

Report to Community and Protective Services Committee

To: Chair and Members
Community & Protective Services Committee
From: Scott Mathers, MPA, P. Eng.
Deputy City Manager, Planning and Economic Development
Subject: Occupant Noise Enforcement –
Partnered Pilot Project Update
Date: June 13, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Planning and Economic Development, the following actions be taken with respect to the Occupant Noise Enforcement Partnered Pilot Project:

- a) the report dated June 13, 2023, summarizing the three month pilot project, **BE RECEIVED**;
- b) the Civic Administration **BE DIRECTED** to continue the partnered Occupant Noise Enforcement program; and
- c) the Civic Administration **BE DIRECTED** to bring forward as part of a multi-year budget a business case that provides funding to continue the partnered Occupant Noise Enforcement program.

Executive Summary

In September 2022, Council approved a pilot project of transferring occupant noise enforcement from the London Police Service (LPS) to Municipal Compliance (MC) in an effort to relieve LPS from most occupant noise service calls. A protocol was developed whereby noise calls were received and triaged by LPS and where no criminal or unsafe conditions were determined, Municipal Law Enforcement Officers (MLEOs) addressed the complaint. A specialized unit of Noise/Parking Officers was created for the three month pilot.

This report presents metrics for the pilot project and recommends continuation of the program.

Linkage to the Corporate Strategic Plan

The 2023-2027 Strategic Plan identifies a “Well Run City” as a strategic area of focus.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Community & Protective Services Committee (CPSC) August 23, 2022 – Occupant Noise Enforcement - Pilot Project

2.0 Discussion and Considerations

In December 2021, Civic Administration was advised that LPS was considering transferring occupant noise calls to MC due to the volume of service requests of a more serious nature. At that time, discussions began on a possible transfer of duties.

In September 2022, Council approved the pilot project to address occupant noise complaints. A service delivery model was created whereby all complaints were received by LPS, triaged to determine possible criminal activity (known dangerous

property, location of active police investigation, sound of gunfire) and dispatched to LPS and MC accordingly.

Between February 1 and April 30, 2023, a total of 488 complaints were dispatched to MC after being vetted by LPS. Of these complaints, 77 warnings were issued, and 8 Administrative Monetary Penalty Systems (AMPs) were issued based on officer discretion. Depending on the occurrence, an AMP may be issued without first issuing a warning. The remaining 403 complaints were found to be invalid for a variety of reasons: no noise upon arrival, wrong address provided by complainant and business closed.

The following map illustrates the distribution of complaints City-wide. There is a concentration of complaints in the core area as well as in near campus neighbourhoods.

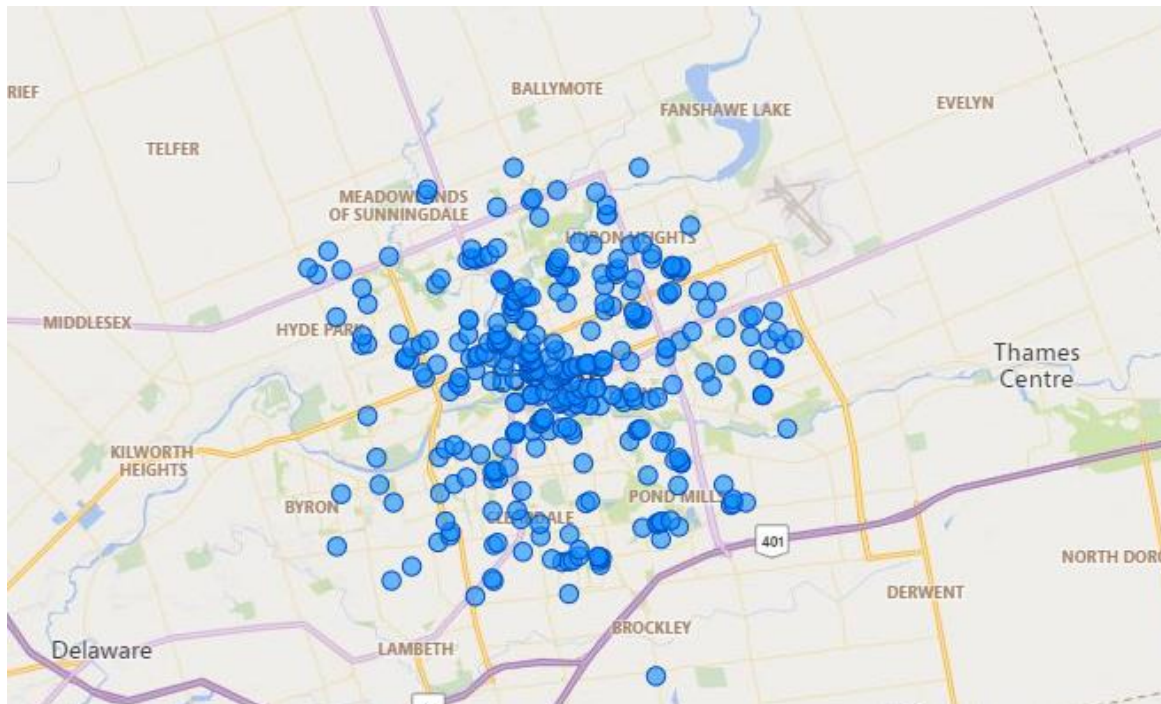


Figure 1: Noise Complaint Distribution

The following chart depicts that the busiest 4 hour period for complaints is between 11 pm and 3 am.

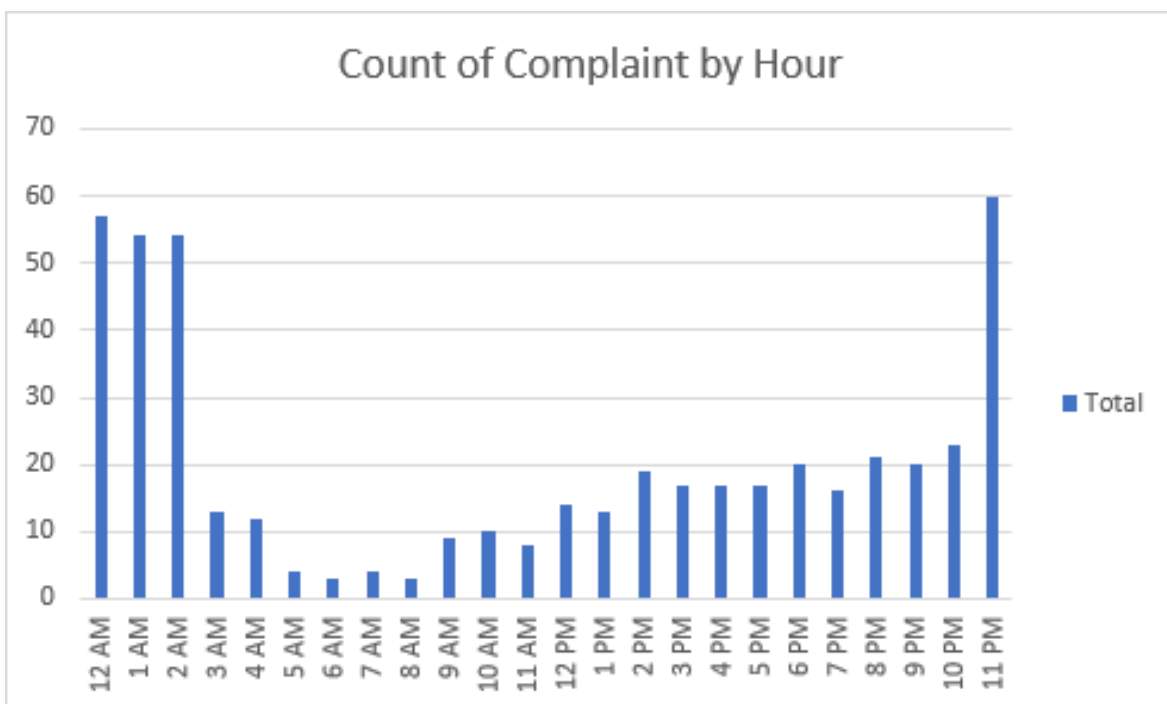


Figure 2: Noise Complaints by hour.

The following chart shows that Saturday and Sunday are the busiest days for calls for service as a result of Friday and Saturday late evening occurrences.

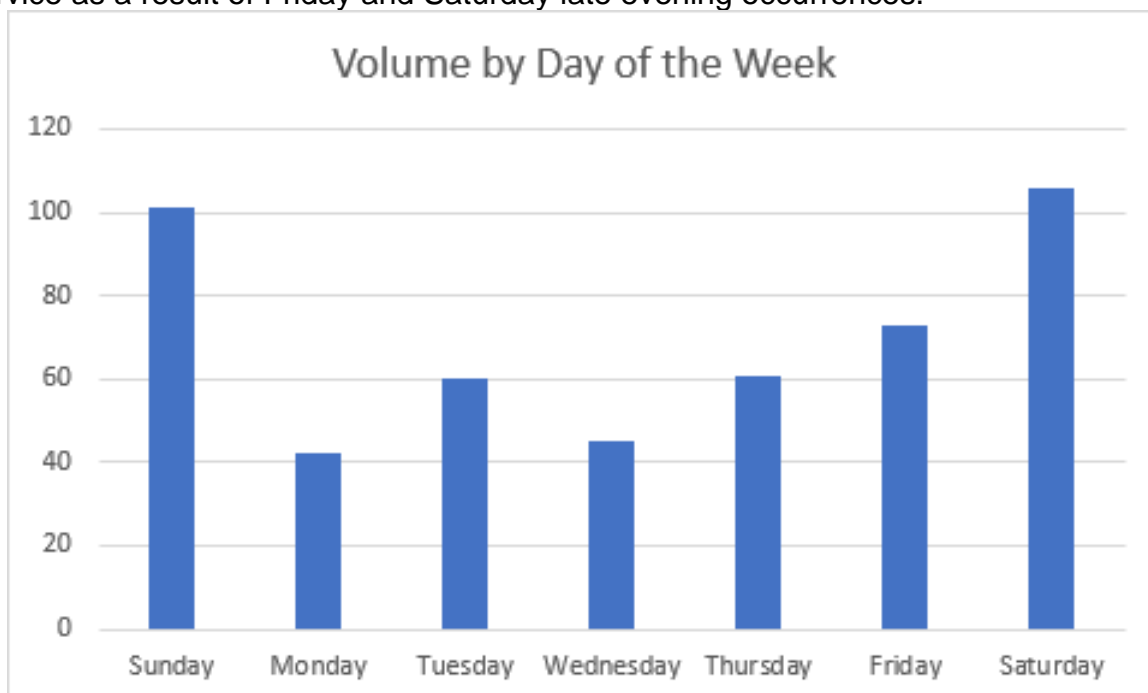


Figure 3: Number of noise complaints by day of the week.

From a staffing perspective, 4 Parking Services Officers from the existing complement were transferred and 3 new Noise/Parking Enforcement Officers were hired for the pilot. This staffing complement allowed for 20 hour daily coverage, 7 days a week. The time period where no coverage occurred was during the morning hours when noise complaints are at a minimum. Initially, for the purposes of Officer safety, evening hour complaints were attended by Officers in pairs; daytime complaints were attended by single Officers. As a result of identified safety concerns, specifically in multi-unit residential settings, mid way through the pilot all occurrences were attended in pairs.

When not responding to noise issues, the 7 noise/parking MLEOs were actively engaged in addressing parking violations City-wide. During this three month period, these MLEOs issued 6,996 parking AMPs for a total of \$474,675 in penalties. The salary costs for this three month period was \$88,212. This represents a Return on Investment (ROI) of over 5 solely based on staff salaries. This ROI does not include noise related AMPs. It is noted that during this time period, staff complement was not at 100% due to temporary vacancies.

The largest benefit, from a cost and efficiency perspective, is that both noise and parking calls for service have daily peaks and valleys that are offsetting. When noise complaints peak in the evenings, parking service requests are low; when parking enforcement demands are high, such as for morning school zones, noise complaints are low.

As noted in the previous report, due to the 24/7 coverage, a management Coordinator position would be required to manage this operation. To continue to offer the service on a full-time basis, a total of 6 new Officers is required. This takes into consideration Officer attendance in pairs at each call for safety purposes. The salary costs of the Officers would be offset by the issuance of parking AMPs. Civic Administration recommends the continuation of the partnered program and that as part of the multi-year budget, a business case to provide funding long term be prepared.

3.0 Financial Impact/Considerations

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Conclusion

In September 2022, Council approved a pilot project to address occupant noise complaints. A service delivery model was created whereby all complaints were received by LPS, triaged, and dispatched to LPS and MC accordingly. The pilot project was successful: all complaints were addressed, and appropriate measures were taken to address noise complaints. Civic administration recommend the continuation of the program including a business case budget submission for the multi year budget. This partnered approach allows LPS to provide the necessary triaging of the calls and allows LPS Officers to focus on more significant community safety issues.

**Prepared by and
Submitted by:**

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Recommended by:

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