

By-law Enforcement Service Level Matrix

Approved by Council on November 13, 2019 (Resolution 373-2019)

By-law or Regulation	By-law No.	Service Level			
		Patrol	Proactive	Reactive	Priority
Animal Control	2012-016	•	•	•	High
Bicvle Regulation (Downtown) 1	2710		•	•	Medium
	BCA	•	•	•	High
	1992-16			•	Low
Civic Addressing	2014-028			•	Low
Civil Matters	-			•	Low
Clean Yards	2003-019			•	Low
Dog Owners Liabiity Act (DOLA)	DOLA	•	•	•	High
Events Festivals	2006-004		•	•	Medium
Feeding Wildlife	2016-032			•	Low
Fence: General ²	2013-046		•	•	Medium
Fence: Pool Enclosure	1991-042		•	•	Medium
Fill Regulation	2003-103		•	•	Medium
Firearms	1994-017		•	•	Medium
Fire Routes (Public Property)	2009-078	•	•	•	High
Fireworks	2012-064			•	Low
Idling	2009-095		•	•	Medium
Licence: Pedlars	1995-010			•	Low
Licence: Transient Traders	1989-090			•	Low
Licensing By-law	2010-064		•	•	Medium
Long Grass/Weeds	2003-018			•	Low
Snow Vehicles	2008-164			•	Low
No Smoking: Near Entrance	2010-046			•	Low
Noise Control	2018-032		•	•	Medium
Open Air Burning	2009-037			•	Low
Parking ³	2003-062	•	•	•	High
Patio& Merchandise Encroachment	2011-030			•	Low
Private Property Parking	2015-069			•	Low
_	2016-040	•	•	•	High
• •				•	Low
				•	Low
	2005-035			•	Low
	2018-031		•	•	Medium
·	2009-118			•	Low
	2010-040			•	Low
	1994-041			•	Low
	2012-110	•	•	•	High
	2018-024		•	•	Medium
	1977-025		•	•	Medium
Snow Removal	2008-156		•	•	Medium
	2003-038			•	Low
	-	•	•	•	High
Tree Preservation	2012-084			•	Low
Waste & Recycling	1998-09			•	Low
Zoning	2010-040		•	•	Medium
	Animal Control Bicyle Regulation (Downtown) 1 Building Code Act Business Retail Holiday Civic Addressing Civil Matters Clean Yards Dog Owners Liabiity Act (DOLA) Events Festivals Feeding Wildlife Fence: General 2 Fence: Pool Enclosure Fill Regulation Firearms Fire Routes (Public Property) Fireworks Idling Licence: Pedlars Licence: Transient Traders Licensing By-law Long Grass/Weeds Snow Vehicles No Smoking: Near Entrance Noise Control Open Air Burning Parking 3	Animal Control 2012-016 Bicyle Regulation (Downtown) 1 2710 Building Code Act BCA Business Retail Holiday 1992-16 Civic Addressing 2014-028 Civil Matters	Animal Control 2012-016 ● Bicyle Regulation (Downtown) 1 2710 Building Code Act BCA ● Business Retail Holiday 1992-16 Civic Addressing 2014-028 Civic Matters - Clean Yards 2003-019 Dog Owners Liability Act (DOLA) DOLA ● Events Festivals 2006-004 Feeding Wildlife 2016-032 Fence: General 2 2013-046 Fence: Pool Enclosure 1991-042 Fill Regulation 2003-103 Firearms 1994-017 Fire Routes (Public Property) 2009-078 Fireworks 2012-064 Idling 2009-095 Licence: Pedlars 1995-010 Licence: Transient Traders 1998-090 Licensing By-law 2010-064 Long Grass/Weeds 2003-018 Snow Vehicles 2008-164 No Smoking: Near Entrance 2010-046 Noise Control 2018-032 Open Air Burning 2009-037 Parking 3 2003-062 Patio& Merchandise Encroachment 2011-030 Private Property Parking 2015-069 Property Standards 4 2016-040 Public Nuisance 2013-021 Reduced Load Restriction 2012-068 Restrict Motorized Vehicles 2008-136 Sow Wenowal 2018-031 Signs 2012-110 Signs: Election Signs 2018-024 Skateboards 1977-025 Snow Removal 2003-088 Trail Patrols - ● Trail Petroservation 2012-084 Waste & Recycling 1998-09	Animal Control 2012-016	Animal Control 2012-016 ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Service Level Criteria

Enforcement Program / Service Level

Patrol (High Priority): Periodic/routine patrols through all or parts of Collingwood to seek out violations

Proactive (Medium Priority): Violation observed during course of MLEO duties; MLEO will seek to correct the violations(s)

Reactive/Complaint Based (Low Priority): Investigation initiated upon a valid complaint to confirm violation and correct issue(s).

By-law Violation Priority Criteria

- 1 High: Violation(s) highly likely to cause health & safety issues to the public
- 2 Medium: Potential to casue health & safety issues to the public, negative impact to community and/or the environment
- 3 Low: Unlikely to cuase health & safety issues to the public, negative impact to the community and/or environment

Notes to Table:

- 1 Downtown/BIA Only (Primarily by parking officers)
- 2 Proactive for impact on **public** property
- 3 Patrols focused on commercial areas and School Zones and residential zones with known issues
- 4 Residential Tenancy Act mandatory as of July 2018