

Branch — Community Standards

Introduction

The Community Standards Branch provides for a safe and livable city today. This branch ensures that safety, security and stewardship of private and public property are upheld according to City bylaws, the Municipal Government Act, and other provincial legislation. Major areas of responsibility include:

Bylaw Complaints and Investigations: Municipal bylaws passed by City Council regulate, maintain, and protect a variety of activities, events, businesses, public and private property. The enforcement service activity involves the promotion of compliance before enforcement; provides enforcement stewardship of businesses, public and private property; and ensures the health, safety and welfare of citizens are provided for in the legislation.

Animal Care: This area provides for the admitting, care and return of stray pets and companion animals. The area also establishes requirements for licensing, animal behaviour and codes of conduct for both pets and pet owners. The enforcement service activity involves responsible pet ownership, the promotion of safe, enjoyable and responsible animal care, the return of lost pets, protection of the public from animal attacks or animals at large, and the peaceful enjoyment of neighbourhoods.

Corporate Enforcement Support Services: The wide range of bylaw enforcement activities require the designation of specific enforcement units to better undertake the stewardship of entertainment type businesses, waste management, repeat and chronic offenders, business licensing and transportation corridors.

This area represents the special enforcement staff, initiatives and support programs for the different city departments and bylaws that belong to different areas and required support enforcement services.

Community Relations: Public education and communications is critically important in gaining compliance, building community and stakeholder support and providing support for enforcement actions. The area supports community and industry trade shows, events and programs. They also develop bylaw education curriculum, and work closely with the various enforcement area stakeholders for community program delivery.

Parking Services and Agency Program: Through the administration and management of an external contractor, the Branch establishes a system of control and regulation over vehicle parking and vehicle storage on city streets, road rights-of-way, parking meter payment, adherence to Transportation and Street traffic directives and special events. The Parking Agency Program has over a hundred administrators and officers who take enforcement action on private property.

Combative Sports: This area supports the Edmonton Combative Sports Commission in providing advisory and liaison services to City Council, industry stakeholders, national and international sanctioning bodies and the general public. Being the most active combative sports Commission in Canada, we have the operational experience combined with new bylaws, rules, regulations and oversight to ensure industry integrity and public safety.

MAJOR SERVICES AND ACTIVITIES

Bylaw Complaints and Investigations	Animal Care	Corporate Enforcement Support Services	Business Wide Resources	Parking Services and Agency Program	*Edmonton Combative Sports Commission
General Bylaw Enforcement	Animal Care and Control Facility	Business Licensing Enforcement Support	Community Relations	Parking Enforcement Services	Combative Event, Fighter and Promoter Licensing
Community Standards Peace Officers	Pet Licensing	Public Safety Compliance Team Support	Branch Manager	Private Property Enforcement Agency Program	Regulation and Control of Industry Events, Contests and Officials
Graffiti Unit	Animal Recovery and Pickup Services	Waste Management and Transportation Support	Administrative Support	City Wide Special Events Unit	Administrative Support of Commission
Weed Control Unit	Animal Control and Enforcement Services				
Chronic Offender Unit					
Community Liaison Unit					

Branch — Community Standards

Opportunities and Challenges

Through its many programs and services, the Community Standards Branch contributes to a safe and livable city.

- Citizens understand the value and benefits of enforcement programs, services and partnerships.
- Bylaw enforcement services are responsive to community needs.
- Programs and services promote voluntary compliance for a clean, safe city.
- City bylaws aid in maintaining city infrastructure, ensuring enjoyment and personal health benefits.
- Environmental programs and partners have enforcement support.
- Edmonton's transportation roadways, sidewalks and boulevards are unobstructed, safe and free of litter.
- Enforcement services that support licensing and other recovery programs are sustainable.

The Community Standards Branch provides enforcement and resource support to City Council supported programs such as Great Neighborhoods, Capital City Clean Up and a variety of other regulatory campaigns. As these programs grow in success, the need for further support and time from a fixed level of Community Standards officers grows.

Citizen services and branch programs all support responsible pet ownership. Continued efforts on program delivery to reduce euthanasia rates, increase licensing and improve recovery services is needed. Long term sustainability of programs is essential, otherwise trends will quickly reverse themselves.

The Edmonton Combative Sports Commission (ECSC) is responsible for the regulation of professional combative sports in Edmonton. In a typical year, the ECSC regulates approximately 25 mixed martial arts events, 8 professional boxing events and 30 professional wrestling events.

Innovations, Creativity and Best Practices

Community Standards has applied the following innovative strategies to address operational and service delivery efficiencies:

- Improvements in governance and regulatory bylaws in the fields of Combative Sports, Community Standards and Business Licensing have established Edmonton as a leader in these respective fields across Alberta and Canada. Leading edge municipal legislation is more aligned and responsive to community needs, promotes voluntary compliance and supports fair and judicial enforcement actions.
- Opening of the Animal Care and Control Centre beside the Edmonton Humane Society resulted in a number of animal handling improvements, efficiencies and cost savings. Continued partnering of public education and awareness program delivery to support responsible pet ownership is viewed as industry leading.

Impact of Capital Projects

There were no operating impacts of capital identified for Community Standards during preparation of the 2012 Budget.

Funded Service Packages

There is one funded service package for Community Standards for 4 seasonal weed inspectors.

Service and Budget Review

Community Standards will be implementing Corporate reduction strategies that were realized as opportunities during the service and budget review that was undertaken in preparation of the 2012 Budget. These reductions include expenditure changes in voice over IP, Acrodex contract pricing, Telus Cellular and the leasing of Panasonic Toughbooks. These reductions will have a minimal impact on services.

Branch — Community Standards

Approved 2012 Budget – Branch Summary (\$000)

	2010 Actual	2011 Budget	\$ Change '11-'12	2012 Budget	% Change '11-'12
Revenue & Transfers					
User Fees, Fines, Permits, etc.	\$ 2,737	\$ 3,320	\$ 88	\$ 3,408	2.7
Grants	-	-	-	-	-
Transfer from Reserves	-	-	-	-	-
Total Revenue & Transfers	<u>2,737</u>	<u>3,320</u>	<u>88</u>	<u>3,408</u>	<u>2.7</u>
Expenditure & Transfers					
Personnel	7,588	7,937	203	8,140	2.6
Materials, Goods & Supplies	313	595	198	793	33.3
External Services	2,649	2,853	-	2,853	-
Fleet Services	667	749	(39)	710	(5.2)
Intra-municipal Services	95	243	(51)	192	(21.0)
Utilities & Other Charges	727	697	(64)	633	(9.2)
Transfer to Reserves	-	-	-	-	-
Subtotal	12,039	13,074	247	13,321	1.9
Intra-municipal Recoveries	-	-	-	-	-
Total Expenditure & Transfers	<u>12,039</u>	<u>13,074</u>	<u>247</u>	<u>13,321</u>	<u>1.9</u>
Net Operating Requirement	\$ 9,302	\$ 9,754	\$ 159	\$ 9,913	1.6
Full-time Equivalents	97.5	99.8	1.7	101.5	

Budget Changes for 2012 (\$000)

Revenue & Transfers - Changes

User Fees, Fines, Permits, etc. \$88

Revenue increase of \$88 due to planned increase in Animal Care fees.

Branch — Community Standards

Budget Changes for 2012 (\$000)

Expenditures & Transfers - Changes

Personnel \$203

Movement within the salary ranges, changes in benefits and the last year of a 3-year 1% LAPP contribution increase account for \$123. \$80K for 4 seasonal weed inspectors approved for 2012.

Material, Goods & Supplies \$198

Result of non-personnel inflationary increases.

Fleet Services (\$39)

A decrease of \$39 in Fleet Services is attributed to rate decrease and changes in volume due to decreased usage.

Intra-municipal Services (\$51)

The Service and Budget Review resulted in a reduction of \$50 in intra-municipal costs and reduction of \$1K printing.

Utilities & Other Charges (\$64)

The Service and Budget review resulted in reductions of \$74 and \$10K training for 4 seasonal weed inspectors.

Full-time Equivalents - Changes

4 seasonal weed inspectors approved for 2012 equivalent to 1.7 FTEs

Bylaws Approved (rate increases, debentures, etc.)

The following bylaw contains approved fee increases in 2012 that are reflected in the revenue figures in the approved 2012 budget.

- Bylaw 15948 - Animal Licensing and Control Bylaw

Bylaw #	Description
15948	The purpose of this bylaw is to establish a system of licensing and control with respect to animals within the City.

Branch — Community Standards

Service Package - Seasonal Weed Inspectors

Funded

Description

The funding of \$90K will provide adequate resources and 4 seasonal weed inspectors (equivalent to 1.7 FTEs) to provide additional seasonal investigations and inspections services of noxious weed infestations on both private and public property. It will also create additional capacity to increase proactive enforcement activities that will reduce citizen complaints.

Justification

Since 2005, the number of weed complaints (both officer generated and citizen complaints combined) has significantly increased. However, the number of weed inspectors employed has remained static.

These challenges in increased complaint volumes and static resources have been managed through procedural changes to increase operational efficiency and effectiveness and focus on prioritizing the investigation of citizen complaints over proactive and monitoring activities. However, increased precipitation during previous growing seasons provided ideal growing conditions and restricted opportunities for the contractor to complete remedial action in a timely fashion. In addition, a provincial ban on the sales of weed and feed products was introduced. These factors coupled with population growth, new development and construction has led to substantial increases in citizen complaint volumes, which further restricted the ability to provide proactive weed enforcement services.

Links to Strategic Goals, Departmental Outcomes & Performance Measures

Strategic Goal(s)

- Improve Edmonton's Livability

Departmental Outcome(s)

- Edmonton is an attractive city

Performance Measure(s)

- Ratio of notices to remedial actions
 - Ratio of officer initiated complaints to citizen complaints
 - Compliance ratio

Impact on Other Departments

No impact on other departments

Incremental (\$000)	2012				2013				2014			
	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs
New Budget Annualization	\$ 90	\$ -	\$ 90	1.7		\$ -				\$ -		
Total	\$ 90	\$ -	\$ 90	1.7	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	-