

# Branch — Community Standards

## Introduction

Community Standards enhances our great city by sustaining clean, livable communities that meet the expectations of citizens. This is achieved by supporting compliance to specific standards; fostering civic pride, volunteerism and partnerships; and where necessary, leading enforcement initiatives to keep neighborhoods and green spaces healthy, attractive and safe.

Working together towards a better community, Community Standards contributes to the Way We Live plan by delivering bylaw awareness programs and fair and effective enforcement. In 2014, more than 80% of residents felt well-informed of their civic responsibilities (e.g. removing weeds, cleaning snowy sidewalks and controlling cats and dogs.) By the end of July 2014, Municipal Enforcement Officers had conducted more than 4,900 nuisance property investigations and 150 property cleanups. The Graffiti Audit showed a 10% decrease in graffiti vandalism, and the Animal Care and Control Centre was able to return home or transfer to rescue 99% of the adoptable pets that entered the City facility. As of August 2014, the Branch had supported the cleanup of almost 500 homeless camps to date.



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

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

**Enforcement and Program Services** upholds the safe use and enjoyment of parkland, public spaces and private property by ensuring compliance with 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, litter enforcement, and noise abatement efforts. Animal Care and Control Officers ensure pets are properly licensed and resolve barking and biting concerns. Park Rangers sustain the River Valley system, ensuring safe use of recreational trails and spaces.

Complaints and Investigations Officers support property maintenance, business ownership and parking standards. Specific actions include resolving untidy conditions, conducting business license and parking inspections, and providing Public Safety Compliance Team support.

The Program Services area focuses on supporting enforcement efforts of the Branch. This is achieved through programs that inform the community about the principles of responsible pet ownership and property maintenance, promote volunteerism, and encourage people to be 'good neighbours.' Capital City Clean Up operates eighteen different programs related to litter and graffiti management that support enforcement and involve volunteer and community engagement as well as a focused public education approach. Well-informed and engaged citizens support compliance efforts and contribute to making Edmonton a great city.



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## Proposed 2015 Budget – Branch Summary

(\$000)	2013 Actual	2014 Budget	2015 Budget	\$ Change '14-'15	% Change '14-'15
<b>Revenue &amp; Transfers</b>					
User Fees, Fines, and Permits	3,972	4,167	4,482	315	7.6
Grants	-	-	-	-	-
Transfer from Reserves	-	-	-	-	-
<b>Total Revenue &amp; Transfers</b>	<b>\$3,972</b>	<b>\$4,167</b>	<b>\$4,482</b>	<b>\$315</b>	<b>7.6</b>
<b>Expenditure &amp; Transfers</b>					
Personnel	11,935	12,469	12,723	254	2.0
Materials, Goods, and Supplies	1,247	1,355	1,321	(34)	(2.5)
External Services	5,046	4,938	5,103	165	3.3
Fleet Services	811	767	829	62	8.1
Intra-municipal Charges	3,235	2,980	3,132	152	5.1
Utilities & Other Charges	826	863	860	(3)	(0.3)
Transfer to Reserves	-	-	-	-	-
Subtotal	23,100	23,372	23,968	596	2.6
Intra-municipal Recoveries	-	-	-	-	-
<b>Total Expenditure &amp; Transfers</b>	<b>\$23,100</b>	<b>\$23,372</b>	<b>\$23,968</b>	<b>\$596</b>	<b>2.6</b>
<b>Net Operating Requirement</b>	<b>\$19,128</b>	<b>\$19,205</b>	<b>\$19,486</b>	<b>\$281</b>	<b>1.5</b>
<b>Full-time Equivalents</b>	147.1	149.6	151.1	1.5	

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## Budget Changes for 2015

### Revenue & Transfers - Changes

#### **User Fees, Fines, Permits, etc. \$315**

Additional revenues of \$200 to align with actual recoveries for increased volume of snow and weed removal. Annualization of \$115 revenue from Enhancing Property Standards Enforcement service approved in 2014.

### Expenditures & Transfers - Changes

#### **Personnel \$254**

Increase from annualization of Enhancing Property Standards Enforcement service and movement toward job rate, changes in benefits and approved cost of living adjustment.

#### **Material, Goods & Supplies \$(34)**

Decrease of \$47 from 2% and Innovation reduction offset by slight increase of \$13 in software cost.

#### **External Services \$165**

Increase of \$200 for increased snow and weed removal contract budget to align with actual spending. This is offset by \$35 savings from efficiencies in the Graffiti Management Program (2% and Innovation reduction strategy).

#### **Fleet Services \$62**

Increase of \$51 for maintaining the fleet and an increase of \$11 attributed to fuel cost increase.

#### **Intra-municipal Services \$152**

Increase of waste management, building maintenance and staff support charges.

#### **Utilities & Other Charges \$(3)**

Savings from education and training (2% and Innovation reduction strategy) offset by annualization of Enhancing Property Standards Enforcement service.

### Full-time Equivalents - Changes

The net increase of 1.5 FTEs is due to the annualization of 2.5 FTEs for Enhancing Property Standards Enforcement service offset by reduction of 1 FTE (2% and Innovation reduction strategy).

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## Proposed 2015 Budget – Program Summary (\$000)

### Animal Care and Pest Management

[Link to 10-Year Strategic Goals](#)



#### Results to be Achieved

Animal Care and 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 (spring and summer rainfall levels)  
Contract service hours

#### Service Standards

The program ensures the safekeeping of approximately 7,000 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 and monitoring services.

Resources (\$000)	2013 Actual	2013 Budget	2014 Budget	2015 Budget
Revenue & Transfers	\$ 3,295	\$ 3,219	\$ 3,540	\$ 3,540
Expenditure & Transfers	5,701	5,812	5,831	6,003
Subtotal	2,406	2,593	2,292	2,464
Intra-municipal Recoveries	-	-	-	-
Net Operating Requirement	\$ 2,406	\$ 2,593	\$ 2,292	\$ 2,464
Management		2.0	2.0	2.0
Professional/Technical/Union Exempt		-	-	-
Union		24.3	24.3	24.3
Temporary		13.7	13.7	13.7
Full - Time Equivalents		40.0	40.0	40.0

#### 2014 Services

The Animal Care and Control Centre continued a downward trend for cat and dog intake numbers (11%). Average percent of pets saved remained high at 99%. Mosquito control program shows success as the ratio of mosquitos outside treatment areas to inside treatment areas was 2.4 : 1.

#### Changes in Services for 2015

Core services in 2015 will remain consistent with previous years.

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## Proposed 2015 Budget – Program Summary (\$000)

### Enforcement and Program Services

Link to 10-Year Strategic Goals



#### Results to be Achieved

Enforcement and Program Services provides Bylaw and Peace Officer investigation services, integrated education programs, and targeted programs to support property maintenance and litter reduction. Key indicators include: increasing the ratio of compliance notices to tickets, reducing the number of homeless camps, and a decrease in litter.

#### Cost Drivers

Change in legislation/standards  
Environmental conditions (snow and rainfall)  
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 License Bylaw, Bylaw 12800 - Zoning Bylaw, Bylaw 2202 - Parkland Bylaw, Bylaw 5590 - Traffic Bylaw, and Provincial Acts including: MGA, Environmental Protection, Traffic Safety, and Liquor.

#### Resources

(\$000)

	2013 Actual	2013 Budget	2014 Budget	2015 Budget
Revenue & Transfers	\$ 677	\$ 1,632	\$ 628	\$ 743
Expenditure & Transfers	17,399	16,946	17,540	17,766
Subtotal	16,722	15,314	16,913	17,024
Intra-municipal Recoveries	-	-	-	-
Net Operating Requirement	\$ 16,722	\$ 15,314	\$ 16,913	\$ 17,024
Management		2.0	2.0	2.0
Professional/Technical/Union Exempt		5.0	5.0	4.0
Union		92.6	95.1	97.6
Temporary		7.5	7.5	7.5
Full - Time Equivalents		107.1	109.6	111.1

#### 2014 Services

Community and volunteer engagement activities in Capital City Cleanup remained strong, accomplished through the work of the over 3500 Adopt a Block volunteers and a 28% increase in Snow Angels in 2014. Untidy property inspections have increased 50% in 2014. Homeless camp cleanups have increased and major cleanups have removed almost 22,000 kg of debris from the river valley.

#### Changes in Services for 2015

Core services in 2015 will remain consistent with previous years. The addition of a commercial vehicle inspection program will provide needed support to deal with the orderly movement of goods and services in Edmonton.

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**Program - Enforcement and Program Services**  
**Title - Community Standards Commercial Vehicle Unit**

**New or Enhanced Service**  
**Unfunded**

## Results to be Achieved

This service package supports public safety on roadways, the effective movement of goods, and improved livability by reducing infrastructure and environmental impacts on neighbourhoods from commercial truck activity. The Community Standards Commercial Vehicle Unit will reduce neighbourhood disruptions and truck related nuisance concerns. Transportation Services identified efforts to reduce damage from overweight vehicles and trucks off truck routes as essential to maintaining road surface integrity and roadway lifespan. It is expected that the Unit will contribute to a reduction in road damage and conduct 3000 commercial vehicle inspections each year. Overweight vehicles can shorten the pavement's life cycle by as much as 10%; reducing damage and maintenance costs to paved and unpaved roads representing millions in savings over the life of the road. This package supports the Way We Move and the Edmonton Goods Movement Strategy. There are no current resources allocated to this service.

## Description

Funding will support the recommendations in the proposed Edmonton Goods Movement Strategy; it will support five FTEs and two Fleet enforcement vehicles at a capital cost of \$25K per unit yearly and an operating cost of \$25K per unit yearly. The specialized unit will focus on problematic areas and new urban developments, and increasing public safety. The Unit will also work closely with the Edmonton Police Service, Transportation Services and regional partners to provide industry awareness and complaint response services. It is anticipated that enforcement actions will result in fine revenues of \$250K per year.

## Background

This service package has been brought forward at the direction of Council. The proposed Edmonton Goods and Movement Strategy identifies the need to reduce the impacts on neighbourhoods from goods movement by truck. This dedicated unit would allow for a stronger emphasis on reducing road damage, dealing with nuisance concerns and impacts on communities. The Edmonton Police Service supports the formation of a Community Standards Commercial Vehicle Unit to complement their current resourcing and enforcement activities relating to urban road safety. The Edmonton Police Service Commercial Vehicle Inspection Detail functions to enhance urban road safety through education and enforcement of commercial fleet safety regulations. The Community Standards Commercial Vehicle Unit would support civic prevention efforts to remedy commercial fleet impacts on neighbourhoods; the added benefit being a stronger focus on prevention, reduction of road damage and addressing localized issues.

## Options

The Edmonton Police Service Commercial Vehicle Inspection Detail could be expanded from their primary function of urban road safety to include added emphasis on neighbourhood concerns. This would require additional resources for Edmonton Police Service at a greater overall cost.

## Implications of Not Funding

If funding for the enforcement program is not approved, the additional resources needed to reduce the negative effects of heavy vehicles at the neighbourhood level would not be achieved. Response to citizen concerns would be dependent on EPS resource availability.

incremental (\$000)	2015				2016				2017			
	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs
New Budget	600	250	350	5.0	-	-	-	-	-	-	-	-
Annualization	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>\$600</b>	<b>250</b>	<b>350</b>	<b>5.0</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

# Branch — Community Standards

## Branch Performance Measures

The following performance measures are intended to provide an example of some of the measures that the Branch is currently monitoring. Since services provided within each Branch are very diverse, the measures are not intended to represent the Branch overall.

**Effectiveness** measures whether the Branch is effective in achieving its desired outcomes.

**Efficiency** measures how well resources are being used to produce a service or product.

Measure Type	Key Outcome (from Mandate)	Performance Measure	Target	Actual (year & result)
<b>Effectiveness</b>	Programs and services promote voluntary compliance	% compliance to Community Standards Bylaws	90%	2013 - 91%
<b>Efficiency</b>	Bylaw enforcement services are responsive to community needs	# of investigations and inspections/FTE	2,200	2013 - 2,311

Percent compliance to Community Standards Bylaws: This measure indicates the volume of Bylaw enforcement issues (not including Parking Enforcement) that are resolved by issuing a warning only, and do not escalate to a ticket. It is calculated as: the number of Bylaw enforcement tickets divided by the number of Bylaw enforcement warnings, multiplied by 100. This measure improves as Edmontonians become more aware of bylaws and their responsibilities in the community, often as a result of increased public education. The Branch has consistently met or exceeded the target in previous years.

Number of investigations and inspections per FTE: This measure indicates the efficiency of staff to process investigations and inspections, either citizen initiated (via 311) or officer initiated. It is calculated as: the sum of the total number of investigations and inspections conducted divided by the average number of full-time equivalent staff conducting inspections and investigations. This measure improves as staff become more efficient or improved tools, processes or equipment becomes available.