

ENFORCEMENT & BY-LAW SERVICES 2022 ANNUAL REPORT



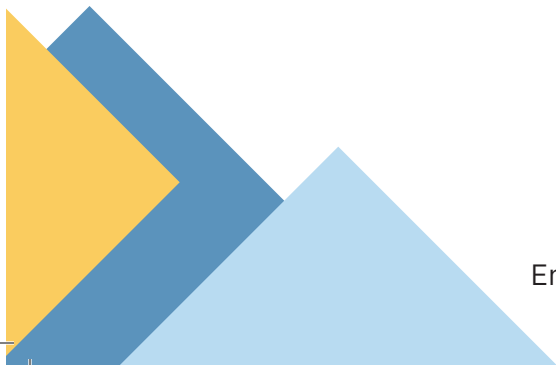
** Cover photo courtesy of Adrian Pouris*





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Message from the Director

I am pleased to present to you our 2022 year-end report. This report highlights our three enforcement sections, summaries of key projects, and examples of our commitment to the community.

As I reflect on the achievements and progress we have made together in 2022, I am proud of our accomplishments.

Early in the year, the Province of Ontario revoked COVID-19 legislative requirements under the Reopening Ontario Act Regulations, which allowed by-law enforcement officers to return to their primary business function. Recent years were marked with a state of uncertainty that required continuous adaptability from the community. I would like to express my sincerest gratitude to our staff for their outstanding resilience and flexibility as we navigated through those unprecedented times together.

Key highlights include:

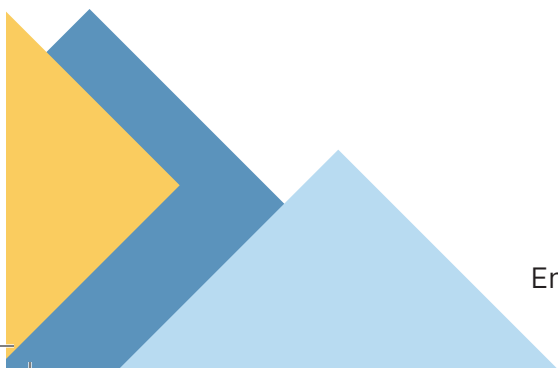
- **246 calls per day or 89,810 service calls for the year**
- **7,853 total business and mobile licenses issued**
- **over \$2,274 cash donations raised**

We remain committed to prioritizing public safety and engaging with the community in meaningful ways, including participating in public information sessions, community events, and educational initiatives.

Looking ahead, we remain optimistic to work with you to maintain the quality of our city so that everyone can enjoy safe and clean neighbourhoods and shared public spaces.

Jean-Pierre Maurice

Acting Director, Enforcement and By-law Services





Strategic partners

driving an era of innovative services, while preserving the integrity and enhancing the reputation of the city.



Budget

From the 2022 Budget

(\$000s)	2021 YE Forecast	2021 Budget	2022 Budget	Variance \$	Variance %
Labour Expenditures	11,199	12,019	12,743	724	6.0%
Other Expenses	413	619	665	47	7.6%
Revenue	(2,141)	(3,309)	(3,337)	(28)	0.8%
Total Operating	9,471	9,329	10,072	743	8.0%
New Positions		4	2		

Who We Are

Service Objectives

Enforcement and By-law Services investigates and enforces by-laws enacted by City Council to uphold community standards and public safety through education and consistent and impartial enforcement. These initiatives contribute to public safety and a high quality of life in Brampton.

We collaborate with community and external partners to ensure compliance with City by-laws, which contributes to the safety of our residents and visitors.

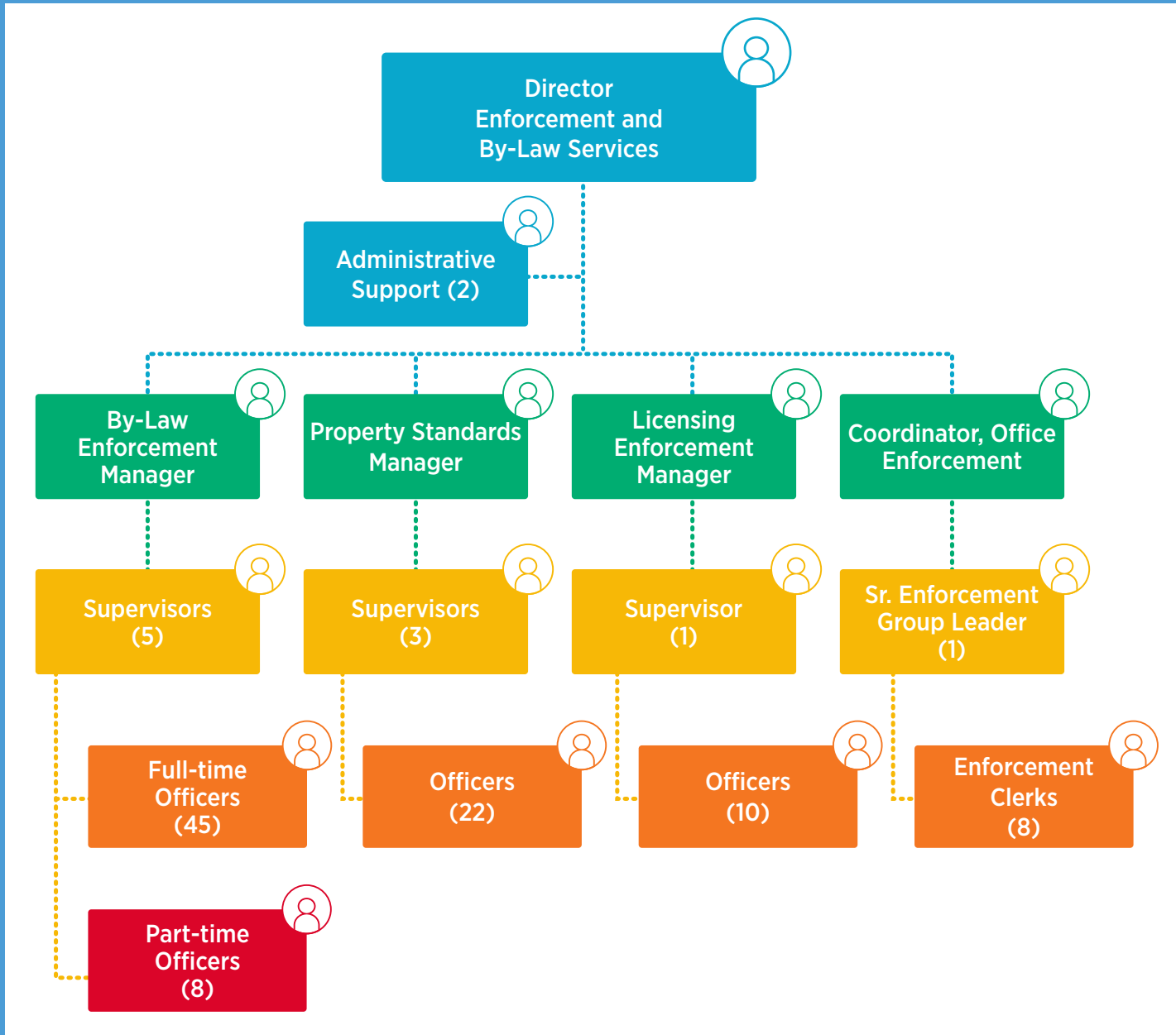
By-laws are kept relevant to reflect the community's needs and values.



Our Team

Service Objectives

The Division continues with its long-standing hiring practices and service deliveries reflecting the City's commitment to a barrier-free and inclusive approach that promotes diversity, equity and objectivity.





What We Do

89,810

Division
Total
Service Calls

15,659

Property Standards
Complaints

Refuse, weeds and excess
growth, driveway widening, illegal
structures, multi-unit dwellings

956

Licensing Complaints

Fixed food premises, towing,
contractors, food trucks,
personal transportation
companies

15,122

Municipal Complaints

Snow related issues, excessive
loud music, dog barking, illegal
dumping, fireworks, illegal signs

58,073

Parking Complaints

Accessibility, fire routes
and hydrants, obstructing
sidewalks and traffic, oversized
vehicles, idling

140,856

Penalty Notices
Issued

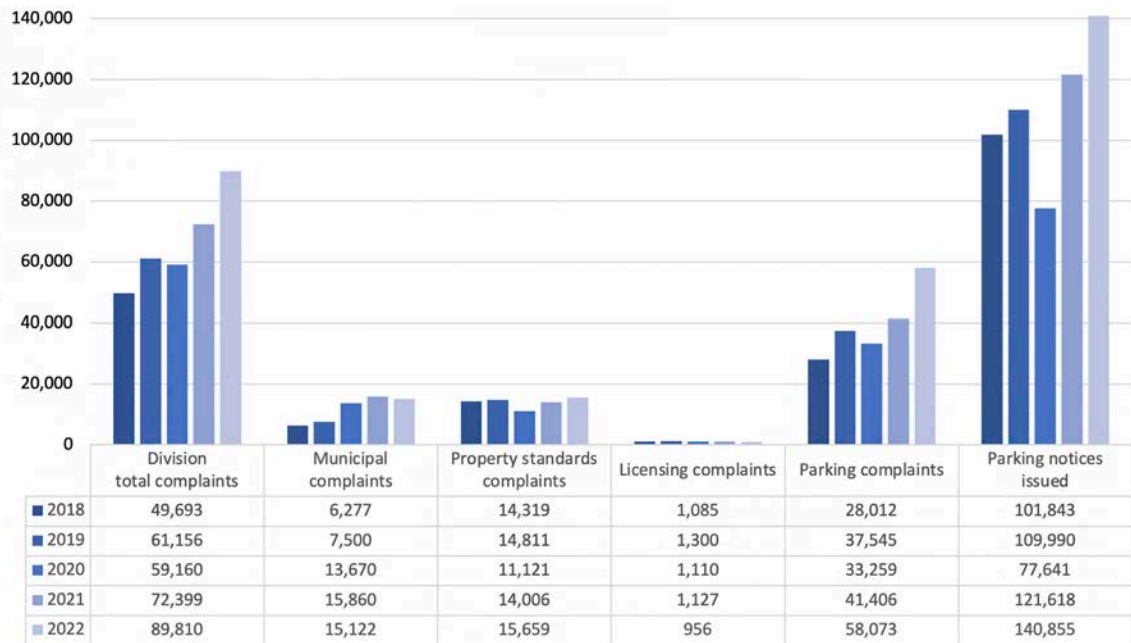
Enforcement and By-Law Officers respond to complaints or concerns from the community, conduct investigations and take steps to correct infractions. The role of an officer is to provide fair, unbiased and consistent services.

There are three dedicated enforcement sections apart of the Division: Licensing Enforcement, Property Standards, and By-law Enforcement.

In 2022, the Division received **89,810 service calls or 246 calls per day**. This is a **24 per cent increase**, in comparison to **198 calls per day** in 2021. In the last five years, the Division has experienced a continuous workload increase, except in 2020 due to staff being redeployed to COVID-19 matters.

Each area endeavors to make Brampton a better place to live through establishing an awareness of by-laws and promoting cohesiveness within neighbourhoods.

Five-Year Comparison

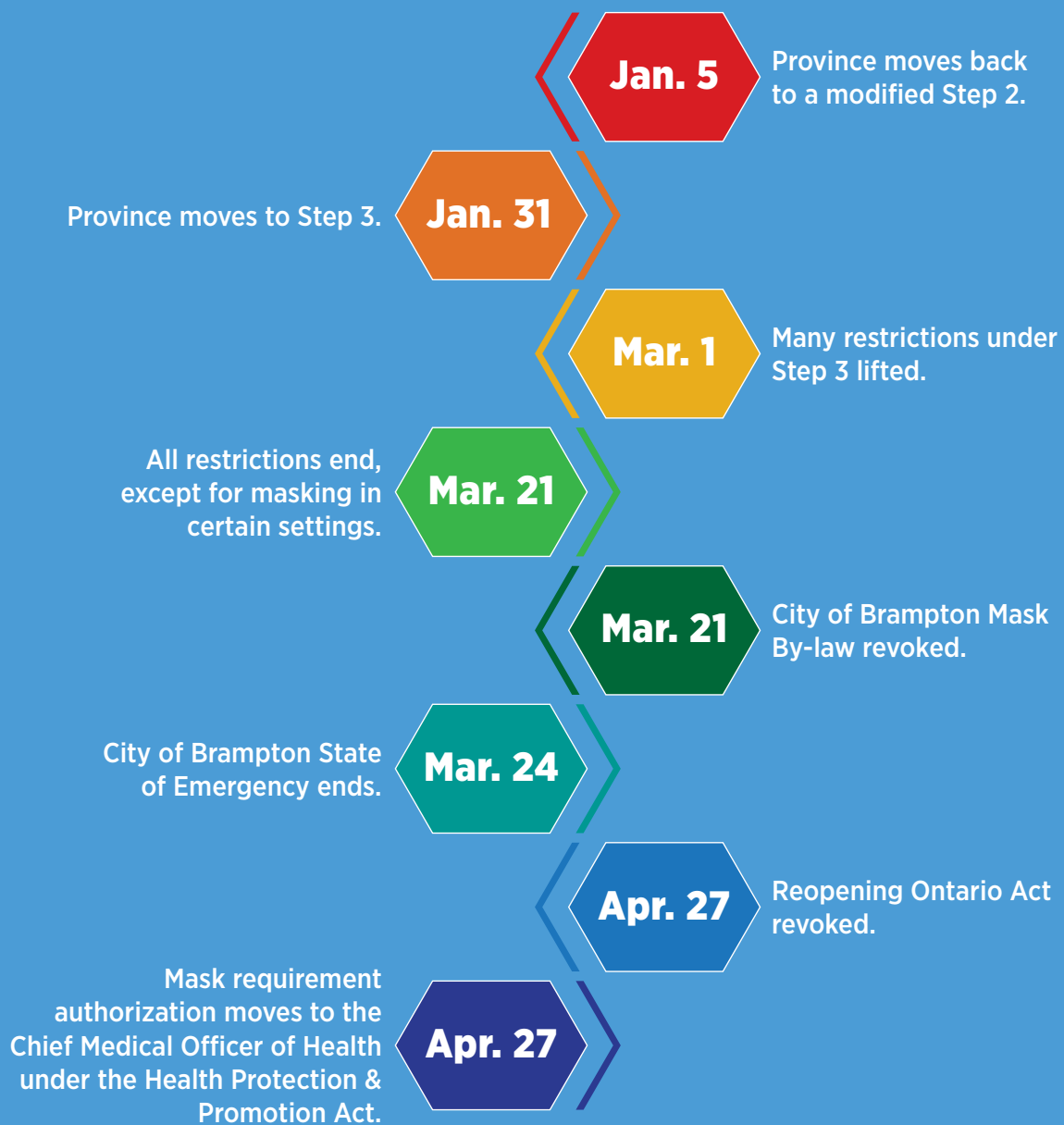


COVID-19

In early 2022, the provincial government made significant changes to the Reopening Ontario Act and associated regulations. As a result of most restrictions being lifted, there was a substantial drop in the number of complaints and inspections conducted. Officers responded to 253 COVID-19 complaints compared to 5,626 in 2021 and 8,114 in 2020.

The City of Brampton's Mask By-law was revoked on March 21 and state of emergency ended on March 24.

COVID-19 Timeline





By-law Enforcement Unit

The By-law Enforcement Unit ensures residents adhere to City by-laws related to public property offences, such as parking infractions, snow removal issues, excessive loud music, excessive dog barking, fireworks, illegal signage, and other non-compliance issues. This unit is responsible for investigating and enforcing violations associated with municipal complaints and parking infractions.

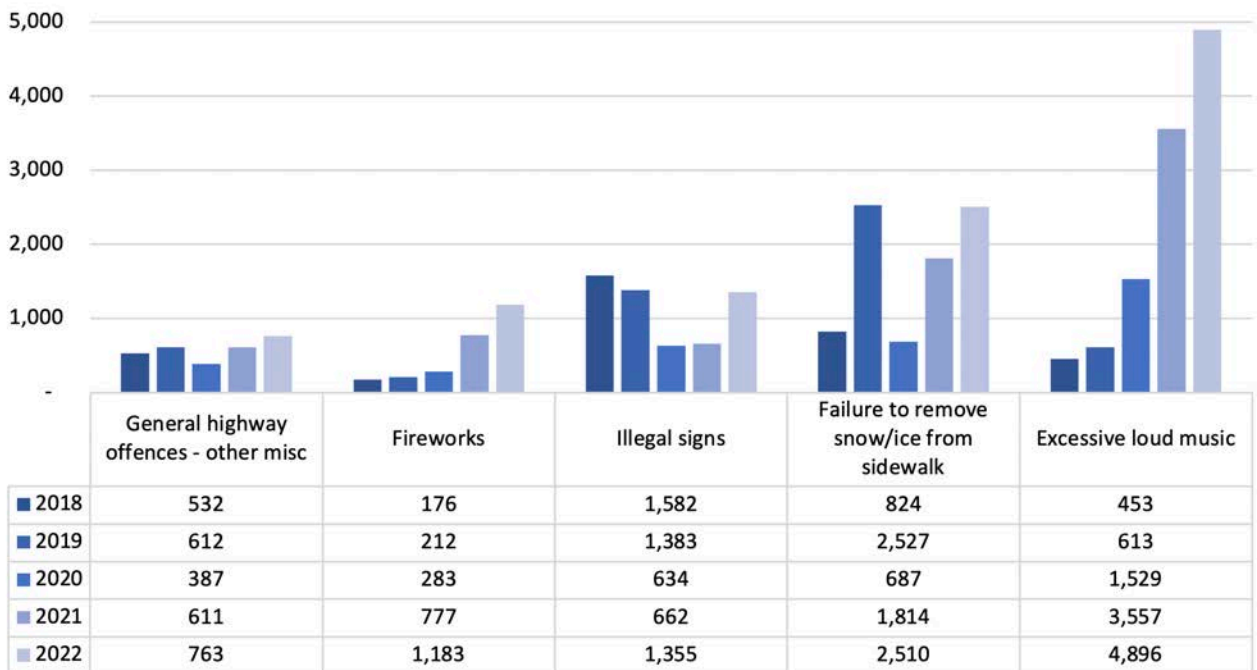
This unit’s objective is to maintain public safety while using roads, sidewalks, parks, and other common public spaces. By-Law Enforcement officers educate residents, business and property owners through awareness programs and services.

Municipal By-law Complaints

Officers are responsible for enforcing City by-laws and make every effort to resolve complaints through voluntary compliance. Municipal complaint investigations are more complex and require an officer to spend more time investigating to come to a successful resolution.

In 2022, **officers responded to 15,122 municipal complaints**, including excessive noise, illegal dumping, construction noise, encampments, and snow-related violations.

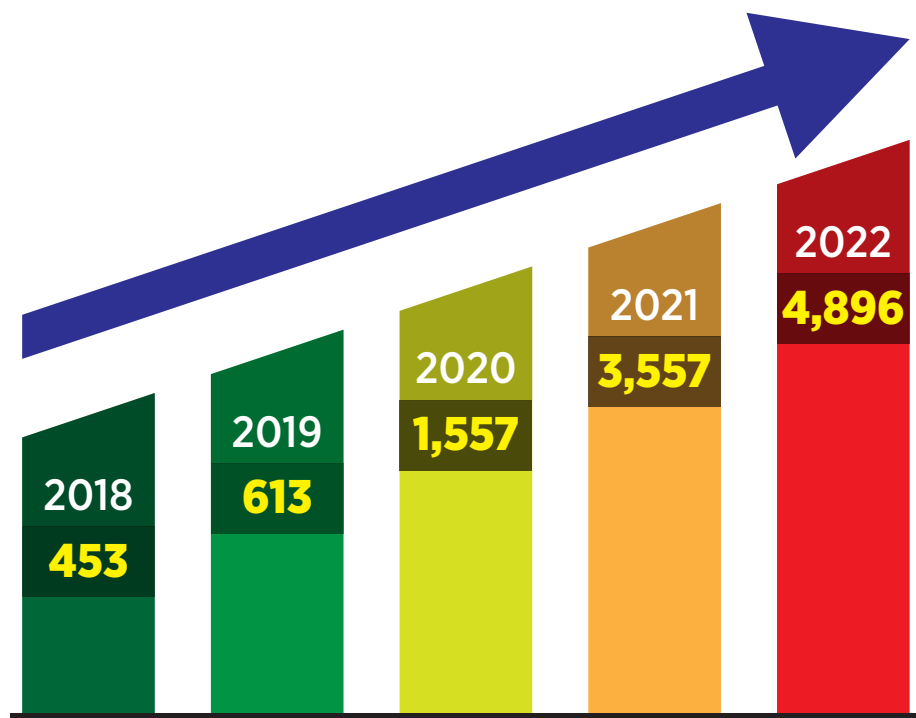
Top Five Municipal Complaints





Noise Complaints

Enforcement officers responded to **4,896 complaints for excessive loud music**, under the Noise By-law (93-84). Since 2018, loud music complaints have **increased by 980%**.



In 2021, a new simplified complaint process was developed. If an officer does not witness the noise, they may issue a Notice of Violation, where applicable, and the complainant(s) would be required to complete a noise reporting package. If sufficient grounds exist upon reviewing the evidence, charges under the Noise By-law could be laid.

If officers witness unreasonable noise or other disorderly conduct, the officer can immediately issue a warning penalty notice or a penalty notice in the amount of \$300 or \$500, depending on the circumstances.

With calls continuing to escalate, the Division undertook additional measures to address this issue and a Public Nuisance By-law was created. Under this By-law (136-2018), no person shall cause, create or permit a public nuisance, no person shall hold, sponsor, conduct, continue, host, create, attend, allow, cause or permit a nuisance party. This includes unreasonable noise.

In 2022, officers laid 277 public nuisance charges and issued 404 warnings.



Fireworks

In 2022, officers responded to **1,183 complaints of illegal fireworks** being discharged and laid 120 penalty notices for violations.

When a complaint is received, officers attend the location to investigate and identify the person(s) responsible for possessing, discharging or igniting fireworks. If the officers have sufficient evidence to issue a penalty notice, they can issue a warning penalty notice or a penalty notice in the amount of \$350.

A comprehensive review of the Fireworks By-Law was completed in 2022, and subsequently a report was brought before Council on November 28, 2022. As a result of this meeting, City Council amended the By-law which now strictly **prohibits the use, purchase, discharge, possession, sale and offer to sell all fireworks including Consumer Fireworks, Display Fireworks, Pyrotechnics and Prohibited Fireworks for all uses**. This includes all fireworks such as sparklers, roman candles, rockets, ground spinners, fountains, flying lanterns, bombshells, etc. The only exception to this is for the film industry and any City run event, with an approved permit. Penalties for failing to comply range from \$500 to \$1,000.

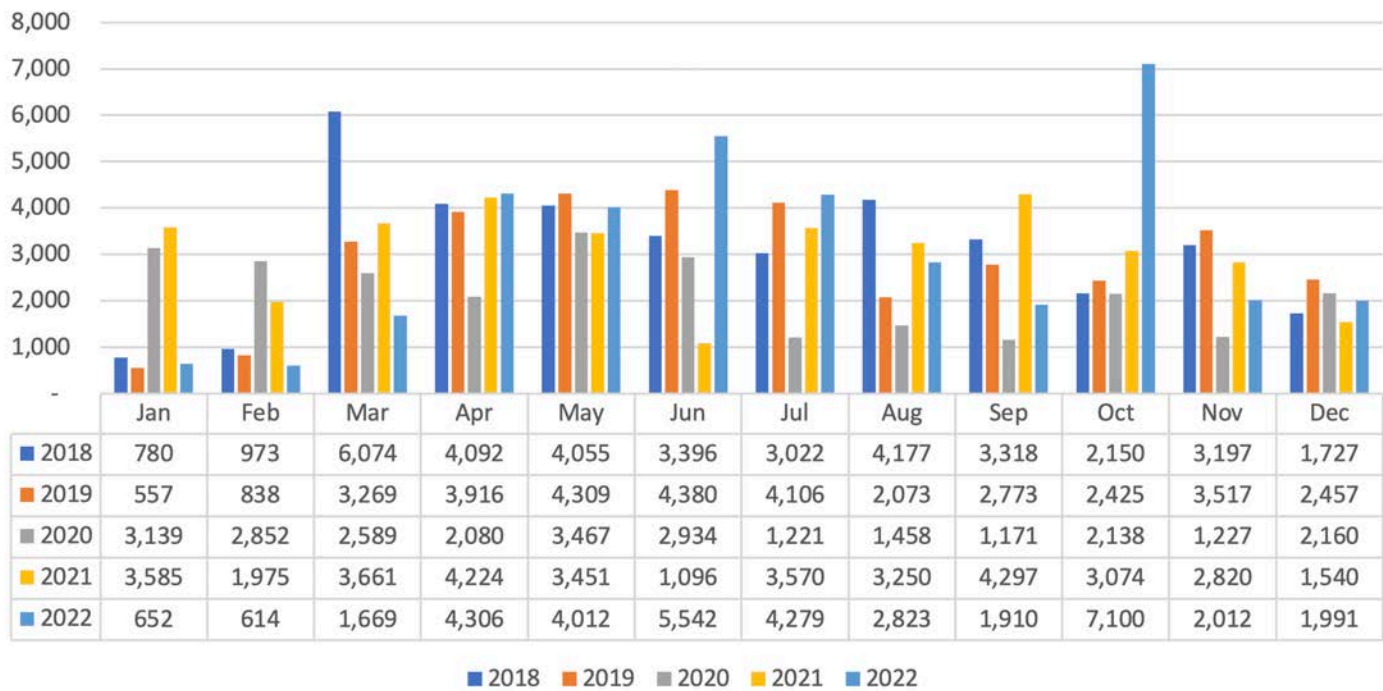




Illegal Signs

All signs, unless specifically exempt, require a permit prior to being displayed as per Sign By-law 399-2002. These exemptions include but are not limited to caution or warning signs, no trespassing, construction signs and election signs. In 2022, officers **removed 36,910 illegal signs** and responded to **1,355 complaints**.

Illegal Sign Removal



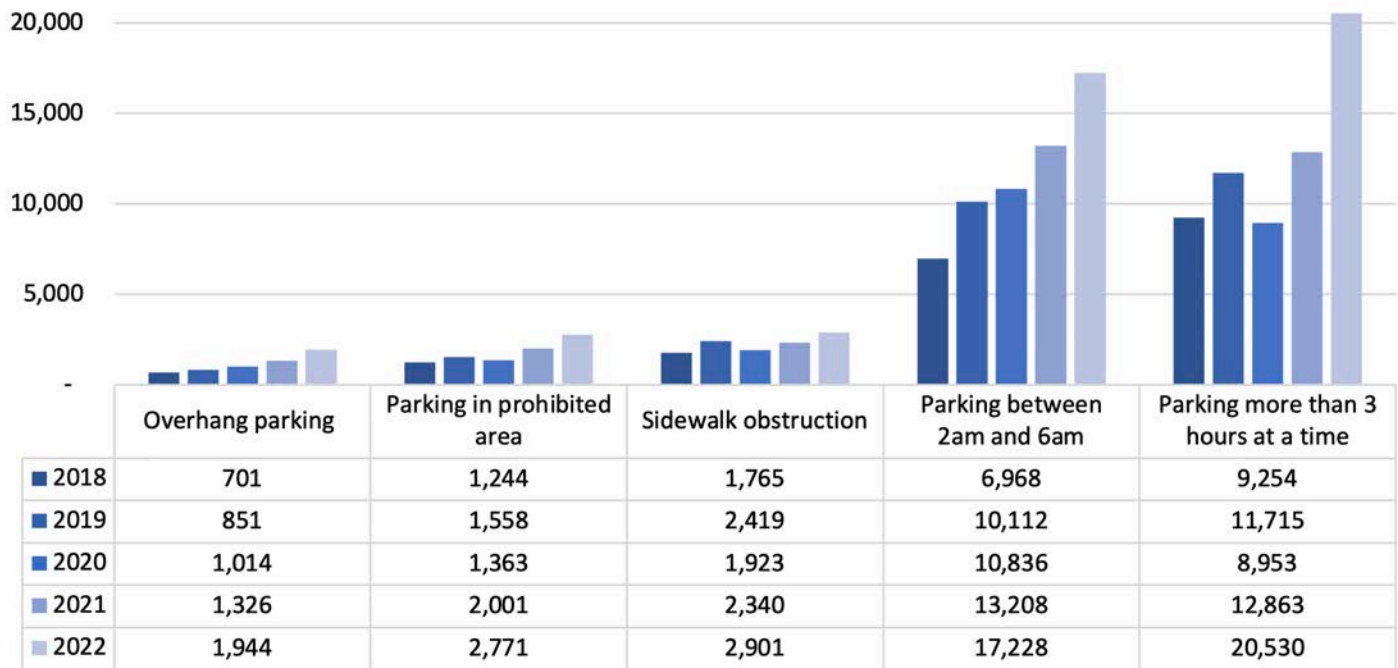


Parking Complaints

Officers dedicate a significant amount of time and resources to addressing parking-related complaints and proactive violations. Officers received **58,073 parking-related complaints** in 2022, compared to 41,406 in 2021. This is approximately **159 parking complaints per day**.

Parking for more than three hours at a time and parking between 2 am to 6 am continue to be a high-volume complaint concern, accounting for 54% of all parking-related concerns.

Top Five Parking Complaints





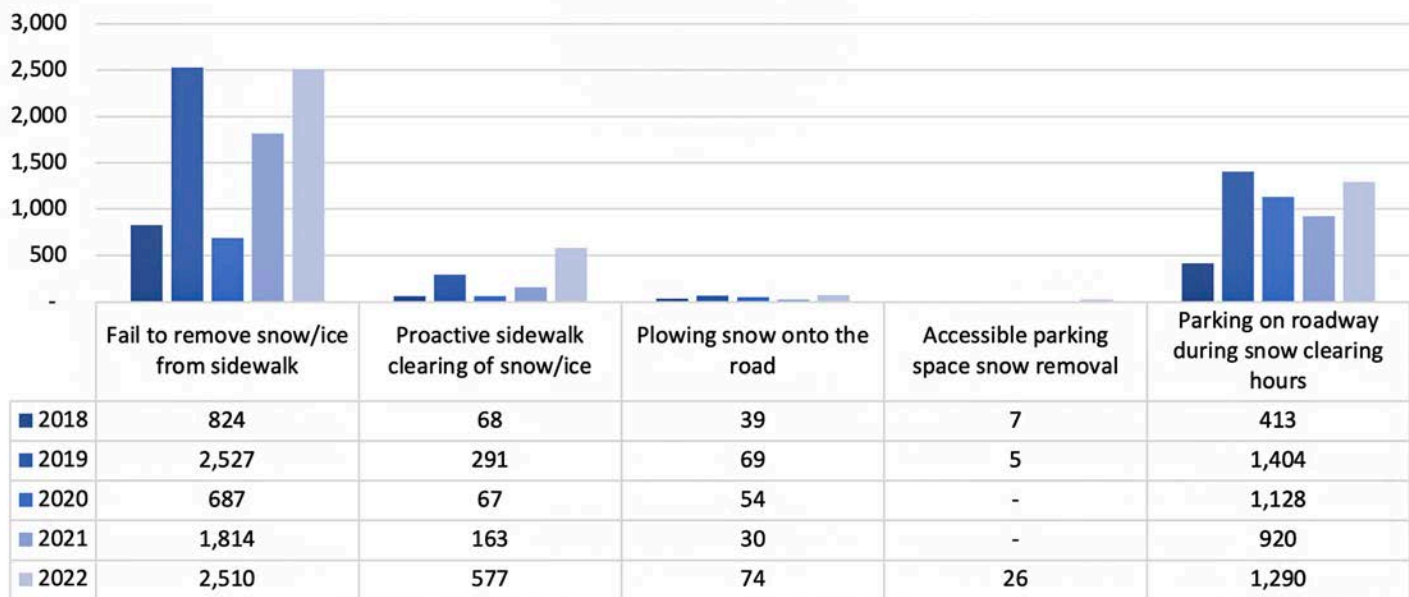
Snow Complaints

Snow and ice removal from sidewalks in Brampton continues to be a priority for By-law Enforcement as it is a significant safety hazard for the community. During 2022, officers responded to **4,648 snow-related complaints**, including failure to remove snow and ice from the sidewalk, plowing snow onto the roadway, and accessible parking spot snow removal.

Under the Snow and Ice Removal By-law 242-76, property owners and/or tenants are required to remove snow, ice, and slush from their sidewalks by 11 am the day after the end of a snowfall.

When the City receives a complaint about sidewalks that are not cleared, officers investigate and may issue an Order to Comply. The property owner or tenant is required to clean the sidewalk immediately. A re-inspection will occur and if the clearing has not been completed, charges may be laid. Additionally, arrangements will be made to have a contractor clear the sidewalk to address the hazard. Costs associated with the contractor service will be applied directly to the owner’s property taxes.

Snow-Related Complaints





Accessibility Parking Enforcement

The City of Brampton ensures those who live, visit and work in the city enjoy a vibrant, safe and inclusive community in which to grow, prosper and enjoy a high quality of life. As the City continues to develop and expand, the number of people requiring barrier-free parking also increases. The City strives to continuously maintain accessible parking spaces to the highest standards, working towards 100 per cent compliance.

In 2022, parking in accessible spaces and obstructing access aisles resulted in **489 tickets** totaling \$167,400 in fines, which includes the seizure of 24 misused accessible parking permits.

Owners and operators of businesses are required to provide for and maintain accessible parking spaces, as sanctioned in Traffic By-law 93-93, Section 48. Businesses that fail to comply with the by-law can be fined with failure to have proper signage and pavement markings.



Throughout the winter months, 26 Orders to Comply were issued to properties, resulting in accessible parking spaces being properly cleared of snow and ice. **One thousand, two hundred and forty-five (1,245) accessible parking spaces were inspected**, with an 83 per cent compliance rate. There were 53 Orders to Comply issued to property owners requesting compliance for multiple deficiencies in their accessible parking spaces.

Enforcement and By-law Services continues to proactively and reactively attend properties to ensure accessible parking spaces are being used properly and are in compliance with the by-laws.

Accessibility-Related Complaints





Property Standards

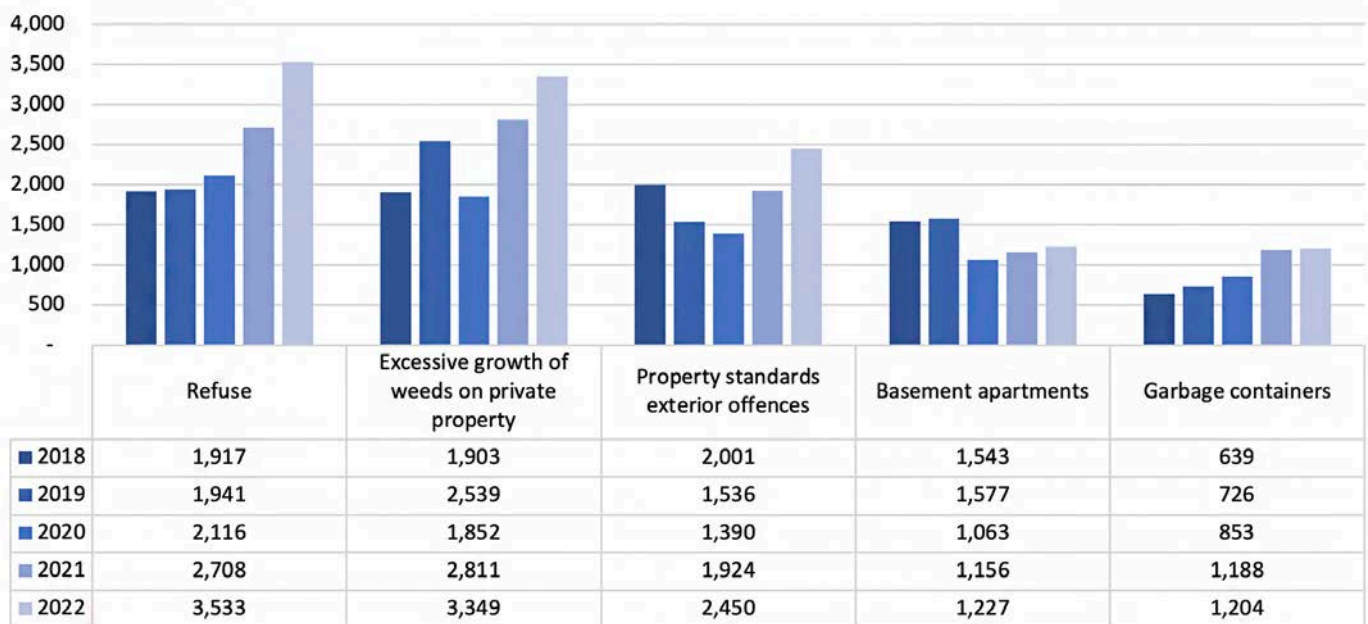
Property Standards officers enforce by-laws that prescribe minimum standards for the maintenance and occupancy of properties and their permitted uses.

Enforcement is vital to uphold and maintain the City's commitment to excellence and quality of life for those who live, work and visit Brampton. To prioritize safety and achieve compliance the following enforcement action(s) may be undertaken:

- verbal or written warnings
- orders to comply and property standard orders
- non-parking administrative monetary penalties
- performing the work utilizing a city-hired contractor
- charges in accordance with applicable statutes

There were a total of **15,659 property standards complaints**, which is a ten per cent increase from 2021. Examples of complaints include refuse, garbage containers, a pool with no permit, fence or defective enclosure, and excessive growth of weeds on private property.

Top Five Property Standards Complaints





Second Unit Task Force

In 2022, the Second Unit Task Force expanded its business model to investigate all complaints related to dwellings that contain additional living spaces. Most cases are associated with property owners who have constructed additional dwelling spaces that are not registered with the City or have not applied for Registration and Change of Use to the City's Building Division.

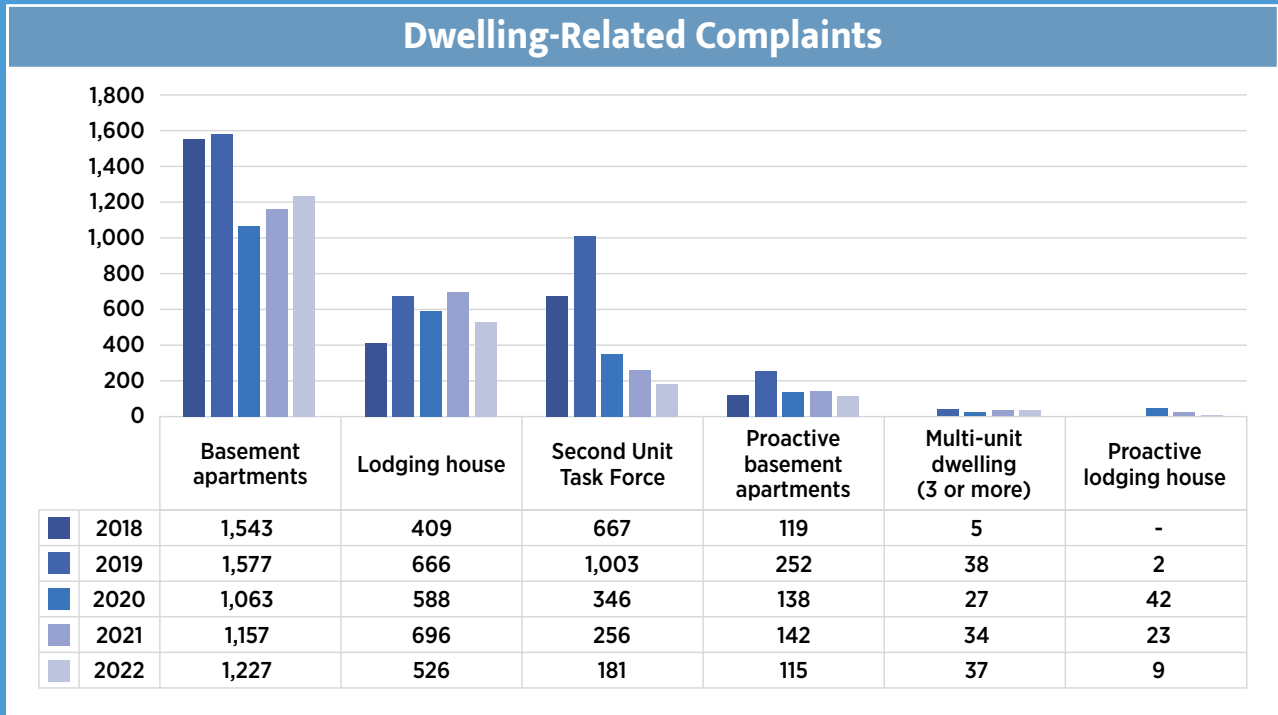
Each property situated in the City of Brampton is zoned to permit specific uses and is subject to Zoning By-law 270-2004, as amended. A second unit is not legal unless it is registered with the City, and any work completed has been inspected and approved. A building that does not comply with the regulations and lacks the required safety items puts the occupants and neighbourhood at risk.

Enforcement and educational campaigns on the requirements of second units have resulted in a significant increase in second-unit registrations with the City. **Since 2020, there has been a 100 per cent increase in registrations**, totaling 10,872 registered two-unit dwellings.



Two-Unit Dwelling Registrations

New applications received in 2022:	4,832
New registrations finalized in 2022:	3,980
Total applications received from 2015 – December 31, 2021:	16,701
Total registrations completed from 2015 – December 31, 2021:	8,503
Total fully registered two-unit dwellings (including legal non-conforming):	10,872



Additional Residential Units (ARUs) are a self-contained residential dwelling unit with their own cooking, sleeping and sanitary facility. This includes accessory residential units, apartments, granny flats, in-law suites, laneway suites, and coach houses. These may be in a single detached, semi-detached, townhouse dwelling or an ancillary building (garden suite).

A total of two ARUs are permitted per residential lot that contains a single, semi or townhouse either in the form of two attached ARUs (formerly “second units”) or one attached ARU and one garden suite. ARUs are subject to meeting zoning requirements, completing registration and permits.

An ARU is not permitted within or on the same lot as a lodging house or supporting housing residence, or on properties located within a floodplain zone or open space zone.

Lodging Houses

Seventy-seven per cent (77%) of the complaints received associated to lodging houses were closed as there was no violation under the Zoning By-Law. Landlords are permitted by the City of Brampton Zoning By-law to provide residential accommodations to any group of persons living together as a single household unit.

Single-room accommodations are permitted without a licence for up to four (4) lodgers, in up to four (4) bedrooms per dwelling. If a property contains an additional residential unit this applies separately to each unit.

The number of occupants alone, or their relationship with one another, does not constitute a contravention of the Zoning By-law. The Ontario Planning Act does not grant authority for a municipality to pass a by-law that has the effect of distinguishing between persons that are related and persons that are unrelated in respect of the occupancy or use of a building.

The Planning Act also requires that an officer have reasonable grounds to believe that a by-law passed under the Act is being contravened before entering and inspecting a property.





Prosecutions

Enforcement and By-law Services worked closely with the Prosecutions Office and the Provincial Offences Court to create non-parking administrative monetary penalties (AMPs) offences. Officers may issue a non-parking AMPs ticket for contraventions, where applicable, as an alternative to issuing a summons to attend court. These include but are not limited to excessive growth of weeds on private property, refuse and dumping, and storage of a garbage receptacle in a yard facing the street.



2022 Provincial Offences Court: Secondary Unit, Multi-Unit and Lodging Homes

Files in court:	555
Charges in court:	1,729
Trials (files):	6
Guilty pleas (files):	86
Fines arising from trials:	\$95,400
Fines arising from guilty pleas:	\$159,500
Total amount of fines:	\$254,900



Licensing Enforcement

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- Licensing Enforcement Inspectors monitor, investigate and enforce the licensing of mobile and stationary businesses. This unit promotes consumer protection and supports the health and safety of the public.
- Officers received **956 business-related complaints** associated with driving schools, refreshment vehicles, businesses operating without a licence, and towing-related issues including service fees and vehicle storage.

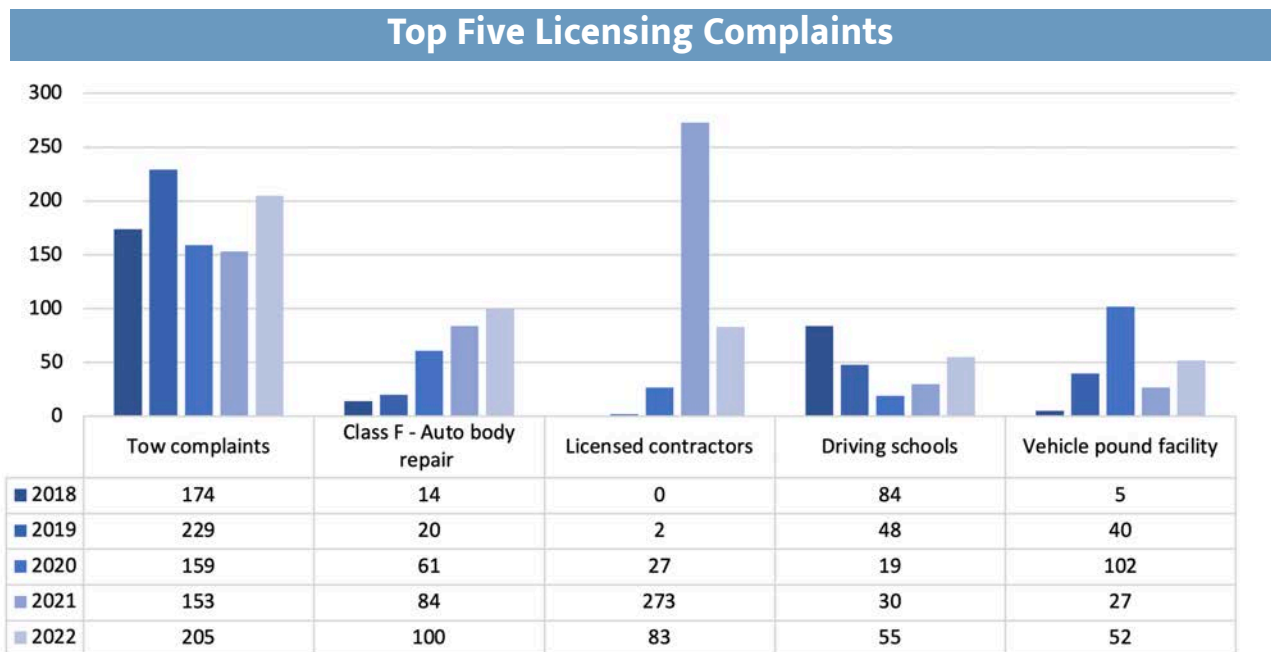
Staff are responsible for issuing, inspecting and enforcing drivers, vehicles and occasionally business locations. Each year, approximately **3,500 businesses, vehicles and drivers are licensed** by the City of Brampton, including taxi, limousine and personal transportation companies (rideshare), Class A, B, C and D refreshment vehicles, driving schools and their instructors, and tow truck companies. All new vehicles are inspected for compliance with the Mobile Licensing By-law and all drivers must fall within the driving and criminal records threshold approved by Council. These regulations protect individuals who use these services.

Licensing Enforcement introduced online processing of complaints, inspections and licence issuance this year. This move, while prompted by the pandemic, makes data and information available to enforcement staff and the industry. Processes previously completed manually were eliminated and replaced with automated online processes such as the vehicle inspection and driver application form.

The total number of licensed driveway paving contractors increased to 171 (originally 15 in 2019 when the by-law passed), and a total of 104 penalty notices were issued.

Mobile licensing staff are working with Peel Regional Police and the Ministry of Transportation enforcement officers to conduct joint inspections for the towing industry to monitor operators and vehicle compliance.

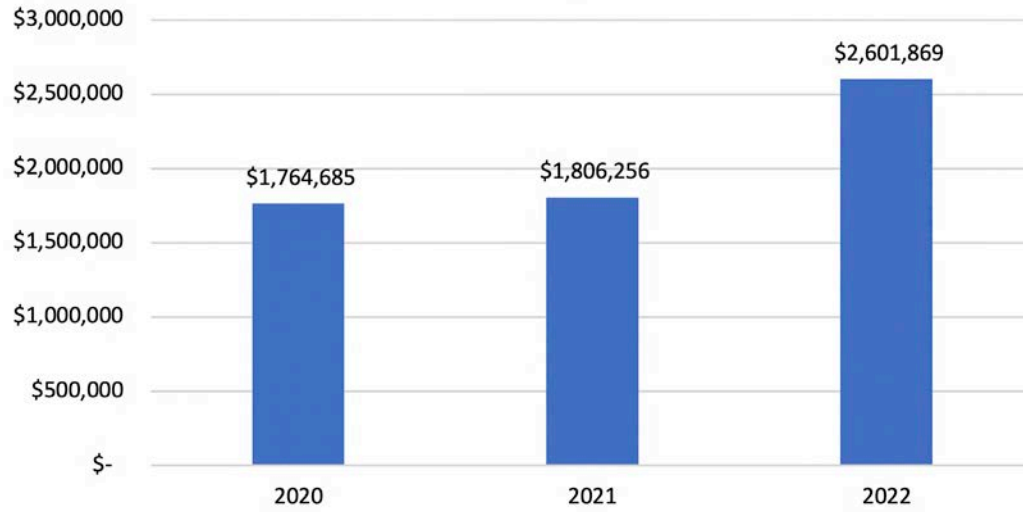
The Licensing Enforcement team and City Clerk’s Office continue to work closely to accept, renew and enforce stationary business licenses.



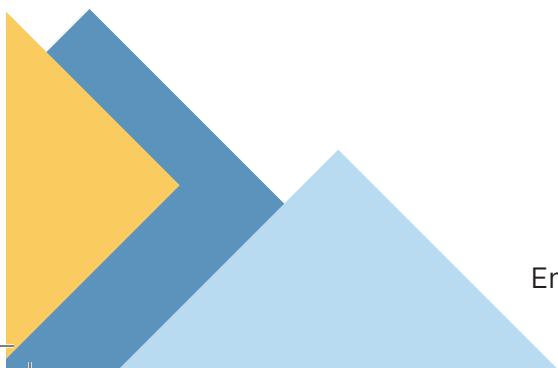
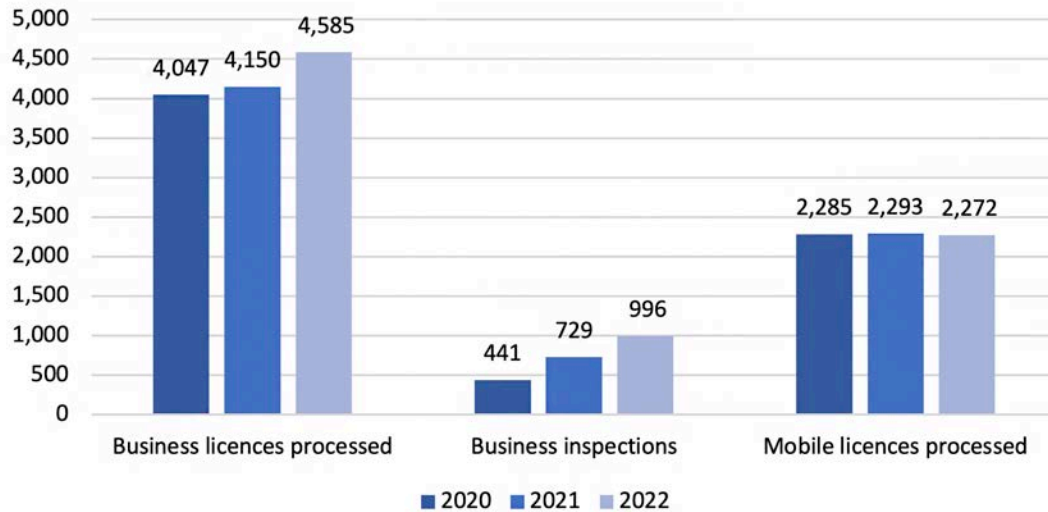
Licensing Enforcement *(continued)*



Mobile Licensing Revenue

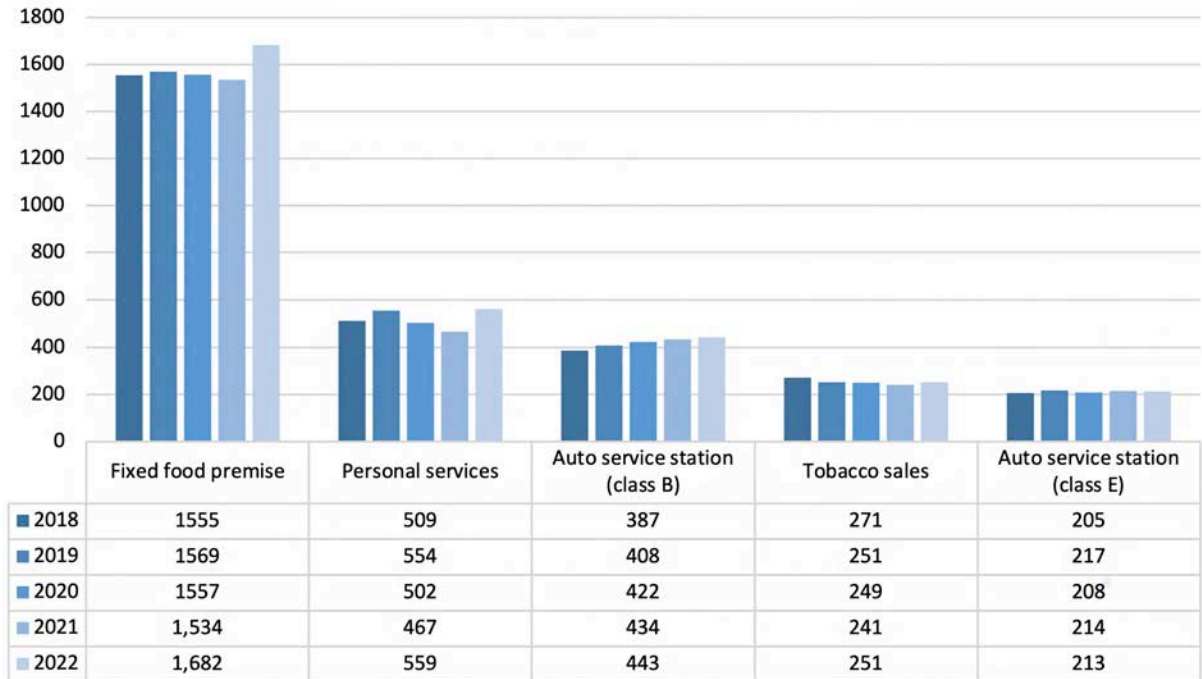


Licensing

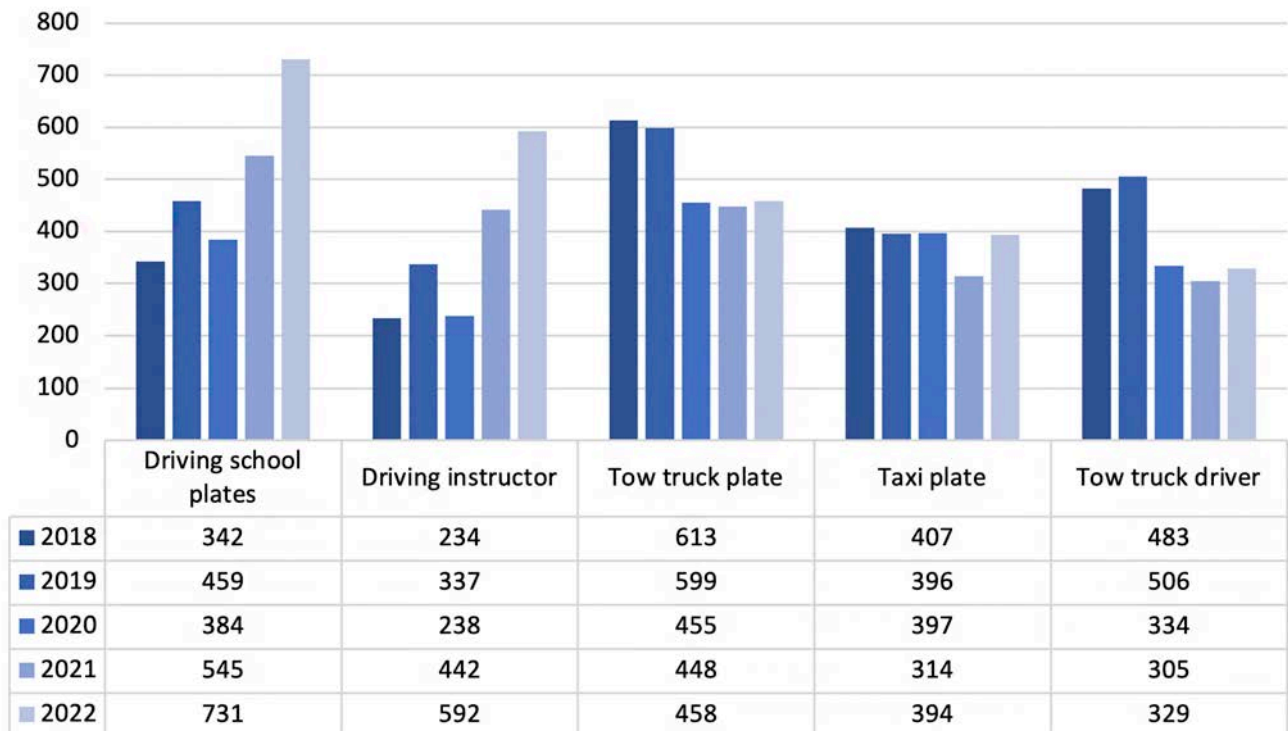


Licensing Enforcement *(continued)*

Top Five Business Licences Issued



Top Five Mobile Licences Issued



Community Involvement

Officers continued to volunteer their time in 2022.



Staff raised \$980 for Animal Services' Pink Ribbon campaign and donated it to Wellspring Chinguacousy.



Staff participated in clean ups such as Earth Day and Sheridan Davis community spring clean-up.



Staff participated in several food drive campaigns, including the September Back-to-School kickoff. Donations were made to Ste. Louise Outreach Centre of Peel.

Staff raised \$410 during Movember to help fund ground-breaking health projects across mental health and suicide prevention, prostate cancer, and testicular cancer.



Staff raised \$884 during the United Way Taco Fest Event.



Staff participated in the Fall Food for All campaign. Donations were made to Sai Dham.





NOTES

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Enforcement and By-Law Services

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