



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			Priority
		Patrol	Proactive	Reactive	
1 Animal Control	2012-016	●	●	●	High
2 Bicycle Regulation (Downtown) ¹	2710		●	●	Medium
3 Building Code Act	BCA	●	●	●	High
4 Business Retail Holiday	1992-16			●	Low
5 Civic Addressing	2014-028			●	Low
6 Civil Matters	-			●	Low
7 Clean Yards	2003-019			●	Low
8 Dog Owners Liability Act (DOLA)	DOLA	●	●	●	High
9 Events Festivals	2006-004		●	●	Medium
10 Feeding Wildlife	2016-032			●	Low
11 Fence: General ²	2013-046		●	●	Medium
12 Fence: Pool Enclosure	1991-042		●	●	Medium
13 Fill Regulation	2003-103		●	●	Medium
14 Firearms	1994-017		●	●	Medium
15 Fire Routes (Public Property)	2009-078	●	●	●	High
16 Fireworks	2012-064			●	Low
17 Idling	2009-095		●	●	Medium
18 Licence: Pedlars	1995-010			●	Low
19 Licence: Transient Traders	1989-090			●	Low
20 Licensing By-law	2010-064		●	●	Medium
21 Long Grass/Weeds	2003-018			●	Low
22 Snow Vehicles	2008-164			●	Low
23 No Smoking: Near Entrance	2010-046			●	Low
24 Noise Control	2018-032		●	●	Medium
25 Open Air Burning	2009-037			●	Low
26 Parking ³	2003-062	●	●	●	High
27 Patio & Merchandise Encroachment	2011-030			●	Low
28 Private Property Parking	2015-069			●	Low
29 Property Standards ⁴	2016-040	●	●	●	High
30 Public Nuisance	2013-021			●	Low
31 Reduced Load Restriction	2012-068			●	Low
32 Restrict Motorized Vehicles	2005-035			●	Low
33 Road Occupancy	2018-031		●	●	Medium
34 Sewer Use	2009-118			●	Low
35 Short Term Accommodation	2010-040			●	Low
36 Sidewalk Use	1994-041			●	Low
37 Signs	2012-110	●	●	●	High
38 Signs: Election Signs	2018-024		●	●	Medium
39 Skateboards	1977-025		●	●	Medium
40 Snow Removal	2008-156		●	●	Medium
41 Standing Water	2003-038			●	Low
42 Trail Patrols	-	●	●	●	High
43 Tree Preservation	2012-084			●	Low
44 Waste & Recycling	1998-09			●	Low
45 Zoning	2010-040		●	●	Medium

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 violation(s)

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

By-law Violation Priority Criteria

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

Notes to Table:

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