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:

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Call Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>841</td>
</tr>
<tr>
<td>February</td>
<td>564</td>
</tr>
<tr>
<td>March</td>
<td>259</td>
</tr>
<tr>
<td>April</td>
<td>750</td>
</tr>
<tr>
<td>May</td>
<td>543</td>
</tr>
<tr>
<td>June</td>
<td>216</td>
</tr>
<tr>
<td>July</td>
<td>76</td>
</tr>
<tr>
<td>August</td>
<td>73</td>
</tr>
<tr>
<td>September</td>
<td>259</td>
</tr>
<tr>
<td>October</td>
<td>393</td>
</tr>
<tr>
<td>November</td>
<td>229</td>
</tr>
<tr>
<td>December</td>
<td>160</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>4363</strong></td>
</tr>
</tbody>
</table>

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
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.

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

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.
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.

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

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

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

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.