



Bylaw Enforcement



Annual Statistical Report 2003

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DEPARTMENTAL OVERVIEW

The Bylaw Enforcement Department is one of three Departments reporting to the Commissioner of Legal Administrative Services. The Bylaw Department is headed by a Senior Manager and consists of 26 enforcement staff and two supervisors in three separate and distinct units. There are eight civilian staff (full and part time) that provide clerical support in a number of different areas. These 37 staff members serve the 220,000 residents of Vaughan and many more visitors each year.

The mandate of the Bylaw Enforcement Department is to encourage the compliance with City of Vaughan Bylaws through a combination of reactive and proactive enforcement methodologies in both a uniformed and non-uniformed presence in the community. Bylaw Enforcement also provides a highly visible deterrent to crime and other violations of the law in City parks and community centres through its Special Enforcement Unit.

The following are just some of the highlights and initiatives of the Bylaw Enforcement Department in 2003:

SERVICE ENHANCEMENTS

- ✓ Monthly staff training sessions to ensure all staff are current with trends and emerging issues
- ✓ Bicycle patrols were initiated for Parking Enforcement to increase mobility and reduce vehicle use.
- ✓ Increased quality control measures and the development of performance measures and indicators.
- ✓ This was the first full year utilizing CSMS a computerized complaint tracking system. This system permits allows accurate tracking of all complaints and the action taken on them.
- ✓ Expanded the First Attendance process to allow the public more access to dispute parking tickets.
- ✓ All animal related calls were contracted to an external agency allowing existing staff to focus their efforts on other matters.

JOINT SERVICES INITIATIVES

- ✓ Staff attend the York Region Municipal Law Enforcement Officers group to exchange information and trends on a regular basis.
- ✓ Staff joined with the York Regional Police on “Devil’s Night” and Halloween to curb anti social activities. This initiative was a resounding success.
- ✓ Staff joined with Licensing Officers and several policing agencies in Operation Home for Christmas, a GTA wide project that swept through Body Rub parlours looking for underage persons.

- ✓ Staff sit as members or support staff on a number of internal and external Committees, such as the Ontario Association of Chiefs of Police Crime Prevention Committee, Vaughan Safe Cities Committee, Sign Variance Committee, Council/School Board Liaison Committee Parking Sub Committee, and the Solicitor General’s Working Group on Special Constables.

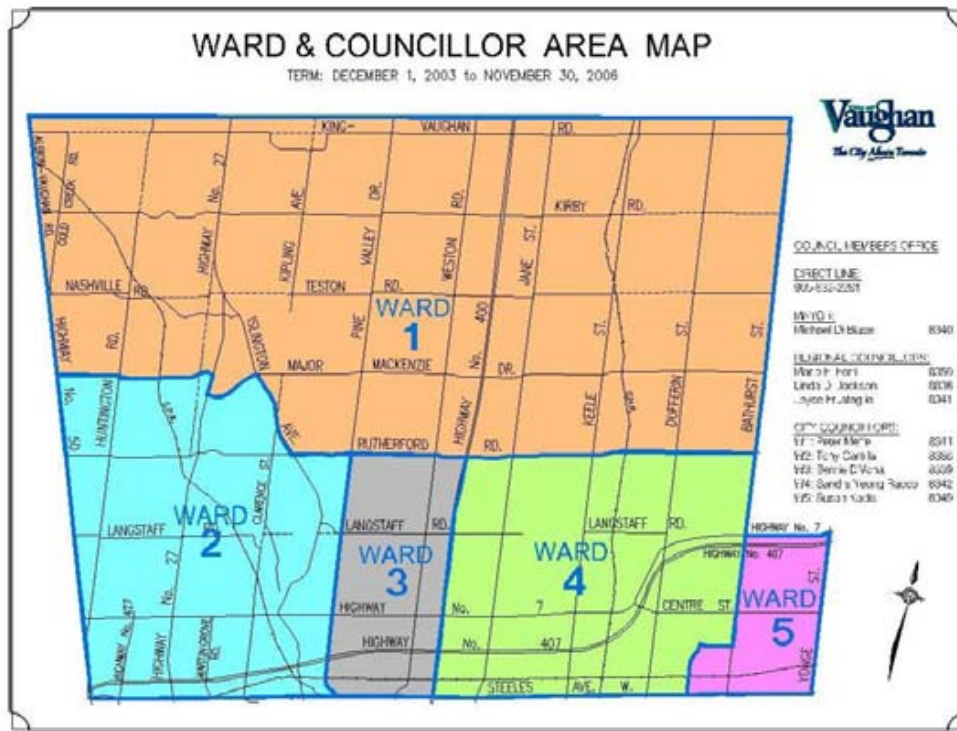
PUBLIC RELATIONS/GOODWILL EVENTS

- ✓ Staff participated in the Law Enforcement Torch Run for Special Olympics
- ✓ Staff participated in two York Region Emergency Services Food Drives
- ✓ Staff participated in the Santa Claus parade
- ✓ Staff participated in an RCMP charity softball tournament for Ronald McDonald House

Bylaw Enforcement Operational Overview	
Staff	30 Full Time 7 Part Time
Management/Supervision.....	3 Full Time
Bylaw Enforcement.....	7 Full Time
Parking and Signs Enforcement.....	10 Full Time 4 Part Time
Special Enforcement.....	5 Full Time
Clerical/Administrative.....	6 Full Time 2 Part Time
Number of Vehicles	15
Number of Bicycles	5

The City of Vaughan’s Strategic Plan, *Vaughan Vision 2007*, was implemented by Council this past year with the emphasis on “service excellence.” As such, the Bylaw Enforcement Department will position itself as a progressive department within the City of Vaughan, and through a proactive approach to problem solving, dedication to professional excellence and reputation for ensuring that this community is a better place to live, work, play and invest.

CUMULATIVE STATISTICAL REPORT



As the City of Vaughan continues to grow, so do the demands on the Bylaw Enforcement Department. In order to demonstrate the call volume both across the City and in the individual Wards, calls have been broken down into major categories that appeared to be significant areas of concern across the City. The categories that will be measured will be: Parking/Vehicle Complaints; Property Standards/Zoning; Garbage/Dumping related calls; Animals; Parks; and a Miscellaneous group to capture statistics from all other types of calls. The total number of investigations resulting from calls for service generated in Bylaw Enforcement in 2003 was 5,706.

The workload on staff is more than just attending to 5,706 calls for service. Normally each call requires follow up investigations. Even parking complaints require several return visits to ensure there is no violation in the area of the complaint. In the Property Standard/Zoning investigations it is not uncommon for staff to have to return to the complaint location 8-10 times before resolution.

This year's report will essentially state the numbers as reported. Reports for subsequent years will offer a year-to-year comparison and analysis. This report is not able to address this as 2003 was the first full year using the CSMS call tracking software. In past years the statistics were not captured in as much detail, therefore making a comparison inaccurate or unreliable.

As is displayed in the graph below, *Ward by Ward Overview*, the call volume distribution is varied across the 5 Wards in the City. There is a large discrepancy in call volume between the Wards. Ward 1, 2 and 4 have call volumes over 1,000 while Wards 3 and 5 are substantially below the 1,000 call level.

It is this call distribution that is analyzed by Management and Supervision on an annual basis to deploy staff in the most effective manner as possible.

GENERAL TRENDS AND PATTERNS

This section will very briefly discuss the overall trends in the areas measures. Specific points of interest will be examined in more detail in the individual Ward Reports.

With the exception of Wards 1 and 4, the calls for service for Parking related matters were evenly distributed across the City. Parking complaints accounted for approximately one third of all complaints in each Ward, except Ward 2 that was low at 19%.

Property Standards and Zoning investigations also fluctuated dramatically across the City, ranging from 465 in Ward 1 down to 149 in Ward 3.

Garbage (littering and dumping) and Animal investigation appear to be relatively evenly spread out across the Wards.

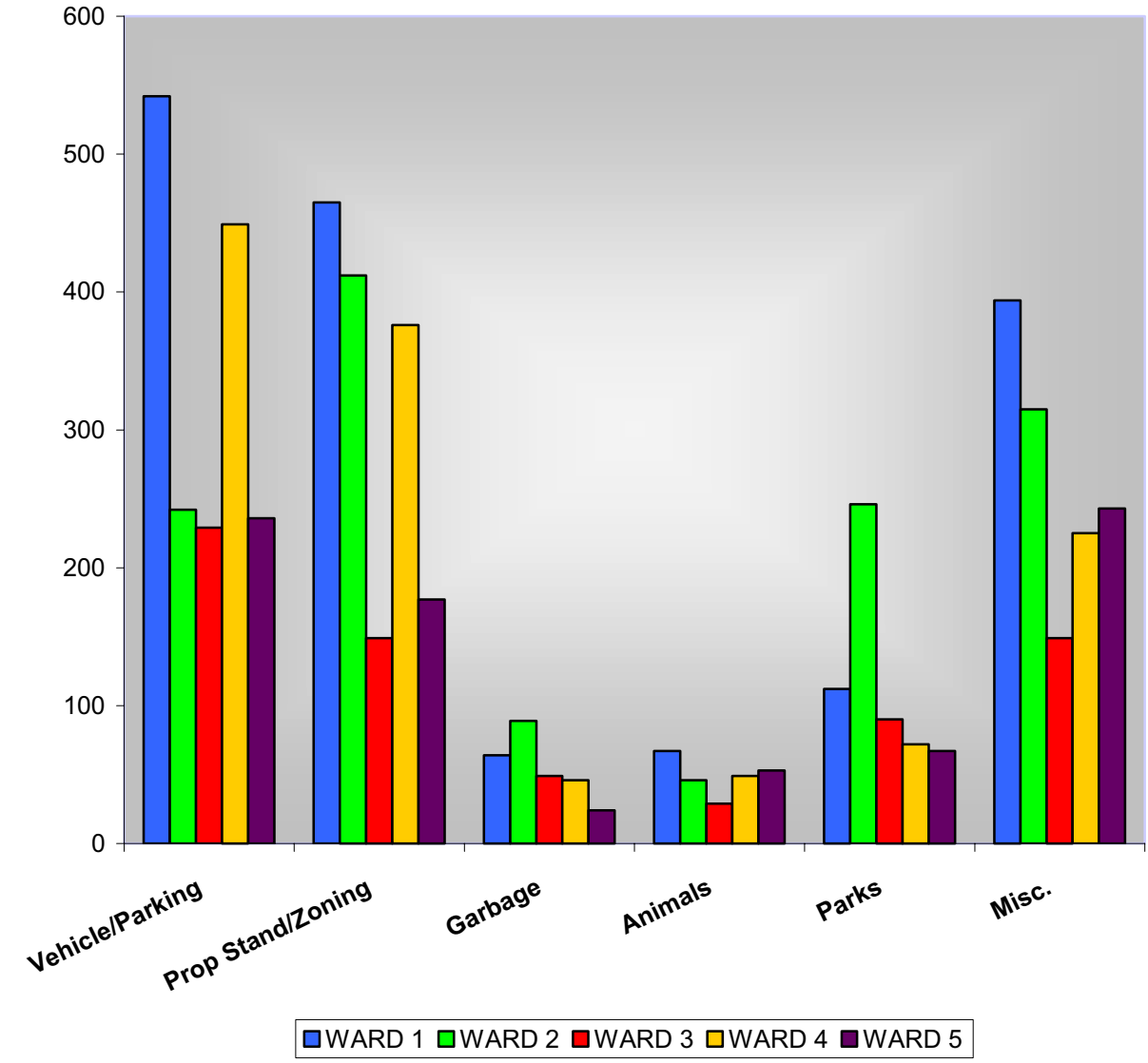
The investigations undertaken by the Special Enforcement Unit were evenly distributed with the marked exception of Ward 2. The call volume in this measure was more than triple that in other Wards.

The Miscellaneous category of calls also varied in volume, with Ward 1 the highest and Ward 3 the lowest.

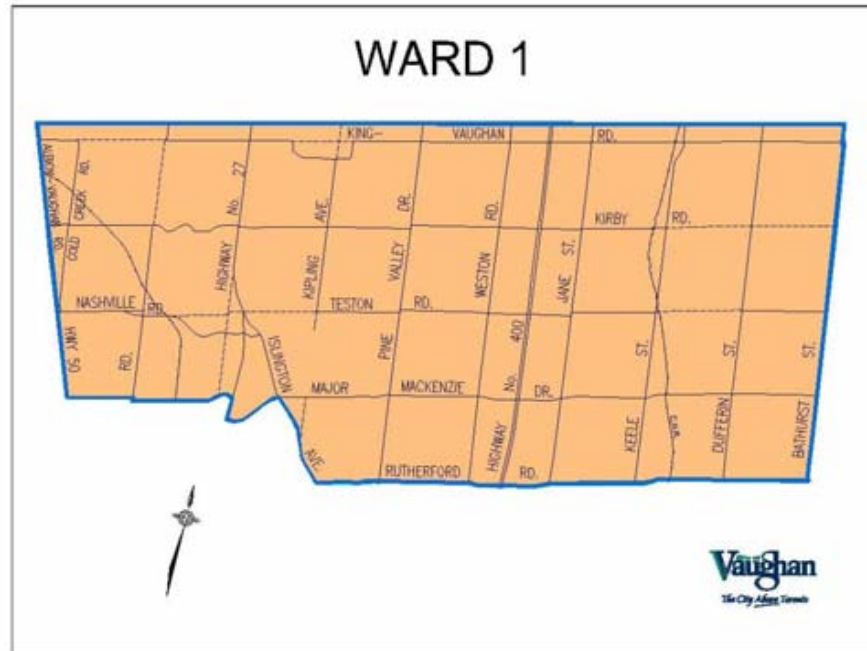
Based on the 2001 Census the population in Vaughan was 182,000. When this population rate is compared to calls for service in 2003, a call to population ratio of 1:32 is seen. When the estimated current population of 220,000 is compared, the ratio increases to 1:38.5. It should be noted however, that the industry standard is to use the last census for comparisons.

Similarly, the total number of households in the 2001 census was 54,360. When this is compared to call volume, the resulting call to household ratio is 1:9.5. This means that one out of every 9.5 homes utilize the services of Bylaw Enforcement.

Call Volume - Ward by Ward Overview



WARD 1 STATISTICAL REPORT



WARD 1 covers the largest geographical area of any other Ward. Not surprisingly, the population in the Ward is double that of the other Wards. The population is 60,587 with 18,587 households. These numbers would account for the higher call volume in this area.

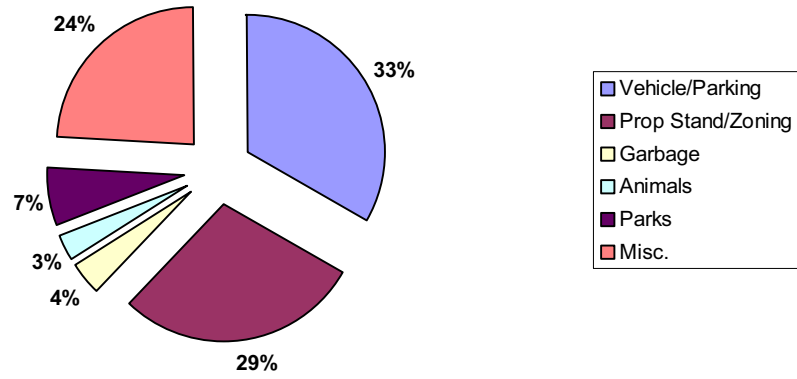
Ward 1 had 1,644 calls for service in 2003. When compared to the population and number of households in the Ward, the call volume ratios are very similar to the City average. Call to population is 1:37, and the call to household ratio is 1:11.

The calls relating to parking complaints were significantly higher than the other Wards with 542 requests from the public to enforce the provisions of By-law 1-96. As high as this number appeared, it only represented 33% of all calls to Bylaw Enforcement in Ward 1.

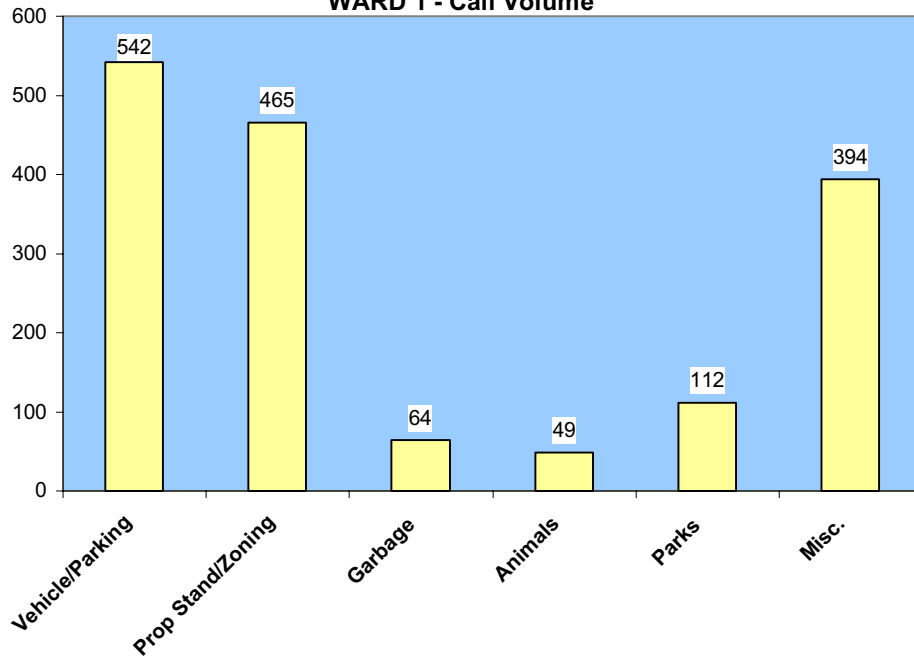
One anomaly discovered in the statistics was in the Miscellaneous category. There was an inordinate number of requests for pool inspections (81) and complaints of residents putting out their garbage to early (64).

The graphs below indicate the call volume and distribution within Ward 1.

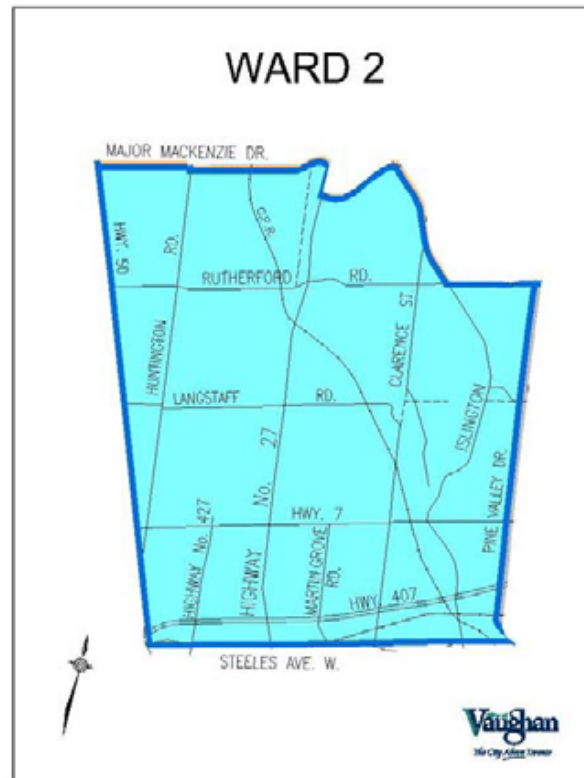
WARD 1 - Call Distribution



WARD 1 - Call Volume



WARD 2 STATISTICAL REPORT



Ward 2, the Southwest area of the City of Vaughan incorporating established and new developments. The population and number of households is similar to that of the other Wards, except Ward 1. This Ward's population is 34,119 with 10,352 households.

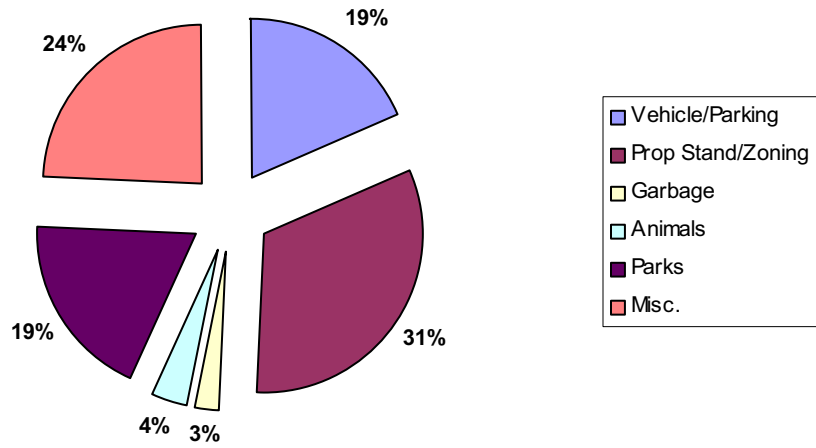
The residents of Ward 2 accounted for 1,350 complaints in 2003. When compared to the population and number of households in the Ward, the call volume ratios are slightly below to the City average. Call to population is 1:25, and the call to household ratio is 1:8.

Property Standards/Zoning complaints accounted for 31% of the call volume in this Ward with 412 complaints. One statistic to highlight is the number of complaints relating to Parks. There were 246 calls related to City Parks or Community Centres investigated by the Special Enforcement Unit. This represented 19% of the calls in the Ward. This can be attributed to the high level of concentrated and successful enforcement in some problem parks in this Ward.

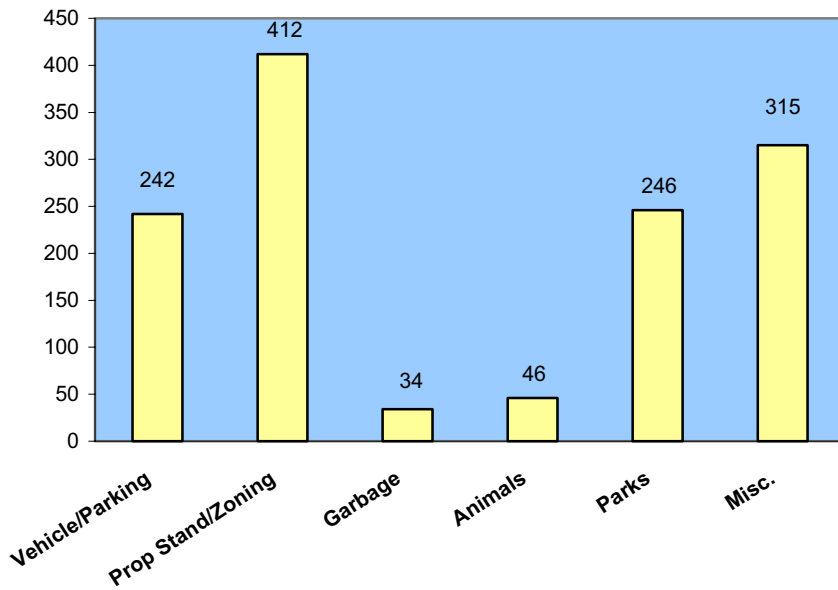
The statistic in this Ward that is in contrast to other Wards is the Parking complaints. They only represented 19% of all calls, while every other Ward was in the 30-37% range. There is no specific reason for this difference.

The graphs below indicate the call volume and distribution within Ward 2.

WARD 2 - Call Distribution



WARD 2 - Call Volume



WARD 3 STATISTICAL REPORT



Ward 3 represents an established area bounded by Highway 400, Pine valley Drive, Steeles Ave., and Rutherford Rd with a population of 21,940 and 6,057 households.

The residents of Ward 3 accounted for 695 complaints in 2003. When compared to the population and number of households in the Ward, the call volume ratios are very similar to the City average. Call to population is 1:31, and the call to household ratio is 1:9.

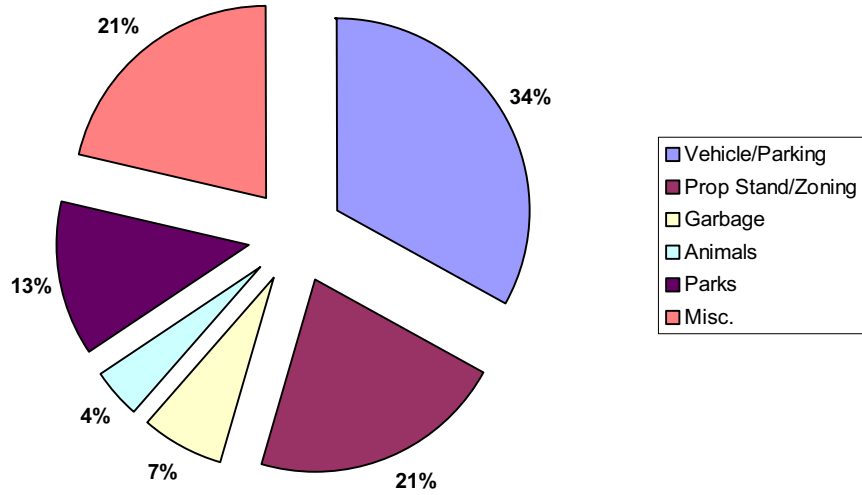
The call volume in this Ward was the smallest in the City. However, with slightly smaller population and household numbers the ratios indicated above are in keeping with other Wards.

Like other Wards, Parking was the highest category of complaints, with 229 or 34% of the total Ward 3 calls.

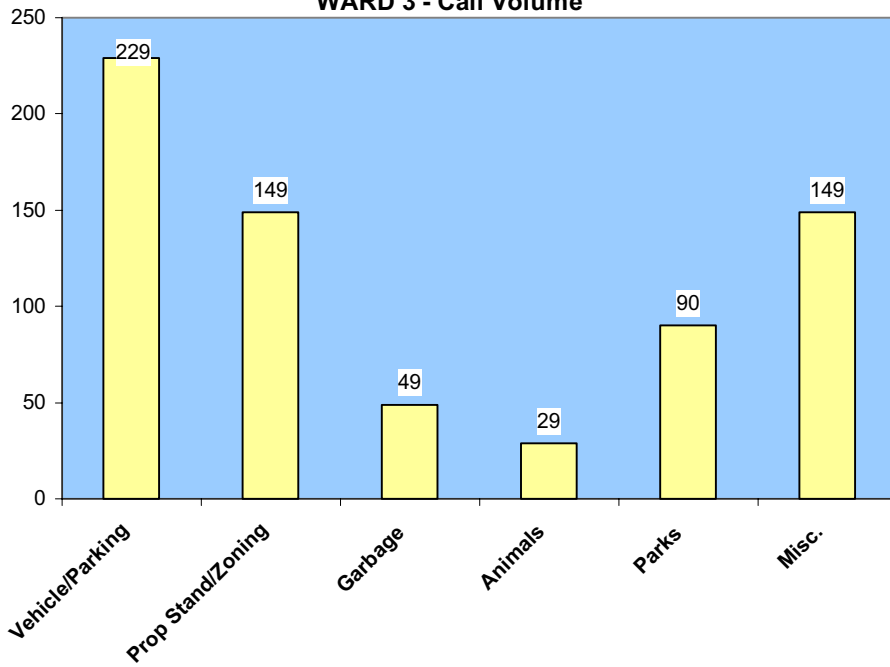
As with Ward 1, requests for pool inspections elevated the Miscellaneous Category total. Ward 3 recorded 83 requests for pool inspections.

The graphs below indicate the call volume and distribution within Ward 3.

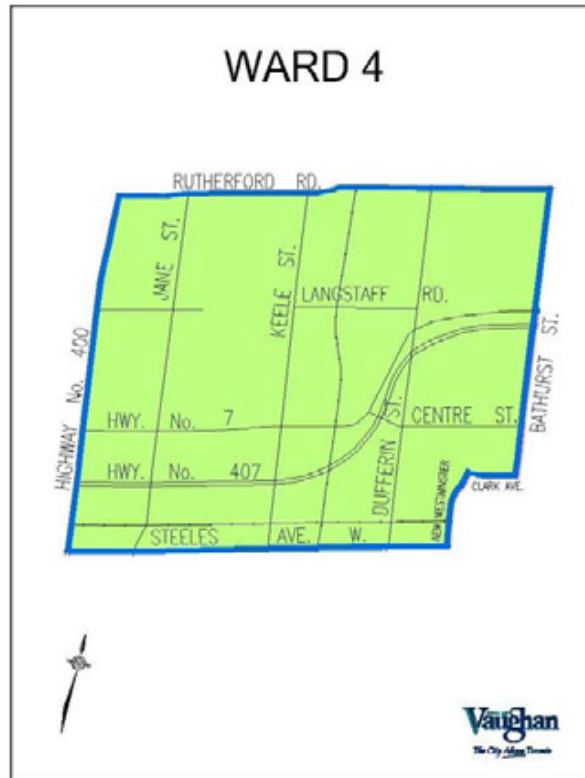
WARD 3 - Call Distribution



WARD 3 - Call Volume



WARD 4 STATISTICAL REPORT



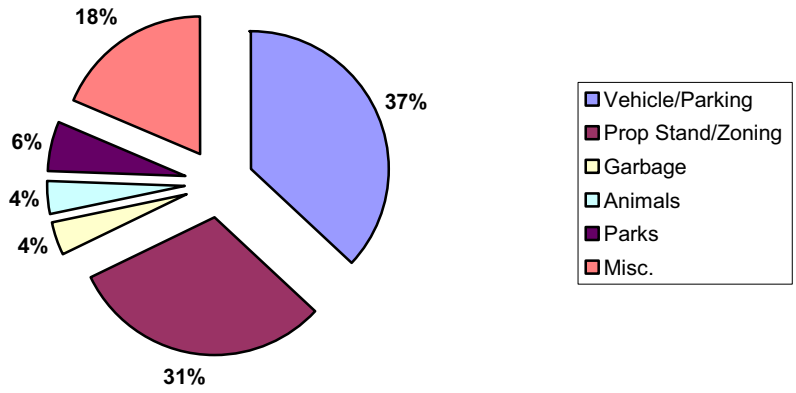
Ward 4 encompasses a significant area of industrial properties, with residential basically surrounding the industrial/business center of the Ward. The population in this Ward is 31,185 with 8,894 households.

Ward 4 accounted for 1,217 complaints in 2003. When compared to the population and number of households in the Ward, the call volume ratios are very similar to the City average. Call to population is 1:27, and the call to household ratio is 1:7.

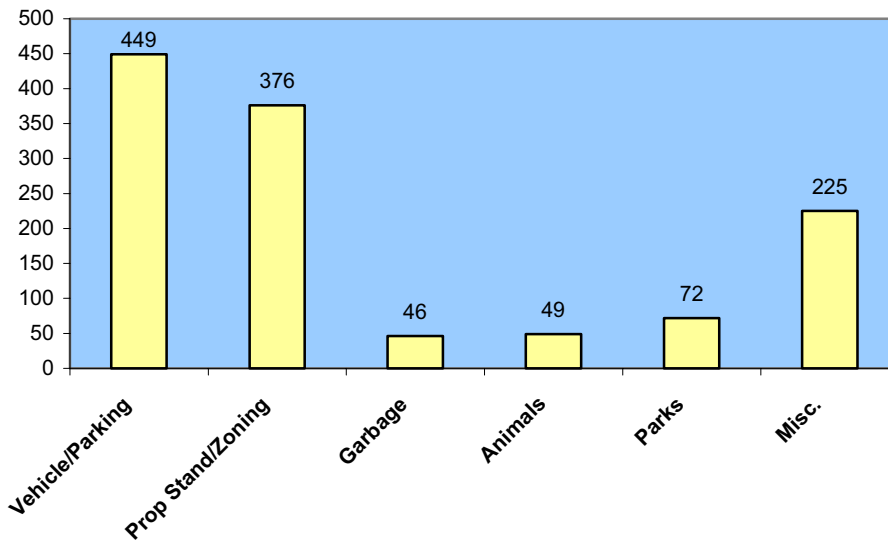
Due to a concerted effort to clean up the industrial areas the Parking and Property Standards categories represented the highest numbers in this Ward. Parking represented 449 (37%) of all calls in the Ward. This was due in part the large number of derelict cars in the industrial area that needed to be removed. Not dissimilar, the Property Standards/Zoning accounted for 376 (31%) of all calls.

The graphs below indicate the call volume and distribution within Ward 4.

WARD 4 - Call Distribution



WARD 4 - Call Volume



WARD 5 STATISTICAL REPORT



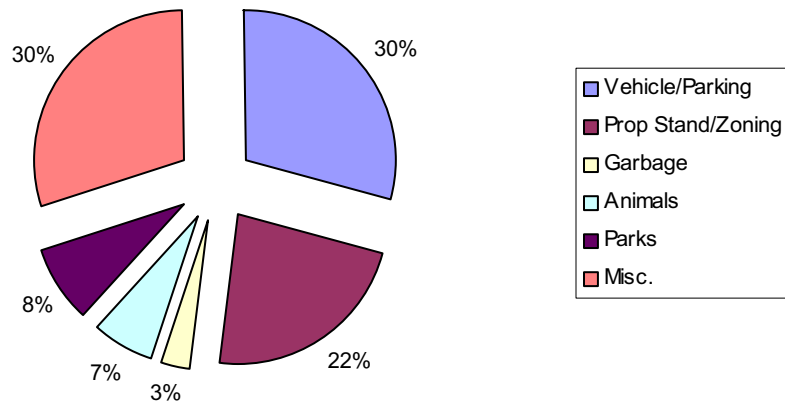
Ward 5 represents the Southeast area of the City with established neighbourhoods and planned growth. This Ward consists of 33,907 residents and 10,469 households.

Ward 5 accounted for only 800 complaints in 2003. When compared to the population and number of households in the Ward, the call volume ratios were the highest in the City. Call to population is much higher at 1:42, and the call to household ratio is also high at 1:13.

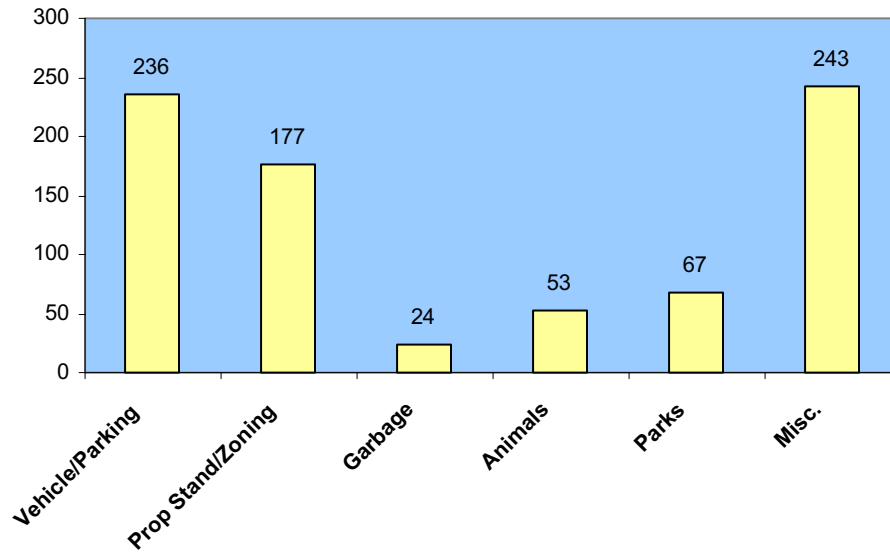
There was very little remarkable about the statistics in this Ward. As in other Wards, parking complaints represented 30% of the call volume, and Miscellaneous also accounted for another 30% of the volume, which is the highest of any Ward in that category.

The graphs below indicate the call volume and distribution within Ward 5.

WARD 5 - Call Dispersal



WARD 5 - Call Volume



CONCLUSION

As is represented by the statistics above, the residents of the City of Vaughan utilize the services of the Bylaw Enforcement Department at a high rate. Parking concerns appear to be at the top of the list of resident's concerns, with Property Standards and Zoning matters being a close second.

While statistically the numbers are close, the different enforcement methodologies indicate a much higher concern by residents for Parking. Parking is enforced in both a proactive and reactive manner. This means that parking tickets are written when violations are observed, and also when residents complain about a problem on their street. In all other Bylaw matters, the enforcement is strictly complaint based. Bylaw Officers will only intervene if a complaint is called in. Therefore, if parking tickets are being written on a proactive basis, yet the parking complaint volume is so high, it could be argued that parking continues to be the major concern of residents.

Other areas not discussed in the body of the report were the Garbage and Animals categories. As indicated at the start of this report, the categories were selected based on what appeared to be the significant areas of concerns. It is apparent that while residents are calling in complaints in these categories, they are nowhere near the volume of Parking and Property Standards. The new Dumping/Littering Bylaw passed early in 2004 may encourage more calls about littering, and the Animal Control processes are also being reviewed in the hopes of making that more efficient. Both of these initiatives may have an impact on the statistics in these categories for 2004.

Statistics provided above offer a basic overview of the call volume and workload in the Bylaw Enforcement Department.

CONTACT NUMBERS

City of Vaughan:	905-832-2281
Bylaw Enforcement Department:	905-832-8505
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