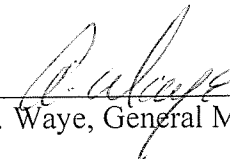

Halifax Regional Council
February 5, 2002

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:


Allan M. Waye, General Manager Community Projects

DATE: January 29, 2002

SUBJECT: By-Law Enforcement Overview

INFORMATION REPORT

ORIGIN

During discussion at Committee of the Whole on December 4, 2001, Item 4, Councillors raised numerous questions. This Report responds to these queries.

BACKGROUND

The Staff presentation and Report of November 27, 2001 outlined the evolution of the Community Projects Business Unit including the functional areas and "The New Direction" strategy for By-Law Enforcement.

"The New Direction" for By-Law Enforcement was implemented on November 19, 2001. Since its inception, the following initiatives resulting from "The New Direction" have occurred:

- a) January 14, 2002 Regional By-Law Enforcement Teams were established, and a lead By-Law Enforcement Officer assigned for each district;
- b) new database being used for daily status sheets, case management and activity tracking. The Councillor's Support staff, as of January 7, 2002, have had access to the database for daily case updates; and
- c) re-engineering of forms and procedures for curbside Solid Waste removal, sidewalk Snow and Ice and Dangerous or Unsightly Premises implemented. By-Law Enforcement Officers are now uniformed, and marked vehicles will be put into use during February 2002.

DISCUSSION

Staff responses are provided below to Regional Council queries of November 27, 2002.

- a) *Would like to see the budget with revenues from sidewalk snow and ice, from environmental depot recycling and from Dangerous or Unsightly Premises improvements.*

The table below details year to date (April 1, 2001 to December 31, 2001) actual expenses and gross revenues for Sidewalk Snow and Ice (SSIR), Dangerous or Unsightly Premises Improvements (DUPI), Solid Waste Removal (SWR) enviro-depot recycling operations

Business Initiatives	Actual Expenses	Actual Gross Revenues
Dangerous or Unsightly Premises Improvements (DUPI), Sidewalk Snow and Ice Removal (SSIR), Solid Waste Removal (SWR)	\$ 128,546	\$ 130,693
Residential Enviro Depot / Commercial Enviro Depot	\$ 212,478	Residential \$ 163,166 Commercial \$ 30,071
Paper Recycling	\$ 39,948	\$ 82,792
Organic Carts	\$ 26,850	\$ 29,062
Total	\$ 407,822	\$ 435,730

Revenues generated offset operational expenditures.

- b) *Three regions breakdown and number of officers per region, including the number of complaints from each region.*

District assignments have been made based upon factors of equitable work load distribution (i.e. number of cases), distance issues, and balancing of complementary skills of By-Law Enforcement Officers.

Enforcement Region	# of Complaints Received* (Jun 1 - Oct 19, 2001)	# of By-Law Enforcement Officers Assigned
Western (Districts 11, 12, 13, 14, 15, 16, 17, 18, part of 23)	606	3
Eastern (Districts 1, 3, 4, 5, 6, 7, 8, 9, 10)	550	3
Central (Districts 2, 19, 20, 21, 22 and part of 23)	278	2

* numbers do not include animal control, pesticide and taxi complaints.

- c) *Information about misdirected calls to Community Projects - where they are being misdirected from and what we are doing to correct this.*

Misdirected calls come from other HRM staff, members of Council and the public. These calls are a result of the fragmentation and internal confusion as to which business unit is responsible for the current policy, enforcement, licensing, remediation and administrative elements of each by-law.

The By-Law Rationalization Project Working Group has determined that ten business units and the RCMP are responsible for some component of at least one of the HRM's 170 by-laws. The Working Group's purpose is "to rationalize the form and content of HRM legislation along with respective compliance and enforcement." The Working Group meets bi-weekly and is currently analysing the situation and developing an Action Plan which will address the issue of misdirects.

d) *What is the average response time for the By-Law Enforcement Officers.*

The objective is to have By-Law Enforcement Officers respond to all complaints within 3 working days (72 hours). We are currently collating information through the database to determine actual response times.

e) *What current plans are underway to increase dialogue between individual Councillors and By-Law Enforcement Officers for the area.*

By-Law Enforcement Officers will contact the area Councillor when a contentious by-law situation or investigation is underway. When properties are appearing at the Dangerous or Unsightly Committee the area Councillor will be informed. For daily updates on cases, Councillors can obtain information through accessing the database through the Councillors Support Staff.

For direct communication with Officers, Councillors have been provided phone numbers for the By-Law Enforcement Officer serving their district.

f) *The number of staff at each of the three locations that was outlined for Community Projects and the number of youth at each one of those.*

Locations	Community Bridging Staff	Business Operations Staff	Participants
Fairbank's Learning Centre	5	2	10
947 Mitchell St.		3	11
1300 St. Margaret's Bay Rd.		5	9
Total	5	10	30

Participants start their days at certain locations, however, except for participants at the Enviro Depot, the majority of participants are off site-during the day. While off-site participants are developing job skills and gaining job experience through business operations including DUPI, SSIR, SWR and paper recycling, organic carts, fire board-ups and special projects.

g) *Pay levels for the Youth LIVE participants.*

Youth LIVE participants receive a Stipend (living allowance with no deductions) of \$200.00/week with the potential of earning an additional \$40.00/week performance bonus.

BUDGET IMPLICATIONS

None at this time.

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This Report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

ALTERNATIVES

Other alternatives that the HRM may pursue include:

- a) Rationalizing more By-Law operations in one business unit. The By-Law Rationalization Working Group will address realignment opportunities to enhance compliance and enforcement of HRM legislation.

ATTACHMENTS

Appendix A: Council Report of November 27, 2001 By-Law Enforcement Overview

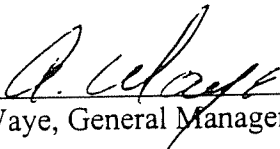
Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Peter James, Regional Co-Ordinator By-Law Enforcement, 490-5641
Andrea MacDonald, Manager Business Development, 490-7371

Halifax Regional Council
November 20, 2001

November 27, 2001

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY: 
Allan Waye, General Manager, Community Projects

DATE: November 14, 2001

SUBJECT: **By-Law Enforcement Overview**

INFORMATION REPORT

ORIGIN

This Report is a consolidated response to Regional Council motions of November 14, 2000 (item 12.1.3 i) and September 25, 2001 (item 13.1) requesting updates on By-Law Enforcement.

BACKGROUND

By-Law Enforcement Evolution

At amalgamation, By-Law Enforcement services in the HRM were primarily provided by the License and Firearms Section of Halifax Regional Police, and the By-Law Enforcement Section of Development Services.

The Licensing and Firearms Section employed Special Constables to provide by-law enforcement services that were seen to be low-level police functions including:

- a) Firearms licensing prior to the introduction of Federal Government licensing and registration requirements in the fall of 1998;
- b) Taxi and Limousine Industry licensing and enforcement;
- c) Administration and enforcement of vending, automatic machine and other sundry

licensing by-laws; and

- d) Smoking and Solid Waste By-Law enforcement.

The Development Services By-Law Enforcement Section provided for enforcement of Dangerous or Unightly Premises legislation, minimum standards by-law and investigative support for alleged Land Use by-law violations.

In September 8, 1998, Police License and Firearms Section was consolidated with the Development Services By-Law Enforcement. The new consolidated section was responsible for the former functions of both units.

The Section's mandate was rationalized with the transfer of licensing functions to Shared Services Customer Service Centres in June 2000, and incoming complaint calls transferred to the Corporate Call Centre in September 2000.

Realignment of By-Law Enforcement

Since May 2000, Youth LIVE co-ordinated remedy work on 141 Dangerous or Unightly work sites. The number of Dangerous or Unightly Orders issued and enforced for Dangerous or Unightly properties increased 310% in FY 2000/01 from the previous fiscal year. This successful initiative provided insight for other opportunities. The win-win of the partnership with By-Law Enforcement services and Youth LIVE was the building block for the realignment of By-Law Enforcement with Community Projects on February 26, 2001.

The stated objectives of the realignment in February 2001 were to:

- a) "Get the fit right" for Planning and Development Services, Community Projects and By-Law Enforcement;
- b) Put the people with related activities in the right work environment to improve customer service and better respond to Regional Council direction;
- c) Break down the barriers and eliminate the disconnects in the business processes of by-law enforcement; and
- d) Provide opportunities for increasing the efficiency and effectiveness of by-law enforcement work processes.

As will be detailed, the realignment of By-Law Enforcement to Community Projects has been a tremendous success and achieved the aforementioned objectives, in addition to creating

additional opportunities for the HRM.

Significant improvements in service delivery have resulted from the realignment. As detailed in this report realigning By-Law Enforcement with Community Projects has increased the efficiency, effectiveness and economies of the providing of municipal services HRM-wide.

DISCUSSION

Provision of By-Law Enforcement Services

The current model for By-Law Enforcement in the HRM is that each business unit takes the lead on the by-laws that require technical expertise for administration and enforcement. Community Projects staff enforce by-laws with expertise in animal control, taxi and limousine, pesticide, dangerous or unsightly premises, solid waste, sidewalk snow and ice removal, smoking, noise and low level minimum standards.

Community Projects By-Law Enforcement is composed of five functional areas. These five areas are:

- 1) Animal Control Services in the HRM are contracted to the Provincial Society of Cruelty (SPC). The SPC is contracted at a cost of \$ 317,000 (FY 01/02) to respond to animal control complaints. The SPC employs eight animal control officers and provides a comprehensive animal control service 7 days a week, 24 hours a day. Appendix 1 details contracted service levels, and Animal Control enforcement activities this fiscal year. Community Projects staff are currently analyzing animal control enforcement data, service levels and public expectations in preparation of re-tendering the contract in the Spring of 2002 ;
- 2) The Taxi and Limousine Office staff inspect 1,030 taxis and limousines annually, renew 1,204 drivers licenses annually, administers the 3 step taxi driver qualification program which currently has 128 students in the taxi driver certificate process, responds to public complaints about taxis and plays a significant policy development role. Appendix 2 details the activities of the Taxi and Limousine Office to date in 2001. The office works administratively from 8:30 a.m. – 4:30 p.m. Monday to Friday and undertakes after-hours pro-active enforcement patrols on a periodic basis;
- 3) The Pesticide By-Law Enforcement Office was created in April 2001. Appendix 2 details the activities of the Pesticide Enforcement Office. Total resources budgeted for the section were \$32, 000. Resources allocated to Pesticide Enforcement Officers included 3 part-time commissionaires, one vehicle, cell phones and a workstation. Enforcement of the pesticide by-law during the

shoulder season was 7 days a week from 8:30 a.m. to 7:00 p.m.;

- 4) By-Law Enforcement Services primarily respond to Dangerous or Unsanitary Premises and Solid Waste complaints. A pro-active enforcement pilot project for Dangerous or Unsanitary Premises was undertaken in Dartmouth North in the fall of 2000. Community Projects staff is currently reviewing the results of this pilot project. Appendix 2 details the enforcement activities of these officers. The officers have responded to 1,434 complaints since June 1, 2001. The office hours are 8:30 a.m. – 4:30 p.m. Monday to Friday. After hours enforcement is assigned as required;
- 5) Community Projects staff takes the policy lead in its areas of responsibility. The Department has been responsible for the writing and presentation of 93 reports this calendar year (22 for Regional Council, 38 for the Dangerous or Unsanitary Premises Committee, 14 for the Taxi and Limousine Committee, and 19 for the Appeals Committee).

Current Number of By-Law Enforcement Officers

There are 8 unionized By-Law Enforcement Officers in Community Projects. The By-Law Enforcement Officers are currently assigned geographically. In addition to these 8 By-Law Enforcement Officers, Community Projects has a unionized Taxi and Limousine Inspector.

Two fulltime commissionaires are appointed to administer and enforce the taxi and limousine by-law and three part-time commissionaires, equivalent to 1 FTE, are appointed to enforce the pesticide by-law.

The New Direction for HRM By-Law Enforcement

To strive for a more effective, economic and efficient By-Law Enforcement Service, Community Projects staff has initiated major corporate projects, in addition to internal re-structuring.

- 1) The Matrix Project was initiated to clarify the fragmentation of HRM By-Law Enforcement. The Matrix project has identified appropriate enforcement leads for HRM and former municipal by-laws still in effect. Community Projects has a lead role in enforcing 39 of the 162 by-laws in the HRM (appendix 3). Appendix 4 illustrates that ten HRM business units have responsibilities in one or more by-laws.
- 2) Since July 15, 2001, Community Projects has received over 264 Misdirected By-Law Queries and Complaints. This is an average of 19 misdirects a week.

Appendix 5 details the misdirected complaints and queries;

- 3) The By-Law Rationalization Project was commenced to identify policy, enforcement, licensing, remediation and administrative leads for all HRM and former municipal unit legislation in effect. The By-Law Rationalization Working Group's purpose is "**to rationalize the form and content of HRM legislation along with respective compliance and enforcement**". This corporate project will create an action plan detailing the responsible business unit for repealing, proposing amendments, harmonizing, introducing new by-laws or maintaining the status quo.
- 4) Community Projects staff has developed a Management Database for By-Law enforcement and Animal Control services. The data base project will provide for access to daily status sheets, more effective case management and activity tracking for monitoring to enhance resource management. The data base project, when rolled-out, will greatly reduce administrative demands placed on By-Law Enforcement Officers. The database will also provide appropriate HRM staff access to daily case updates. The database is providing preliminary results for analysis and additional analysis will be available early in 2002.
- 5) Creation of Regional By-Law Enforcement Teams. Each district will have a lead By-Law Enforcement Officer who will have supplementary support from other officers and administrative staff as required. This approach will balance skill sets and competencies, and assignment of investigations by demand in each Region;
- 6) Initiation of further Re-Engineering of Enforcement Processes has commenced. The re-engineering is focussed on ensuring efficient, economic and effective by-law compliance is achieved. A direct consequence of these processes is that By-Law Enforcement Officers will be uniformed and drive in HRM marked vehicles commencing early in 2002. In addition, standardization of enforcement investigation and reporting methodologies have also been strengthened and streamlined. Other issues being addressed include; workload distribution, standardization of service levels, cell phone communications adequacy, equipment requirements, safety issues, further reduction of administrative demands upon officers, implementation of an ongoing training program and customer service; and
- 7) Community Projects staff has taken a lead role in the Community Development Project in Dartmouth North with the pro-active enforcement initiative.

Legislative Amendments to Remedy Alleged By-Law Violations

In addition to the aforementioned initiatives, Community Projects staff have initiated and influenced numerous by-law amendments that improve the effectiveness of enforcement including:

- 1) Implementation of enforcement mechanism to removal sidewalk snow and ice from sidewalks where the HRM does not provide the service;
- 2) Present policy under the MGA requires that staff provide property owners 30 days to comply with Orders to Remedy Dangerous or Unsightly Conditions. Staff provided support for Regional Council's motion to amend the MGA to allow the HRM to determine the number of days to allow for owner voluntary compliance;
- 3) By-Law Amendment S-304 which enables By-Law Enforcement Officers to provide notice to property owners who improperly place solid waste curbside. Once 24 hour notice is provided, the HRM may remove the improperly placed solid waste at the property owner's expense;
- 4) Various amendments to the Taxi and Limousine By-Law which have improved administrative efficiency (i.e. staggered license renewal for owners and drivers), improved public safety and service (i.e. requirement for criminal record check for license renewal, standardized vehicle wheel-base size, and recommendation for removal of limitation); and
- 5) Various amendments to the Dog By-Law (i.e. recommendations for stricter regulation of fierce and dangerous dogs).

The Requirement for After Hours By-Law Enforcement Services

Staff overtime has to be approved for any other enforcement operations. There may be a requirement for after hours enforcement for Solid Waste Enforcement and Dangerous or Unsightly Premises. Current data at Appendix 6 details that very few public complaints are received after hours. Only 82 of 1,497 complaints were received between June 1 and October 19, 2001. Further database analysis will assist in determining whether there is requirement for Solid Waste enforcement on weekends. If after hours enforcement is required, By-Law Enforcement will adapt accordingly.

Selected after hours (after 4:30 p.m. and on weekends) enforcement is currently provided for taxi and limousine enforcement, pesticide by-law enforcement, and Animal Control.

Halifax Regional Police operate 24 hours a day, 7 days a week and have the authority to enforce all laws. The Police respond to after hours by-law enforcement complaints on a priority basis.

Land Use and Parking by-law enforcement are outside the auspices of Community Projects.

Examination of the Possibility of Linking By-Law Enforcement with Fire Departments

There exists a significant interdependence between the departments within Community Projects. Staff does not believe that any additional benefits would be derived from having By-Law Enforcement Officers work from Fire Departments. Staff has initiated discussions to assess the feasibility and benefits of centralizing By-Law Enforcement in one geographical location. The By-Law Rationalization Project will also identify opportunities to improve compliance and enforcement of HRM legislation.

BUDGET IMPLICATIONS

None at this time.

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This Report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

ALTERNATIVES

Other alternatives that the HRM may pursue include:

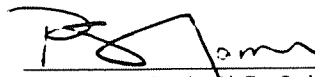
- a) Rationalizing more By-Law Enforcement operations in one business unit. The By-Law Rationalization working group will address realignment opportunities to enhance compliance and enforcement of HRM legislation.

ATTACHMENTS

- Appendix 1: Animal Control Services
- Appendix 2: By-Law Enforcement Services
- Appendix 3: Community Projects By-Law Responsibilities
- Appendix 4: HRM Business Unit Involvement in By-Law Enforcement
- Appendix 5: Misdirects to Community Projects
- Appendix 6: After Hour and Weekend By-Law Enforcement Complaints

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by:



Peter James, Regional Co-Ordinator By-Law Enforcement, 490-5641

Animal Control Services

Contracted to the Provincial SPC
(for period April 1, 2001 to September 30, 2001)

Type of Service Call	Contracted Service Level		Complaint Responses to Date		
			Pro-rated Contract (for 6 months)	Actual	Variance
Nuisance Calls (running at large, barking, defecation)	4,875 responses	within 24 hours	2,438	2,737	+399
Fierce and Dangerous Dog Incidents (unprovoked attacks and bites)	1,524 responses	within 4 hours	763	248	- 515
Dead Animal Pick-up	200	within 48 hours	100	83	- 17
Injured Animal	350	within 4 hours	175	379	204
Education and Awareness Program	n/a	n/a	n/a	n/a	n/a
Total Number of Responses	6,950		3,475	3,447	- 28
Hours of Preventative Patrols	100 hours per month	n/a	n/a	140.5 hours per month	+ 40.5 hours per month
Veterinary Actions					
Dogs Euthanized 99					
Dogs Impounded 508					

By-Law Enforcement Services

(for period June 1, 2001 to October 19, 2001)

Type of Complaint	Number of Responses to Complaints	Percentage Relative to Functional Area
Dangerous or Unsightly Premises	615	43 %
Solid Waste	434	30 %
Other *	112	8 %
Noise	106	7 %
Land Use	77	5 %
Minimum Standards	73	5 %
Smoking	10	less than 1 %
Ticket Query	7	less than 1 %
TOTAL	1,434	100 %
Pesticide By-Law Complaint Responses	393 (between period April 1 - October 26, 2001)	
Taxi and Limousine By-Law Complaints	62 (between period January 1 - October 19, 2001)	
TOTAL RESPONSES FOR ENTIRE DEPARTMENT EXCLUDING ANIMAL CONTROL	1,889	

* Other includes by-laws for which Community Projects has an enforcement role. Refer to Appendix 3 for specific examples.

Community Projects By-Law Responsibilities

Region	Type of Responsibility <i>Bylaws /</i>	Policy	Administration	Licensing	Enforcement	Remedy	Other
Halifax Regional Municipality	By-Law D-100 Dogs	✓	Am, Aco		✓		
	By-Law L-200 C&D Materials Recycling and Disposal License				✓		
	By-Law N-100 Respecting the Control of Noise	✓	Ac, Ah, Aco	✓	✓ - Lead		
	By-Law N-200 Noise	✓	Ac, Ah, Aco	✓	✓ - Lead		
	By-Law P-800 Pesticides, Herbicides and Insecticides				✓		
	By-Law S-200 Smoking					✓	
	By-Law S-300 - Part 1 Streets - Snow and Ice Removal				✓	✓	
	By-Law S-400 Solid Waste Collection & Disposal				✓		
	By-Law T-100 Respecting Regional Taxi and Limousine Committee						
	By-Law T-108 Taxi and Limousine Licensing	✓	Ac, Am, Ah, Aco		✓	✓	
Former City of Halifax	Ordinance 17 Junk Dealers				✓		
	Ordinance 19 Bill Posters and Posting				✓ - identify violation		
	Ordinance 54 Going-out of Business Sales				✓		
	Ordinance 55 Tag Days				✓		

Key: (P) - Policy (Ac) - Preparation and Distribution of correspondence (Am) - Maintenance of files (Ah) - Scheduling of public hearings (Aco) - Communication (Ape) - Public education (Ar) - Receipt of payments (Af) - Financial Transactions (L) - Licensing (E) - Enforcement (R) - Remedy (O) - Other

Region	Type of Responsibility	Policy	Administration	Licensing	Enforcement	Remedy	Other
	Bylaws /						
Former City of Halifax Contd.	Ordinance 126 Train Whistles				✓		
	Ordinance 143 Mobile Home Parks				✓		
	Ordinance 146 Auctioneers				✓		
	Ordinance 149 Petty Traders				✓		
	Ordinance 151 Automatic Machines				✓		
	Ordinance 152 Minimum Standards					✓	
	Ordinance 180 - Part 6 Streets - Abatement of Nuisance				✓		
	Ordinance 180 - Part 7 Streets - Street Venders				✓		
	Ordinance 184 Reptiles (Annual Control)	✓		Ac, Am		✓	
	Former City of Dartmouth	By-Law C-100 Census Owners and Operators			Ac	✓	
By-Law E-300 Reptiles and Arachnids		✓		Ac, Am	✓		
By-Law J-101 Junk Dealers					✓		
By-Law L-400 Littering					✓		
By-Law M-200 Mobile Homes and Parks					✓		
By-Law P-700 Pesticides					✓		
By-Law T-700 Transient Traders					✓		

WORKING DOCUMENT

Key: (P) - Policy (Ac) - Preparation and Distribution of correspondence (Am) - Maintenance of files (Ah) - Scheduling of public hearings (Aco) - Communication (Ape) - Public education (Ar) - Receipt of payments (Af) - Financial Transactions (L) - Licensing (E) - Enforcement (R) - Remedy (O) - Other

Region	Type of Responsibility <i>Bylaws !</i>	Policy	Administration	Licensing	Enforcement	Remedy	Other
Former City of Dartmouth Contd.	By-Law V-100 Vending				✓		
Former Town of Bedford	By-Law 15100 Trade and Licensing				✓		
	By-Law 22931 Exotic Pets (Animal Control)	✓	Ac, Am		✓		
Former Halifax County Regional Municipality	By-Law 08 - Part 7 Mischiefs & Nuisances - Animals	✓	Ac, Am	✓	✓		
	By-Law 08 - Part 8 Mischiefs & Nuisances - Pesticies	✓	Ac, Am	✓	✓		
	By-Law 1 Trades and Licensing				✓		
	By-Law 29 Mobile Home Parks				✓	✓	
	By-Law 47 Anti-Dumping				✓		
	By-Law 63 Animal Defecation (Animal Control)	✓	Ac, Am	✓	✓	✓	
MGA's	Part 15 Dangerous or Unsightly Premises				✓	✓	
Administrative Orders	A.O. - 5 Unsightly or Dangerous Premises Committee	✓	✓	✓	✓	✓	
	A.O. - 11 Dogs Registration Fees				✓		
	A.O. - 21 Appointment of the Taxi and Limousine Inspector	✓	✓	✓	✓		
	A.O. - 23 Respecting Pesticides, Herbicides and Insecticides in HRM				✓		

WORKING DOCUMENT

Key: (P) - Policy (Ac) - Preparation and Distribution of correspondence (Am) - Maintenance of files (Ah) - Scheduling of public hearings (Aco) - Communication (Ape) - Public education (Ar) - Receipt of payments (Af) - Financial Transactions (L) - Licensing (E) - Enforcement (R) - Remedy (O) - Other

Region	<i>Type of Responsibility</i> <i>Bylaws ↓</i>	Policy	Administration	Licensing	Enforcement	Remedy	Other
	A.O. 27 Respecting Materials That Shall Not Be Disposed of in a C&D Disposal Site				✓		

WORKING DOCUMENT

Key: (P) - Policy (Ac) - Preparation and Distribution of correspondence (Am) - Maintenance of files (Ah) - Scheduling of public hearings (Aco) - Communication (Ape) - Public education (Ar) - Receipt of payments (Af) - Financial Transactions (L) - Licensing (E) - Enforcement (R) - Remedy (O) - Other

HRM Business Unit Involvement in By-Law Enforcement

(Number of By-Laws for which each Business Unit has Policy, Administrative, Licensing, Enforcement and Remedy Responsibilities)

Business Unit	4	2	5	1	3	Policy Enforcement
Admin. Ser./Legal/Clerks Office	4	2	5	1	3	Policy Enforcement
Community Projects	12	12	8	2	5	Administration - Af Enforcement
Financial Services	17	4	4	2	8	Policy and Enforcement
Fire and Emergency Services	6	3	1	1	0	Policy and Enforcement
Parks & Recreation	6	4	4	0	2	Policy and Enforcement
Planning & Development Service	14	7	7	1	7	Policy and Enforcement
Public Works & Transportation	11	9	6	1	4	Policy and Enforcement
Regional Police Services	13	7	7	2	1	Administration - Ar
Shared Services	20	7	5	1	2	Policy
Solid Waste Resources	3	0	1	0	1	

Elements of By-Law Enforcement

Policy - Business Unit(s) responsible for formulation of policy recommendations to Regional Council, drafting of amendments, and interpretation of policy and intent of the by-law.

Administration - Business Unit(s) responsible for the administrative related elements including the preparation and distribution of correspondence (Ac), maintenance of files (Am), scheduling of public hearings (Ah), communication (Aco), public education (Ape), receipt of payments (Ar) and financial transactions (Af).

Enforcement - Business Unit(s) responsible for control and co-ordination of the process and procedures used to achieve compliance with the by-law.

Licensing - Business Unit(s) responsible for granting permission to engage in an activity as deemed by the by-law.

Remedy - Business Unit(s) responsible for remedying the situation if there is non compliance.

Note: More than one business unit could be involved in a by-law.

Matrix of By-Laws Misdirected to Community Projects

This matrix lists the types and the approximate number of complaints that have been misdirected to the Community Projects business unit, and the respective business units responsible for each type of complaint

Between July 15, 2001 - October 19, 2001

Abandoned Vehicles on Public Property	2
Blasting	7
Encroachments	6
Firearms and Air Guns	1
Graffiti Concerns	2
Indecent Actions (Public Nuisance)	3
Littering	7
Minimum Standards (Bedford)	2
Minimum Standards (Dartmouth)	18
Noise (After Hours)	18
Open Air-Burning	4
Subtotal	180

After Hours and Weekend By-Law Enforcement Complaints

Dangerous & Unsanitary Premises	32	39.02%	6	10	1	1	1	1	5	7
Solid Waste	29	35.37%	5	4	2	3	2	10	3	
Land Use	5	6.10%	1	2				2	2	
Minimum Standards	6	7.32%	3					2	2	
Other	4	4.88%	1	2					1	
Noise	6	7.32%	0		1			3	2	
Smoking	0									
Snow & Ice	0									
Ticket Enquiry	0									
Total	82	100.00%	16	14	6	3	3	22	14	

Note: Data reflects the period from June 1, 2001 to October 19, 2001

Percent of calls on Weekends	3.0 %
Percent of calls on Weekdays/ afterhours	2.5 %
Total Percentage of Calls Afterhours	5.5 %

Based on 1430 calls recorded.