

# Branch — Community Standards

## Introduction

Community Standards enhances a livable city by supporting safe and clean communities that meet the standards and expectations of citizens. This is accomplished by seeking voluntary compliance to identified standards, together with education, awareness, and, where necessary, enforcement initiatives.

Community Standards contributes to the *Way We Live* plan by delivering bylaw awareness programs and providing fair and consistent enforcement. This past year brought a 75% increase in snow bylaw investigations. *Snow Angels* grew threefold with volunteers helping seniors clear snow covered sidewalks. Staff at the Animal Care & Control Centre maintained pet licence numbers at 105,000 while reducing cat euthanasia by 10%. Capital City Clean Up engaged volunteers, business and community groups in helping to maintain a clean, livable city, with the *Adopt-a-Block* program contributing more than 15,800 volunteer hours to cleanup efforts across the city.

The work of the Branch is delivered by two main program areas:

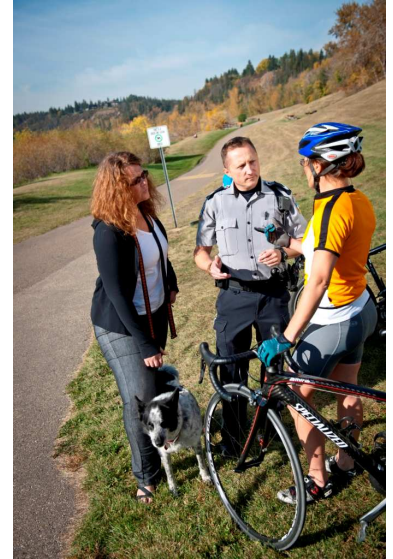
**Animal Care & Pest Management** operates the Animal Care & Control Centre, providing a safe-keeping facility for dogs, cats and other domestic animals found at-large in Edmonton. Stray pets are cared for until they can be safely returned home or transferred to partner agencies for adoption. Pest Management delivers the city mosquito control program, and provides integrated pest identification and control services to support and protect Edmonton's urban forest.

**Enforcement & Program Services** upholds the safe use and enjoyment of parkland, public spaces and private property by gaining compliance to municipal Bylaws and Provincial Acts within Edmonton. For example:

Community Standards Peace Officers improve road safety and curtail environmental impacts through a vehicle load safety program, signage and litter enforcement, and noise abatement efforts. Animal Care & Control Officers ensure cats and dogs are properly licensed and resolve pet behaviour concerns such as barking and biting. Park Rangers sustain and preserve the River Valley park and trail systems, ensuring safe and enjoyable use of recreational spaces.

Complaint & Investigation Bylaw Officers support property maintenance, business ownership and parking standards. Areas of concentration include: resolving nuisance property conditions, controlling noxious weed infestations, managing graffiti vandalism, remedying snow-on-sidewalks and supporting the Public Safety Compliance Team.

Program Services center efforts on informing the community about the principles of responsible pet ownership and property maintenance; promoting opportunities for volunteerism; and encouraging people to be 'good neighbours.' Well-informed and engaged citizens support compliance efforts and contribute to making Edmonton a better city.



# Branch — Community Standards

## Approved 2014 Budget - Branch Summary (\$000)

	2012 Actual	2013 Budget	2014 Budget	\$ Change '13-'14	% Change '13-'14
<b>Revenue &amp; Transfers</b>					
User Fees, Fines, Permits, etc.	4,068	3,537	4,537	1,000	28.3
<b>Total Revenue &amp; Transfers</b>	<b>4,068</b>	<b>3,537</b>	<b>4,537</b>	<b>1,000</b>	<b>28.3</b>
<b>Expenditure &amp; Transfers</b>					
Personnel	11,056	12,015	12,247	232	1.9
Materials, Goods & Supplies	823	1,334	1,334	-	-
External Services	4,544	4,765	4,813	48	1.0
Fleet Services	785	919	923	4	0.4
Intra-municipal Services	2,558	2,740	2,981	241	8.8
Utilities & Other Charges	761	841	841	-	-
<b>Total Expenditure &amp; Transfers</b>	<b>20,527</b>	<b>22,614</b>	<b>23,139</b>	<b>525</b>	<b>2.3</b>
<b>Net Operating Requirement</b>	<b>\$ 16,459</b>	<b>\$ 19,077</b>	<b>\$ 18,602</b>	<b>\$ (475)</b>	<b>(2.5)</b>
<b>Full-time Equivalents</b>	<b>141.1</b>	<b>147.1</b>	<b>147.1</b>	<b>-</b>	

## Budget Changes for 2014 (\$000)

### Revenue & Transfers - Changes

#### User Fees, Fines, Permits, etc. \$1,000

Increases are due to increased volumes from pet licences, business licences and parking fines through the use of new and improved technology. These efforts, coupled with educational support programs, will increase compliance.

### Expenditures & Transfers - Changes

#### Personnel \$232

Movement within salary ranges and changes in benefits.

#### External Services \$48

Increase is primarily due to Inflation on Paladin Parking enforcement contract.

#### Fleet Services \$4

An increase of \$4 is attributed to fuel costs increase.

#### Intra-municipal Services \$241

Increase is primarily due to increased costs associated with building maintenance, custodial and litter-pick up services.

# Branch — Community Standards

## Approved 2014 Budget – Program Summary (\$000)

### Animal Care & Pest Management

#### Link to 10-Year Strategic Goals



#### Results to be Achieved

Animal Care & Pest Management regulates the care and control of pets and urban wildlife, provides integrated pest management, and protects the urban forest through management, research and support services. The Program will work to maintain the high percentage of pets saved and will seek to improve the ratio of mosquitos treated per ha/FTE.

#### Cost Drivers

Stray animal pick up / return rates  
Environmental conditions (pest & mosquito control)  
Contract service hours

#### Service Standards

The program ensures the safekeeping of approximately 8,000 dogs, cats and other domestic animals found at-large in Edmonton including veterinarian care, return-to-owner services and public awareness programs. It also provides mandatory animal sheltering, works with service partners to ensure all adoptable pets find new homes, and delivers Pest Management including mosquito control program and ongoing insect/disease study, identification & monitoring services.

Resources (\$000)	2012 Actual	2012 Budget	2013 Budget	2014 Budget
Revenue & Transfers	\$ 3,365	\$ 3,219	\$ 3,219	\$ 3,719
Expenditure & Transfers	4,863	5,299	5,491	5,619
Subtotal	1,498	2,079	2,272	1,900
Intra-municipal Recoveries	-	-	-	-
Net Operating Requirement	\$ 1,498	\$ 2,079	\$ 2,272	\$ 1,900
Management		2.0	2.0	2.0
Professional/Technical/Union Exempt		-	-	-
Union		21.3	24.3	24.3
Temporary		13.7	13.7	13.7
Full - Time Equivalents		37.0	40.0	40.0

#### 2013 Services

The Animal Care & Control Centre continued a downward trend for cat and dog intake numbers (14%). Return to Owner rates for cats rose slightly (2%) and fewer cats were euthanized (10%). Valid pet licences remain steady at approximately 105,000. More than 10,000 hectares of public and private property were treated as part of the mosquito control program.

#### Changes in Services for 2014

Core services in 2014 will remain consistent with previous years, though the program will improve dog-off-leash area monitoring.

# Branch — Community Standards

## Approved 2014 Budget – Program Summary (\$000)

### Enforcement & Program Services

#### Link to 10-Year Strategic Goals



#### Results to be Achieved

Enforcement & Program Services provides Bylaw and Peace Officer investigation services, integrated education programs, and targeted programs to support property maintenance and litter reduction. The program will target an increase in the ratio of compliance notices to tickets, a reduction in the number of homeless camps, and a decrease in litter.

#### Cost Drivers

Change in legislation/standards  
Environmental conditions (snow and weed control)  
Population growth

#### Service Standards

Enforcement & Program Services seeks awareness and compliance with Council bylaws including: Bylaw 14614 - Public Places Bylaw, Bylaw 14600 - Community Standards Bylaw, Bylaw 13777 - Waste Management Bylaw, Bylaw 13145 - Animal Licensing and Control Bylaw, Bylaw 13138 - Business Licence Bylaw, Bylaw 12800 - Zoning Bylaw, Bylaw 2202 - Parkland Bylaw, Bylaw 5590 - Traffic Bylaw, and Provincial Acts including: MGA, Enviro Protection, Traffic Safety, and Liquor.

#### Resources

(\$000)

	2012 Actual	2012 Budget	2013 Budget	2014 Budget
Revenue & Transfers	\$ 703	\$ 318	\$ 318	\$ 818
Expenditure & Transfers	15,664	15,759	17,123	17,520
Subtotal	14,961	15,441	16,805	16,702
Intra-municipal Recoveries	-	-	-	-
Net Operating Requirement	\$ 14,961	\$ 15,441	\$ 16,805	\$ 16,702
Management		2.0	2.0	2.0
Professional/Technical/Union Exempt		5.0	5.0	5.0
Union		89.6	92.6	92.6
Temporary		7.5	7.5	7.5
Full - Time Equivalents		104.1	107.1	107.1

#### 2013 Services

The program implemented education/volunteer/enforcement efforts supporting a 9.4% reduction in large litter on city streets, and Bylaw and Peace Officers carried out more than 118,000 investigations and inspections (7% increase). The snow season resulted in a 75% increase in investigations for snow on sidewalk complaints. Capital City Clean Up (CCCU) was supported by more than 7400 volunteers, and Adopt-a-Block contributed more than 15,800 volunteer hours toward cleanups. Dedicated enforcement/education programs resulted in a 43.5% reduction in graffiti vandalism since 2010 and a threefold increase in the Snow Angels program.

#### Changes in Services for 2014

Core services in 2014 will remain consistent with previous years, and the program will expand the river valley homeless camp removal program.