

## 2017 Infill Compliance Team Inspection Results Analysis

Data on the Infill Compliance Team inspections and infill-related infractions has been recorded since the beginning of 2017. For analysis purposes, the values noted below have been adjusted to reflect the same reporting period for 2016, reflecting data between April and December for both 2016 and 2017, unless stated otherwise.

Below is a summary of the results, having a detailed breakdown found in Attachment 4 - 2017 Infill Compliance Team Inspection Results.

The Team conducted 1,281 inspections between April and December of 2017, reflecting an increase of 130% compared to 2016 for the same time period. These inspections were in response to an increase in citizen complaints, reflecting a 235% increase in citizen complaint inspections compared to 2016 for the same time period. The Team also conducted 331 proactive inspections between April and December of 2017, representing a 46% increase from 2016 for the same time period. For the purposes of this report, proactive inspections are those initiated in response to approved Building Permits for single-detached residential developments as well as officer-initiated inspections by the Team.

Between April and December 2017, the Team undertook enforcement action for 725 infill-related infractions and issued the following:

- 485 verbal and written notices of compliance/violation;
- 233 tickets; and
- 7 Municipal Government Act Orders.

### Analysis

Similar to 2016, the most common infill-related infractions resulting in tickets for 2017 occurred within the road right-of-way, in contravention of Traffic Bylaw 5590:

1. Occupy the road right-of-way
  - 17% of tickets issued;
2. Obstruction of the road right-of-way / sidewalk
  - 17% of tickets issued; and
3. Material on the sidewalk or roadway
  - 12% of tickets issued

Administration is working towards improvements to the Temporary Construction Access Agreement Permit process which will improve user experience in obtaining these permits. This will hopefully assist in addressing Traffic Bylaw 5590 related violations. In addition, Administration will continue to utilize education and enforcement to help reduce these infractions.

Administration will continue to analyze inspection and enforcement data for the Team to inform targeted education, process improvements, and regulatory changes that will help reduce future infractions.

**Opportunities and Constraints for Proactive Inspections**

As noted above, the Team received an increase in citizen complaints in 2017. Complaints were prioritized as the Team undertook inspections and enforcement action accordingly, meeting established complaint response targets.

Over the course of 2017, the Team prioritized responding to complaints and undertook officer-initiated spot inspections in lieu of conducting proactive inspections based off of the Building Permit list. This approach enabled the team to be more responsive to citizens while allocating officer resources efficiently.

Opportunities for the Team to increase the number of proactive inspections in 2018 include increasing administrative support for scheduling, notifications, and coordination of enforcement resources to allow for the Team to be in the field longer. Alternative deployment strategies to better balance complaint and proactive inspections needs are also being explored and may be piloted during the off-peak season.

The deployment of the newly-created Development Permit Inspection team within Development Services will provide an inspection of Mature Neighbourhood Overlay construction sites at the end of the construction process. This new inspection team and process may be an opportunity for infill sites within the Mature Neighbourhood Overlay to be proactively inspected before the new homes are occupied by residents and will supplement the work of the Infill Compliance Team.