

By-law Enforcement Services

2022 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 champion a collaborative approach to by-law compliance that reflects the overall safety and wellbeing of the community.

Guided by our strategic priorities and goals, the Township By-law Services Program is focused on values that promote 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 that is standardized, transparent, consistent, and accountable.

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 by-laws, build rapport, and evaluate the potential need for any new by-laws.

B. Quick Links

ToA By-law webpage, information & documents:

www.thearchipelago.on.ca > Township Services > Departments
or
www.thearchipelago.on.ca/p/by-law-enforcement

ToA Bylaw phone extension, 705.7464243 x325

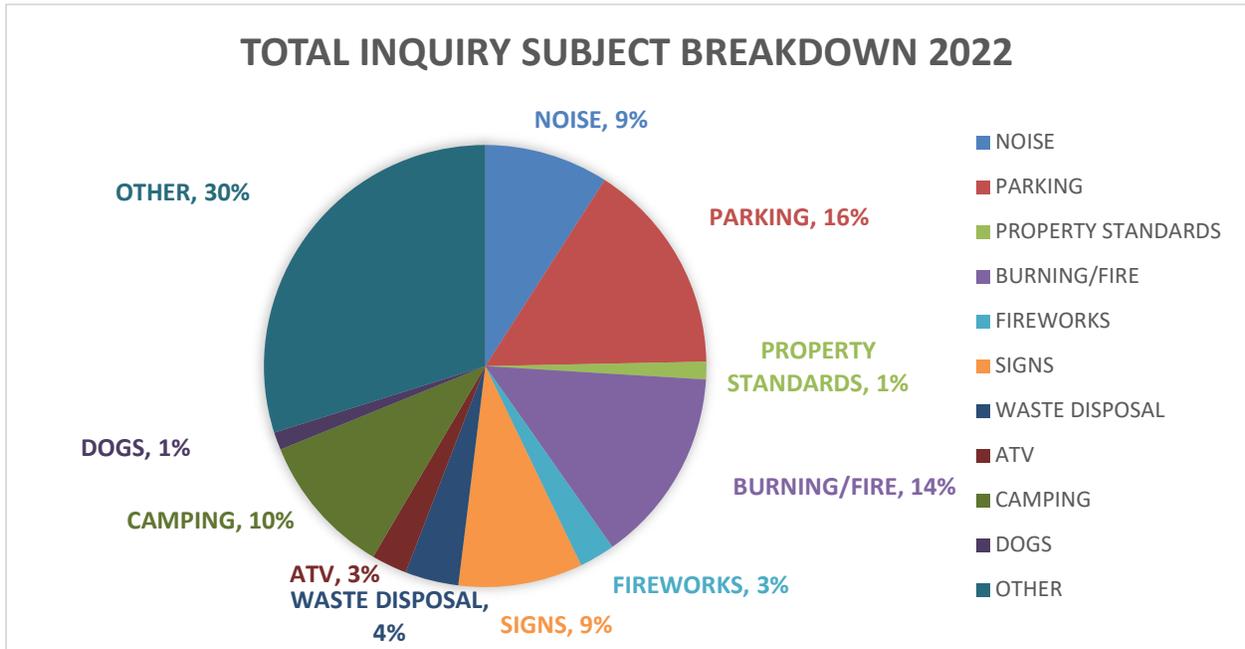
Township Staff (Coordinator of By-law activities and Enforcement Services):

Joe Villeneuve, Manager of Corporate Services
jvilleneuve@thearchipelago.ca
705.746.4243 x320

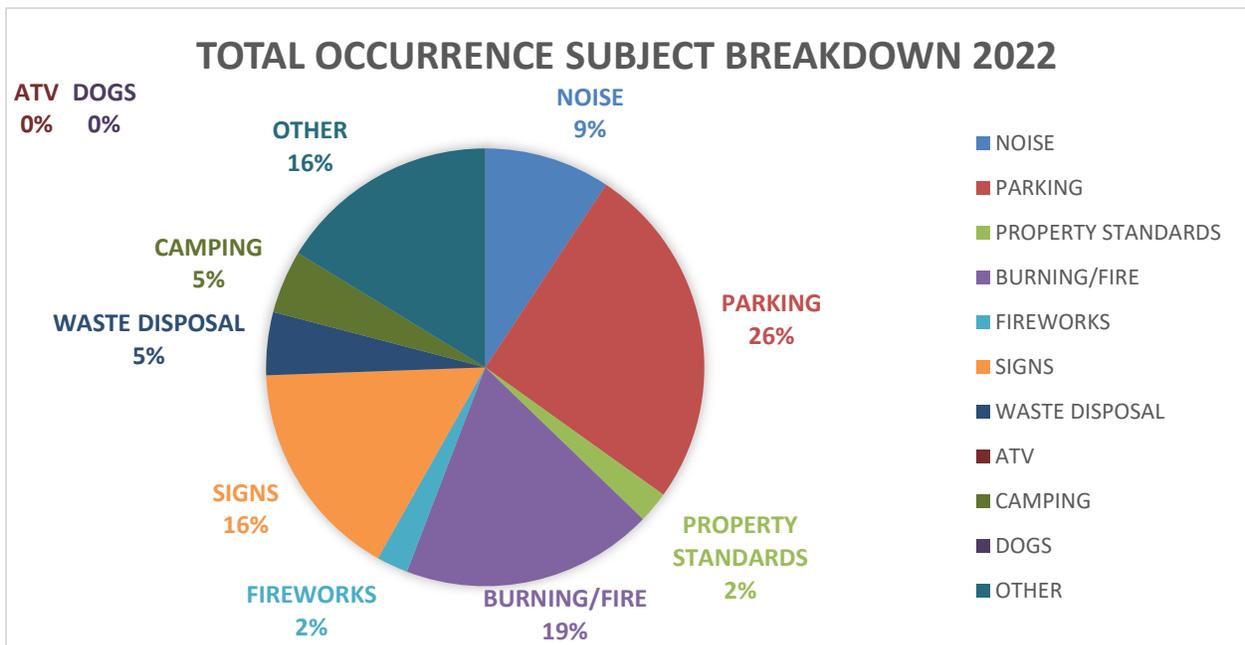
Enforcement Officer:

Liam Thompson, MLEO
bylaw@thearchipelago.ca
705.746.4243 x326

C. 2022 Activity Summary/Overview

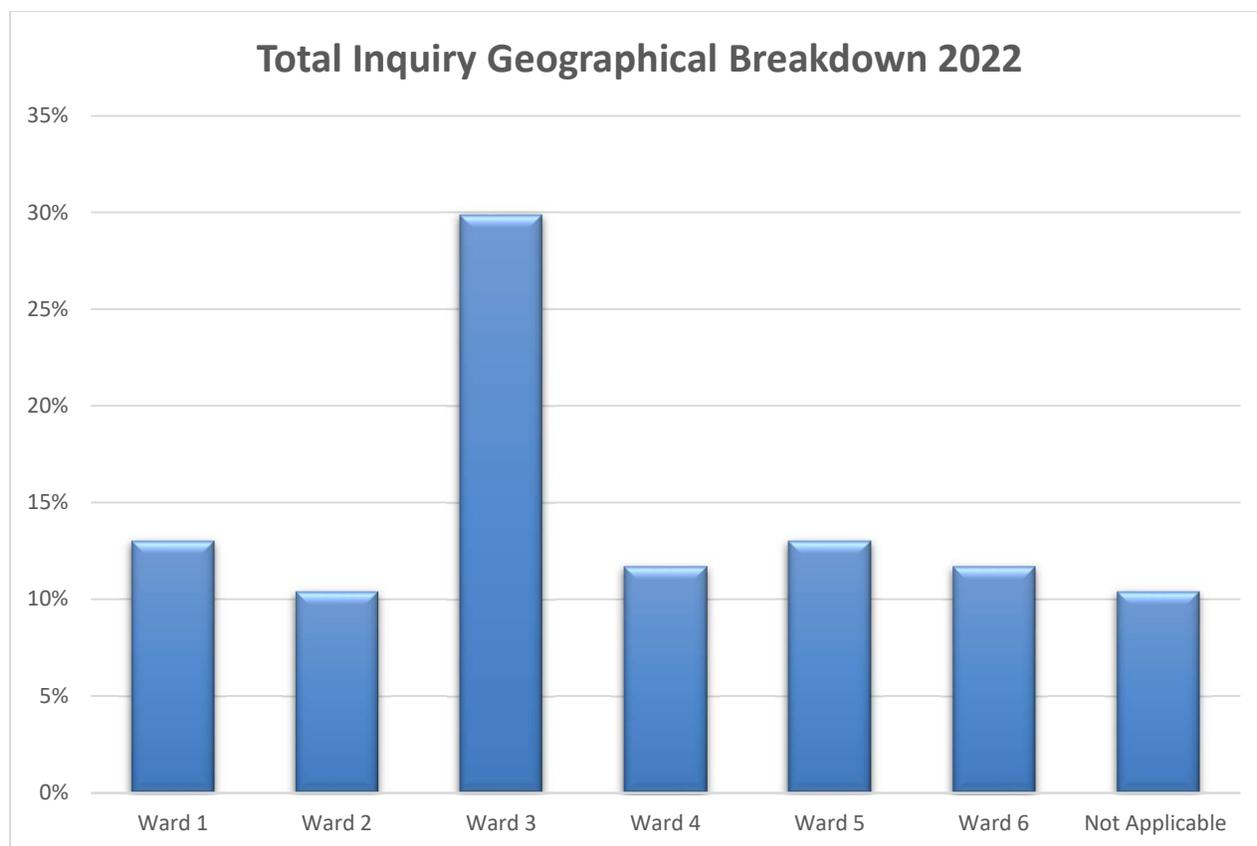


*Total inquiries (count = 77) include any interaction between By-law staff and members of the public. This could include questions and answers.



*Total occurrences (count = 43) are actual calls for service that involved action taken by Municipal Law Enforcement Officers.

Note: 'Other' includes target shooting, lighting, boat docking and storage, Crown Land usage, invasive species, and waste disposal.



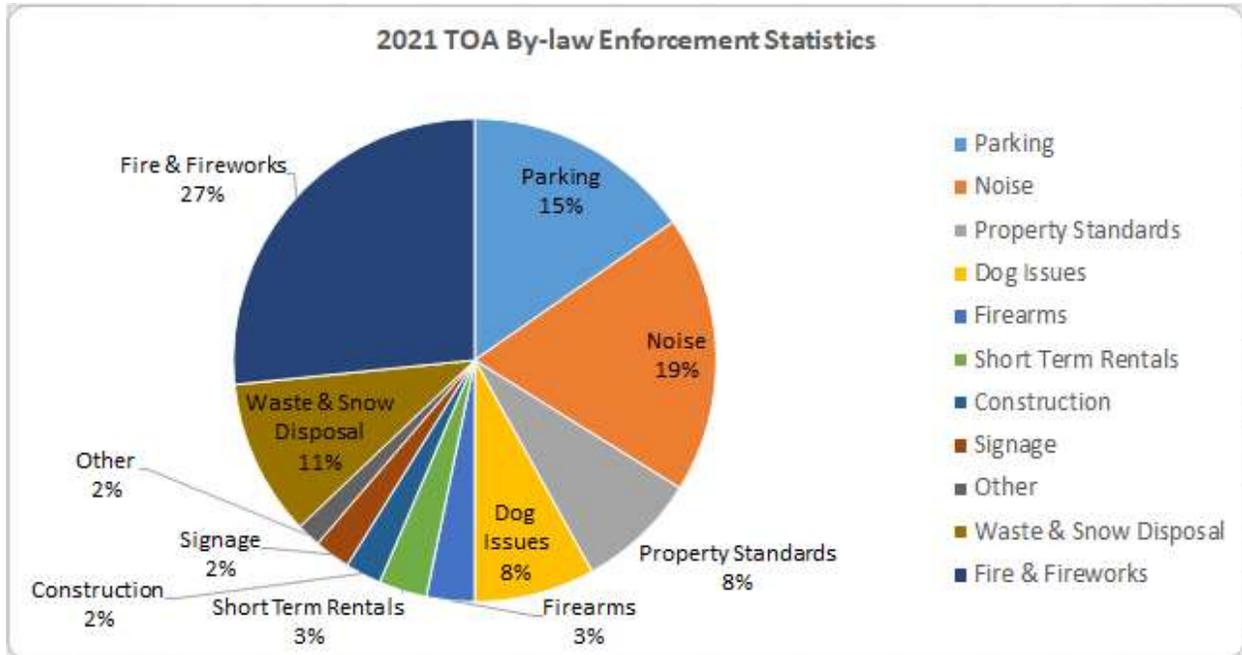
Notes:

- Similar to 2021, much staff time went into conveying information about existing by-laws and helping visitors and ratepayers with inquiries not relating to a specific by-law. Approximately 55% of the total (77) inquiries involved calls for service*. Interest in non-municipal matters was higher than usual with the majority involving camping and use of Crown Land. Geographically, Ward 3 accounted for the majority of general inquiries and calls for service. The majority of these issues being present within the Skerryvore Community.
- The 'top 3' issue list for 2022 saw similar trends as 2021 with open burning and parking issues making up the majority of calls for service. New to the top three was issues involving signage and calls that fall into the 'other' category. 'Other' can include areas addressed through collaboration with other agencies and do not fall within the scope of existing by-laws (camping, public land use, and lighting). The majority of calls for service relating to signage involved the sizing and number of real-estate signs.
- The highest percentage of calls for service involved parking related offences. This spike in issues can be attributed to enforcement officers coming across parking issues during operations duties. Increased presence and collaboration with public works staff have resulted in quick and increased enforcement of parking issues.
- Many by-law enforcement inquiries and calls for service stem from not enough awareness of one's activities and impacts to neighbours or the broader community.

- While not graphically visible, By-law Enforcement received one (1) complaint relating to property rental. The one issue ended in a 'no violation' determination.

*Calls for service means an incident, which causes the officer to initiate contact for investigative purposes, made by a member of the public.

For reference and comparison below is chart for 2021 Activity Summary/Overview



2. By-laws and Administrative Improvements

A. Goal: Update by-laws and information handouts associated with major by-law activity issues and new/emerging trends and legislation. Establish a level of service policy that is consistent with progressive municipalities in the area.

B. Resultant Items from 2022 Issues:

	Key Deliverables	Status
i.	New Ratepayer Information Package	In Progress – New documents being created
ii.	Noise – By-law, Part 1 ticketing	Completed
iii.	Noise By-law Changes and Information Highlight Handout	Completed
iv.	Reporting issues appropriately and disseminating new contact information for reaching out to appropriate departments and officers	2022-23 education needed – New documents being created and content added to website
v.	Parking notice procedure (vehicles along road) – tagging and notice provision. Towing upon repeat violation or road maintenance hazard	Collaboration with Operations' staff – increase in enforcement
vi.	Winter use of seasonal roads	Collaboration with Operations' staff – active reporting established
vii.	Body Worn Camera Use Policy – Continuation	In progress
viii.	Level of Service/General By-law Enforcement Policy *including recording and analyzing time of initial call for service and whether response time falls within proposed time frame	Started - In progress
ix.	Hours of Service Review – Enforcement	Started – In progress
x.	Updated Notice of Violation form – Addition of Order within new form	Started – In progress
xi.	Continued monitoring of short term rental properties *no by-law enforcement issues were present at short term rental properties over 2022	

3. Communication & Program Development

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

Promote awareness of the By-law enforcement program and actively engage with community members.

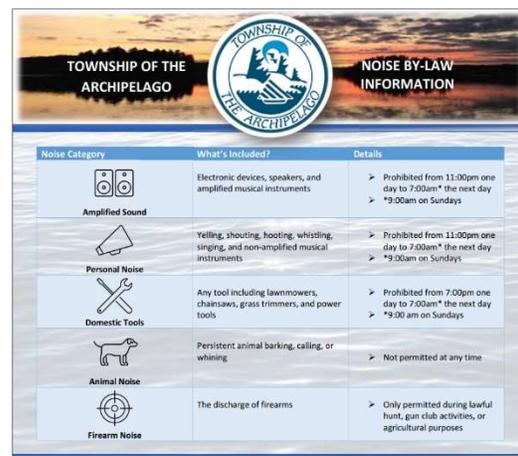
B. Deliverable Status:

	Key Deliverables	Status
i.	Create additional webpage and content to reflect proposed new level of service policy to become more transparent on the enforcement process	ongoing
ii.	Develop educational materials to disseminate on various matters	11 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	Very few held in-person. COVID gathering concerns present.
v.	Be active and visible from time to time	Patrols and incident follow up completed throughout the Township ~4000km
vi.	Work to align/partner with others in Township where activities & interests overlap.	Engaged many groups/individuals *See engagement notes
vii.	Regular reporting and documentation of activities	ongoing

Highlights:

Communications:

- **New literature:** new *NOISE BY-LAW* overview, info sheets assisting with camping related issues.
- **Webpage** content being updated for by-law enforcement recognizing an interest in ratepayers having issues to report and questions to have answered.
- **In-person** MLEO and the Manger of Corporate Services answer by-law 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)



Noise Category	What's Included?	Details
 Amplified Sound	Electronic devices, speakers, and amplified musical instruments	➤ Prohibited from 11:00pm one day to 7:00am* the next day ➤ *9:00am on Sundays
 Personal Noise	Yelling, shouting, hooting, whistling, singing, and non-amplified musical instruments	➤ Prohibited from 11:00pm one day to 7:00am* the next day ➤ *9:00am on Sundays
 Domestic Tools	Any tool including lawnmowers, chainsaws, grass trimmers, and power tools	➤ Prohibited from 7:00pm one day to 7:00am* the next day ➤ *9:00 am on Sundays
 Animal Noise	Persistent animal barking, calling, or whining	➤ Not permitted at any time
 Firearm Noise	The discharge of firearms	➤ Only permitted during lawful hunt, gun club activities, or agricultural purposes

website usage **BY-LAW Enforcement page:**

2022 Yr = 475 page views @ average of 00:01:42 time on page. *down 38 views (508 page views in 2021).

TOWNSHIP SERVICES DEPARTMENTS BY-LAW ENFORCEMENT PRINT SIZE A A

By-law Enforcement

Our By-law Enforcement Officials are responsible for the enforcement of by-laws passed by the Council of the Township of The Archipelago. They also are engaged in educating residents and visitors of the by-laws in our Township. These core functions of our By-law Enforcement Officials aim to reduce by-law infractions and emergency incidents. We share your goal in maintaining a strong, vibrant community and the enjoyment of your time within the Township.

Our by-law service is fairly passive in that we are usually responding to complaints and do not actively look for by-law infractions. Occasional patrols, especially in the summer months, are done primarily with the intent to engage our ratepayers. Our Officers also attend many Association's annual general meetings during the season.

Reporting a non-municipal complaint or concern:

For non-emergency OPP matters you have the ability to report through the OPP's online [Self-Reporting Citizen System](#). Non-emergency calls can be made to 1-888-310-1122.

In an emergency dial 9-1-1

For forest fire reports call 310-FIRE (3473). These calls are managed by Ministry of Natural Resources and Forestry's Fire Services Branch.

To report a natural resource violation (any illegal activity against Ontario's natural resources) call 1-877-847-7667

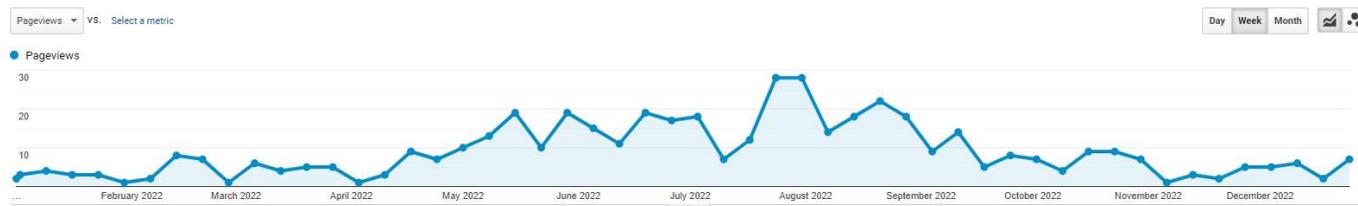
Reporting a municipal complaint or concern:

Your municipal-matter complaints are handled on an anonymous basis, we do ask for the name of the person calling in the complaint for subsequent follow up and may ask for your support if the infraction cannot be correct and leads to court action.

Once a complaint is received the by-law officer will contact the party to verify if the complaint has validity, if the complaint is valid a notice of infraction could be issued, a charge could be laid or the officer may ask the party to just take corrective action. Over 90% of our complaints are handled by resolution with the by-law officer and the cooperation of all parties avoids very costly fines and penalties that can be levied by the courts.

Refer to our [By-Law Enforcement Contact and FAQ document](#) for insight to our responses.

If **recreation a by-law issue** during office hours, please contact the By-law Enforcement Department Phone



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	475 % of Total: 0.48% (99,330)	378 % of Total: 0.46% (82,657)	00:01:42 Avg for View: 00:01:40 (2.01%)	66 % of Total: 0.14% (47,888)	39.39% Avg for View: 60.13% (-34.49%)	25.47% Avg for View: 48.21% (-47.16%)	\$0.00 % of Total: 0.00% (\$0.00)
/p/by-law-enforcement	475 (100.00%)	378 (100.00%)	00:01:42	66 (100.00%)	39.39%	25.47%	\$0.00 (0.00%)

Education materials:

- Noise by-law highlights
- Camping information reference sheet
- 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 by-laws)
- *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

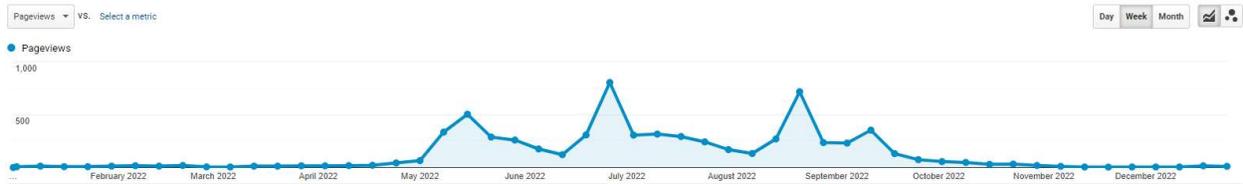
Engagement with other stakeholder groups:

- Associations via AGMs (limited due to gathering preferences for 2022).
- 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 MNRF Conservation Officers



Website usage FIRE RATING page:

2022 year = 6,860 page views *Period mid May through mid September is 95% of page views @ an average of 00:02:28 time on page.



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	6,860 % of Total: 6.91% (99,330)	5,816 % of Total: 7.04% (82,657)	00:02:28 Avg for View: 00:01:40 (48.46%)	4,737 % of Total: 9.89% (47,888)	79.31% Avg for View: 60.13% (31.89%)	74.55% Avg for View: 48.21% (54.63%)	\$0.00 % of Total: 0.00% (30.00)
1. /p/fire-rating	6,860(100.00%)	5,816(100.00%)	00:02:28	4,737(100.00%)	79.31%	74.55%	\$0.00 (0.00%)

Note: High Fire Rating periods were less frequent in 2022 than previous years.

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 concern and review finding with Council *Details presented at Council meeting through visual. -Continue to address any relevant issues (Noise, Open Burning and Fireworks) through appropriate existing by-laws and property owner engagement.
ii.	Camping on Crown Land/Water	Establish proper reporting channels and assist in education regarding permitted camping activities on Crown Land. <ul style="list-style-type: none"> • Information poster developed
iii.	Noise issues	New Noise By-law created covering appropriate noise types and time period. Part I ticketing incorporated to increase enforcement options.
iv.	Winter use of seasonal roads	Reporting by Operations staff and correspondence/compliance with road users.
v.	Parking	Work with Associations and Operations Dept to address hotspots & incorporate new signage or physically restrict parking through ditching. New violation stickers to deal with illegally parked vehicles.
vi.	Building activities and Builder education (noise, burning & waste)	Continue to work with Building Department to incorporate relevant education information with permits.
vii.	Reporting issues appropriately (municipal vs non municipal)	Address activities through appropriate by-laws and property owner engagement. Work with partners including MNRF on Crown Land issues and O.P.P reporting through their online tools.