



Department of Corporate Services  
1593 Four Mile Creek Road  
P.O. Box 100, Virgil, ON L0S 1T0  
905-468-3266 • Fax: 905-468-2959

[www.notl.org](http://www.notl.org)

**THE CORPORATION OF THE  
TOWN OF NIAGARA-ON-THE-LAKE**  
OFFICE OF THE TOWN CLERK

DATE: June 10, 2019

RESOLUTION NO. \_\_\_\_\_

MOVED BY COUNCILLOR: \_\_\_\_\_

SECONDED BY COUNCILLOR: \_\_\_\_\_

WHEREAS the Town of Niagara on the Lake institutes by-laws that may require enforcement from time to time to ensure compliance to the said by-laws.

THEREFORE BE IT RESOLVED that staff be directed to complete a compressive By-law Enforcement Overview Report to include the following:

- Factual data on the trends of the most reported complaint cases, inquiries, open cases, close ratios, resolution (ie Noise, Events, Property Standards, Short Term Accommodations, Parking (if applicable), Swimming Pool, Private Tree et al) for the past three years (2016, 2017 & 2018) and current year to date.
- identify costs associated with enforcement of by-laws incurred for the past three years and current year to date.
- Identify systemic and process issues, with supporting facts.
- Overview of current organizational structure and capacity to manage complaints, addressing roles, resources, and challenges
- Explain the rational for current adoption of “Complaint Based system”, merits, pros and cons or offer any alternatives with financial implications
- Identify any emerging or anticipated new concerns or developments that may impact future enforcement requirements (ie new emerging by-laws coming)
- Recommend optimum enforcement approach with alternate options to enforce based on sliding risk analysis
- Articulate the implication and obligation of residents and their role in participation in a Compliant based enforcement system
- Offer any insights into emerging technologies, front-end data entry, Customer facing enablers to assist in enforcement, public outreach, communication tools etc.
- Prepare report to be available to inform discussions during the Town Strategic Plan development to be considered (5-year outlook) and importantly the 2020 Budget planning horizon.