



REPORT

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TO: Finance and Emergency Services Committee
FROM: Hilary Williams, Director of Development, By-law & Animal Services
DATE: February 3, 2025
REPORT: BL-01/25 **FILE NO.**

SUBJECT: BL-01/25 By-law Services 2024 Year End Report

BACKGROUND:

The enclosed tables/charts (Schedule A) present the By-law complaints received from January 1st, 2024, to December 31st, 2024. The tables/charts outline the following information:

- 1.1 The total number of complaints received for each specific complaint category.
- 1.1 The total number of complaints received for each month.
- 1.2 The total number of complaints that have been “Cleared.”
- 1.2 The total number of complaints that remain “Active.”
- 1.3 2023 – 2024 Total Complaints Comparison.
- 1.4 2023 – 2024 Total Parking Infractions Comparison.

Please note that items marked as “Active” remain under investigation, require further By-law action or are before Provincial and/or Superior Court.

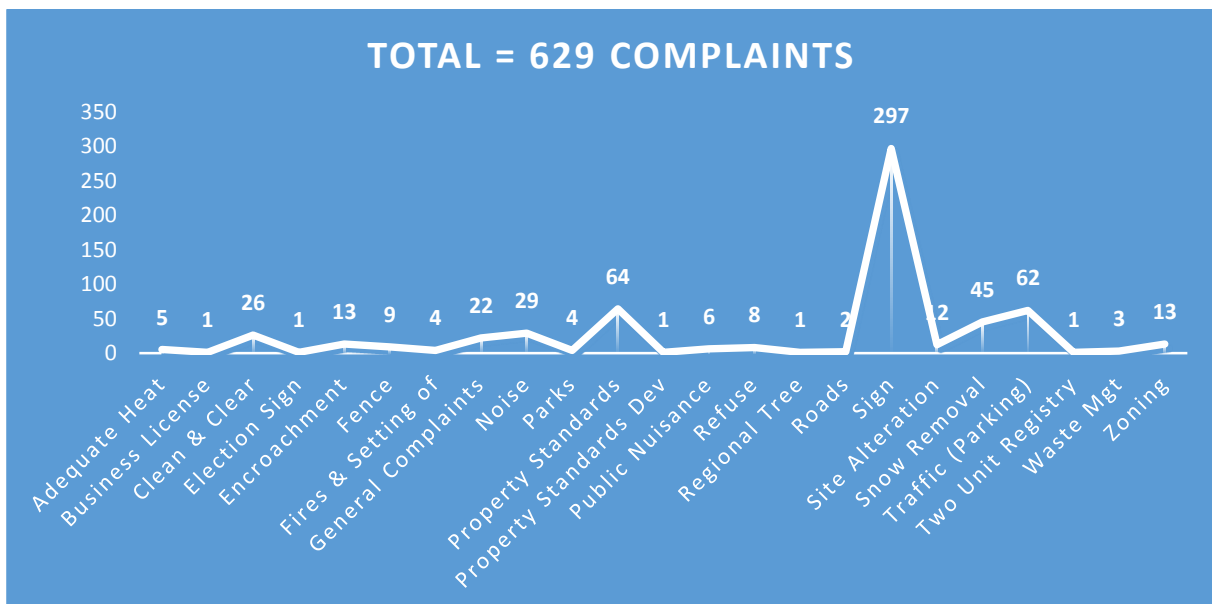
Duplicate complaints for the same concern and location are rare and are avoided by staff conducting property history checks prior to the entry of newly received complaints. If an additional complaint is received for a concern that is already being investigated, staff will add the new complainant’s information to the existing complaint instead of generating and new file.

DISCUSSION:

Complaints:

During 2024, there have been 629 investigated by-law complaints. The most frequent types of complaints were related to:

1. **Signs:** Complaints related to signs may involve businesses or individuals erecting signage without a permit and/or that violates local sign regulations, such as size, placement, or content restrictions.
2. **Property Standards:** Complaints that regulate and ensure buildings and land are maintained in safe, clean, and functional condition. They address structural integrity, sanitation, and safety, helping to preserve property values and community well-being.
3. **Traffic (Parking):** Parking-related complaints may involve issues like illegal parking, unauthorized parking in restricted areas, or violations of parking without a permit on local trail heads and Fields of Uxbridge.
4. **Snow-related:** Snow-related complaints usually arise during the winter months and might involve issues like failure to clear sidewalks or driveways, which can be a safety hazard and a violation of snow removal by-laws.



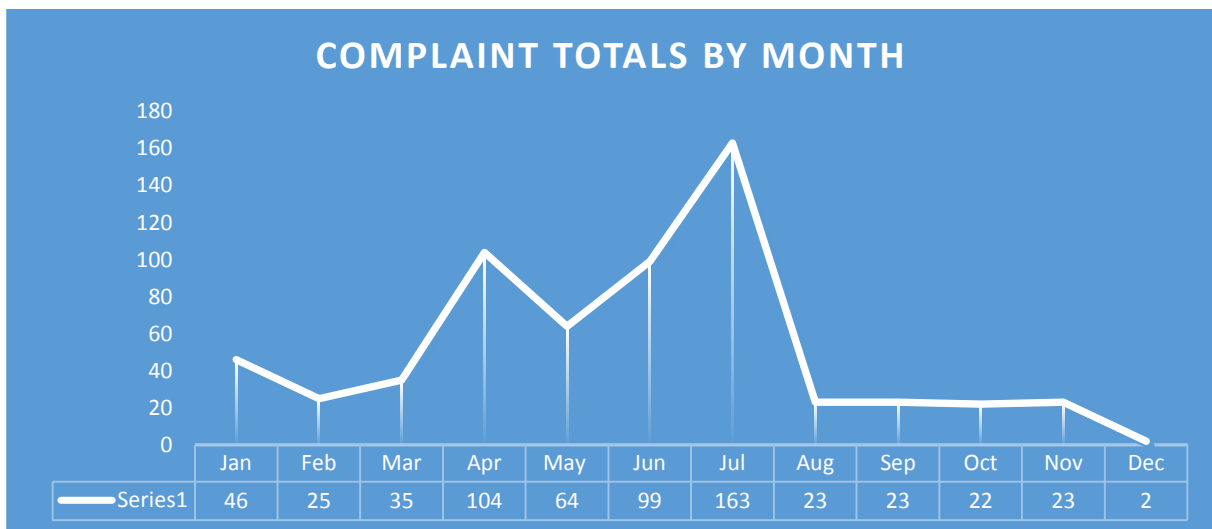
Complaints about signs often involve safety risks from improper placement, excessive numbers, or regulation violations. Oversized or temporary signs can obstruct visibility and clutter spaces, impacting safety and aesthetics.

Property Standards complaints stem from neglect, especially in aging properties or during rapid vegetation growth, like this year's wet summer. Overgrown lawns, poor maintenance, and sanitation concerns often prompt action.

Parking complaints arise from limited spaces, unauthorized parking, or illegal use of spots at trailheads and fields, causing disruptions and frustration.

Snow-related complaints peak in winter due to un-shoveled sidewalks and driveways, creating hazards and violating removal regulations, impacting safety and accessibility.

Further, analysis by month, shows higher by-law complaints in April, May, June, and July.



These are likely due to seasonal factors:

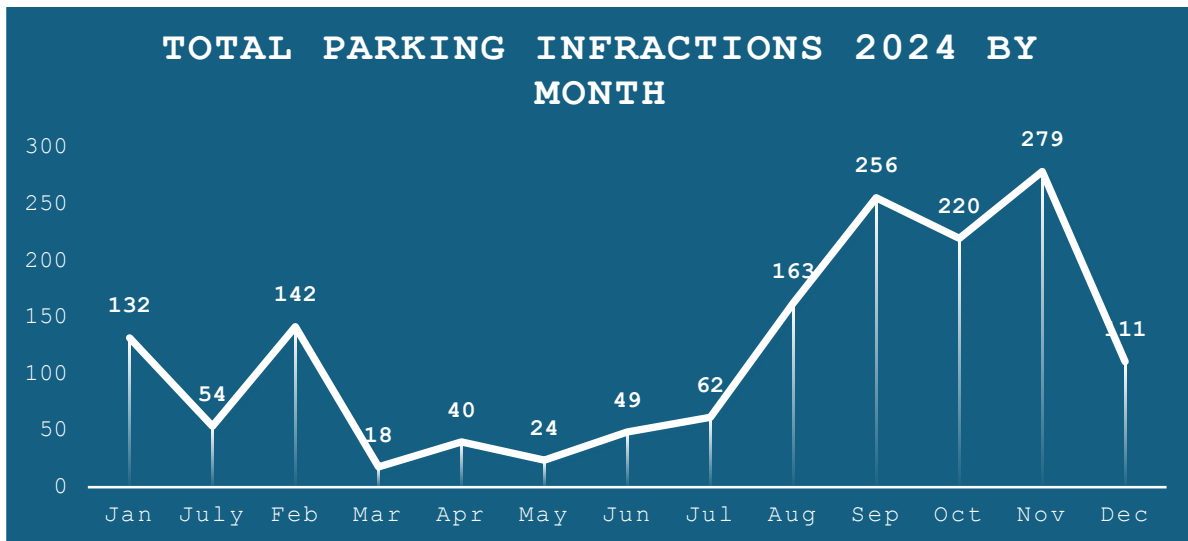
- 1. Spring Cleanup (April & May):** Melting snow reveals neglected properties, and rapid vegetation growth leads to complaints about overgrown lawns and weeds. Businesses also increase signage, sometimes violating regulations.
- 2. Increased Outdoor Activity (May–July):** Warmer weather brings more public space use, events, and gatherings, resulting in parking, noise, and property-related complaints.
- 3. Peak Growth Season (June & July):** Overgrown vegetation and unmaintained properties peak, while businesses ramp up summer advertising, causing signage violations.
- 4. More Community Awareness:** With more people outdoors, violations are more visible, leading to increased reporting.

These months combine property maintenance, outdoor activity, and community engagement, driving higher complaints.

Parking Infractions:

This year, parking infractions have slightly decreased, largely due to the introduction of the Hot Spot parking permit system. During the transition, enforcement of permit parking was temporarily paused, allowing time to thoroughly test the system and ensure a seamless adjustment for both residents and non-residents. This grace period gave individuals the opportunity to familiarize themselves with the new system, set up accounts, and seek assistance as needed, ultimately reducing confusion and improving compliance.

The table below presents the monthly distribution of issued infractions.



Statistics:

The statistics for 2024 show an increase of **26.3%** in complaints from 2023, totalling **629 filed Complaints**, and a decrease of **20%** in parking infractions with a total of **1550** infractions. *(Please note that Permit Parking was suspended March – June 2024 while the Township transitioned to Hot Spot Parking Application)*

ALIGNMENT TO STRATEGIC PRIORITIES:

- Good Governance**
- Community Engagement**
- Community Well-Being**

RECOMMENDATION

THAT Report BL-10/24 from Hilary Williams, Director of Development Services, By-law and Animal Services, be received for information;

Respectfully Submitted by:

Hilary Williams
Director of Development Services, By-law and Animal Services