

# By-law Enforcement Service Year-End Activity Report

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Township of The Archipelago

2025 Review



## EXECUTIVE SUMMARY

In 2025, the By-law Enforcement Service experienced an influx of community engagement both externally and internally driven. The overall volume of public inquiries hit a record high of 240, which represents an approximately 75% increase over the previous high. Significant emphasis towards proactive public engagement across a variety of platforms was a priority leading into 2025. This focus on public engagement has increased our departmental visibility and our significant spike in inquiries could be a symptom of overall greater public awareness to our presence.

By-law Enforcement Services are often the starting point for our residents to interact with when they are experiencing a problem or have a concern. We experience this relationship on a daily basis and moving into 2026, we will continue to practice our no-wrong-door approach. Being the first point of contact, we remain invested in providing accurate referrals to other agencies for issues outside of a by-law enforcement scope.

Continuous improvement in the delivery of by-law services throughout 2025 has been a top priority. Some important improvements, initiatives, and milestones include:

- an internal by-law file-management dashboard with geospatial occurrence and case-file tracking, accessible in the office and the field. Credit is due to the Archipelago GIS department for the creation of this tool.
- a targeted proactive patrol initiatives schedule using a past occurrence data-driven approach.
- extended and after-hours response during significant events such as the August Total Fire Ban and winter parking blitz.

This past year has included an additional part-time staffing resource in the by-law department, restoring staffing to previous levels. Overall oversight and enforcement of the by-law program is facilitated by an approximate 0.9 FTE on a combined staffing basis.

Moving forward, our objective will continue to champion a collaborative approach to by-law compliance that reflects the overall safety and well-being of the community.

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# INTRODUCTION

## Service Objectives

Calls for service received through any of our reporting methods are first assigned to a municipal by-law enforcement officer. These service requests are then triaged based on their level of priority. Priority levels are defined in our **Level of Service Policy** and range from an informative request to an emergency requiring immediate response.

**Summer** (May 1<sup>st</sup> – October 31<sup>st</sup>)

7 Days: 9:00am to 6:00pm

**Winter** (November 1<sup>st</sup> – April 30<sup>th</sup>)

M-F: 9:00am to 5:00pm

Also represented in the policy, is the maximum response time of five calendar days for all types of service requests although many calls for service were actioned upon within the targeted objective of 24 hours.

## Quick Links

**The Township of The Archipelago By-law webpage, information and documents:** <https://www.thearchipelago.ca/p/by-law-enforcement>

**Link to e-service request:** <https://www.thearchipelago.ca/p/e-service-request>

**By-law Enforcement Services general email:** [bylaw@thearchipelago.ca](mailto:bylaw@thearchipelago.ca)

**Level of Service Policy:**

[https://archipelago2021.municipalwebsites.ca/ckfinder/connector?command=Proxy&lang=en&type=Files&currentFolder=%2F&hash=c245c263ce0eced480effe66bbede6b4d46c15ae&fileName=POLICY%20PROOC%202023\\_05\\_08%20By-law%20-%20Level%20of%20Service.pdf](https://archipelago2021.municipalwebsites.ca/ckfinder/connector?command=Proxy&lang=en&type=Files&currentFolder=%2F&hash=c245c263ce0eced480effe66bbede6b4d46c15ae&fileName=POLICY%20PROOC%202023_05_08%20By-law%20-%20Level%20of%20Service.pdf)

**2024 By-law Enforcement Service Year-End Activity Report:**

<https://archipelago2021.municipalwebsites.ca/ckfinder/connector?command=Proxy&lang=en&type=Files&currentFolder=%2FDOCUMENTS%2FBy-law%20Enforcement%2F&hash=c245c263ce0eced480effe66bbede6b4d46c15ae&fileName=2024%20Bylaw%20Enforcement%20Services%20Year-End%20Activity%20Report.pdf>

# YEAR IN REVIEW

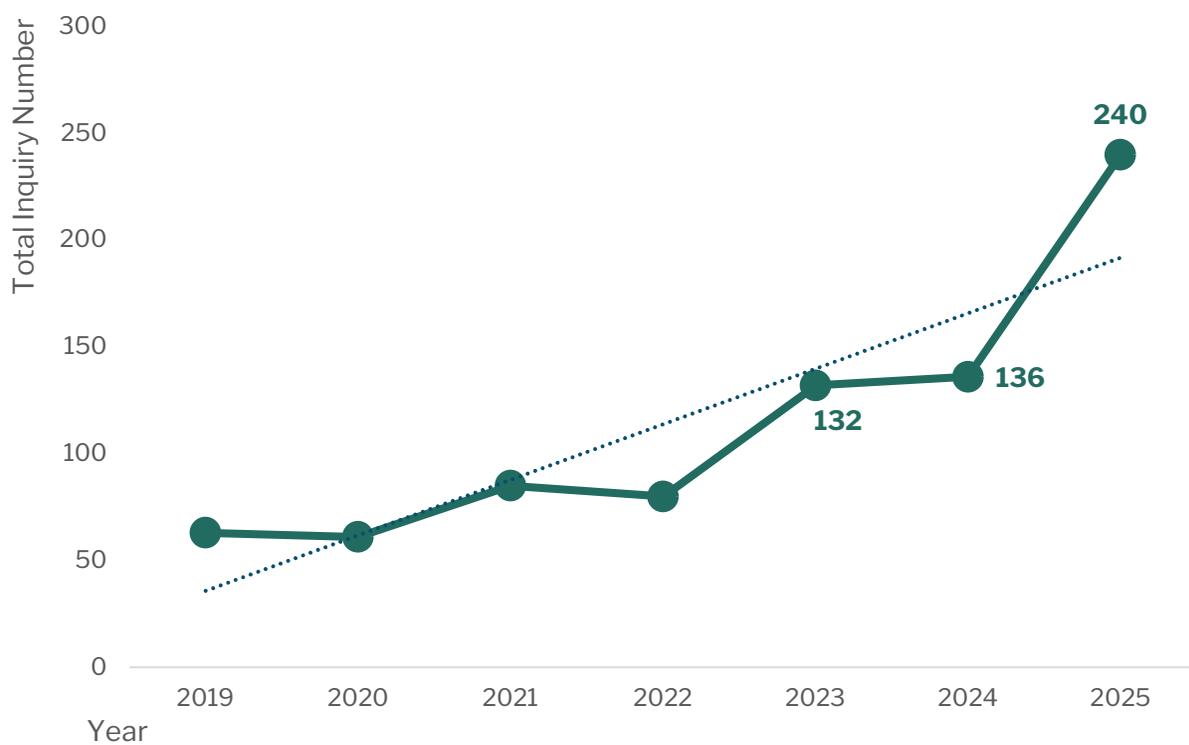
## Activity Data Comparison

Total inquiry data is defined by any interaction between by-law enforcement staff and a member of the public. 2025 was an anomaly year that represented a significant increase in total inquiries. Compared with the previous five-year average, 2025 saw an approximate increase of 138%. **FIGURE 1.1** below illustrates this trend.

Although some years have seen a decrease compared to its preceding year, over the time span depicted in **FIGURE 1.1**, the compounded average annual growth rate was nearly 25% per year. Assuming steady compounding and smoothing past volatility, we can forecast 2026 will observe between 280-320 total inquiries.

### Total Inquiry Yearly Trend

Seven Year Comparison



Data source: By-law enforcement services data collection master dashboard | 2019-2024 edition and 2025 master tracking document.

**FIGURE 1.1** Total inquiry yearly trend from 2019-2025

The month of August in 2025 was a notable outlier when compared to the previous three-year average. An approximately 343% increase was observed, which represents an increase from 28 to 96 total August

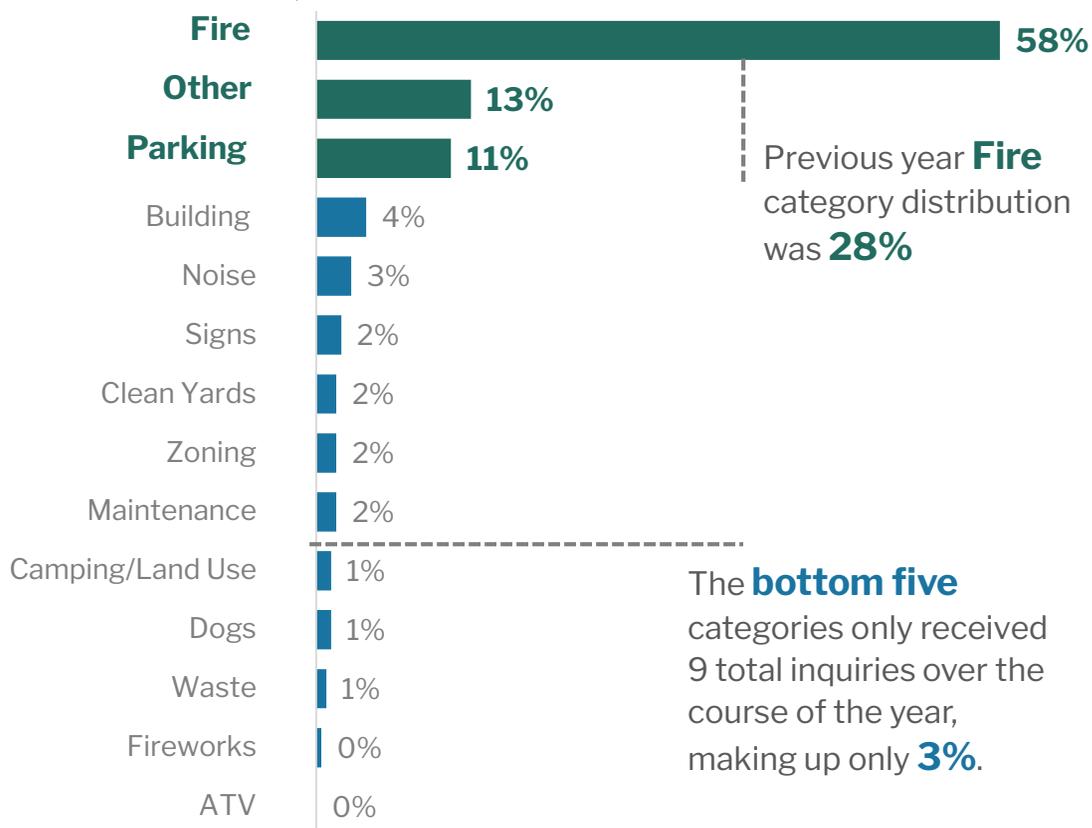
inquiries. This is a record number of monthly inquiries since enforcement statistics have been kept.

### Activity Subject Category

For the third consecutive year, the “top three” list of by-law subjects with the highest volume of inquiries was fire, parking, and other. **FIGURE 1.2** below depicts the distribution of inquiries based on the subject matter. Fire based inquiries remained the highest comparative volume but saw a significant increase over previous years. In total, the by-law service received 137 fire inquiries. This 261% increase over 2024, represents almost exactly the difference in the number of inquiries between 2024 and 2025. Most of these inquiries were generated during the 13-day Total Fire Ban.

### Subject Breakdown Per Category

From Jan 01 to Dec 31, 2025



N<sup>1</sup> = 240 based on 2025 subject inquiries. Subject breakdown is forced into the 14 categories listed above.

**FIGURE 1.2** 2025 distribution of by-law inquiries by category

1. “N” represents the total number of inquiries in the entire group or year. “n” represents a sample size of the group targeting a specific variable.

In total, the ‘top three’ categories accounted for 82% of the inquiries in 2025. In the interest of maintaining consistency across years, the broad category descriptions have remained the same. The “other” category acts as a generalization for inquiries that do not fit into a specific category.

Inquiries such as bubblers, target shooting, half loads, speed limits, leaves, marine sewage, fishing, short-term

rentals, lighting, fuel spills, and firewood stacking were received in 2025 and are all coded as other.

Noise issues experienced a **decrease** of approximately **54%** in 2025 compared to 2024

New to 2025, are the site alteration and tree preservation by-laws. Although the by-law enforcement service is not the lead department, there are still some inquiries fitting this subject that filter through our system. These items are coded into the other category. In total between the By-law Enforcement Service and the Planning & Building Departments, 26 inquiries were received. Two of which being calls for service.<sup>2</sup> Note, the inquiries received by the Planning & Building Departments are not included in the by-law enforcement statistics.

## Geographical Data

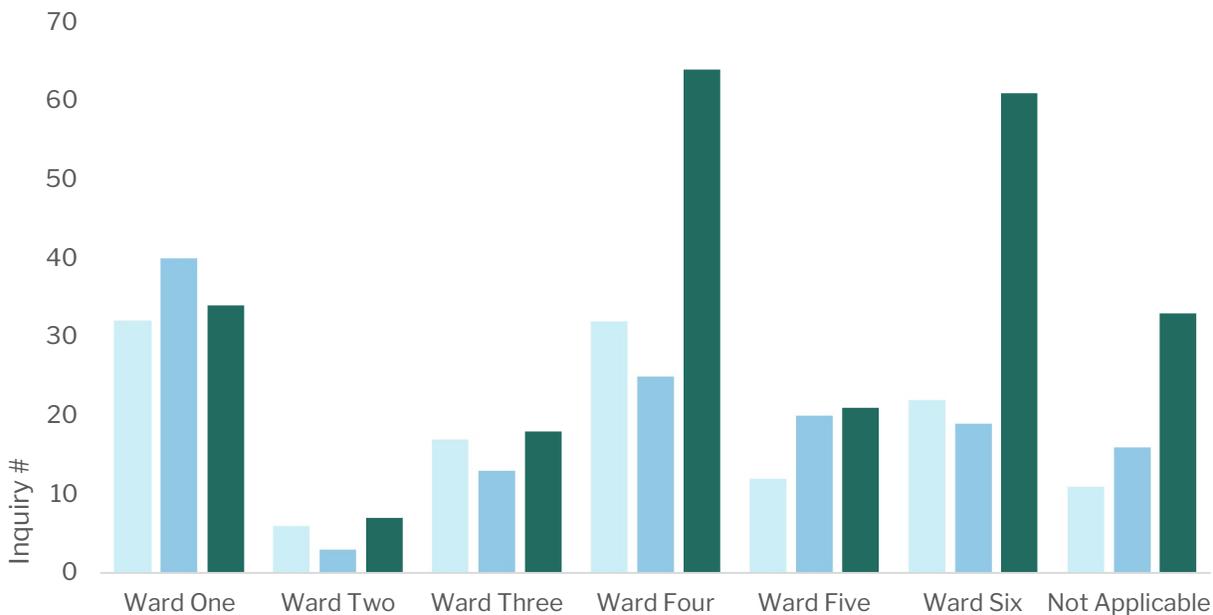
An important variable in determining hotspots, targeting patrols, and focusing public education is geographical information. This can be available in many forms. Specifically, the by-law enforcement service focuses on the breakdown between wards and **Official Plan** neighbourhoods.

**FIGURE 1.3** represents the total number of inquiries separated by ward. Both Ward Four and Ward Six experienced a significant spike while the Not Applicable category increased moderately.

2. Data collected by the Planning & Building Departments based on effective date (April 1, 2025) to end of year 2025.

## Geographical Ward Comparison

### 2023, 2024, and 2025



Data source: By-law enforcement services data collection master dashboard, comparison of three-year trend data. 2023(N) = 132, 2024(N) = 136, 2025(N) = 240.

**FIGURE 1.3 Comparison of ward specific total inquiries**

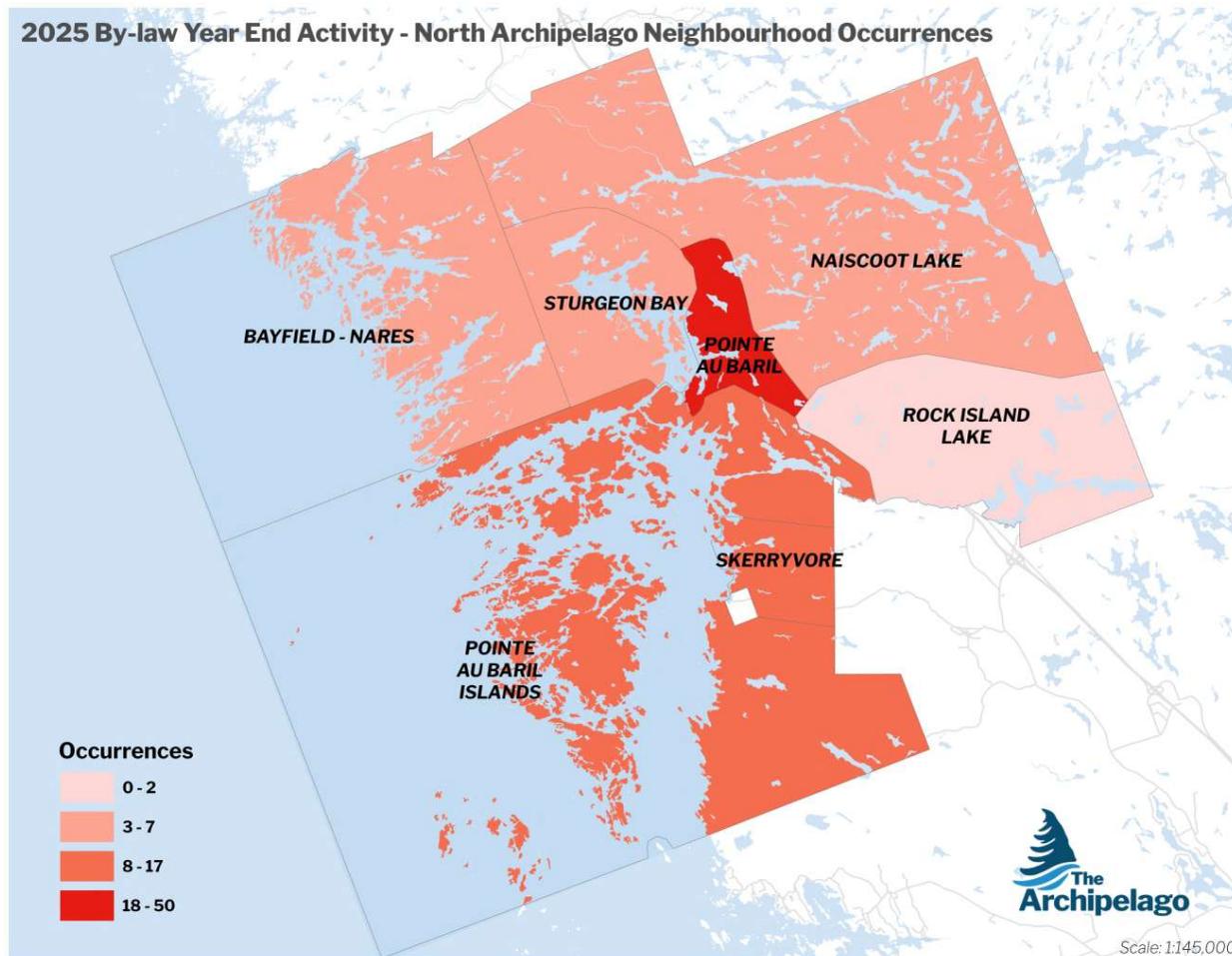
Focusing on inquiries per property density, Ward Six stood out with by-law staff interacting with a total of 13% of all the properties in Ward Six<sup>3</sup>. Combining the total increase between Ward Four and Ward Six provides 78 additional inquiries compared to last year's mark.

Further refining occurrence data by neighbourhood provides emphasis on hotspots beyond the broader Ward scope. **FIGURE 1.4** and **FIGURE 1.5** both help to visually define these areas of increased activity. Specifically, the Pointe au Baril, Five Mile Bay, and Healey Lake neighbourhoods stood out as having the highest comparative inquiry volume.

3. based on property count information derived from MPAC 2023 data N=4,346. Ward Six specific n=465.

## Geographical Neighborhood Comparison - North

2025 Official Plan Neighborhoods



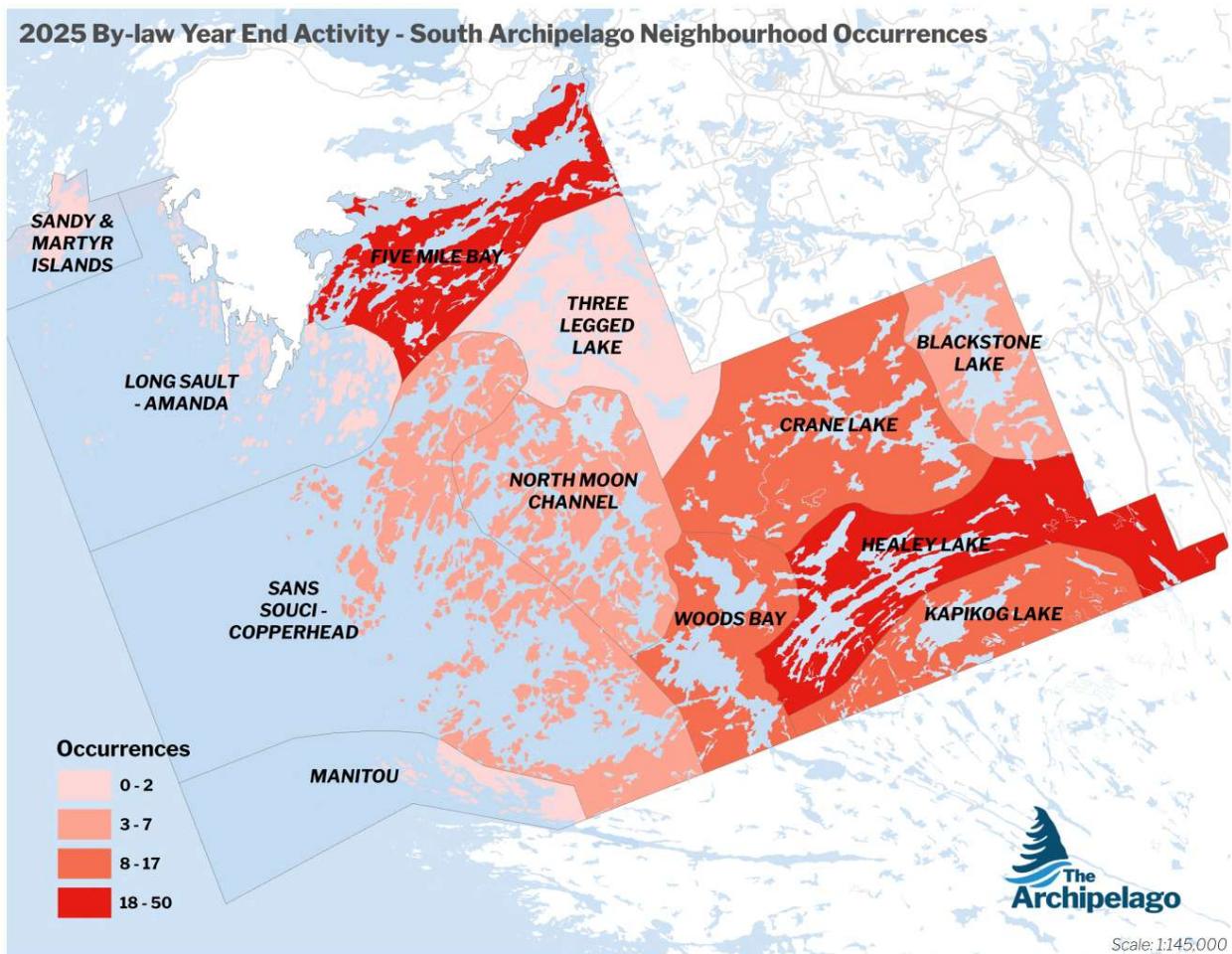
Data source: By-law enforcement services data collection master dashboard | Official Plan neighbourhood specific data. Entries coded not applicable are excluded. <sup>4</sup>

**FIGURE 1.4** Northern Archipelago inquiry volume heatmap

4. graphic created by Rob Arteaga, GIS Technician, Township of The Archipelago

## Geographical Neighborhood Comparison – South

2025 Official Plan Neighborhoods



Data source: By-law enforcement services data collection master dashboard | Official Plan neighbourhood specific data. Entries coded not applicable are excluded.<sup>5</sup>

**FIGURE 1.5** Southern Archipelago inquiry volume heatmap

### Fire Danger Rating

The Fire Danger Rating has a direct relationship with by-law enforcement call volume, as illustrated by **FIGURE 1.2**, with fire rooted inquiries being the dominant category. The Ministry of Natural Resources cites climate impacts as a significant factor in increasing fire risks<sup>6</sup>. This leads to increased frequency and severity of higher Fire Danger Ratings. It may also lead to the lengthening of the fire season, meaning traditionally moderate months such as April and October could experience greater instances of high or extreme ratings.

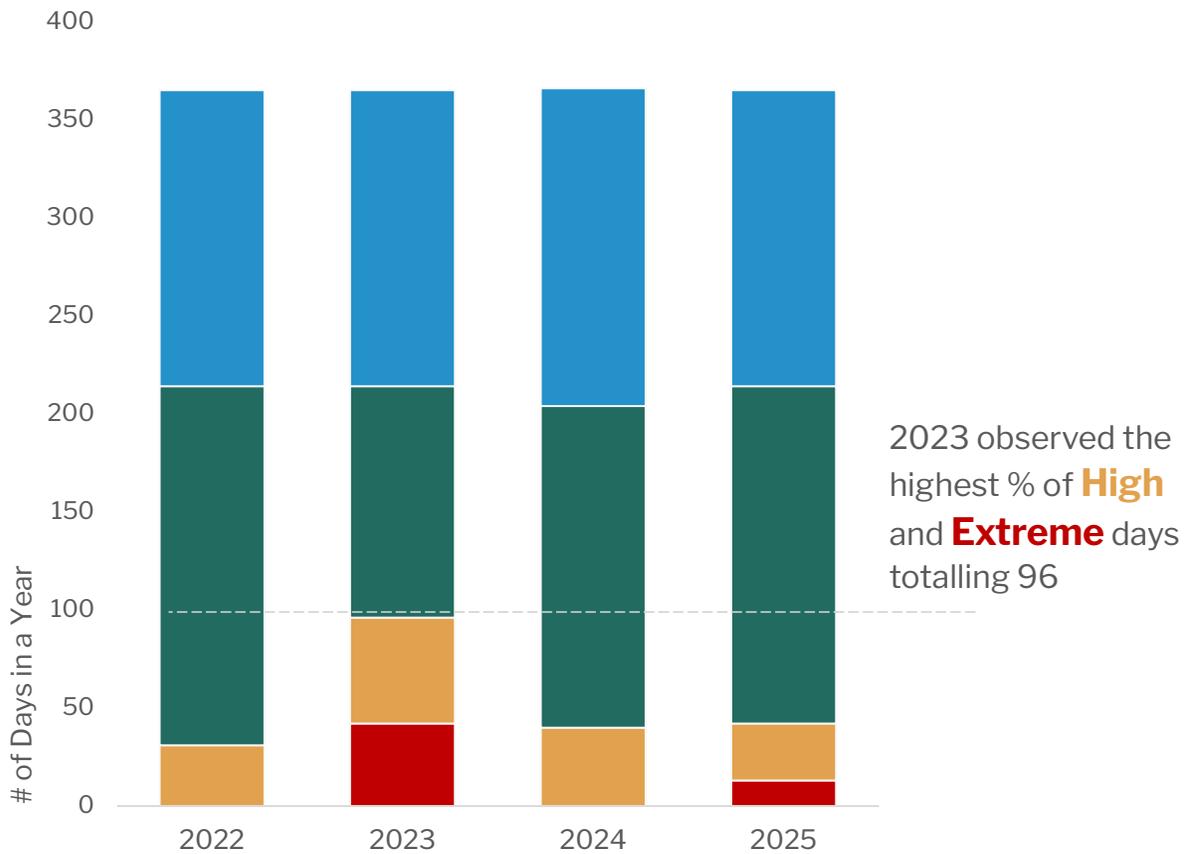
5. graphic created by Rob Arteaga, GIS Technician, Township of The Archipelago

6. Ministry of Natural Resources, Aviation, Forest Fire and Emergency Services, Wildland fire fuel hazards: A handbook for fuel risk assessment and mitigation (v.03), n.d., Internal handbook (pg.3).

**FIGURE 1.6** below represents a comparison of the different Fire Danger Ratings across the past four years. 2025 experienced a 13-day Total Fire Ban that heavily influenced calls for service. During that time period, the by-law enforcement service received 49 unique fire related inquiries.

### Fire Danger Rating Yearly Comparison

Distribution of **Extreme**, **High**, **Moderate**, and **Low**



Data source: Fire Danger Rating Calendars 2022-2025. Only municipal fire danger ratings included, concurrent restricted fire zones excluded from figure.

**FIGURE 1.6 Comparison of Fire Danger Ratings across years**

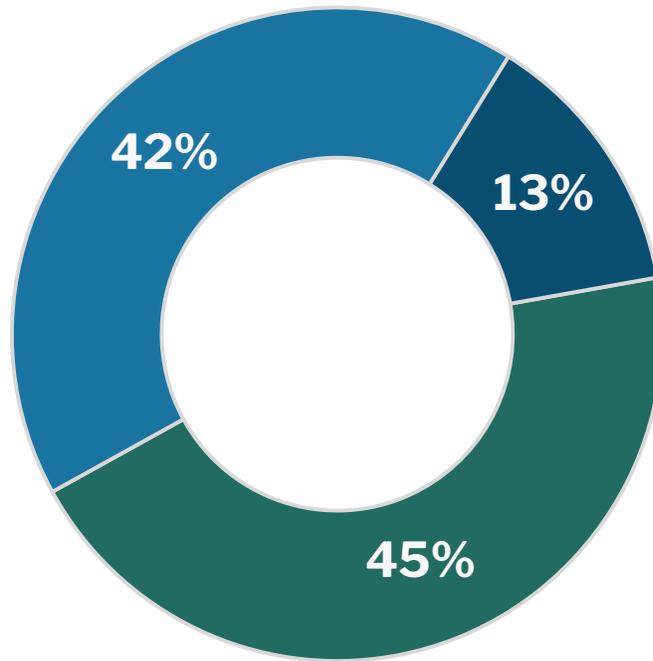
### Property Access

Being geographically diverse presents access challenges for the By-law Enforcement Department during day-to-day activities. **FIGURE 1.7** represents the distribution of different property access types tied to total inquiries. Of note, the difference between road and water access inquiries was minimal, slightly favouring road access. This represents a smoothing of distribution compared to 2024 where road access inquiries were more than double that of water access.

## 2025 Property Access Distribution

### Water, Road, and Not Applicable Access Codes

**Water access property** inquiries increased **163%** in 2025 from the 2024 count.



Data source: By-law enforcement services data collection master dashboard. Not applicable coded when no property information was present.

**FIGURE 1.7** Comparison of different property access in 2025

## ENFORCEMENT STATISTICS

### Calls for Service

Calls for service are defined in the **Level of Service Policy** as an occurrence which requires an officer to initiate contact for investigative purposes made by a member of the public<sup>7</sup>. These differ from inquiries as they typically take longer to address and involve multiple parties. Calls for service generally follow an escalation doctrine beginning with education and ending with Provincial Offences Act charges.

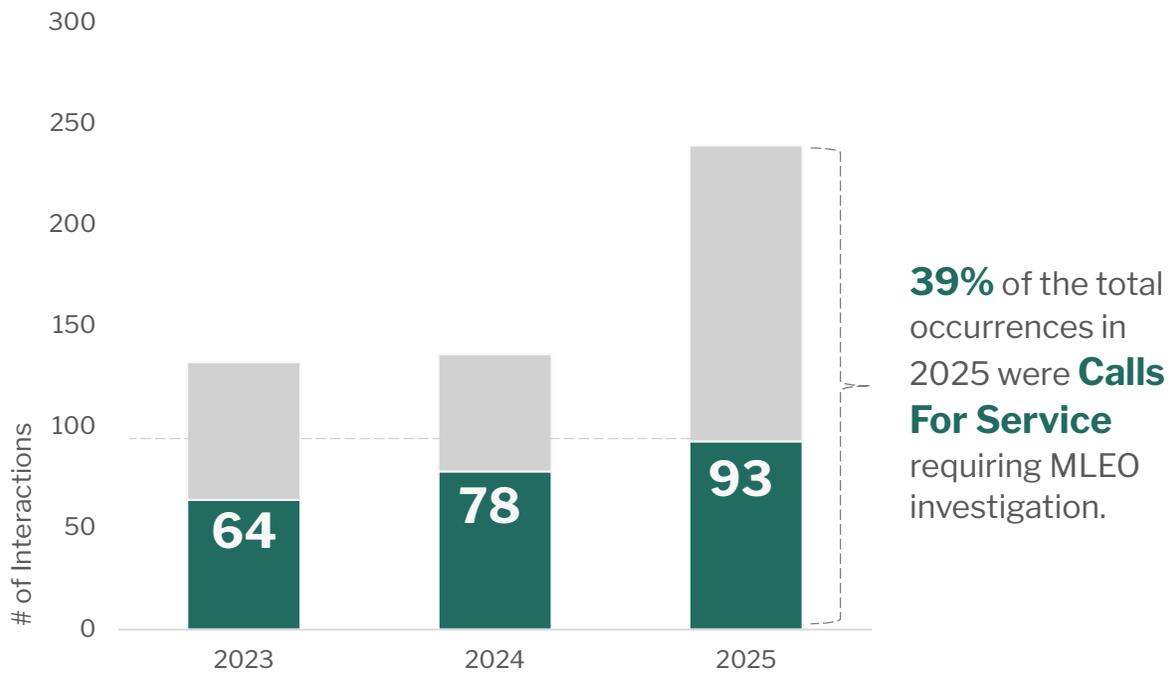
The separation of calls for service versus simple inquiries is illustrated in

**FIGURE 2.1**, while **FIGURE 2.2** depicts the enforcement actions taken by Archipelago by-law officers.

In 2025, by-law officers were able to **resolve 99%** of calls for service outside of POA proceedings

7. Township of The Archipelago, Corporate Policy and Procedure: Level of Service – By-law Services/Enforcement. November 2023 (pg.1).

## Three Year Distribution of Occurrences Calls for Service vs General Inquiries

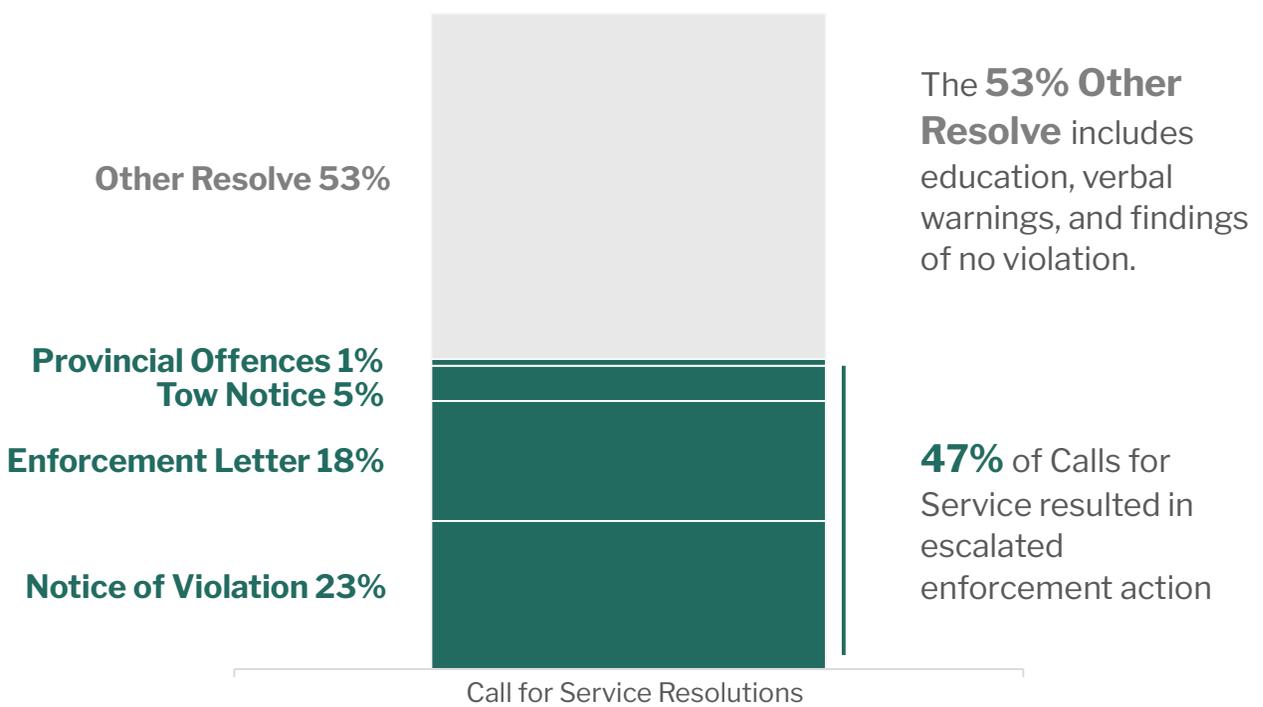


Data source: By-law enforcement services data collection master dashboard. N=240 for the 2025 year with 147 being simple inquiries.

**FIGURE 2.1 Comparison three-year call for service volume**

## Call for Service Resolution Breakdown

Total 93 Calls for Service in 2025



Data source: By-law enforcement services data collection master dashboard. n=93 calls for service in 2025.

**FIGURE 2.2 Comparison enforcement action per call for service**

# LEVEL OF SERVICE REVIEW

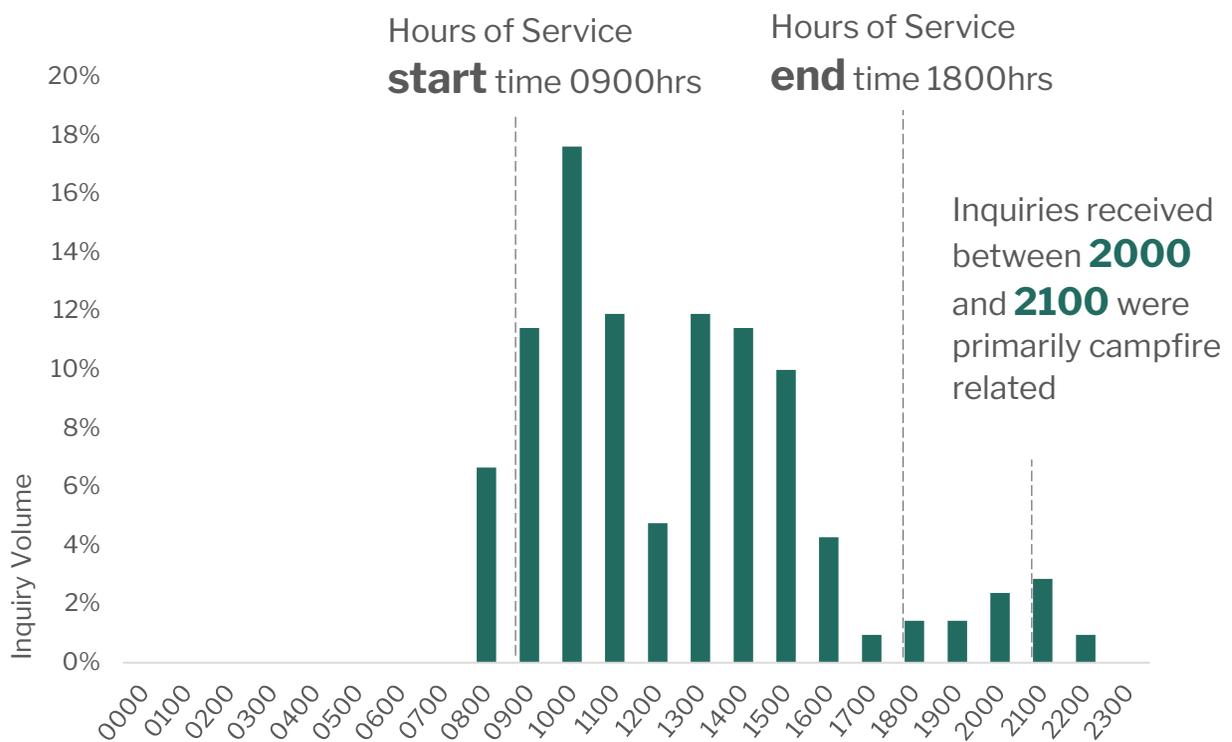
## Hours of Operation

Monitoring “call-in” times is an important aspect in determining the most efficient hours of operation for the by-law department. In 2025, almost 85% of the total inquiries were received within the posted hours of operation. This is an approximately 15% increase from the previous two years and does not include after-hours enforcement initiatives.

Both **FIGURE 3.1** and **FIGURE 3.2** display the percentage of inquiries received, broken down into twenty-four-hour format and separated by winter and summer service hours.

### Summer Inquiry Timing Distribution

May 1<sup>st</sup> - October 31<sup>st</sup>

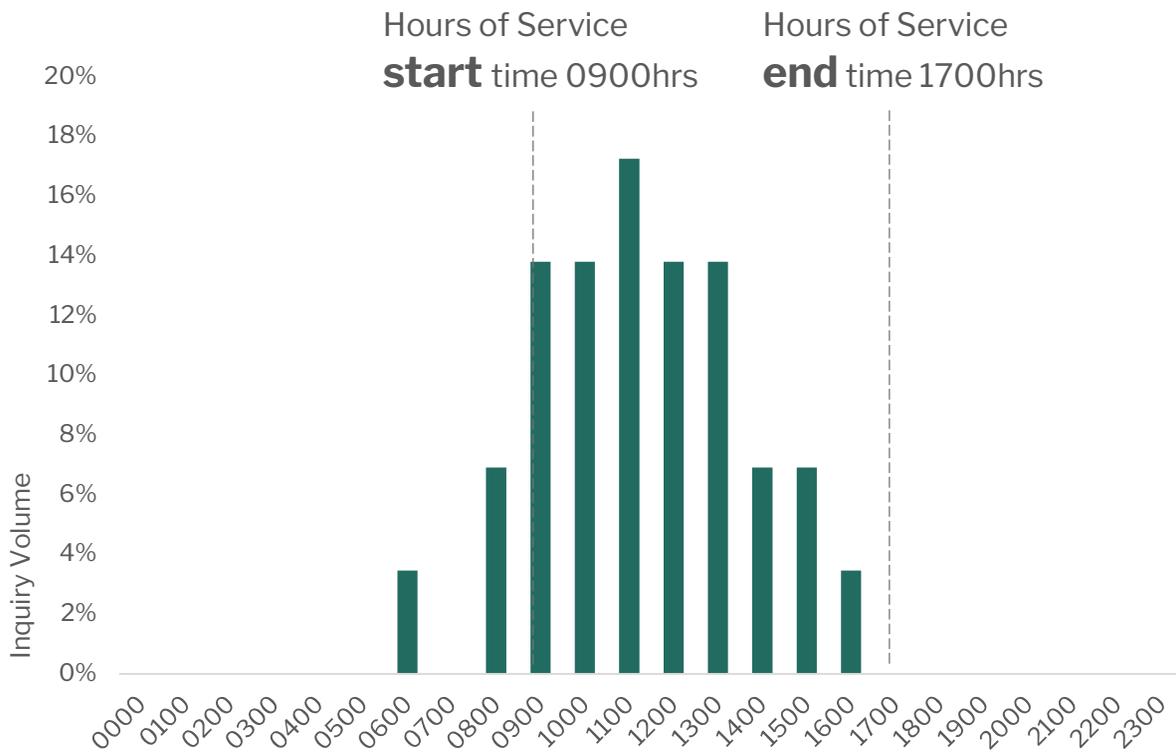


Data source: By-law enforcement services data collection master dashboard. n= 210 for summer inquiries. Rounding applied: floor to the hour.

**FIGURE 3.1 Inquiry timing summer hours of service**

## Winter Inquiry Timing Distribution

November 1<sup>st</sup> - April 30<sup>th</sup>



Data source: By-law enforcement services data collection master dashboard. n= 30 for winter inquiries. Rounding applied: floor to the hour.

**FIGURE 3.2 Inquiry timing winter hours of service**

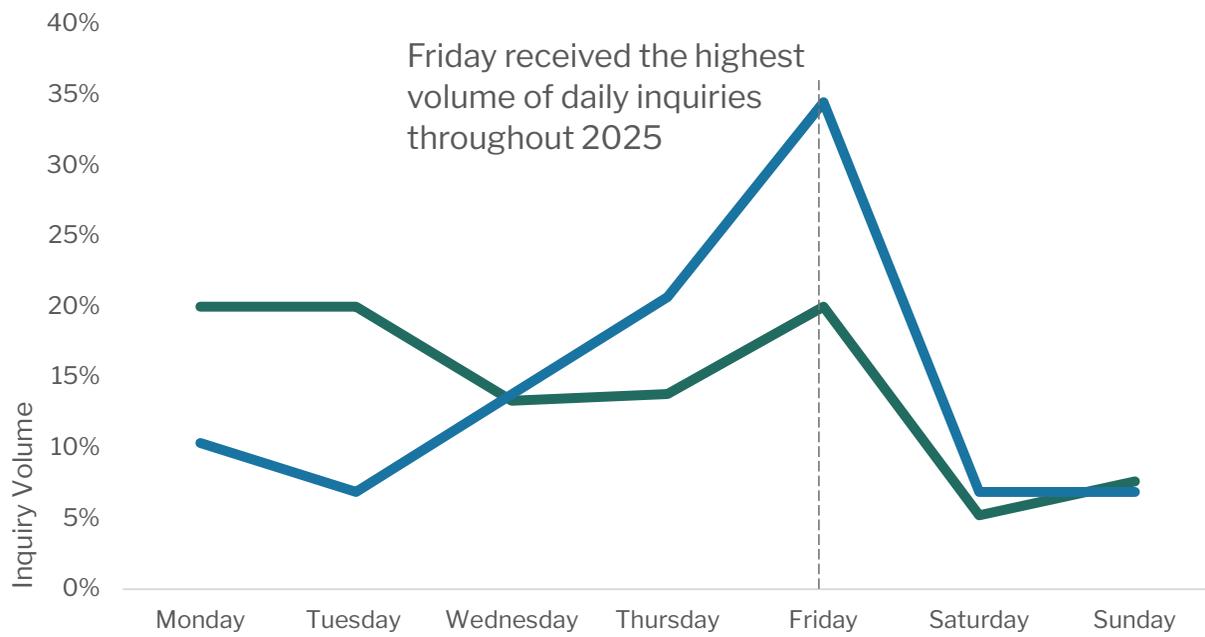
Another important factor in considering the operational time periods are the days in service. Excluding after-hours initiatives and peak season overtime, the summer hours follow a seven-days a week approach, while the winter hours are Monday-Friday. **FIGURE 3.3** provides an in-depth analysis of the specific days of the week inquiries are received. Using this data will help inform operational day decisions moving into 2026.

In 2025, the contact methods for the public to initiate service with the by-law department were recorded to identify any gaps in communication needs. Over 60% of inquiries were received by phone and about 25% by email. The remaining 12% were in person or officer-observed.

**Less than 1%** of inquiries fell outside of the traditional communication options provided to the public.

## Inquiry Distribution by Day 2025

Summer vs Winter Days of the Week



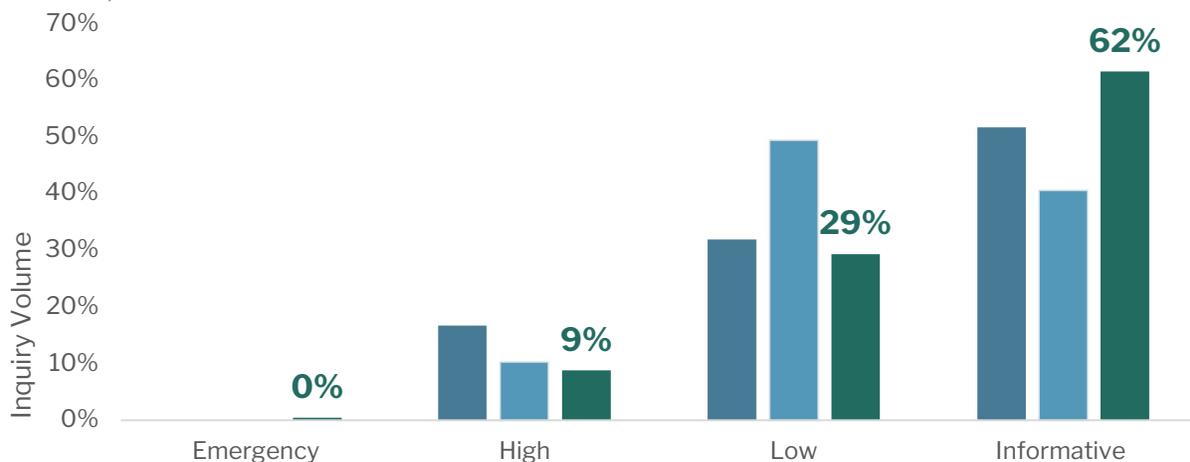
Data source: By-law enforcement services data collection master dashboard. n= 210 for summer and n=30 for winter inquiries.

**FIGURE 3.3 Inquiry distribution by days of the week**

Assigning priority levels to all inquiries is a key function of day-to-day by-law activities. This allows officers to prioritize calls for service using a transparent and measurable scale. As soon as an inquiry is received, a priority level is assigned, and an officer begins investigating based on that level assigned. Some common factors that influence priority are repeat violations, safety, and scope. **FIGURE 3.4** below depicts the distribution of the different priority level volumes in 2025.

## Priority Classification Distribution

2023, 2024 and 2025



Data source: By-law enforcement services data collection master dashboard. n= 210 for summer and n=30 for winter inquiries. Data rounded down, 2025 emergency = 1 entry

**FIGURE 3.4 Past three-year priority of calls distribution**

# PROGRAM IMPROVEMENT & SPOTLIGHT

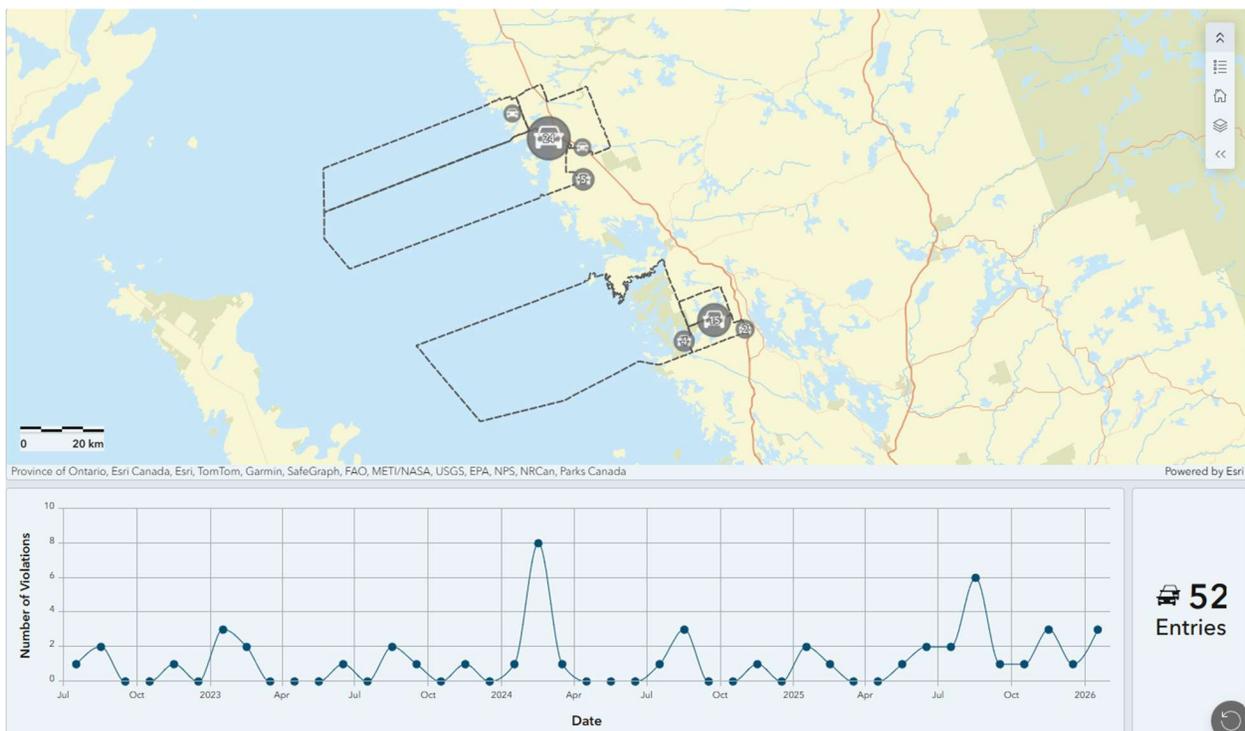
## Service Delivery Upgrades

The by-law enforcement program is continually evolving. The data collected on a day-to-day basis helps to steer our enforcement initiatives and better serve the community. This manifests in improvements to levels of service and other administrative functions highlighted below.

In collaboration with the Township's GIS department, 2025 involved the integration of geospatial incident management program. This addition has greatly improved function and allows for field access to past enforcement information and safety alerts. **FIGURE 4.1** depicts the parking function of the map.

## Geospatial Incident Management Program

### Parking Occurrences Dashboard



Data source: ArcGIS dashboard: parking incident tracker. Screenshot up to date as of January 6, 2026. Dashboard created by Rob Arteaga, GIS Technician, Township of The Archipelago

**FIGURE 4.1** Parking incident tracking program

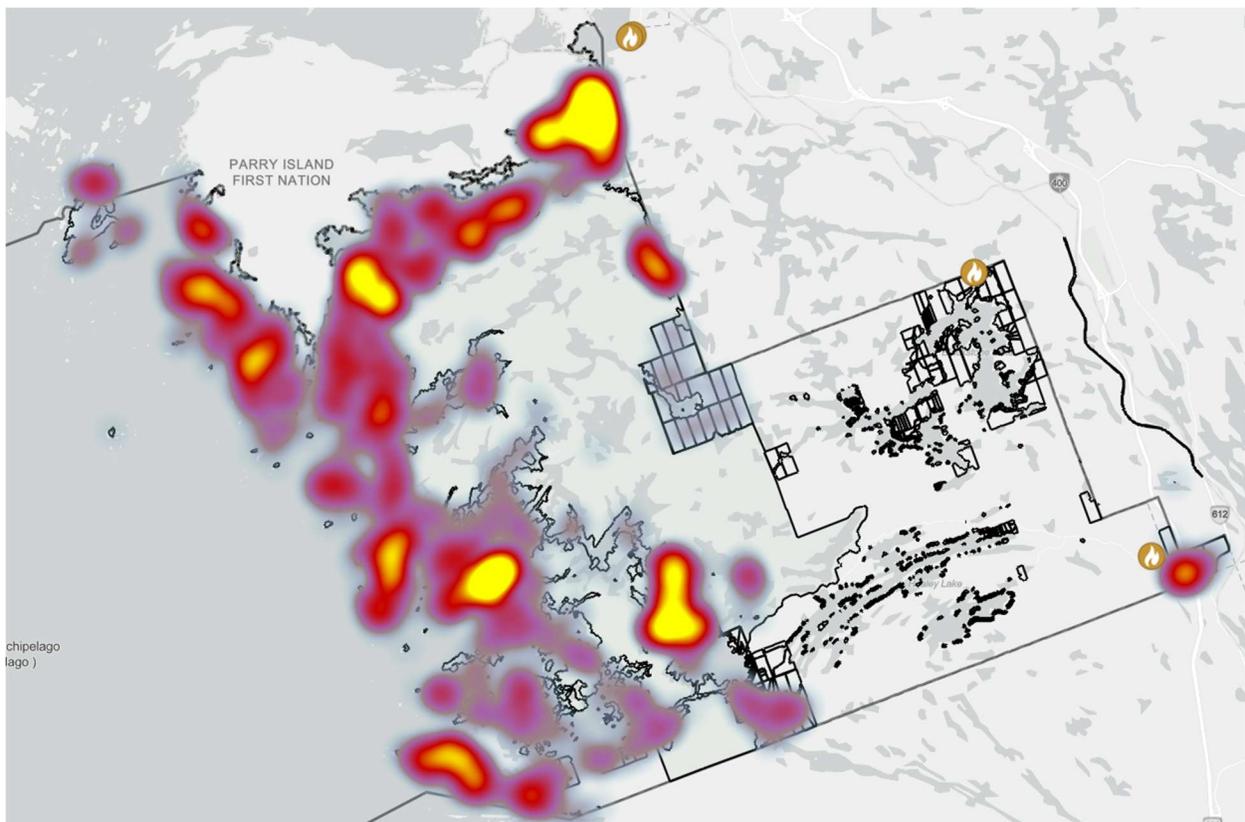
In line with previous years, the by-law enforcement service was able to maintain consistent coverage throughout the posted operational days. A rotational and on-call shift schedule allowed for additional after-hours coverage during peak times and targeted enforcement initiatives. The year also involved training a new part-time by-law officer to bring the staffing complement back up to previous levels and help maintain levels of service.

**99%** of inquiries were actioned on within the allotted service timelines in 2025

With the abundance of data pointing toward increasing fire by-law related concerns, an area of focus for 2025 was the physical Fire Danger Rating signs. **FIGURE 4.2** represents a tool developed to help quantify the property density and the areas covered by a physical sign. This tool will be used to re-locate or add additional signs in the most optimal locations.

## Property Density and Fire Sign Locations

2025 Heat Map South Archipelago



Data source: ArcGIS dashboard: property density heatmap, South Archipelago up to date as of January 6, 2026. Dashboard created by Rob Arteaga, GIS Technician, Township of The Archipelago

**FIGURE 4.2** Property density heatmap

In response to the growing fire related concerns, the by-law enforcement service developed a campfire and fire by-law information package for distribution at events and any public interactions. The primary pamphlet pictured below (**FIGURE 4.3**) was created with the Township's new branding guidelines in mind. It also accompanies any fire related by-law violations and enforcement actions.

## Outdoor Open-Air Burning Guidelines

2025 New Information Package

TOWNSHIP OF THE ARCHIPELAGO thearchipelago.ca

# Outdoor Open-Air Burning Guidelines

**Campfires & Open-Air Fires**

**"Campfires"** for enjoyment or cooking.

**"Open-Air Fires"** for the burning of clean wood.

**Before Starting** Check the Fire Danger Rating!

- No open burning during HIGH or EXTREME Fire Danger Rating.
- Must be under control of a responsible person.
- Adequate control/suppression devices immediately available.

**When Can I Burn?** Remember, no daytime burning!

- All outdoor fires must be started no earlier than 6pm and must be extinguished before 2am the next day.
- April 1<sup>st</sup> to October 31<sup>st</sup> is the fire season and restrictions apply.

**What Size?** Keep it small!

- "Campfires" must be no larger than 1m x 1m and be 5m away from combustible material.
- "Open-Air Fires" must be no larger than 2m x 2m and be 10m from combustible material.

**Check the Fire Danger Rating prior to starting any outdoor fires!**

For more information see By-law 2017-21 or visit: [thearchipelago.ca](http://thearchipelago.ca)

The backside of the physical copy includes fire statistics and safe campfire procedure. Pamphlet is distributed along with static cling fire danger rating QR codes.

**FIGURE 4.3** 2025 open-air burning guidelines

# PROACTIVE ENFORCEMENT INITIATIVES

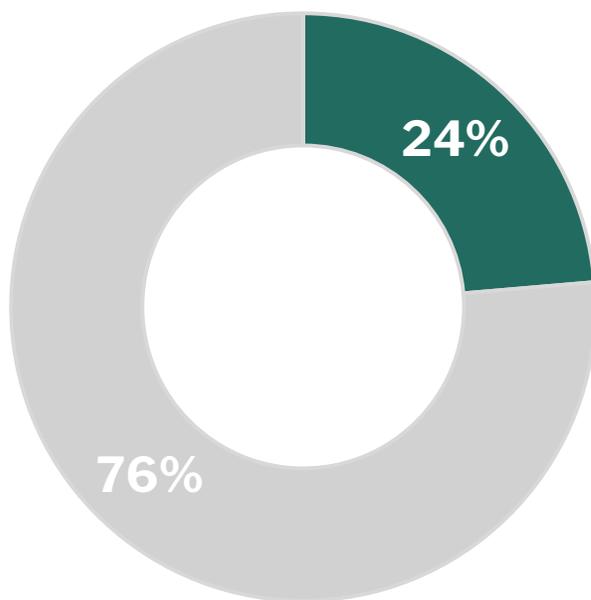
## 2025 Initiatives

Proactive enforcement played an important role in our 2025 by-law enforcement strategy. Analyzing trends from the previous years, a Targeted Proactive Enforcement Initiatives (TPEI) schedule was created including eight specific blitzes. Under these blitzes, twenty-eight proactive patrols were conducted and fourteen violations were corrected. **FIGURE 5.1** represents the total percentage of calls for service that were observed and corrected on a proactive basis.

Two specific blitzes in 2025 accounted for eight corrected violations. They were Operation Fireban and Operation Hunter. Fireban was a brief series of after-hours patrols conducted during the High and Extreme Fire Danger Ratings. Operation Hunter was a one-month long initiative aimed at parking violations in Wards One, Three, Five, and Six during deer hunting season.

## Proactive Calls for Service Comparison

**Proactive** vs **Reactive** Calls for Service



A total of **22** violations were corrected through **proactive intervention** in 2025.

Data source: By-law enforcement services data collection master dashboard. Proactive patrols conducted based on previous historical data.

**FIGURE 5.1** Distribution of proactive calls for service

## 2026 Planned Initiatives

Moving into 2026, a new schedule of TPEI’s has been created focusing on the hotspots identified in 2025. The new TPEI schedule shares a similar goal to the previous year, to increase public engagement and to correct violations before a complaint is received. Two new blitzes have been added totalling ten with thirty allotted patrols throughout the year.

**FIGURE 5.2** below provides a list of the planned initiatives for the 2026 year. Not included in the list below are the descriptions, patrol allotment, targeted days, violations corrected, and completed patrol matrices. Each blitz has an initiative tag used to identify and distinguish the different patrols.

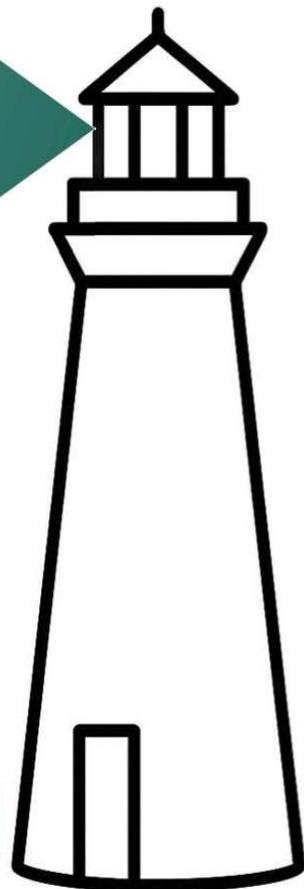
### 2026 Proactive Blitz Schedule

Calendar Including All Planned Initiatives

## 2026 By-law Enforcement Service Blitz Schedule

<b>WINDROW</b>	#15-43	Wards 1,3,5,6	January	2 Weeks
<b>ANGLER</b>	#15-43	Ward 1	January	2 Months
<b>SIGNPOST</b>	#19-80	All Wards	April	1 Day
<b>HELIOS</b>	#17-21	Wards 1,3,4,6	April	2 Months
<b>GOBI</b>	#17-21	All Wards	June	3 Months
<b>FERIA</b>	All	Wards 1,3,5,6	July	3 Days
<b>AUTUMN</b>	#17-21	Wards 3,6	September	2 Weeks
<b>CERVIDAE</b>	#15-43	Wards 3,5,6	November	2 Weeks
<b>DETOUR</b>	#15-43	Wards 1,3,5,6	November	2 Weeks
<b>CLIPPER</b>	#15-43	Wards 1,3,5,6	December	2 Weeks

By-law blitzes are proactive and seasonal. Initiatives are determined based on past statistics.



Data source: Targeted Proactive Enforcement Initiatives schedule 2026. Data based on previous years geographical, subject, date, and time statistics.

**FIGURE 5.2 Proactive enforcement initiatives schedule**

# COMMUNICATION & PUBLIC ENGAGEMENT

## Social Media and Events

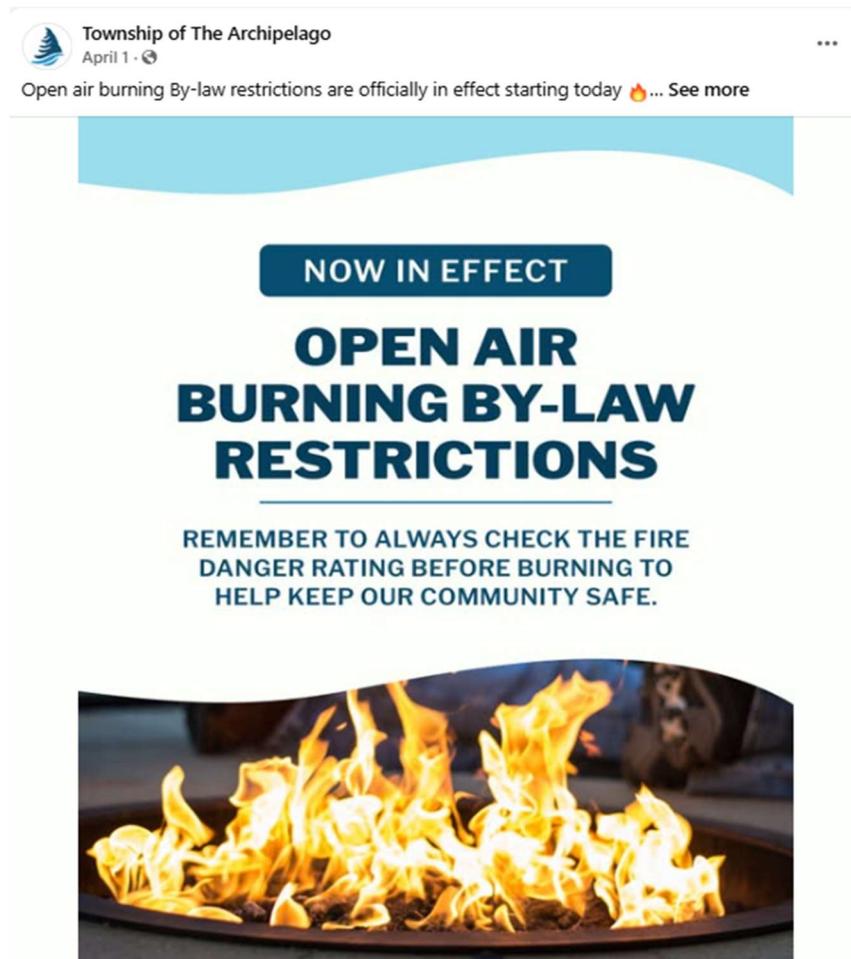
Engaging and informing residents, specifically through social media has been a corporate-wide initiative. In collaboration with the Clerk's Department, a series of social media campaigns directed at common by-laws was developed and posted throughout 2025. Specific emphasis was placed on the fire, parking, and noise by-laws. In total, ten different by-law enforcement topics were covered over the course of the year.

**FIGURE 6.1** provides an example social media post.

Along with the other protective services functions, the By-law Enforcement Service participated in two live community events to increase public exposure and showcase various by-laws.

### Outdoor Open-Air Burning By-law Restrictions

2025 Social Media Reminder



Data source: Township of The Archipelago Facebook page: original post date 2025-04-01. Post created by Alana Torresan, Deputy Clerk, Township of The Archipelago.

**FIGURE 6.1** Example social media post burning by-law

# OBSERVE & MONITOR STATUS

## Short-Term Rentals

Throughout the year, the By-law Service monitors a series of topics that have been flagged as being of interest. These topics include areas that either Council or the public have expressed interest in observing and quantifying. One area that has been monitored since 2022 is Short-Term Rental accommodations.

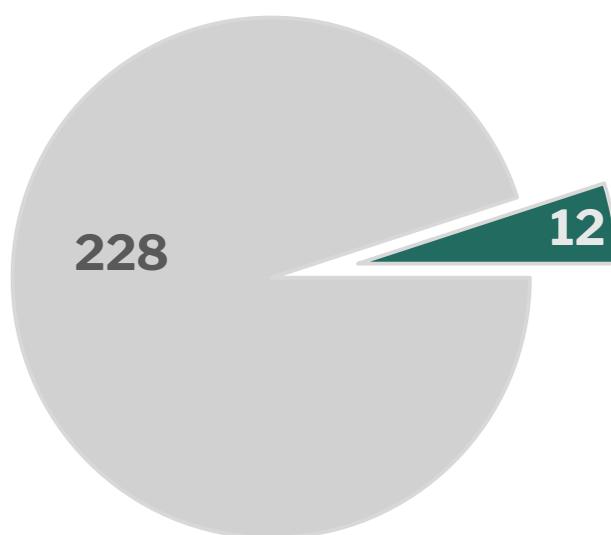
In 2025, a total of twelve short-term rental inquiries were received by the By-law Enforcement Service. Of those twelve, two were calls for service resulting from the conduct of renters. The subject matter of the two calls for service included lighting on watercraft and campfire contrary to the fire danger rating. **FIGURE**

2025 experienced a **33% reduction** in Short-Term Rental involved Calls for Service compared to the previous two-year average

**7.1** illustrates the overall volume of short-term rental related inquiries and a separate breakout of calls for service.

## 2025 Short-Term Rental (STR) Volume

**STR Involved** vs **STR Not Involved** Inquiries



Of the **12 STR Involved** inquiries, 2 were calls for service while the other 10 were simple inquiries. The STR calls for service represent **less than 1%** of the total inquiries in 2025.

Data source: By-law enforcement services data collection master dashboard. Short-Term Rental inquiries are defined as any interaction with by-law staff where the respondent property is identified as a Short-Term Rental. 2023(n) = 9, 2024(n) = 14, 2025(n) = 12.

**FIGURE 7.1 Breakout of total STR inquiries and calls for service**

## Dark Sky Provisions

Another topic of interest that has been monitored since 2023 is structure lighting and dark sky provisions. In 2025 the By-law Enforcement Service received two inquiries regarding lighting, making up less than 1% of the total inquiries. Since 2023, there have been a total of five hundred and eight (508) inquiries, five (5) of which have been lighting related.

## CONCLUSION

### Contact Us

2025 was a unique year for the By-law Enforcement Service marking record inquiry volumes, staffing updates, and service delivery upgrades. Our educational philosophy remains central to every public interaction and will continue to guide our service in 2026. In addition to the educational approach, the collection of service data helps to better define areas of concern and shape our department to the needs of public.

This report and the information collected will be used to further align the By-law Enforcement Service with real-time changes and ensure efficient deployment of resources. On behalf of the department, we would like to thank our residents for their support, cooperation, and dedication in making 2025 a success.

We encourage anyone with questions to reach out to the By-law Enforcement Service through the contact information below. You may see By-Law Enforcement Services officers and staff out in the community in marked Township vehicles. If you see us on the roads, don't hesitate to engage in friendly conversation.



### By-law Enforcement Services

9 James St, Parry Sound, ON  
(705) 746-4243 ext.325  
bylaw@thearchipelago.ca