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January 25, 2005

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## 2005 UDS Budget Briefing Note

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**Issue:** To report on the staffing requirements to reduce the time to first response to matters related to **Waste, Litter & Debris, Graffiti and Long Grass & Weeds** to seven (7) days.

**Background:**

- The total investigation workload (relative to property specific enforcement; excluding taxi, tow truck, etc.) handled by the Municipal Licensing and Standards Division has progressed as follows:

|      | Files as of January 1 | New Investigation Requests | Total Workload |
|------|-----------------------|----------------------------|----------------|
| 2003 | 14,518                | 33,802                     | 48,320         |
| 2004 | 16,707 (+15.1%)       | 36,088 (+6.8%)             | 52,795 (+9.3%) |
| 2005 | 18,931 (+13.3%)       |                            |                |

- A more specific analysis indicates that 18% of the total active workload carried forward into 2005 relates to Clean City enforcement matters: **Waste, Litter & Debris; Graffiti; and Long Grass & Weeds** (private property only).
- The resources directed to these matters source from both the District operations and the Clean City Integrated Enforcement Team.
- The Clean City Integrated Enforcement Team employs workers from Municipal Licensing and Standards, Parks, Solid Waste Management and Transportation to co-ordinate services related to litter, waste and dumping, graffiti, postering and long grass and weeds on public, private and park property in a proactive manner.
- The strong proactive effort by the Clean City Integrated Enforcement Team will augment the work of the District operations across the City relieving those resources to further improve time to first response and time to conclude investigations.

- Despite the increasing workload, the time to first response and conclusion are improving notwithstanding a number of uncontrollable factors inherent in by-law enforcement activity (complex files, legal proceedings, and billing procedures associated with the hiring of contractors).
- The current times to first response are:

Waste, Litter & Debris

| Year | No. of Complaints<br>Responded to | Average Time to First Response<br>(calendar days) |
|------|-----------------------------------|---|
| 2003 | 6463                              | 24  |
| 2004 | 5536                              | 12  |

Graffiti

| Year | No. of Complaints<br>Responded to | Average Time to First Response<br>(calendar days) |
|------|-----------------------------------|---|
| 2003 | 151                               | 16  |
| 2004 | 384                               | 12  |

Long Grass & Weeds \*

| Year | No. of Complaints<br>Responded to | Average Time to First Response<br>(calendar days) |
|------|-----------------------------------|---|
| 2004 | 2564                              | 9   |

\* The analysis with regard to Long Grass & Weeds is limited to 2004, which corresponds to the adoption of the harmonized By-law.

**Conclusion:**

- In 2004, the Department provided a first response to approximately 70% of this class of complaint within 7 calendar days or less.
- Further improvements will be achieved with the hiring of 15 additional investigators (10 for licensing enforcement and 5 for Clean and Beautiful City) proposed in the UDS 2005 Operating Budget and a commitment to continue improving workload management strategies and further development of the investigation team's skills.
- However, since this type of work is seasonal in nature, it is proposed that the addition of 8 summer students (2 per district) dedicated to such matters would further enhance the Department's ability to respond within a 7 day timeframe.

**Financial Implications:** • The cost of 8 summer students will require an addition to the Urban Development Services operating budget of \$100,000, gross and net.

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