

Bylaw Education & Compliance

Led by: Director of Emergency Management & Community Safety

Description

Bylaw Education & Compliance develops and maintains community standards in Calgary to promote healthy and safe communities and to help Calgarians live in harmony with their neighbours. Community peace officers provide bylaw education to achieve compliance and enforce municipal bylaws and provincial statutes in the interest of community safety.

Value and benefits

Our service fulfills the need for timely resolutions when Calgarians encounter issues or concerns with neighbours, communities and weather events. Bylaw Education & Compliance proactively addresses emerging concerns from Calgarians and prioritizes bylaw education to encourage compliance. Community peace officers actively enforce bylaws and seek to create resolutions between Calgarians to build safer communities.

Customers

Calgarians reporting a concern or benefitting from desirable and welcoming neighbourhoods, and businesses seeking compliance.

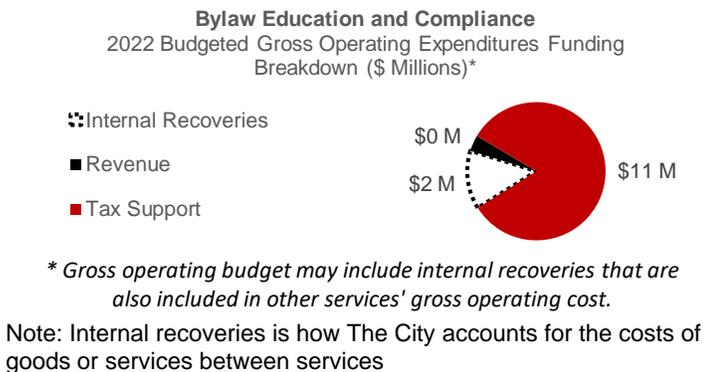
What we deliver

Bylaw Education & Compliance provides education and enforcement for 24 municipal bylaws and 11 provincial statutes. Examples include snow and ice removal, untidy and problem properties, weed control, noise violations and exemption permits, graffiti prevention and abatement; smoking, vaping and cannabis; and unacceptable behaviour in public spaces.

Partners

Calgary Alpha House Society, Safe Communities Opportunity and Resource Centre, the Calgary Drop-In Centre, and Calgary Food Bank; and Business Improvement Areas. Building Safety, Business Licensing, Community Strategies, Calgary Police Service, Fire & Emergency response, Parks & Open Spaces, Streets, Taxi, Limousine & Vehicles-for-Hire, and Wastewater Collection & Treatment.

65,500	Service responses in 2021
84%	Calgarians supporting service investment
83%	Service calls initiated by Calgarians
4,500	Encampment responses in 2021



Key assets

Stephen Avenue and East Village Safety Hubs, Bylaw offices (Country Hills, Royal Vista, Centre City, Seton, Mid-sun, and Mayland Heights), P-25 radio systems, Motorola Customer Service Request system.

What we have heard & what we are watching

What we have heard

Calgarians indicated that Bylaw Education & Compliance continues to meet expectations for service delivery, identifying safety as a key value, followed by fairness and responsiveness. The 2021 Fall Quality of Life and Citizen Satisfaction Survey report indicated that:

- 84 per cent of Calgarians would like to see more or the same investment in service.
- 85 per cent of Calgarians are satisfied with Bylaw Education & Compliance services.
- 98 per cent of Calgarians feel snow removal is important to them.
- 78 per cent of Calgarians feel that bylaw services addressing noise complaints, firepits and weeds are important to them.

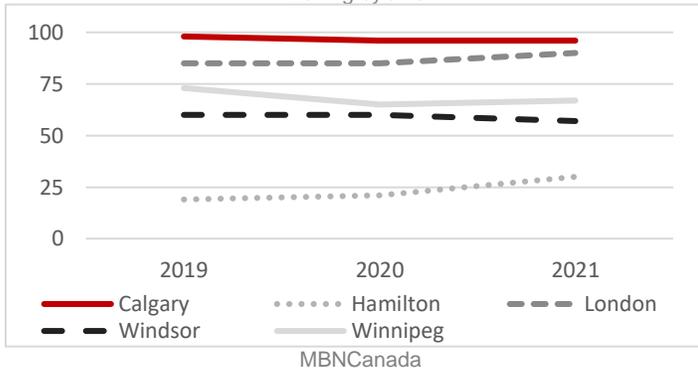
What Council has directed

We modernize government by leveraging technology to improve our response models to better serve Calgarians and to create efficiencies when working with other services. Community peace officers will gain increased response capacity by making data-driven decisions and automating enforcement documents. We are committed to strengthening relationships with Calgarians and advancing social equity by connecting populations experiencing vulnerabilities with supportive services and partnering agencies. To advance downtown revitalization, we maintain community standards that foster public safety on Transit and in the core. The Stephen Avenue and East Village Safety Hubs offer a centralized location for Police, Bylaw and Transit officers to increase visibility and enhance the sense of safety and security for Calgarians and businesses. Creating safe and connected communities positions Calgary as a vibrant and desirable place to host events and will attract visitors and investment.

What we are watching

Bylaw Education & Compliance continues to promote equitable access to service and will evolve with Calgary's increasingly diverse population. Community peace officers will continue to adapt to meet additional responsibilities presented by emerging needs in Calgary, including enforcement for public transit, encampments, street harassment and problem properties. We will continue to leverage technology to modernize response services and to improve access for Calgarians. The One City Record Management System will promote data sharing across the organization and improve internal coordination. The Office of the Solicitor General mandated new training requirements for the Peace Officer Program which are being implemented. We expect future legislative changes to influence how we deliver services and structure our workforce.

Per cent of compliance to noise, property standards, yard maintenance and zoning bylaws.



Comparing our service

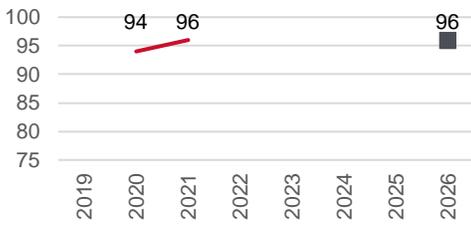
Compared against other municipalities in Canada, Calgary's compliance rate of 96 per cent is well above the MBNCanada national average of 82 per cent in 2021. A continued focus on delivering community engagement and awareness programs will promote high bylaw compliance rates as Calgary grows in size and diversity.

Measuring performance & where we want to go

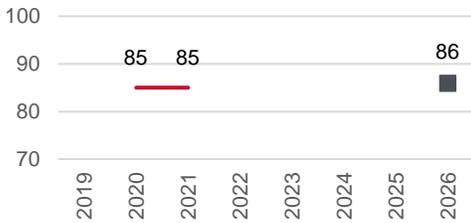
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— Actuals ■ Expected Future Performance

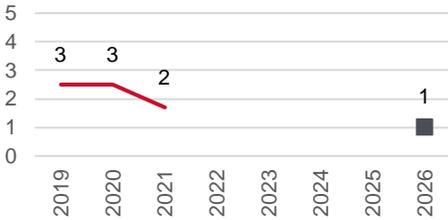
PM1: Bylaw calls for service resolved through education and voluntary compliance (per cent)



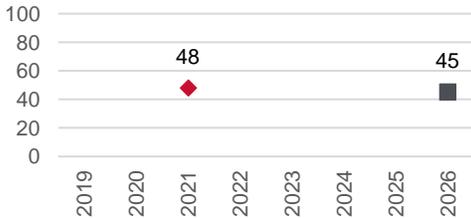
PM2: Satisfaction with the job The City is doing providing Bylaw Education & Compliance service (per cent of Calgarians satisfied)



PM3: Average response time to priority one 3-1-1 calls by bylaw officers (hours)



PM4: Number of derelict or abandoned properties demolished or remediated



PM5: Number of responses to encampment sites



Story behind the curve

Offering education and awareness contributes to positive community outcomes and is an effective tool for improving overall service satisfaction for Calgarians. Our 2026 expected future performance to maintain the per cent of bylaw calls resolved through education and voluntary compliance will be achieved by increasing service efficiencies to enable greater capacity to provide education and community engagement to address trends.

Bylaw Education & Compliance has observed high rates of satisfaction which we will strive to maintain and improve by 2026. Calgarians have indicated that responsiveness, safety and fairness are key service priorities, which will be addressed by initiatives that increase collaboration with our partners and engagement within our communities. Efficiencies achieved through technology and modernization will enable greater capacity to respond to emerging local issues and meet the evolving needs of our communities in the interest of public safety.

Bylaw Education & Compliance has maintained responsiveness in a complex environment that has been challenged by emerging issues and trends that impact community safety. We will achieve our 2026 expected future performance by leveraging technology to implement more efficient and effective deployment strategies based on business and data intelligence. The One City Coordinated Record Management System will improve our service responsiveness and enable greater collaboration with our partners when responding to priority one 3-1-1 calls.

Problem properties create a significant negative impact on community safety, neighbourhood aesthetics, and quality of life for Calgarians. The 2026 expected future performance is set based on resource capacity within Bylaw Education & Compliance to develop and maintain an established response and monitoring program to address a broad spectrum of problem properties. Increasing resources dedicated to derelict or abandoned properties would enhance existing response efforts.

Encampment sites across Calgary require a coordinated response with our partners and support services to protect public safety and the unhoused community. The 2026 expected future performance was set based on an observed increase of encampment sites and greater coordination with the Partnership Agency Liaison Team, which uses a unique working model that focuses on creating positive working relationships and open communication channels with social agencies and businesses who work to support populations experiencing vulnerabilities in Calgary.

What we plan to do

Result for 2023-2026

We will support vulnerable and marginalized populations to improve public safety by implementing service improvements and collaborating with communities and our partners. This will help achieve positive outcomes for emerging community trends and to address safety in the downtown core.

How we are going to get there

Link populations experiencing vulnerabilities with partnering agencies and support services by evolving the front-line officer outreach model.

Address localized social disorder and improve safety in the downtown core by increasing community peace officer capacity.

Strengthen employee resiliency by delivering training and resources designed to improve officer safety and support mental and physical wellness.

Improve responsiveness to emerging local issues and citizen needs by leveraging new technology to modernize service delivery.

Address problem properties in Calgary by increasing capacity to develop and maintain an established coordinated response and monitoring program

Promote bylaw compliance and community safety by increasing community engagement efforts.

Improve citizen awareness on illegal dumping and temporary sign bylaws through targeted education, programming and increased enforcement practices.

Promote inclusive public engagement by strengthening relationships with Indigenous and Racialized communities and aligning enforcement practices with the Corporate Anti-Racism strategy.

Operating budget needed to achieve results

For Council Approval

Breakdown of net operating budget (\$000s)

	2023		2024		2025		2026	
	Base	One-time	Base	One-time	Base	One-time	Base	One-time
Previous Year's Net Budget	9,920	-	11,409	-	11,669	-	11,724	-
Previously approved One-time budget		-		-		-		-
2022 One-time carry forward		-		-		-		-
Revenue Changes	-	-	-	-	-	-	-	-
Internal Recoveries Changes	-	-	-	-	-	-	-	-
Inflation	45	-	40	-	55	-	38	-
Operating Impact of Previously Approved Capital	-	-	-	-	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	-	-	-	-	-	-
Service Reductions	-	-	-	-	-	-	-	-
Service Increases	1,444	-	220	-	-	-	-	-
Total net budget*	11,409	-	11,669	-	11,724	-	11,762	-

*The previous year's One-time Budget is not carried forward to the following year.

Total Operating Budget (\$000s) for Approval

	2022 Budget	2023			2024			2025			2026		
	At April 30	Base	One-Time	Total									
Expenditures	12,941	13,665	-	13,665	13,925	-	13,925	13,980	-	13,980	14,018	-	14,018
Recoveries	(1,770)	(1,770)	-	(1,770)	(1,770)	-	(1,770)	(1,770)	-	(1,770)	(1,770)	-	(1,770)
Revenue	(485)	(485)	-	(485)	(485)	-	(485)	(485)	-	(485)	(485)	-	(485)
Net	10,685	11,409	-	11,409	11,669	-	11,669	11,724	-	11,724	11,762	-	11,762
Base	9,920												
One-time	765												

Note: Figures may not add up due to rounding.

Capital budget needed to deliver service

For Council Approval

Activity	Investment Name	2023 Request (\$000s)	2024 Request (\$000s)	2025 Request (\$000s)	2026 Request (\$000s)	2027+ Request (\$000s)	Total Request (\$000s)
Annual Investment Program(s)							
480407	Equipment Lifecycle-CVS	665	1,045	635	695	-	3,040
Program(s)							
480408	Technology Modernization-CVS	2,300	4,325	1,520	1,020	-	9,165
Projects(s)							
		-	-	-	-	-	-
Sub-Total (New Budget Requests)		2,965	5,370	2,155	1,715	-	12,205
Previously Approved Budget Remaining		-	-	-	-	-	-
Total Capital Investment		2,965	5,370	2,155	1,715	-	12,205

Explanation of capital budget requests

Annual Investment Program(s)

Activity 480407: Equipment Lifecycle-CVS

Lifecycle of equipment required for officers and back office support staff to perform duties and meet citizen service expectations. Technology generally doesn't show physical signs of quality depreciation over time. Being proactive with lifecycle mitigates failure while on duty.

Funding From: Lifecycle Maintenance & Upgrade Reserve (\$2,700 thousand) Capital Reserves (\$340 thousand)

Contributing Services: Business Licensing, Pet Ownership & Licensing, Taxi, Limousine, & Vehicles-for-hire, Public Transit

Operating Impact: None

Program(s)

Activity 480408: Technology Modernization-CVS

Modernization of existing and new systems. Enhanced information sharing, collaboration, and analytics capabilities across enforcement service lines. Service optimization by deploying and updating technologies. Supports solicitor general direction for employers of Community Peace Officers.

Funding From: Municipal Sustainability Initiative (\$8,095 thousand) Capital Reserves (\$1,070 thousand)

Contributing Services: Business Licensing, Pet Ownership & Licensing, Taxi, Limousine, & Vehicles-for-hire, Public Transit

Operating Impact: None