

### **BUDGET COMMITTEE REQUEST:**

Regarding Municipal Enforcement Services after-hours, provide details on how we keep residents notified when a matter is raised.

### **RECOMMENDATIONS:**

- That the information be received.

### **KEY FACTS:**

- Complaints can be submitted via the town's online "Report a Problem" tool or by calling 905-845-6601, 24 hours per day.
- Complaints submitted online or via the phone are routed directly to staff in Municipal Enforcement by creating a case for investigation.
- Municipal Enforcement will act on the following complaints after hours, including:
  - Emergency concerns relating to life and safety
  - Parking violations
  - Noise complaints relating to party noise which is clearly audible
- Municipal Enforcement triage complaints received prioritizing safety and access. Afterhours calls will be prioritized as follows:
  - Property Standards complaints relating to immediate safety concerns. Examples of these calls may include an unsecure pool or open construction area with excavation significant enough that may cause harm if accessed.
  - Parking violations where driveway access or fire route is blocked
- Municipal Enforcement Officers may contact the complainant by phone, email or in person for non-parking cases to advise of the case closure. For parking investigations, updates will be provided through Salesforce and may be available to the complainant online through their account. Notes are concise to reflect actions undertaken and to protect confidentiality.
- The town's [Progressive Enforcement Procedure](#) provides direction on how enforcement complaints will be triaged.

### **COMMENTS/OPTIONS:**

- The number of bylaw complaints submitted afterhours by type for 2024 year to date are provided in the tables below. *Call stats are taken from Salesforce*

*statistics through ServiceOakville only and may not reflect the total calls recorded by Municipal Enforcement Services.*

- When a complaint is entered via the town’s online “Report a Problem” tool the submitter receives an automatic email notification that provides a reference number as well as information on what to expect from the process.
- If a complaint is received by phone a case number is provided to the caller for reference and follow-up on the investigation.
- Investigations entered for parking and noise violations will be investigated in priority sequence with emphasis placed on safety and access calls.
- When the case is closed, any comments entered by Municipal Enforcement for parking related investigations will be automatically sent to the original submitter through Salesforce if a submitter has submitted through their online account.
- If a service request has been created outside of their Salesforce account an automatic response will not be received.
- The submitter may check the status of the investigation at any time by logging into their account and reviewing their submission.
- If the officer determines the complaint should be investigated during regular business hours the call will remain in queue for the next available officer to investigate.
- Depending on the nature of the request, the investigating officer may need to make multiple visits to the location/property before completing the investigation.
- All requests for enforcement will be responded to in accordance with the town’s [Progressive Enforcement Procedure](#).

**Enforcement calls submitted online/by phone afterhours**

Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Stat Holiday	18	12	21	26	37		35	19	55	26	249
Weekend	139	142	191	233	257	334	302	256	252	201	2307
After Hours	207	198	193	259	403	405	433	351	283	215	2947
<b>Grand Total</b>	364	352	405	518	697	739	770	626	590	442	5503

*Table 1: Volume of Inquires by Month and Period 2024 Year to Date*

**Afterhours Enforcement calls by call type**

Inquiry Type	Stat Holiday	Weekend	After Hours	Grand Total
Parking Violation on Street	146	1564	1869	3579
Noise Concerns	49	404	432	885

Long Grass on Private Property	28	141	305	474
Lot Maintenance	4	26	38	68
Municipal Right of Way	4	23	34	61
Humane Society	1	11	16	28
Parking Violation in School Zone	1	5	18	24
Zoning By-Law	2	5	12	19
<b>Grand Total</b>	245	2274	2890	5409

*Table 2: Top 10 Inquiries by Type and Period 2024 Year to Date*