

# Bylaw Enforcement Services

## 2021 Year-End Activity Summary

Summary of Initiatives, Activities & Issues



### 1. Overview

#### A. Objective

The objective of the Township's by-law enforcement service is to ensure the successful development and implementation of by-laws and supporting services that result in creating a safe and enjoyable environment throughout the township. There is a strong focus in delivering by-law education and awareness to both residents and visitors.

The Township, primarily through its Municipal Law Enforcement Officer, strives to achieve a high degree of interaction with its residents and visitors to address an "education over enforcement" approach to by-law compliance and community well being. Engagement with the public is also a proactive means to gauge the effectiveness of existing bylaws and the potential need for any new ones.

#### B. Quick Links

ToA Bylaw webpage, information & documents:

[www.thearchipelago.on.ca](http://www.thearchipelago.on.ca) > Township Services > Departments

or

[www.thearchipelago.on.ca/p/by-law-enforcement](http://www.thearchipelago.on.ca/p/by-law-enforcement)

ToA Bylaw phone extension, 705.7464243 x325

Township Staff (Coordinator of By-law activities and Enforcement Services):

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705.746.4243 x320

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705.746.4243 x315

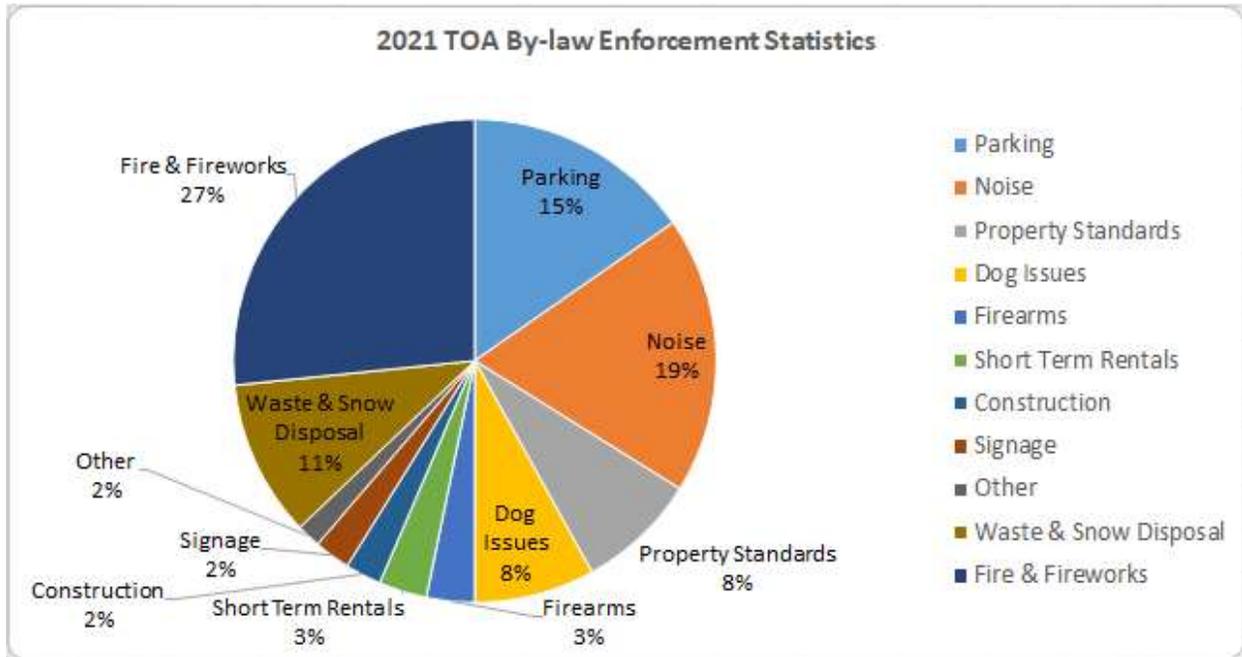
Enforcement Officer:

Gary Joice, MLEO

[fire@vianet.ca](mailto:fire@vianet.ca)

705.774.3630

### C. 2021 Activity Summary/Overview



#### Notes:

- 2021 activities were not typical of the main issues addressed in previous years. Much staff time went into conveying information and help with ratepayer/visitor interests that were not specifically regulated through any existing bylaw. Unwanted noise (noise type not defined in current noise bylaw), property use for rental, parking concerns and open burning (material or smoke drift) would be examples of such inquiries. Additionally, interests in non-municipal matters such as firearm usage and Crown Land matters were higher than normal. In response to these observations staff created the Great Neighbour Code and established an information package for new property owners\*.
- New to the 'top 3' issue list is Noise and Parking. They accompany Fire/Fireworks in forming the main by-law issues received/addressed by staff. Open Burning (Fire) calls/incidents, despite being attributed to one of the main bylaw issues, was seen as being relatively quieter in 2021 compared to the previous two summers. Staff saw numbers drop in the fire and fireworks categories.
- Many bylaw enforcement inquiries and issues stem from not enough awareness of one's activities and impacts to neighbours or the broader community.

\*More work with property owners that rent is required.

## 2. Bylaws and Administrative Improvements

**A. Goal:** Update bylaws and information associated with major bylaw activity issues and new/emerging legislation.

**B. Resultant Items from 2021 Issues:**

	Key Deliverables	Status
i.	Great Neighbour Code	Complete
ii.	New Ratepayer Information Package	In Progress
iii.	Monitoring of property rentals – quantifying the issue. *Discussed in detail under Section 4	Substantial completion & ongoing
iv.	Rentals - proactive interaction with owners required for purposes of mitigating bylaw infractions by users.	Strategy and content under review
v.	Noise – bylaw, Part 1 ticketing	In progress – 1 <sup>st</sup> draft being reviewed
vi.	Reporting issues appropriately (municipal vs non municipal)	2021-22 education activity
vii.	Public engagement (i.e. attendance of AGMs and provision of literature to distribute/re-communicate)	scheduling 2022 events
viii.	Parking notice procedure (vehicles along road) – tagging and notice provision.	Engagement with Operations’ staff.
ix.	Winter use of seasonal roads	Active reporting needed through/by staff
x.	Information/awareness to by-laws disseminated with Building Permits (info on waste, burning, noise, parking)	Engagement of Building Department required.

## 3. Communication & Program Development

**A. Goal:** Engage in regular and clear communication with ToA residents and other stakeholders.

**B. Deliverable Status:**

	Key Deliverables	Status
i.	Create additional webpage and content	ongoing
ii.	Develop educational materials to disseminate on various matters	8 documents *See education notes
iii.	Disseminate information during seasons	In-person via enforcement officer Newsletter, social media, website, front counter handouts
iv.	Be present at AGMs and events	<b>Very few held in-person. COVID gathering concerns existed.</b>
v.	Be active and visible from time to time	Patrols completed ~6000km
vi.	Work to align/partner with others in township where activities & interests overlap.	Engaged many groups/individuals *See engagement notes
vii.	Regular reporting of activities	ongoing

## Highlights:

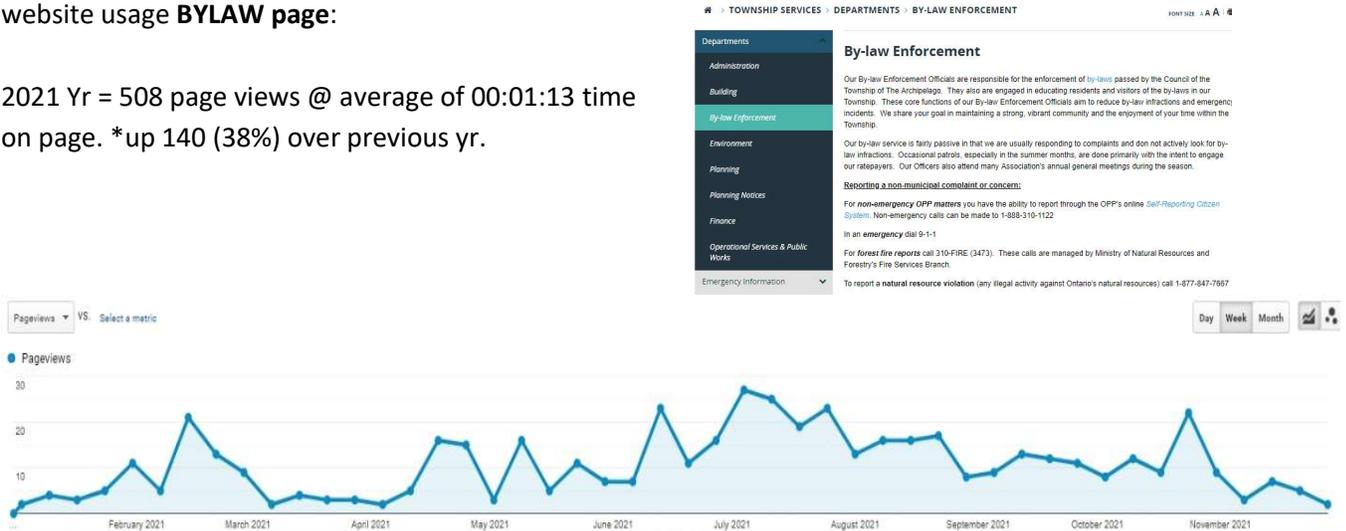
### Communications:

- **New literature** GREAT NEIGHBOUR CODE and Welcome / Information Package for new property owners.
- **Webpage** content being updated for bylaw enforcement recognizing an interest in ratepayers having issues to report and questions to have answered.
- **In-person**, MLEO, Manger of Corporate Services and Administrative Assistant answer bylaw calls and engage in dialogue through office calls/walk-ins, AGM presentations, patrols and field operations.
  - Patrol presence (incl - weekend runs, hunting season, winter plowing season & HIGH fire rating)
  - Ratepayer assists (office, field response, phone calls, emails)



### website usage **BYLAW** page:

2021 Yr = 508 page views @ average of 00:01:13 time on page. \*up 140 (38%) over previous yr.



### Education materials:

- Great Neighbour Code
- New Resident Welcome & Information package
- Reference sheet "By-Law Enforcement Contact and FAQs"
- Question and Answer response sheet for staff usage
- Poster - support to businesses (quick reference to common bylaws)
- Mapping - support to responders (maps and index sheets for referencing issues)
- Info sheet - animal related noise
- Info sheets - open burning guidelines, fireworks guidelines
- Email distribution lists (fire rating info groups for Associations, Marinas, Businesses and Contractors)
- Newsletter articles via Archipelago Express (digital newsletter, \* also available in print by request)
- Info sheet – aggressive dogs

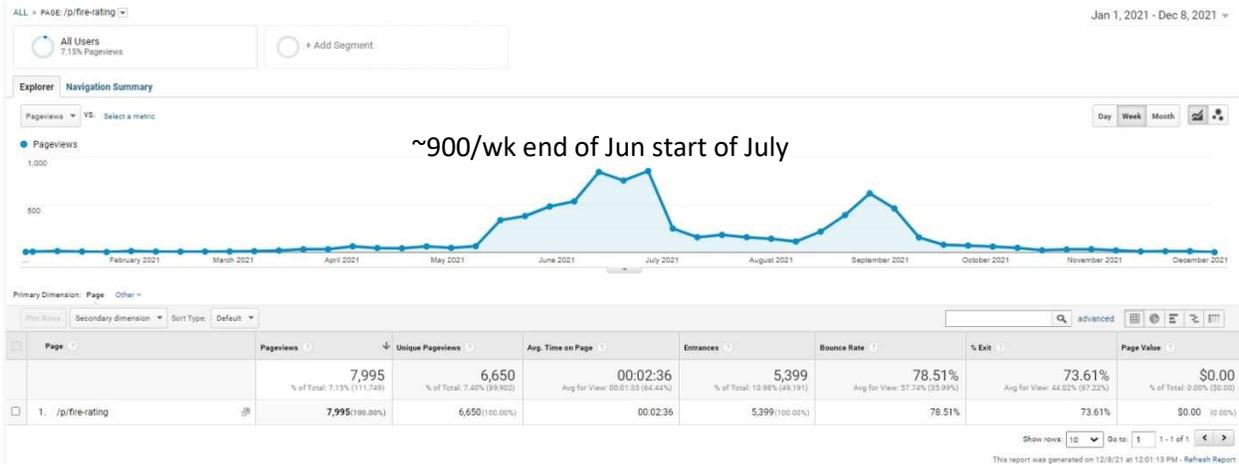
Engagement with other stakeholder groups:

- Associations via AGMs (limited due to COVID restrictions for 2021).
- various individuals on water access areas (GB water north and south, Healey Lake, Naiscoot Lake)
- First Responders and Patrol groups
- Commercial operators (marinas, resorts)
- OPP and MNR Conservation Officers



Website usage **FIRE RATING** page:

2021 year = 7,995 page views \*Period mid June through mid September is 95% of page views @ an average of 00:02:36 time on page.



## 4. Observe & Report on Activities, Interests & Emerging Issues

**A. Goal:** During the year, through interactions and observations, identify topics to address immediately or in the work plan for the next year.

**B. Findings and Actions:**

	Issue	Action
i.	Cottage rentals / cottage users & visitors	-Quantify issue and review with Council and Staff. *Presentation at December Council. -Continue to address activities through appropriate bylaws and property owner engagement.
ii.	New property owner awareness (best practices and activities regulated through bylaws)	To begin February2022 with dissemination of information package to new property owners.

iii.	NOISE issues	Create new Noise Bylaw that covers appropriate noise types and provides for ticketing.
iv.	Winter use of seasonal roads	Reporting by Operations staff and correspondence with road users.
v.	Parking	Work with Associations and Operations Dept to address hotspots & incorporate new signage.
vi.	Building activities and Builder education (noise, burning & waste)	Continue to work with BLDG Dept to incorporate info with permits
vii.	Reporting issues appropriately (municipal vs non municipal)	Address activities through appropriate bylaws and property owner engagement.
viii.	Dogs (aggressive)	Information sheet and guidance.

Notes:

- 20% property ownership changeover in last 5 years (just over 950). Efforts being made to have information/welcome package sent to each property.
- Rental properties identified through rental websites (VRBO, airbnb) increasing. Significant correlation exists between new property ownership and rental property usage.
- Bylaw enforcement issues with some rental properties (primarily Noise, Open Burning violations)
- Discussion and engagement with other departments to address emerging issues is a priority for start of year.
- Reporting municipal vs non-municipal issues remains a priority to pursue through various communication engagements. The Township has a diverse group of stakeholders responsible for specific issues (i.e. Crown land, navigable waters, Parks, environment, enforcement matters) and clarification around who and when to contact regarding activity interests requires clarification.
- Understanding the municipal bylaw response and enforcement process was discussed regularly with all reports/occurrences throughout the year. Discussions with concerned ratepayers about reporting issues and the role they could undertake to assist a bylaw officer remains a topic of interest staff will continue to clarify and communicate. Callers understand and appreciate response challenges due to time of day and travel logistics. Staff and the By-law Enforcement Officer received GREAT cooperation with property owners in these scenarios.