

2023

# ENFORCEMENT AND BY-LAW SERVICES



## ANNUAL REPORT

# Message from the Director

I am pleased to present our 2023 year-end report with our community. This report offers a high-level overview of the dedicated efforts of our Licensing, Property Standards, Parking and Municipal Enforcement, and Administration teams within the Enforcement and By-Law Services division.

In 2023, our division experienced a significant increase in calls for service, as the city continued to grow rapidly. We received a total of 109,402 requests for service and effectively responded to an average of 300 requests per day. Additionally, a total of 7,853 business and mobile licenses were successfully issued.

I am proud of the achievements and progress highlighted in this report. While we accomplished much in 2023, we remain dedicated to exploring new and innovative ways to enhance our service delivery and support the community.

The Enforcement and By-Law Services division is committed to collaborating with internal and external stakeholders, as well as engaging with community-based groups through events such as town halls to provide education and support on City by-laws.

As we near the conclusion of 2023, our division is undergoing a transition as we seek new senior leadership committed to enhancing community safety and engagement. As we move into 2024, we will continue to prioritize our support for Council initiatives aimed at fostering engaged, safe and well-informed communities.

Thank you for your hard work and dedication.



Peter Bryson

Acting Director, Enforcement and By-Law Services

# Contents

2	<b>Who We Are</b>
3	<b>Strategic Partners</b>
4	<b>Budget</b>
5	<b>Our Team</b>
6	<b>What We Do</b>
8	<b>Municipal Enforcement Unit</b>
9	<b>Noise Complaints</b>
10	<b>Fireworks</b>
11	<b>Illegal Signs</b>
12	<b>Snow Complaints</b>
13	<b>Accessibility Parking Enforcement</b>
14	<b>Property Standards</b>
15	<b>Additional Residential Unit Task Force</b>
16	<b>Lodging Houses</b>
17	<b>Prosecutions</b>
18	<b>Licensing Enforcement</b>
20	<b>Community Involvement</b>
21	<b>Contact Us</b>

# Who We Are

## Service Objectives

The Enforcement and By-Law Services division is dedicated to upholding public safety and community standards in Brampton. Through education, fair enforcement, community collaboration and alignment with Council priorities, we ensure that by-laws remain relevant and effective in protecting the well-being of our residents and visitors.

## Service Commitments

Service requests (for municipal, parking property standards, and licensing) are assigned to officers based on priority. Response times for service requests vary depending on the type of service requested.

## 2023 Highlights

- Proactive Property Standards Enforcement Strategy
- Proactive Short-Term Rental Accommodations Enforcement Strategy
- Proactive enforcement strategy to investigate illegal land development
- Transition additional by-law offences to the Administrative Penalty System
- Online issuance and renewal of licences and permits



# Strategic Partners

**Driving an era of innovative services, while preserving the integrity and enhancing the reputation of the city.**

The Enforcement and By-Law Services division is committed to fostering strong partnerships with the community to enhance our service delivery and community safety. We collaborate closely with key stakeholders, including Peel Regional Police, Region of Peel, Ministry of Transportation, Toronto Region Conservation Authority, Credit Valley Conservation Authority and Sheridan College. These strategic partnerships allow us to share resources, expertise and best practices, ensuring that our enforcement efforts are aligned with broader community goals and initiatives.

Other partners include:

- Municipal Law Enforcement Officers Association (MLEOA)
- Ontario Association of Property Standards (OAPSO)
- Ministry of Environment, Conservation and Parks
- Area Municipalities



# Budget

The Enforcement and By-Law Services division's 2023 budget is allocated to support our ongoing efforts to maintain community standards and public safety. This budget includes funding for staffing and operational expenses. Our focus in 2023 was implementing new strategies to address property standards concerns, rental licensing, short-term rental accommodations and illegal land development. We are also committed to improving efficiency through online licensing and permit services and expanding the use of the Administrative Penalty System.

Operating (\$000s)	2022 YE Forecast	2022 Budget	2023 Budget	Variance \$	Variance %
Labour Expenditures	11,252	12,776	12,522	(254)	-2.0%
Other Expenses	344	665	619	(47)	-7.1%
Revenue	(2,662)	(3,337)	(2,802)	534	-16%
<b>Total Operating</b>	<b>8,934</b>	<b>10,105</b>	<b>10,338</b>	<b>233</b>	<b>2.3%</b>
New Positions		2	-5		

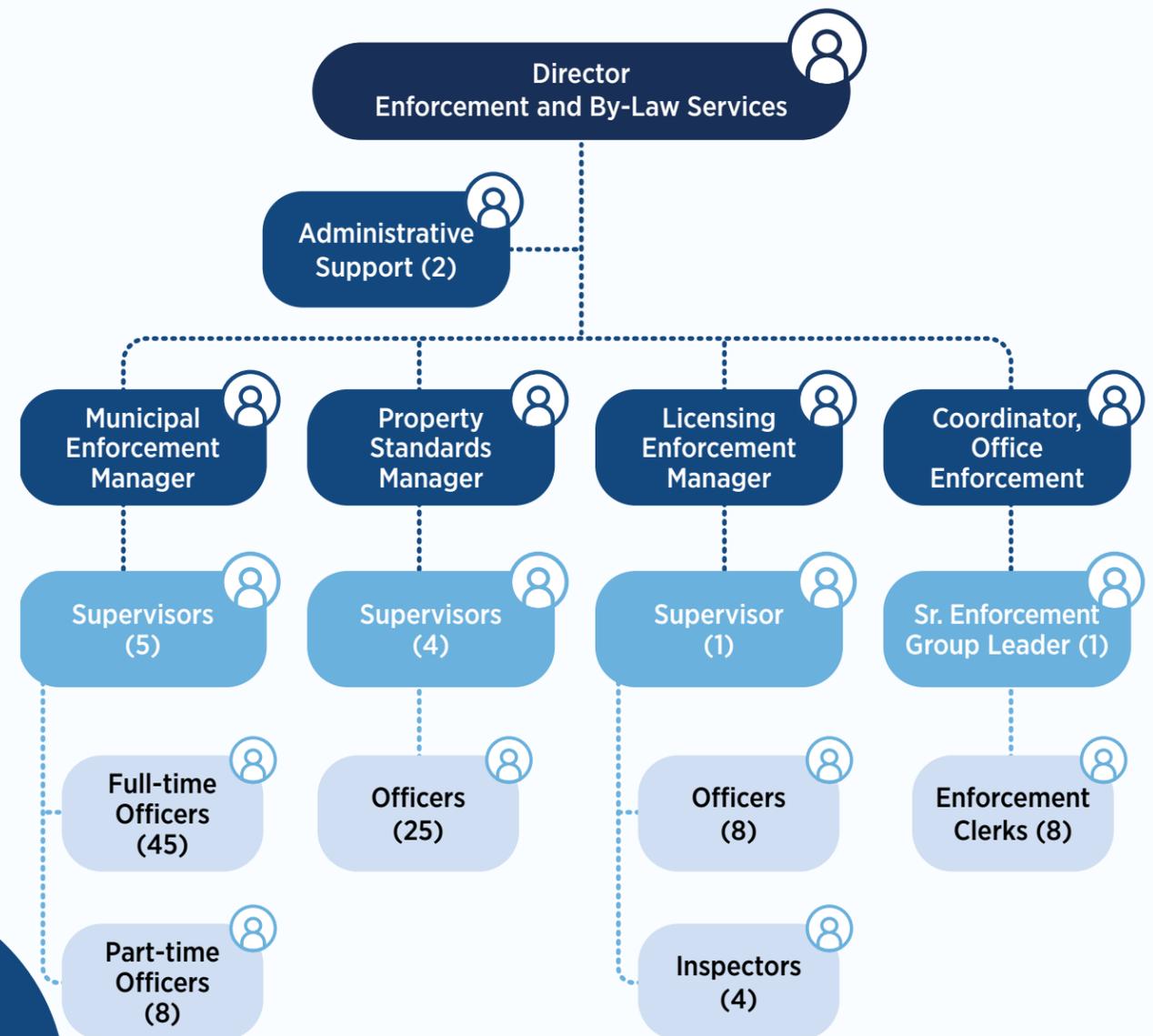
Figure 1: From the 2023 Approved Operating and Capital Budgets



# Our Team

The division remains committed to upholding its established hiring procedures and delivering services that reflect the City's dedication to fostering an inclusive environment that values diversity, equity and impartiality.

The Enforcement and By-Law Services division is comprised of three specialized enforcement sections: Licensing Enforcement, Property Standards, and Municipal Enforcement.



# What We Do

**109,402**  
Requests for Services

## 74,676 Parking Complaints

Time violations, accessibility, fire routes and hydrants, obstructing sidewalks and traffic, oversized vehicles, idling

## 17,577 Property Standards Complaints

Refuse, weeds and excess growth, driveway widening, illegal structures, multi-unit dwellings

## 15,621 Municipal Complaints

Snow related issues, excessive loud music, dog barking, illegal dumping, fireworks, illegal signs

## 1527 Licensing Complaints

Fixed food premises, towing, contractors, food trucks, personal transportation companies

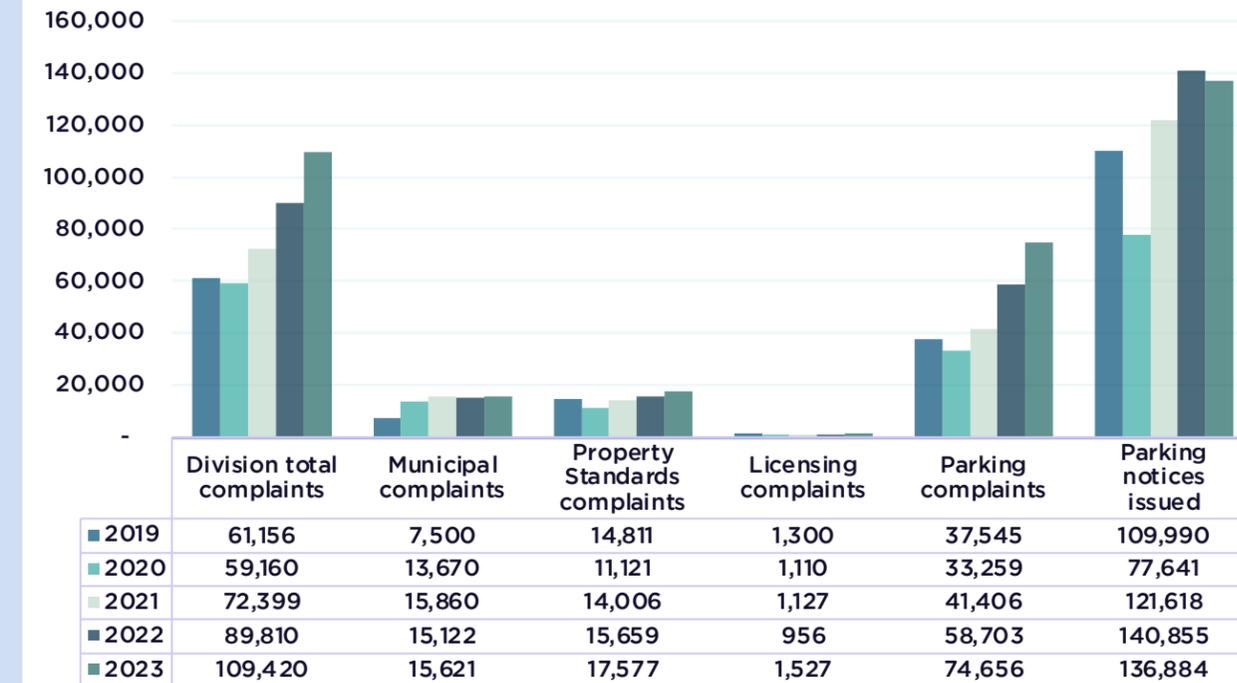
**142,352**  
Penalty Notices issued

(136,884 parking, 5,468 non-parking)

Enforcement officers investigate service requests and use a progressive enforcement model to promote compliance. They are responsible for delivering impartial, fair and consistent services.

The ongoing growth of the City of Brampton has increased the workload within the division. Each section is committed to enhancing the quality of life in Brampton by promoting awareness and education about local by-laws, as well as fostering community unity. In 2023, the division received **109,402 requests for service** responding to an average of **300 calls per day** – a 22 per cent increase from 246 calls per day in 2022.

Five - Year Comparison



# Municipal Enforcement Unit

This unit is responsible for investigating and enforcing violations associated with municipal complaints and parking infractions. The Municipal Enforcement Unit ensures residents adhere to City by-laws related to public property offences, such as parking infractions, snow removal issues, excessive loud music, excessive dog barking, fireworks, illegal signage and other non-compliance issues. This unit's objective is to maintain public safety for the community while using roads, sidewalks, parks and other common public spaces. By-Law Enforcement officers educate residents, business and property owners through awareness programs and services.

## Top Five Municipal Complaints



## Municipal By-law Complaints

Officers are tasked with enforcing municipal by-laws and are committed to addressing complaints effectively by encouraging voluntary compliance through a progressive approach when appropriate. Investigating municipal complaints can be complex, necessitating that officers devote additional time to thorough investigations to achieve successful resolutions. In 2023, there were 15,621 total calls received for municipal offences such as excessive noise, illegal signs, construction noise, encampments, fireworks and snow-related violations.

## Parking Complaints

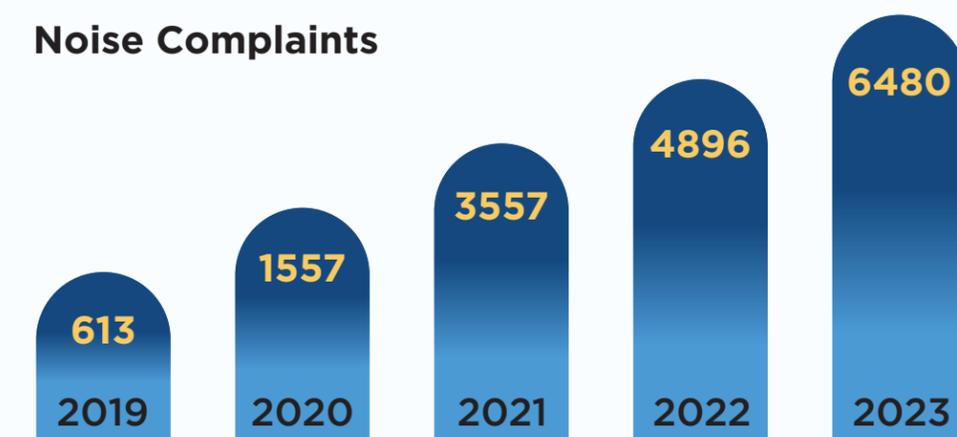
Staff members dedicate a considerable amount of time and resources to addressing parking-related complaints and violations. In 2023, staff received a total of 74,676 parking-related complaints, which is an increase from the 58,073 complaints received in 2022. On average, this equates to approximately 204 parking complaints per day.

Extended parking exceeding three hours and parking within the hours of 2am to 6am remain a significant concern, comprising 62% of all reported parking-related issues.

# Noise Complaints

To enhance efficiency and streamline the resolution of certain noise complaints, a two-tier system for noise and nuisance complaints was implemented in 2023. This system allows for faster and more efficient resolution through graduated administrative penalties, providing a more expedient option for residents affected by noise disturbances. Penalties for nuisance offences now range from \$300 to \$500, depending on the circumstances. Our enforcement officers addressed a total of 6,480 complaints regarding excessive noise in accordance with Noise By-law (93-84) and Public Nuisance (136-2018); 89% of the total noise complaints were for loud music.

## Noise Complaints



Issued by officers in 2023

**347** Public nuisance penalties

**379** Warnings provided

# Fireworks

Amendments have been made to the Fireworks By-law 243-2022 and the Business Licensing By-Law 332-2013 to prohibit the use, purchase, discharge, possession, sale and offering for sale of all types of fireworks. This includes, but is not limited to, consumer fireworks, display fireworks, pyrotechnics, and prohibited fireworks. Specific items covered by this by-law include roman candles, rockets, ground spinners, fountains, flying lanterns and bombshells, among others. The only exceptions to this prohibition apply to the film industry and events organized by the City, contingent upon obtaining an approved permit. Violations of this by-law carry penalties ranging from \$500 to \$1,000.

Upon receiving a complaint regarding illegal fireworks activity, enforcement officers will respond to the location to investigate and identify the individuals responsible for the possession, discharge or ignition of fireworks. On holidays and special celebration, the Enforcement team also deploys a proactive enforcement model by reallocating resources to educate and enforce the Fireworks By-law during large fireworks events. Where sufficient evidence is gathered, officers have the authority to issue a penalty notice amounting to \$350.

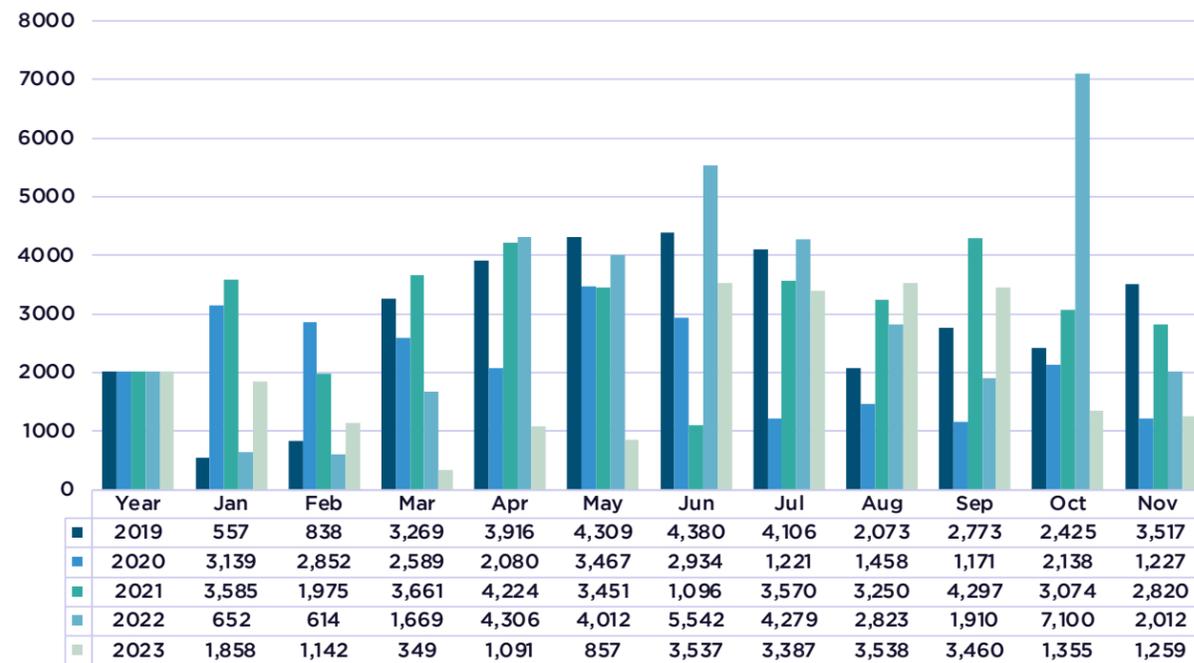
In 2023, there were 1,663 complaints concerning the discharge of illegal fireworks, resulting in the issuance of 153 penalty notices for violations.



# Illegal Signs

The City of Brampton’s Sign By-law strictly regulates the display of signs within the city. To ensure compliance, regular patrols are conducted to monitor and remove unauthorized signs, maintaining public safety and aesthetic standards. In 2023, officers removed 23,119 illegal signs and responded to 1,512 complaints.

Illegal Sign Removal



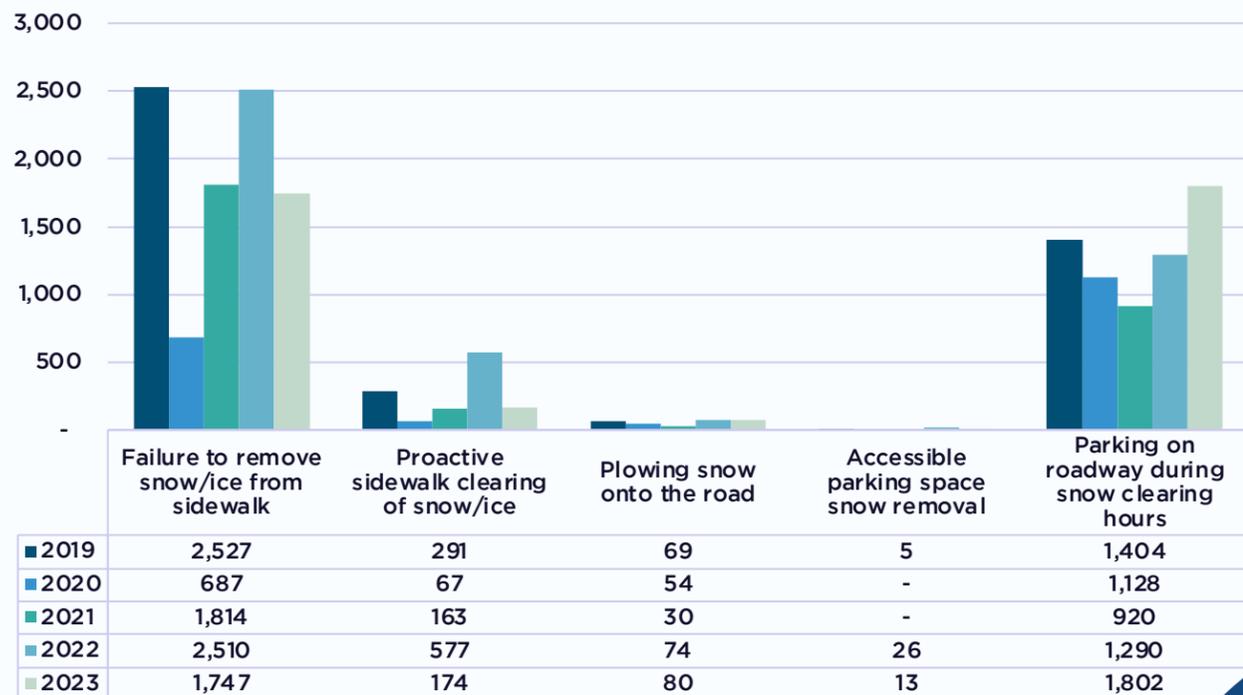
# Snow Complaints

Snow and ice removal from sidewalks in Brampton continues to be a priority for Enforcement and By-law Services as it is a significant safety hazard for the community. During 2023, officers responded to 1,827 snow-related complaints, including failure to remove snow and ice from the sidewalk, plowing snow onto the roadway, and accessible parking spot snow removal.

Under the Snow and Ice Removal By-law 242-76, property owners and /or tenants are required to remove snow, ice, and slush from their sidewalks by 11am the day after the end of a snow fall.

When a complaint is made to the City regarding uncleared sidewalks, our officers will investigate and may issue an Order to Comply. The property owner or tenant is expected to promptly clear the sidewalk. A follow-up inspection will be conducted, and if the sidewalk remains uncleared, further action may be taken. In such cases, a contractor may be hired to clear the sidewalk and any associated costs will be billed to the property owner through their property taxes.

## Snow - Related Complaints



# Accessibility Parking Enforcement

The City of Brampton is committed to providing a vibrant, safe and inclusive community for all residents, visitors and workers. As the city grows and develops, the demand for barrier-free parking also increases. The city is dedicated to ensuring that accessible parking spaces are maintained to the highest standards, with a goal of achieving 100% compliance.

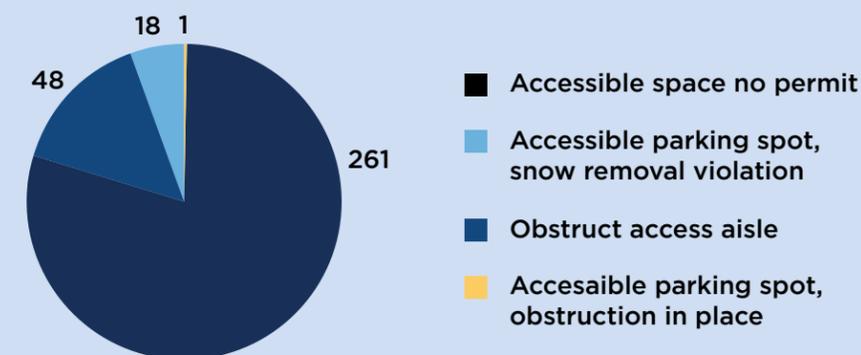
In 2023, parking in accessible spaces and obstructing access aisles resulted in 1,442 tickets totaling \$463,600 in fines, which included the seizure of 57 misused accessible parking permits.

Business owners and operators must ensure the provision and upkeep of accessible parking spaces as outlined in Traffic By-law 93-93, Section 48. Failure to comply with the by-law may result in fines for inadequate signage and pavement markings.

During the winter season, a total of 14 Orders to Comply were issued to properties to ensure the proper clearance of snow and ice from accessible parking spaces. A total of 2,044 accessible parking spaces were inspected, resulting in an 83% compliance rate. Additionally, 53 Orders to Comply were issued to property owners to address multiple deficiencies in their accessible parking spaces.

Enforcement and By-law Services consistently monitors properties to ensure proper usage and compliance with accessibility parking regulations. This includes both proactive and reactive enforcement measures.

## ACCESSIBILITY RELATED COMPLAINTS



# Property Standards

The duties of Property Standards officers include enforcing by-laws that establish minimum maintenance standards, additional residential units and zoning compliance.

To prioritize safety and ensure compliance, the following enforcement measures may be implemented:

- issuance of verbal or written warnings,
- issuance of orders to comply and property standard orders,
- imposition of non-parking administrative monetary penalties,
- utilization of a city-contracted services to perform necessary work, and
- pursuit of charges in alignment with relevant statutes.

A total of **17,577** property standards complaints were reported, with **98%** of these responded to. Complaints encompassed issues such as refuse, improper placement of garbage containers, non-compliant pool enclosures, building deficiencies, additional residential units and overgrown grass on private premises.

During the summer, we employ post-secondary students as summer inspectors to manage issues related to excessive grass and weed growth, along with waste management complaints.

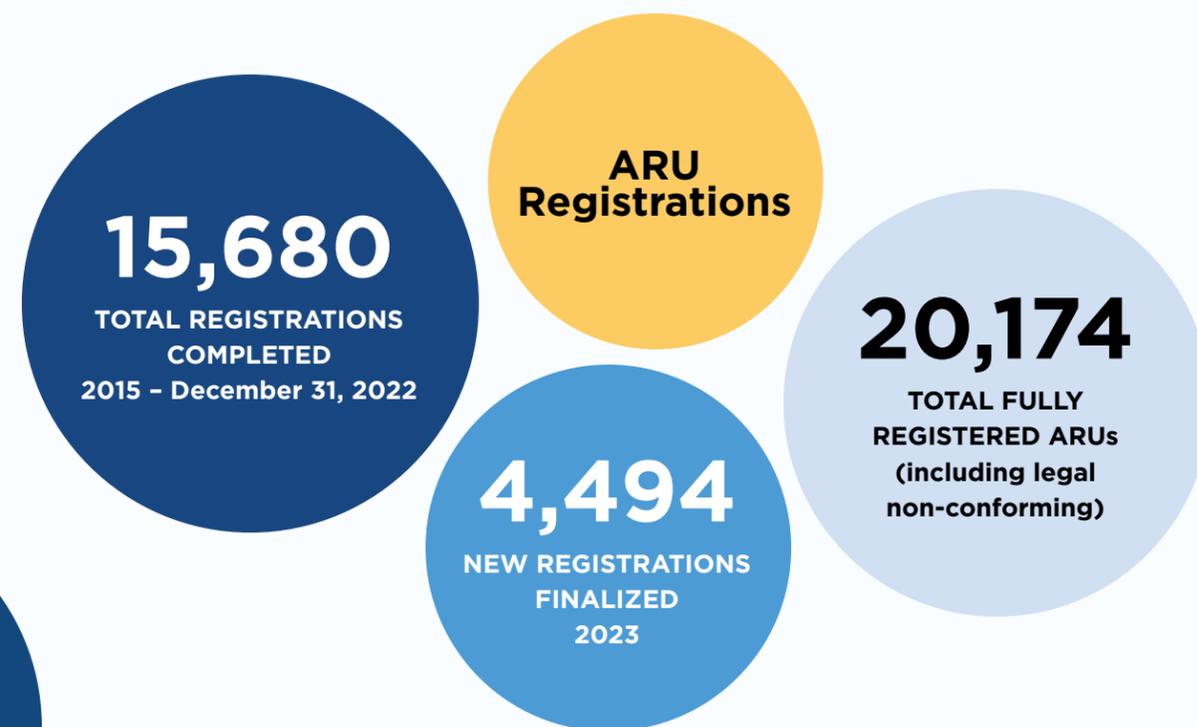


# Additional Residential Unit Task Force

Additional Residential Units (ARUs) are independent living spaces complete with cooking, sleeping and sanitary amenities. Examples of ARUs include accessory residential units (e.g. basement apartments), apartments, granny flats, in-law suites, laneway suites and coach houses. These units can be found within single detached, semi-detached or townhouse dwellings, as well as in ancillary buildings such as garden suites.

Each property situated in the City of Brampton is subject to Zoning By-law 270-2004 as amended which zones properties to permit specific uses. An additional dwelling unit is not legal unless it is registered with the City, and any work completed has been inspected and approved. A building that does not comply with the regulations and lacks the required safety items puts the occupants and neighborhoods at risk.

The Additional Residential Unit (ARU) Task Force, formerly the Second Unit Task Force, continues to investigate all complaints relating to dwellings that include additional dwelling units. The implementation of regulations and educational initiatives related to second units has led to a notable increase in registrations within the City. Since 2020, we have recorded an impressive growth of over 100% in registrations, resulting in a total of registered two-unit dwellings.



# Lodging Houses

Single-room accommodations are permitted without a license for up to four (4) lodgers, in up to four (4) bedrooms per dwelling. If a property contains an additional residential unit this applies separately to each unit.

The number of occupants alone, or their relationship with one another, does not constitute a contravention of the Zoning By-law. The Ontario Planning Act does not grant authority for a municipality to pass a by-law that has the effect of distinguishing between persons that are related and persons that are unrelated in respect of the occupancy or use of a building.

The Planning Act also requires that an officer have reasonable grounds to believe a by-law passed under the Act is being contravened before entering and inspecting a property.



# Prosecutions

Enforcement and By-law Services collaborated with the Prosecutions Office and the Provincial Offences Court to establish non-parking administrative penalties (APS) offenses. Officers have the authority to issue a non-parking APS ticket for violations as a potential alternative to issuing a summons to appear in court. These violations encompass issues such as overgrown weeds on private property, improper waste disposal and the placement of garbage receptacles in yards that are visible from the street.



## 2023 Provincial Offences Court: Secondary Unit, Multi-Unit and Lodging Homes

Files in court	128
Charges in court	378
Trials (files)	20
Guilty pleas (files)	28
Fines arising from trials	\$209,000
Fines arising from guilty pleas	\$53,400
<b>Total amount of fines</b>	<b>\$262,400</b>

## Administrative Penalty System (APS)

The Administrative Penalty System (APS) is a faster and more flexible process for payment, dispute and collection of penalties. Penalty Notices under the APS may be issued for parking and by-law infractions including property standards, licensing etc. APS was formerly known as the Administrative Monetary Penalty System (AMPS).

# Licensing Enforcement

The Licensing Enforcement inspectors are responsible for monitoring, investigating and enforcing licenses for both mobile and stationary businesses. This unit is dedicated to promoting consumer protection and ensuring the health and safety of the public.

In 2023, officers received 1,527 business-related complaints associated with driving schools, refreshment vehicles, businesses operating without a license, and towing-related issues including service fees and vehicle storage.

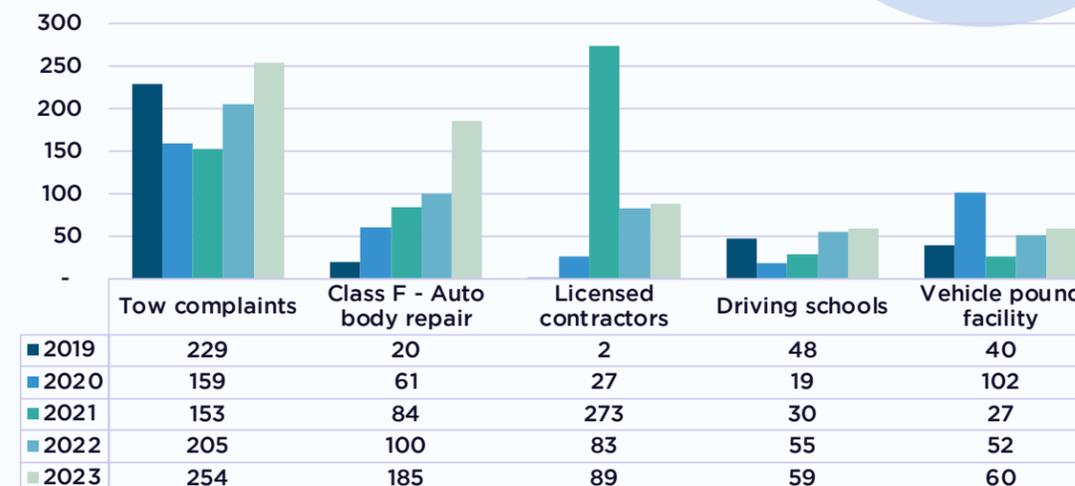
Employees are tasked with the duties of licensing, inspecting and ensuring compliance with regulations for drivers, vehicles and occasionally business locations. The City of Brampton has issued a total of 3,907 business licenses to vehicles and drivers across various sectors, including taxi, limousine, rideshare, refreshment vehicle, driving school and tow truck industries. All new vehicles undergo inspections to ensure they meet the requirements outlined in the Mobile Licensing By-law, and all drivers must meet the driving and criminal record standards approved by Council. These regulations are in place to safeguard individuals who utilize these services.

Licensing Enforcement continued to advance the online processing of complaints, inspections and license issuance, resulting in positive outcomes for the residents of Brampton. This initiative has improved accessibility to data and information for both enforcement staff and industry stakeholders. Manual processes have been streamlined and replaced with automated online procedures, including vehicle inspections and driver application forms.

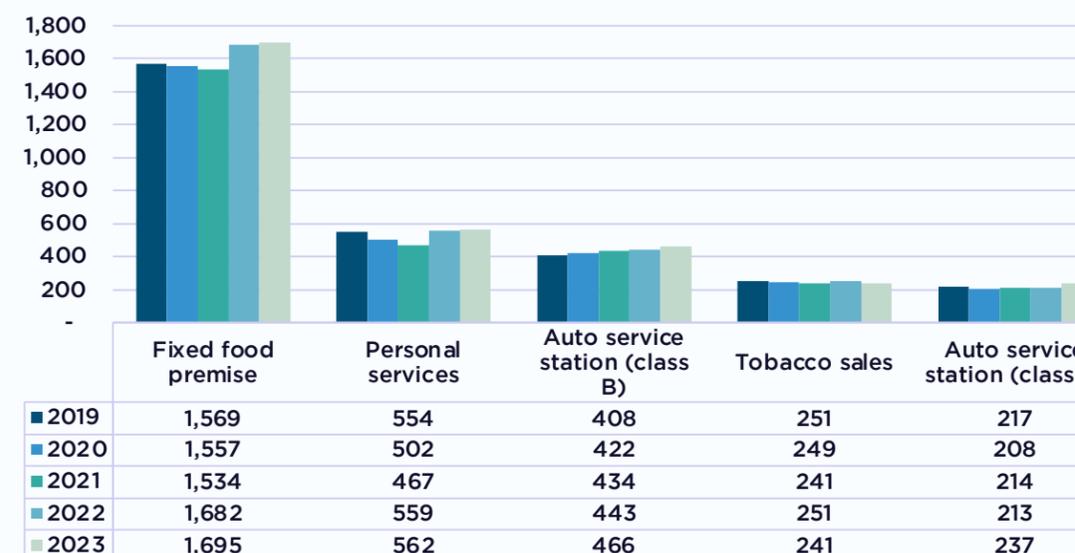
A total of 31 Driveway Paving Contractors licenses were issued this year, an increase from 8 licenses granted in the previous year. Additionally, 104 penalty notices were issued.

The mobile licensing team collaborated with Peel Regional Police and the Ministry of Transportation enforcement officers to conduct joint inspections of the towing industry, ensuring compliance from operators and their vehicles. The Licensing Enforcement team and City Clerk's Office continue to work closely to accept, renew and enforce stationary business licenses.

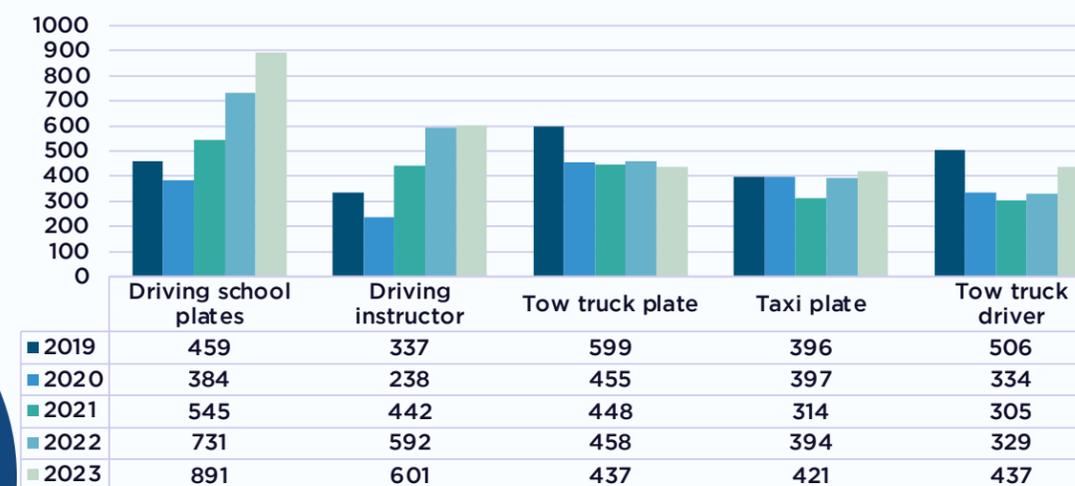
### Top Five Licensing Complaints



### Top Five Business Licenses Issued



### Top Five Mobile Licenses Issued



# Community Involvement

Employees continued to contribute dedicate their time to volunteer in 2023 by actively participating in a variety of community service events.



By-law Officer sharing her experience with Girl Guides



Members of the team educating the community at the opening of Gore Meadows Activity Hub



Officers educating post-secondary students at a career fair



Supporting a back to school drive



Packing and donating items for a food drive

# Contact Us

Enforcement and By-law Services is dedicated to preserving the quality of our city, and each resident of Brampton contributes to maintaining these important standards. Familiarizing yourself with and adhering to our by-laws ensures that everyone can enjoy a clean, safe neighbourhood and public spaces.

For more information about the City of Brampton's Enforcement and By-law Services, please scan the QR code below or contact 3-1-1.



## Enforcement and By-Law Services

8850 McLaughlin Road, Unit 2  
Brampton, Ontario, L6Y 5T1

905.458.3424





**Enforcement and By-Law Services**

8850 McLaughlin Road, Unit 2  
Brampton, Ontario, L6Y 5T1

905.458.3424

