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TO:	CHAIR AND MEMBERS PUBLIC SAFETY COMMITTEE JUNE 19, 2012
FROM:	G. KOTSIFAS, P. ENG. DIRECTOR OF BUILDING CONTROLS AND CHIEF BUILDING OFFICIAL
SUBJECT:	MUNICIPAL LAW ENFORCEMENT SERVICES – MONTHLY STATISTICS


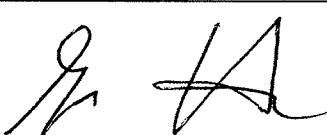
RECOMMENDATION

That on the recommendation of the Director of Building Controls and Chief Building Official, the statistics report for Municipal Law Enforcement Services **BE RECEIVED** for information purposes.

BACKGROUND

The attached chart summarizes occurrence activities on a monthly and year-to-date basis for Municipal Law Enforcement Services. The number of complaints year-to-date for 2012 increased by 280 in comparison to May 2011. The number of property clean-ups also more than doubled from 113 as of May 2011 to 230 as of May 2012. The file load and increase in clean-ups is attributed to a warm winter and property issues relate to St. Patrick's Day occurrences. The number of zoning files remains high as a direct result of zoning investigations related to the Residential Rental Units Licensing By-law.

Given the high volume of open files, all MLEO staff are currently assigned to inspection and field duties and the MLEO call centre was place on 24/7 voicemail. Previously, for the past three years, the call centre was staffed by MLEOs. Although this is not a customer service enhancement, the number of open files with no inspections is increasing and complaints with respect to MLEO response times are on the rise. Given the recent departmental re-organization, a staffed call centre may be resurrected in the future.

PREPARED BY:	PREPARED AND RECOMMENDED BY:
	
O. KATOLYK, MLEO (C) MANAGER OF LICENCING AND MUNICIPAL LAW ENFORCEMENT SERVICES	G. KOTSIFAS, P. ENG DIRECTOR OF BUILDING CONTROLS AND CHIEF BUILDING OFFICIAL

**Licensing & Municipal Law Enforcement Services
2012**

By-Law Enforcement	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Active Files	951	963	1,160	1,102	1,393							
New Files Initiated	203	247	497	370	808							
Files YTD* #	203	458	957	1,326	2,136							
Action taken YTD #	39	57	87	182	230							
Cost of action YTD \$	8,000	12,200	19,800	40,000	51,100							

Property Standards	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Active Files	440	416	415	402	406							
New Files Initiated	68	42	52	56	54							
Files YTD	68	111	154	218	281							