 Councillor office inquiries were sent to the LBS CCMLE (Councillor Complaints – MLE) for action. This was an increase of almost 2000 Councillor office inquiries from the approximately 9000 inquiries in 2019.

In addition to enforcing COVID-19 regulations since March 2020, LBS has continued to ensure compliance with other municipal initiatives including: Rabies concerns, Wildlife Calls, Waterfront, Waterfalls and Parks, Infill and Cannabis priorities. For example, since January 2020, the Cannabis team received over 100 new applications from the Alcohol and Gaming Commission of Ontario (AGCO) to canvass and investigate.

All municipal by-laws enforced by LBS are outlined in the chart below. In 2020, there were almost 300 more charges issued under these by-laws than in 2019.

By-law	2019	2020	2021
01-219 Parks By-law	868	525	458
02-285 Fireworks By-law		1	0
03-296 Snow By-law			125
07-170 Licensing By-law	267	86	16
10-118 Yard Maintenance By-law	197	1158	282
10-197 Sign By-law	11	16	8
10-221 Property Standards By-law	223	76	6
11-285 Noise By-law	50	66	28
12-031 Animal Ownership By-law	1544	1391	247
12-130 Wildlife By-law	6	10	2
17-127 Vacant Building By-law	229	128	31
18-199 Driving School By-law	18	18	0
19-286 Site Alteration By-law	1	48	2
20-056 Physical Distancing By-law		133	1
20-077 Public Nuisance By-law		1	3
20-155 Face Coverings By-law		24	10
20-164 Physical Distancing By-law		10	23
86-077 Street By-law		12	8
Total	3414	3703	1250

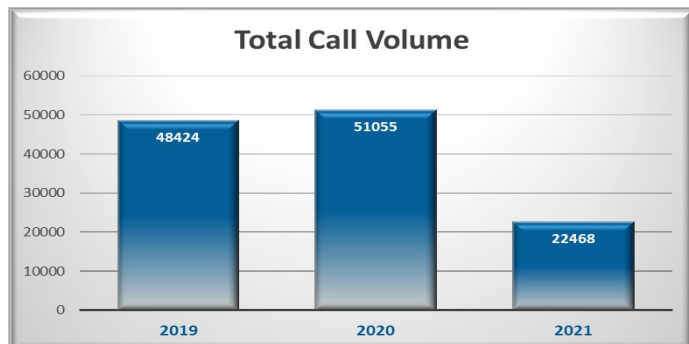
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In addition to proactive enforcement, officers respond reactively when there is a complaint. In 2020, the LBS team received over 51,000 calls to action which is over 2,600 more calls than in 2019. In 2021, the LBS team has so far received over 22,000; which works out to be approximately 155 calls a day.



Animal Services assisted individuals that were impacted by COVID-19 by providing temporary care of animals for owners that were in the hospital recovering and/or homeless and required assistance with their pets. Animal Services continues to grow their relationship and involvement with the Social Navigation and Good Shepherd programs.

Animal Services continues to intake animals through surrenders or strays and has provided virtual adoptions throughout the pandemic. In addition, Animal Service Officers continue to respond to wildlife calls, barking dog complaints, injured animals and concerns regarding rabies throughout the City.

	2019	2020	2021 (YTD)
Incoming Phone Calls	29,748	29,942	10,093
Dog Licences	40,624	35,450	13,334
Service Requests	21,037	17,968	4,849
Special Enforcement Requests	33 = 126 site visits	96 = 925 site visits	51 = 331 site visits
Adoptions	583	347	34
Dog bite Investigations	243	206	69
Barking dog complaints	1002	932	375

LBS remains open for business. In 2020, the Licensing Section issued 369 licences to new businesses opening during the pandemic.

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	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									116

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.