

By-law Enforcement Service Year-End Activity Report

Township of The Archipelago

2024



Table of Contents

1. Overview.....	3
A. Objective.....	3
B. Quick Links.....	3
C. Organizational Structure.....	4
D. 2024 Activity Data Comparison.....	5
E. Activity Subject Breakdown.....	7
F. Geographical Data.....	8
G. Fire Danger Rating Reference Calander.....	11
H. Level of Service Data.....	14
I. Official Request Criteria.....	15
2. By-laws and Administrative Improvements.....	17
3. Communication and Program Development.....	18
J. Webpage Statistics.....	19
K. Education Materials.....	21
L. Stakeholder Engagement.....	22
M. Social Media Engagement.....	23
4. Observe and Report on Activities.....	24
N. Monitor Activity - Short-Term Rentals.....	25
5. Proactive Enforcement Initiatives.....	26
6. Conclusion.....	27

1. Overview

A. Objective

The objective of the Township's By-law Enforcement Service is to champion a collaborative approach to By-law compliance that reflects the overall safety and well-being of the community.

Guided by our strategic priorities and goals, the Township By-law Services Program is focused on values that promote a safe and enjoyable environment throughout the Township. There is a strong focus in delivering by-law education and awareness to both residents and visitors that is standardized, transparent, consistent, and accountable.

The purpose of this report is to provide a general overview of relevant enforcement data and By-law Department undertakings. This data provides insights into trends and patterns in compliance and non-compliance, enabling evidence-based decision making. Regular analysis helps allocate resources more efficiently and tailor educational programs to improve public awareness and compliance.

B. Quick Links

The Township of The Archipelago By-law webpage, information & documents: www.thearchipelago.ca/p/by-law-enforcement

The Township of The Archipelago Bylaw phone extension: (705) 746-4243 x325. Link to e-service requests and inquiries:

<https://www.thearchipelago.on.ca/p/e-service-request>

The By-Law Enforcement Service **winter** hours of operation are as follows:

Monday to Friday 9:00am – 5:00pm.

The By-Law Enforcement Service **summer** hours of operation are as follows:

Monday to Sunday 9:00am – 6:00pm.

C. Organizational Structure

As part of the organizational review undertaken in 2023, the position of Coordinator of Protective Services is reporting to the Director of Legislative and Information Services illustrated by **Figure 1**. In transition, this position is currently appointed as a Municipal Law Enforcement Officer (MLEO), resulting in a decrease in By-law officer coverage for the 2025 fiscal year. With the filling of the vacant Part-Time By-law Officer anticipated for spring 2025, the complement of enforcement officers will be back to previous levels to ensure full resourcing of the Level of Service per The Township Policy.

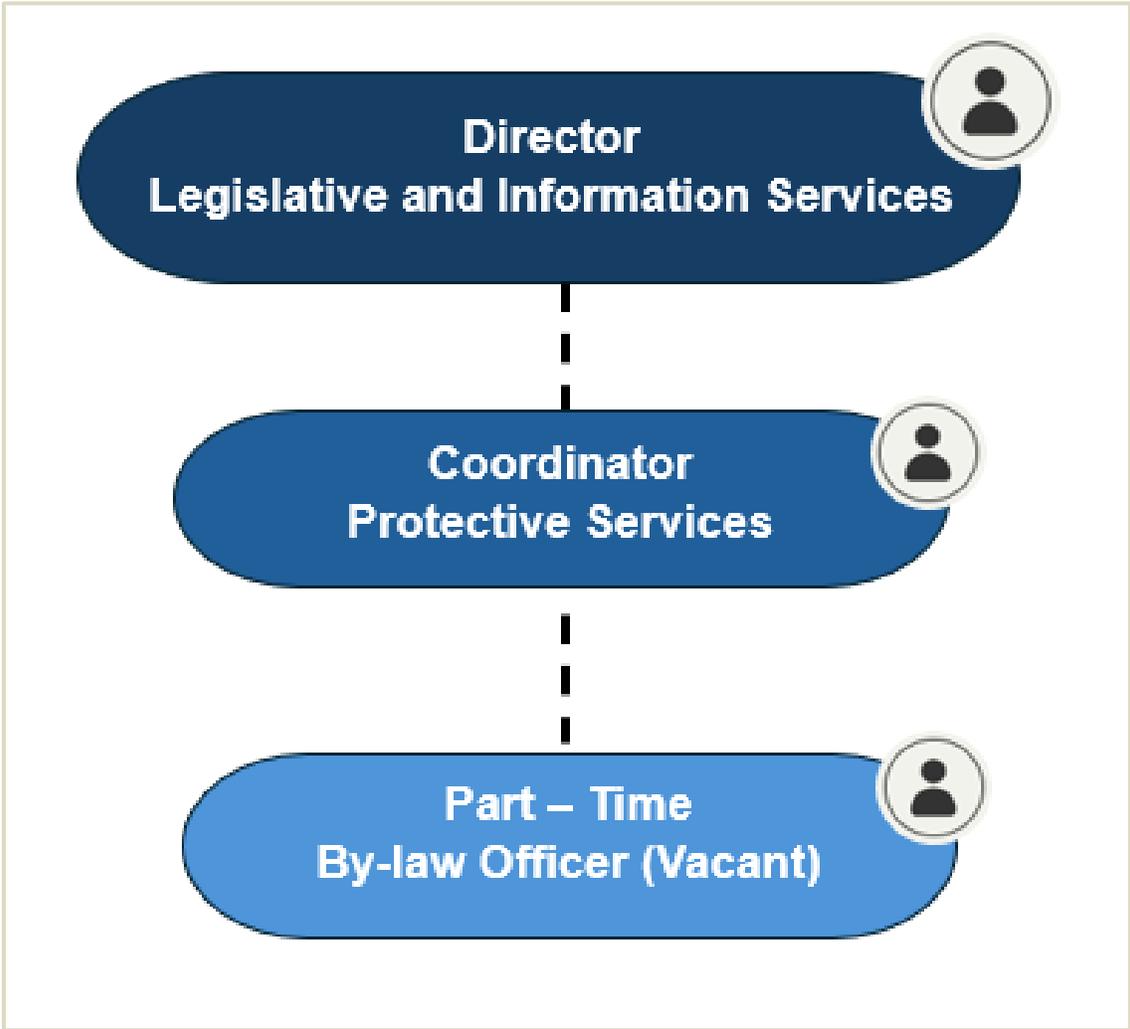


Figure 1 By-law Enforcement Services Organizational Structure

D. 2024 Activity Data Comparison

Total inquiry data represents the cumulative amount of reactive engagements By-law Enforcement Services staff had with members of the public. These engagements stem from a public action or query. **Table 1** below illustrates the volume of inquiries and percentage variance from previous years. **Figure 2** displays the yearly activity data for the previous six years.

Table 1 Comparison of total inquiries from 2022-2024

Month	2022	2023	2024	2023-2024 Variance
NOV	*	*	8	100.00%
DEC	5	5	*	-100.00%
JAN	*	*	8	300.00%
FEB	*	5	10	100.00%
MAR	*	5	6	20.00%
APR	*	*	5	25.00%
SUBTOTAL	17	25	37	48.00%
MAY	*	6	12	100.00%
JUN	10	22	*	-86.36%
JUL	13	40	24	-40.00%
AUG	28	14	41	192.86%
SEP	10	19	13	-31.58%
OCT	*	6	6	0.00%
SUBTOTAL	63	107	99	-7.48%
TOTAL	80	132	136	3.03%

*Fewer than five (5) inquiries/engagements

The Level of Service Policy categorizes the winter months as the period from November 1st of one year, to April 30th of the following year. This stretch has observed a significant increase year over year since 2022 with a 48% jump between 2023 and 2024. This increase can largely be attributed to parking in the winter months. Minor increases have also

occurred in the number of building and zoning questions redirected to the Development and Environmental Services department. Parking inquiries on average increased 225% during 2024 when compared to 2022 and 2023.

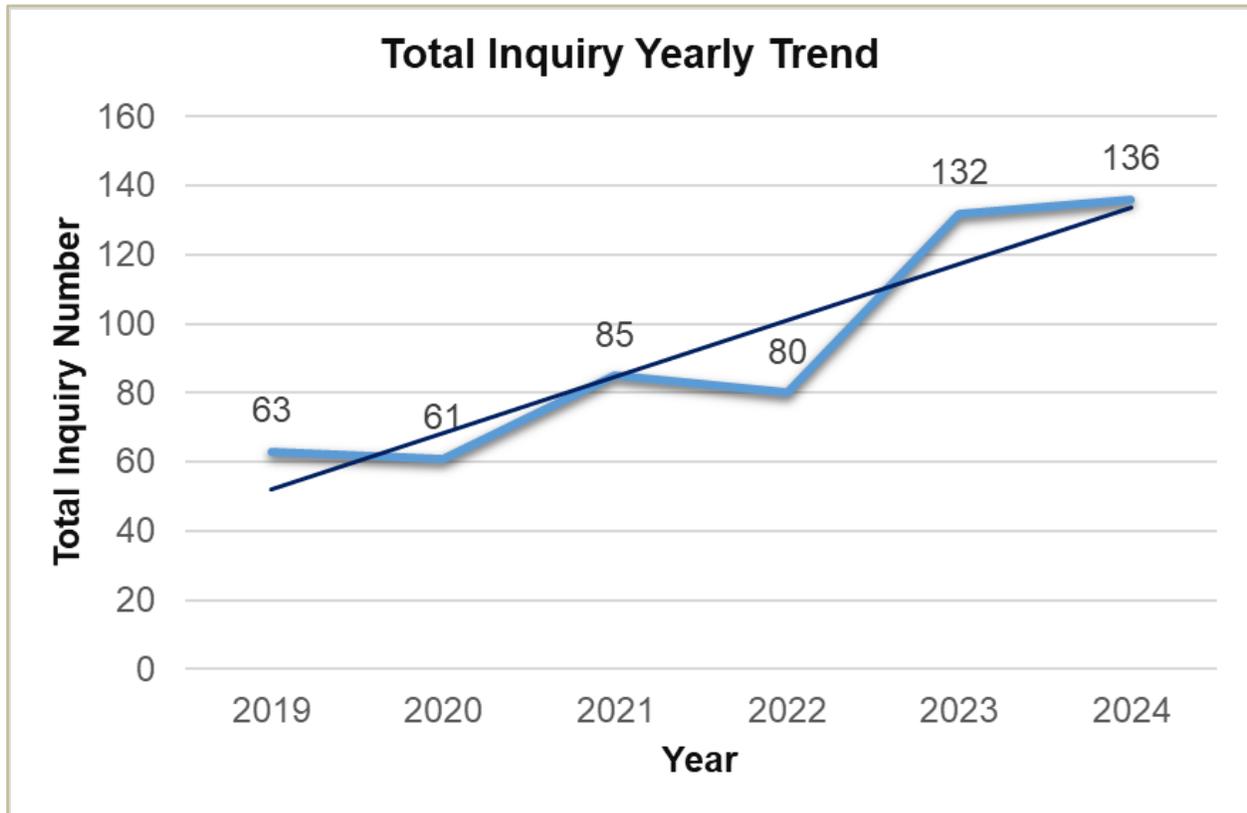


Figure 2 Six-Year Total Inquiry Yearly Trends

Overall, when compared to the 2023 volume, 2024 saw a slight increase of 3.03% representing a difference of 4 inquiries. Two notable monthly deviations appeared in 2024, specifically June and August with the former receiving an unusually low number of inquiries and the latter receiving an unusually high number of inquiries. The 41 inquiries recorded in August of 2024 represent a three-year monthly breakout high.

By-law inquiries and calls for services have been trending upwards significantly over the last six years with a 116% growth rate between 2019 and 2024. Since the implementation of the Level of Service policy at the start of 2023, there has also been an increase of roughly 70%. Some of this

increase can be attributed to the standardization and promotion of the By-law Enforcement Services contact information.

From 2022-2024 many other comparator municipalities observed significant increases in calls for service. Increases range from 15-85%, with The Township of The Archipelago's 70% landing on the higher end of the range.

E. Activity Subject Breakdown

As inquiries are received, the general subject matter is categorized into a group of fourteen different categories. The categories are based on previous years trending subjects. In 2023, the 'top three' list of by-law inquiries included fire, parking, and other. In 2024 the 'top three' list remained the same with the above three subjects representing 51% of the total volume. **Figure 3** below is a break down of the total percentage of inquires based on category.

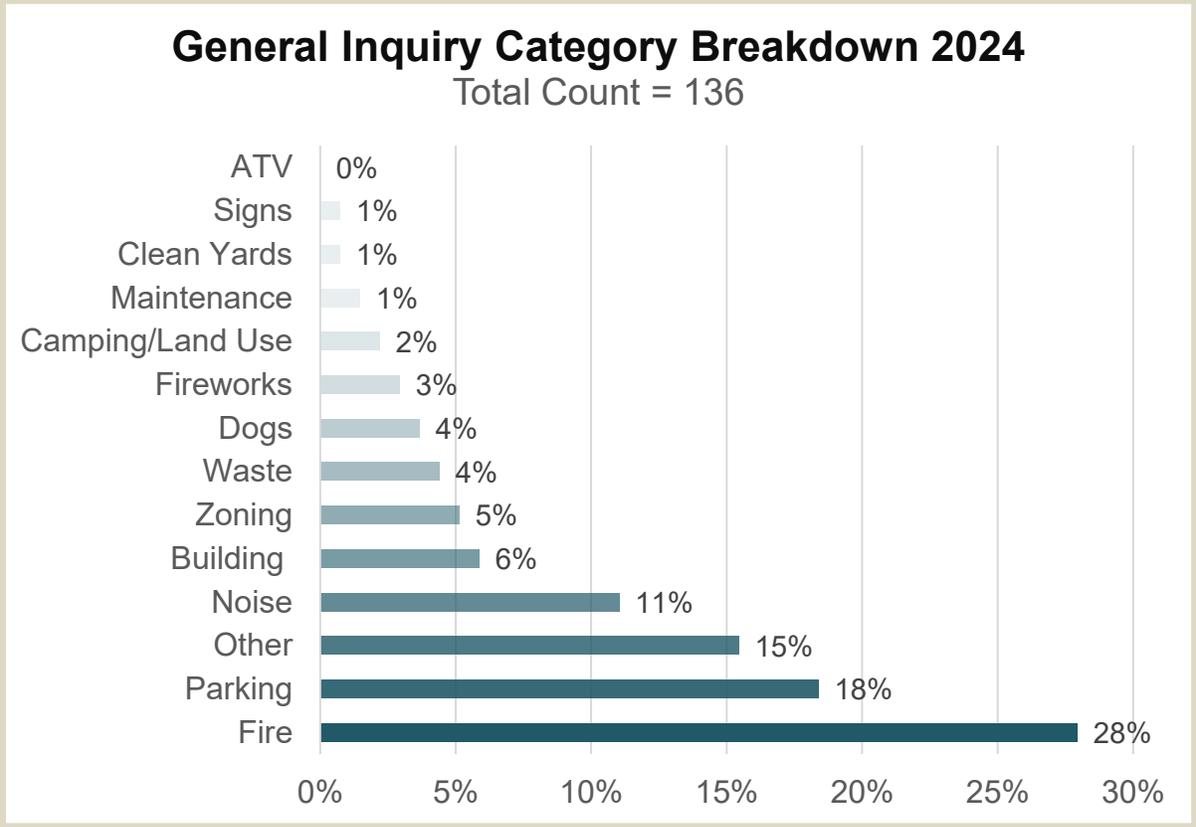


Figure 3 Distribution of By-law Inquiries by Category

The Other category involves a wide range of concerns including various one-off and non-municipal inquiries. Some subjects included sewer/storm drains, snowmobile use, Crown Land logging, short-term rentals, property lines, speeding boats, firearm use, and gasoline fumes. Many inquiries and calls for service stem from the lack of awareness of one’s activities and impacts on the broader community.

F. Geographical Data

This section offers a breakdown of data reflecting the enforcement activities and general inquiries specific to the Neighbourhoods and Wards of The Archipelago. **Figure 4** Below is a percentage distribution of the total inquiries by Ward followed by **Table 2**, a comparison between inquiry volume and total property count.

Wards One and Five both saw an increase in their total inquiry count when compared to last years data. The Not Applicable (NA) category also saw a slight increase. Taking property number data into account, Ward One saw the highest percentage of inquiries at roughly 6%. Similar to 2023, many of the inquiries and calls for service in Ward One involved parking and fire occurrences.

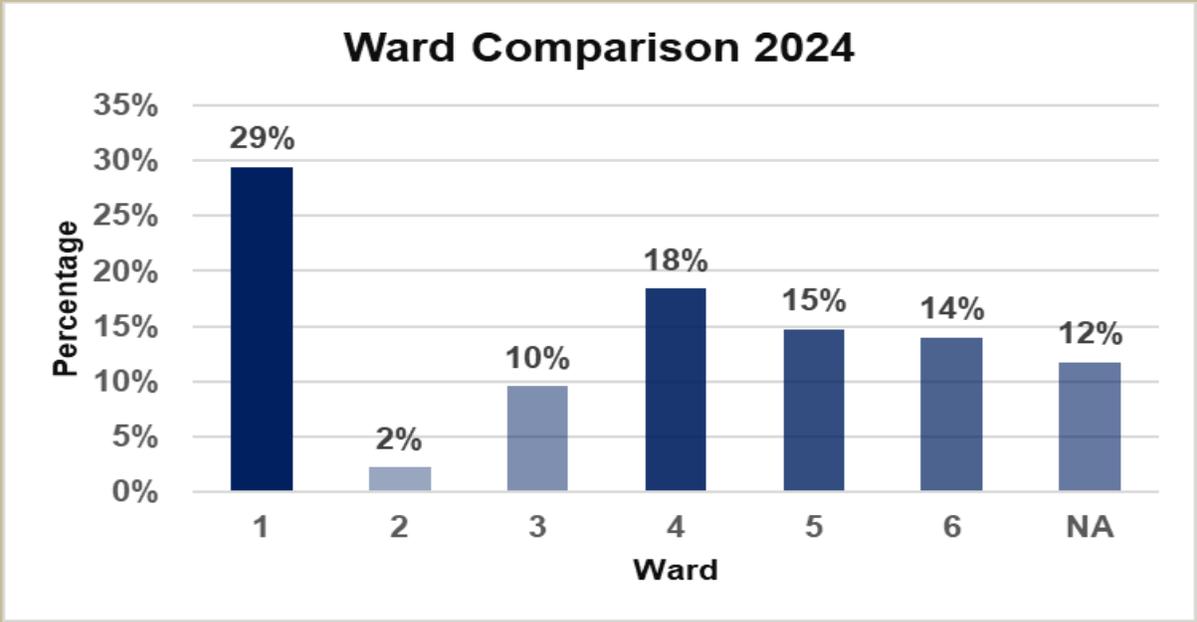


Figure 4 A Percentage Distribution of Total Inquiries per Ward

The variance in total inquiries per Ward is illustrated in **Table 2**. This number is represented as a percentage and shows increases/decreases in overall by-law enforcement activity. Along with inquiry per property percentage, these variables help the By-law Enforcement Services focus any upcoming efforts.

Table 2 A Breakdown of the Specific Inquiry Count per Ward and a Comparison of Inquiry Count against total Property Count

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	NA
2023	32	6	17	32	12	22	11
2024	40	*	13	25	20	19	16
23/24 Variance	25%	-50%	-24%	-22%	67%	-14%	45%
Property Count**	620	371	989	1,436	465	465	NA
Inq. Per Prop. %	6.5%	0.8%	1.3%	1.7%	4.3%	4.1%	NA

*Fewer than five (5) inquiries/engagements

**Property Count is derived from 2023 MPAC data totalling 4,346

The inquiry per property percentage represents a quantified factor of the percentage of the property owners in a specific ward that have either inquired about a by-law or have initiated a call for service (total interaction). Tying interaction count per ward to the property count provides a more complete picture of which areas to focus proactive enforcement and education initiatives.

To further depict the geographical distribution of occurrences, included are two distinct heat maps of the Official Plan neighbourhoods. The first map (**Figure 5**) focuses on the south portion of the Township, capturing key hotspots and areas where enforcement activities were concentrated. The second map (**Figure 6**) highlights the northern portion, offering insights into regional enforcement variations and neighborhood-specific trends. These visual representations allow for a clear understanding of enforcement dynamics across distinct areas, facilitating strategic planning and resource allocation for the upcoming year.

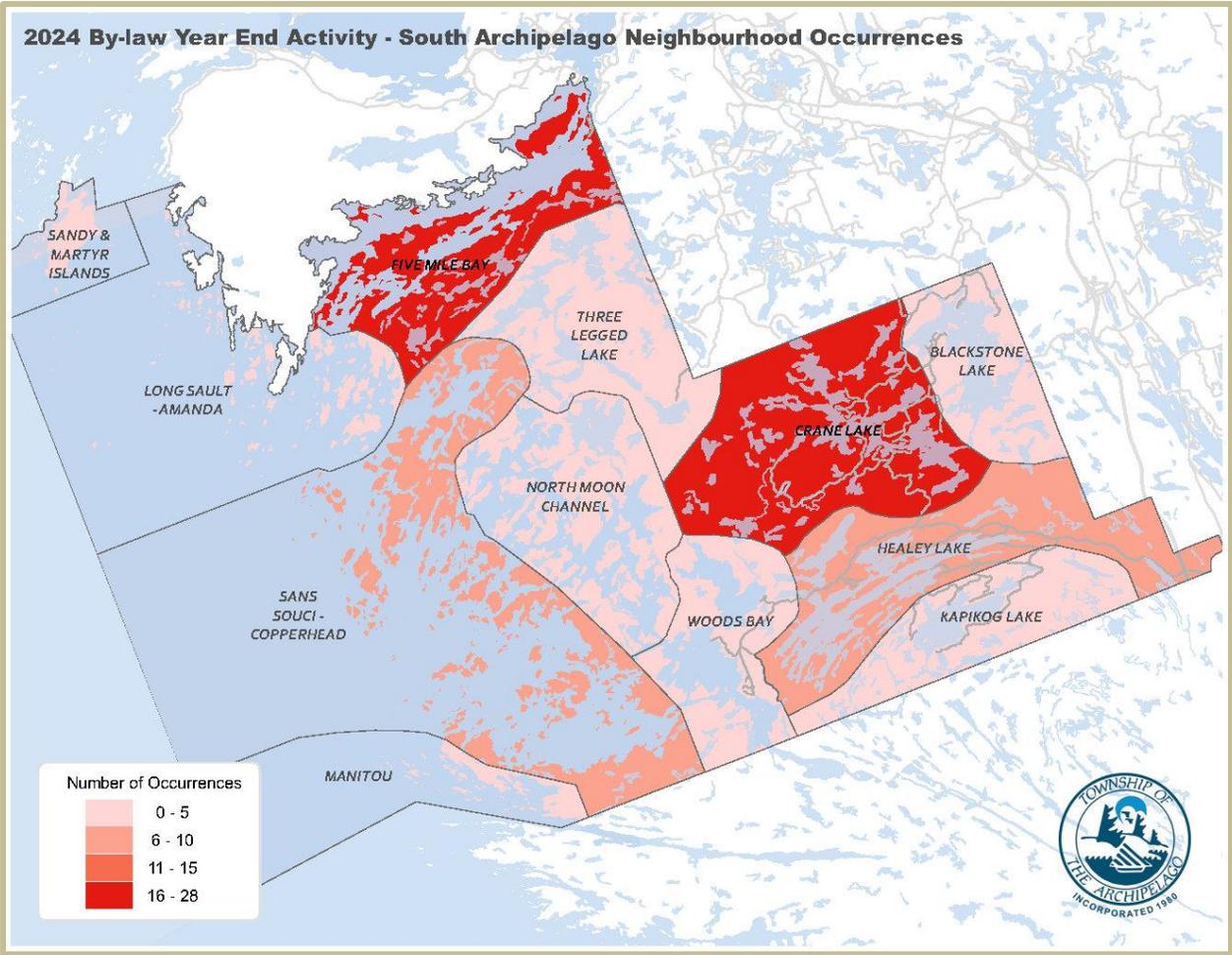


Figure 5 A Heat Map Representing the Distribution of Occurrences in the South Archipelago Neighbourhoods

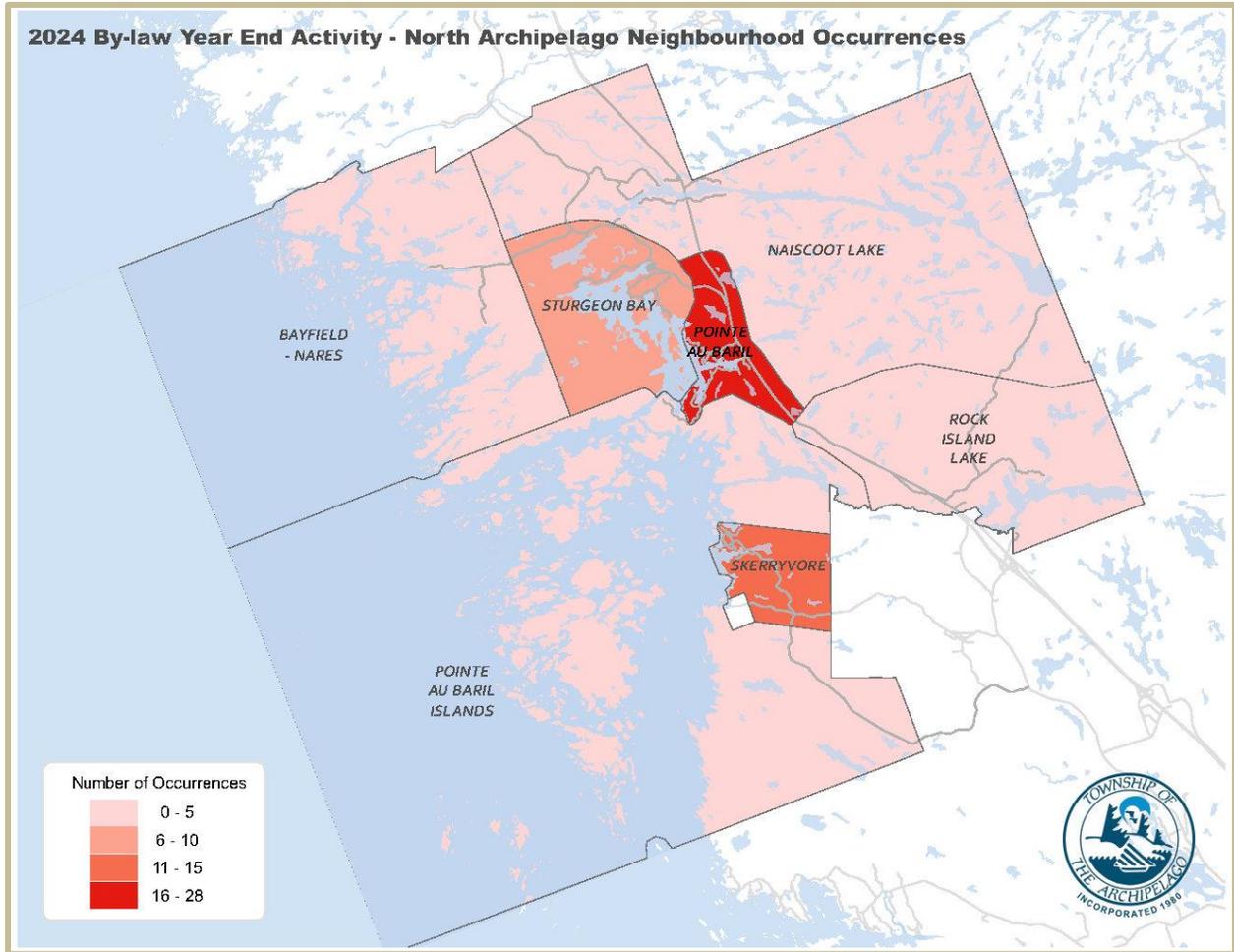


Figure 6 A Heat Map Representing the Distribution of Occurrences in the North Archipelago Neighbourhoods

G. Fire Danger Rating Reference Calendar

As illustrated above, fire concerns remain a high priority and make up the majority of calls for service. The fire season is from April 1st to October 30th annually and the weather largely dictates the fire risk during this time. Higher fire risk generally correlates with an increase in fire related calls for service. The following calendar, **Figure 7** indicates the Fire Danger Rating during specific calendar days in 2024 which can be used to put into context the volume and timing of service calls and inquiries.

A total of 40 days were spent in a High Fire Danger Rating over the course of 2024. Fire concerns amounted to 38 inquiries or 28% of the total inquiry volume with 24 calls for service. **Figure 8** below illustrates the same Fire Danger Rating Calendar representing the 2023 year to provide a comparison between the two years.

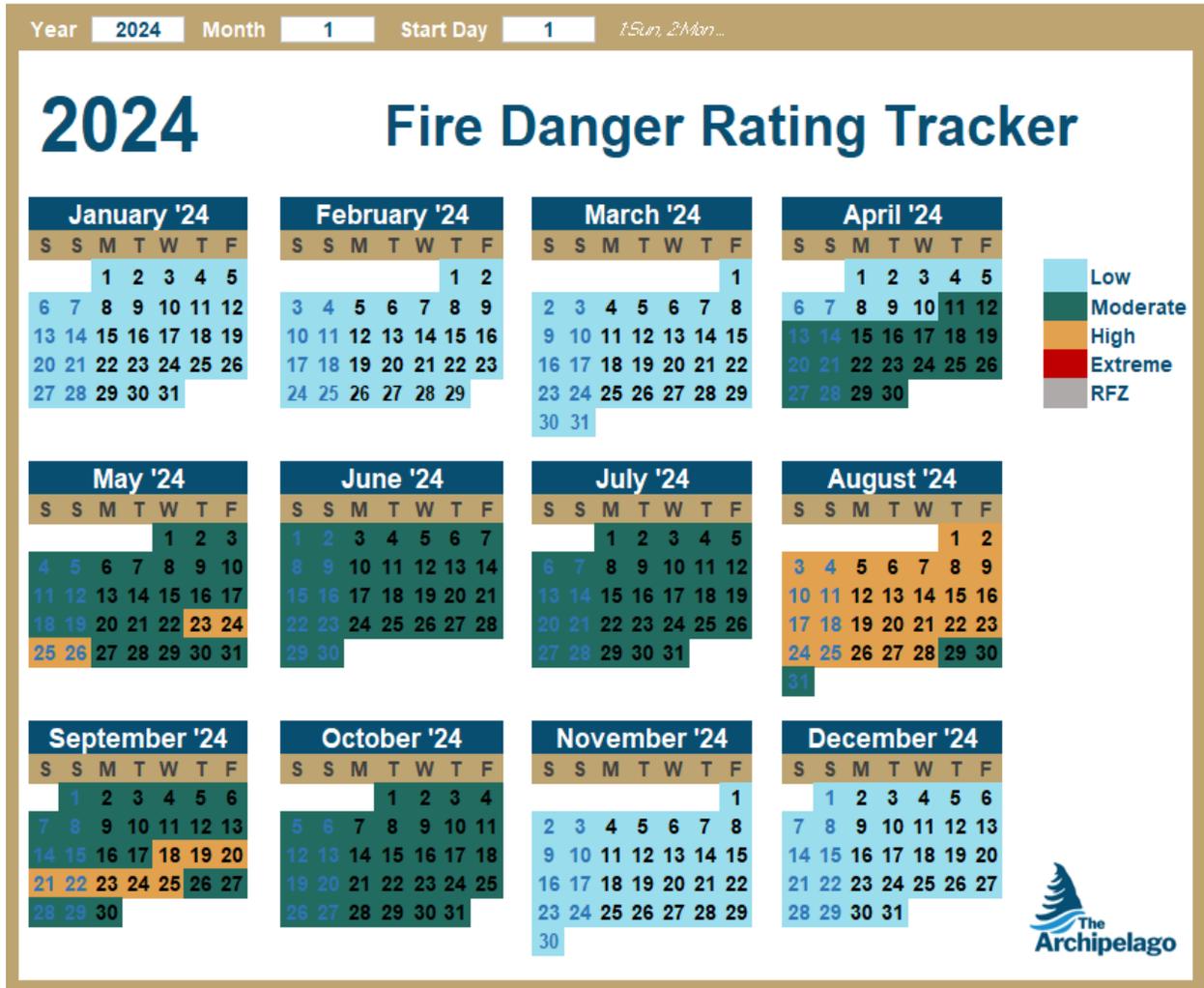


Figure 7 The Different Fire Danger Rating Levels Throughout the Year Depicted on the 2024 Calendar

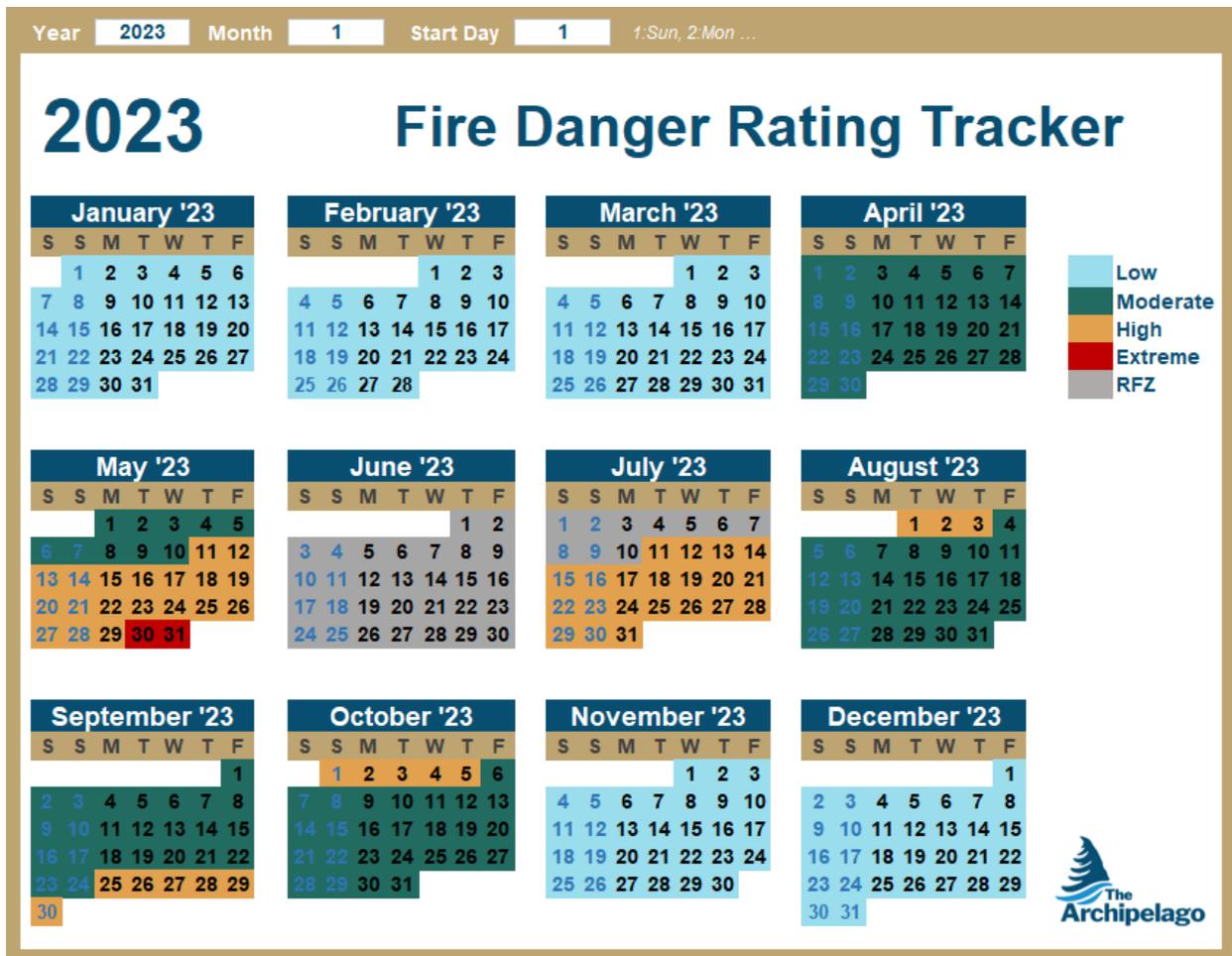


Figure 8 The Different Fire Danger Rating Levels Throughout the Year Depicted on the 2023 Calendar

When compared to 2023, the 2024 fire season was more moderate with less time spent in the High, Extreme, and Restricted Fire Zone range. In total, the fire season spans 214 days. **Table 3** below illustrates the differences between 2023 and 2024.

Table 3 *The Difference Between Fire Danger Ratings Throughout the 2023 and 2024 Fire Season*

Fire Danger Rating (FDR)	2023	2024
Low	0	10
Moderate	118	164
High	54	40
Extreme*	2	0
Restricted Fire Zone	40	0

*Extreme FDR was in place concurrently with the Restricted Fire Zone. The value represented is the stand-alone Extreme rating.

H. Level of Service Data

The Level of Service (LOS) Policy began in early 2023 and with it came new reporting methods, internal occurrence tracking, hours of operation, and standardized response times/methods. Of the one-hundred and thirty-six (136) total inquiries received over the course of 2024, over 76% occurred during the hours of operation. In addition, all the inquiries were actioned upon within the five (5) day maximum response time with calls for service generally being actioned on within 24 hours.

As inquiries and calls for service are received, they are evaluated and assigned a priority rating. This rating helps to ensure all inquires are actioned on in a standardized manner. Some of the factors that help to determine priority level are repeat occurrences, number of requests,

subject matter, time of year, and likelihood of observance. Below **Figure 9**, is the priority distribution for 2024.

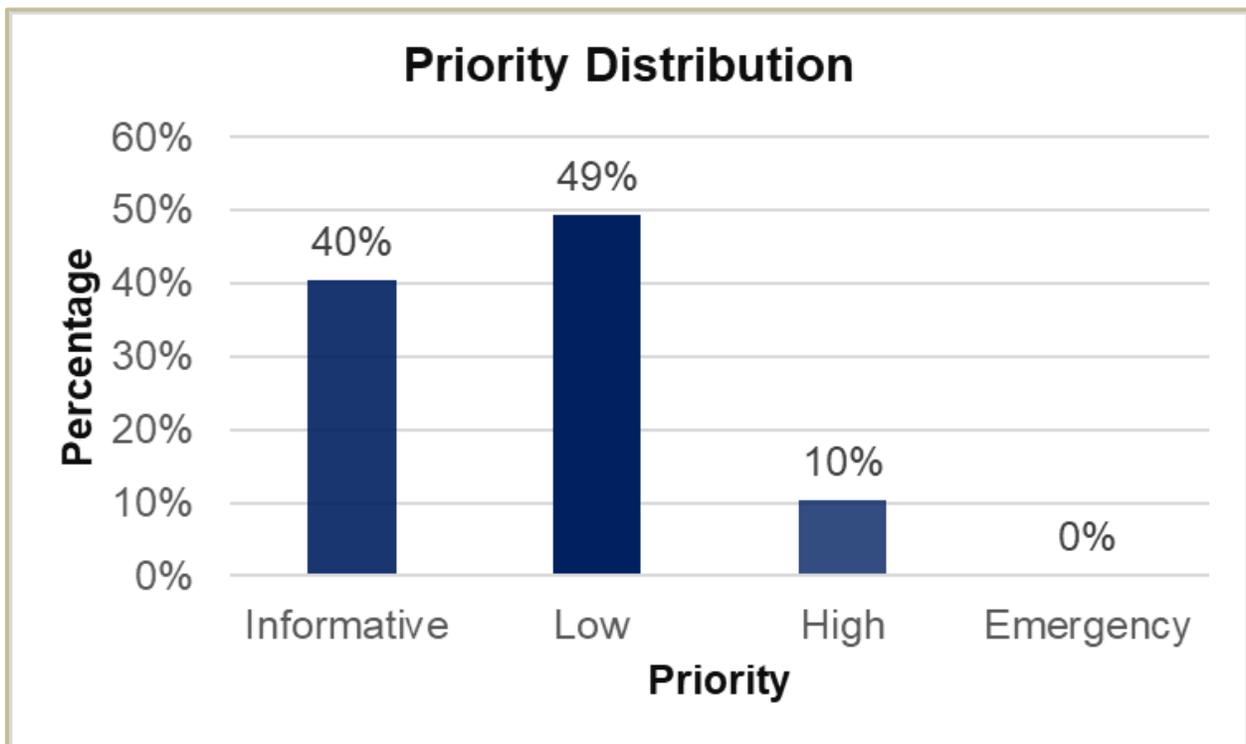


Figure 9 Priority Distribution of All General Inquiries in 2024

2024 saw a higher percentage of calls for service when compared to 2023. This increase is represented in the increase in low priority inquiries as illustrated by **Figure 9**. In total, seventy-eight (78) of the one-hundred and thirty-six (136) total inquiries (57%) were calls for service requiring the opening of an investigation by a MLEO. Of the fourteen (14) High priority calls for service, seven (7) related to fire, three (3) related to parking, two (2) related to fireworks, and one (1) related to both dogs and noise.

I. Official Request Criteria

Introduced in conjunction with the Level of Service Policy, the official request criteria were established in early 2023. The purpose of the criteria is to ensure an investigating MLEO has the required information to effectively investigate an occurrence.

In order for a member of the public to submit a request, a certain amount of information is required to initiate MLEO action. The requirements include;

- Name of requestor;
- Address of requestor;
- Contact information of requestor (e.g., phone number or email);
- Details regarding the issue (e.g., who, what, when, why and how);
- Issue location (e.g., where).

These basic details are crucial for MLEO follow-up and help to reduce the number of unfounded calls for service. Non-Official requests include simple inquires or questions that do not require investigation or imply a violation has taken place. Official request information is kept confidential and not provided to the respondent. If enough information is not initially provided to satisfy an official request, a MLEO will work with the requestor in order to receive that information.

In 2024, there was a roughly equal balance of official and non-official requests. **Figure 10** below represents this distribution.

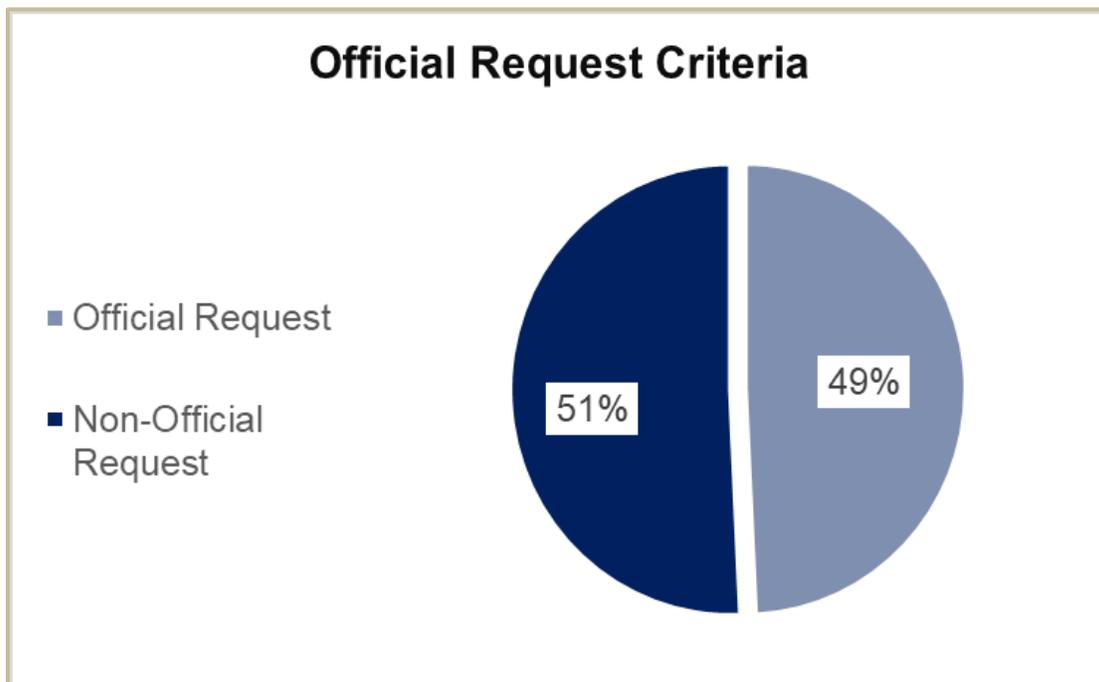


Figure 10 Distribution of Official Request Criteria Met

2. By-laws and Administrative Improvements

The focus of this section is the evaluation and enhancement of existing by-law frameworks and administrative processes to better align with emerging trends and legislative changes. The main goal is to keep up to date with the Level of Service Policy, ensuring that the enforcement operations adequately respond to both current and anticipated challenges. **Table 4** below provides a high-level overview of the administrative initiatives and improvements currently underway or completed. These administrative tasks help to compliment the enforcement process and strengthen the by-law program.

Table 4 *Administrative Resultant Items from 2024 Issues*

Key Deliverables		Status
i.	Level of Service/General By-law Enforcement Policy *including recording and analyzing time of initial call for service and whether response time falls within proposed time frame	Completed – Continue Monitoring
ii.	Maintain continuous MLEO coverage throughout the year to compliment level of service policy	Ongoing
iii.	Short-Term Rental research – Trends	Ongoing
iv.	Continued monitoring of short-term rental properties *Four occurrences identified in 2024	Ongoing
v.	Site Alteration and Tree Preservation research, review, and implementation forecasting	Started – Ongoing
vi.	Reporting issues appropriately and disseminating new contact information for reaching out to appropriate departments and officers	Ongoing
vii.	Parking notice procedure (vehicles along road) – tagging and notice provision. Towing upon repeat violation or road maintenance hazard *No repeat parking violations present	Collaboration with Operations’ staff – increase in enforcement

viii.	Parking By-law Review/Update	To be completed
ix.	Body Worn Camera Use Policy – Continuation	Ongoing – New BWC and policy update
x.	Renter Information Package	Completed – Distributed to all STR occurrences
xi.	Hours of Service Review – Enforcement	To be completed
xii.	Transfer of By-law administrative duties and tasks – filling staff roles	Started – Ongoing

3. Communication & Program Development

Throughout the year, By-law Enforcement Services staff engage in regular and clear communication with Township of The Archipelago residents and other stakeholders. The goal of this communication is to promote awareness of the By-law enforcement program and actively engage with community members. **Table 5** below presents the status of some communication deliverables and initiatives undertaken while highlighting few key platforms.

Table 5 Key Deliverable Status on Various Communication Initiatives

Key Deliverables		Status
i.	Create/add additional webpage content	Completed – Updated By-law Enforcement Service webpage with accordions
ii.	Develop educational materials to disseminate on various matters	13 documents *See education notes
iii.	Disseminate information during seasons	In-person via enforcement officer Newsletter, social media, website, front counter handouts
iv.	Promote official request process	Handout information packages and increase webpage presence
v.	Be active and visible from time to time	Patrols and incident follow up completed throughout the Township ~2000km *Despite posted hours of service, officers still participated in patrols and activities after hours and on weekends
vi.	Work to align/partner with others in Township where activities & interests overlap.	Engaged many groups/individuals – Ongoing
vii.	Regular reporting and documentation of activities	Ongoing
viii.	Fire rating information dissemination during fire season/QR Code	Completed – Clerks Department. Transfer to Protective Services in 2025

J. Webpage Statistics

In an effort to ensure easy access to relevant information, one of the primary communication mediums used is our webpage. The By-law Enforcement Services webpage contains information relating to both

municipal and non-municipal concerns with additional frequently asked questions and our Level of Service policy. **Figure 11** represents 2024 page views specifically for the By-law Enforcement Webpage. There were 470 page views at an average of 00:48s time on page. This is decrease of 24 page views.



Figure 11 By-law Enforcement Services Webpage Views in 2024

Similar to the By-law Enforcement Services webpage, the Fire Danger Rating webpage is a helpful resource promoting key communication initiatives. Used in coordination with other resources such as QR codes and information packages, the Fire Danger Rating page is the fastest and easiest way to determine the fire rating throughout the year. **Figure 12** illustrates the 2024 page views for the Fire Danger Rating. Over the course of the year, there were a total of 10,267 page views at an average of 00.25s time on page. This is a decrease of 2,876 page views when compared to 2023.

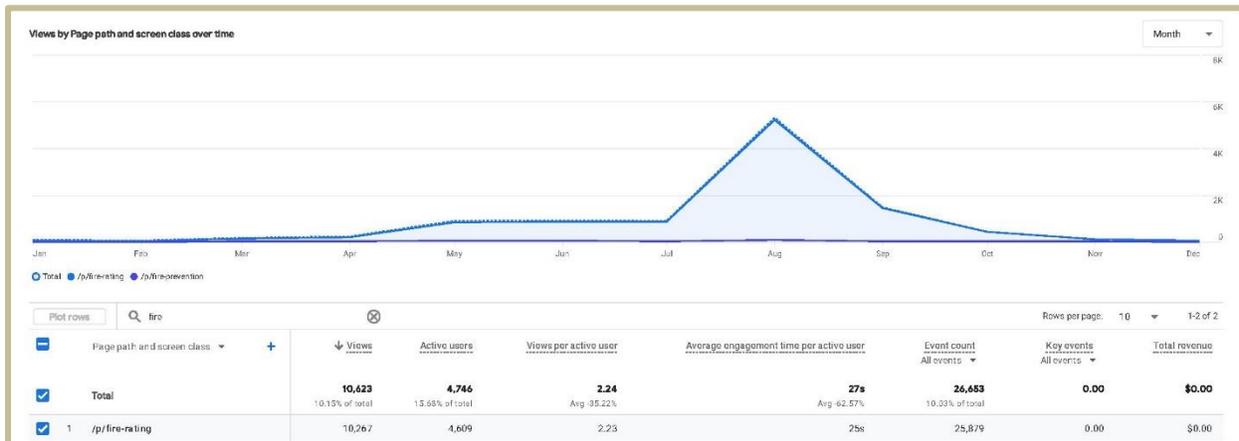


Figure 12 Fire Danger Rating Webpage Views in 2024

K. Education Materials

One important element of the by-law enforcement program is the development, revision, and distribution of education materials. These tools are essential for promoting strong by-law awareness. The following is a list of the materials created to date that are distributed throughout the year and during calls for service. **Figure 13** is an example of one of the generic informational posters to be distributed at public awareness events.

- Noise by-law highlights
- Camping information reference sheet
- By-law Enforcement Service contact page
- Great Neighbour Code
- Renter Information Package and Letter
- Reference sheet “By-Law Enforcement Contact and FAQs”
- *Question and Answer response sheet for staff usage*
- Poster - support to businesses (quick reference to common by-laws)
- *Mapping - support to responders (maps and index sheets for referencing issues)*
- Info sheet - animal related noise
- Info sheets - open burning guidelines, fireworks guidelines
- *Email distribution lists (fire rating info groups for Associations, Marinas, Businesses and Contractors)*

- Newsletter articles via Archipelago Express (digital newsletter, * also available in print by request)
- Info sheet – aggressive dogs

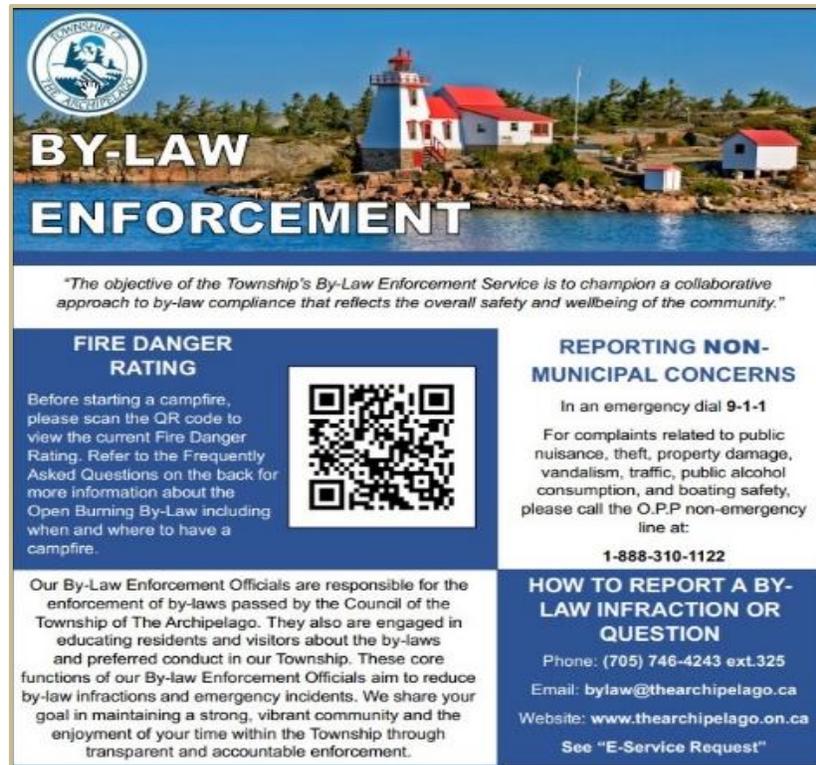


Figure 13 By-law Enforcement Service Informational Poster

L. Stakeholder Engagement

The By-law Enforcement Service is committed to fostering strong partnerships with the community to enhance our service delivery. In order to distribute education material, various stakeholders and groups are consulted annually. Below is a list of various organizations and community members engaged throughout the year. Moving into the new year, the By-law Enforcement Service would welcome the opportunity to interact with any stakeholders interested.

Other partners include:

- Associations General Meetings

- various individuals on water access areas (GB water north and south, Healey Lake, and Bayfield)
- First Responders and Patrol groups
- Commercial operators (marinas, resorts)
- OPP and MNR Conservation Officers
- Neighbouring Municipalities

N. Social Media Engagement

Throughout the course of the year, various informational postings are made on the Township social media pages to boost public engagement. These posts represent a crucial component to of the By-law Enforcement Services education campaign. Examples of posts can be found on any of the Township social media platforms and cover a wide variety of By-law topics with a specific focus on emerging or seasonally likely issues. One example of annual social media post is represented below in **Figure 14**.



Figure 14 Social Post Originally Posted on December 6, 2024

4. Observe and Report on Activities

Table 6 below outlines key action points and monitoring areas for by-law enforcement within the Township of the Archipelago. It emphasizes the need for quantifying and addressing issues such as cottage rentals, high fire danger ratings, noise disturbances, winter road use/maintenance, parking, site alterations, and jurisdictional reporting. Observing these trends plays a critical role in tailoring enforcement strategies, ensuring compliance, and enhancing public safety. By monitoring these areas closely, the municipality can adapt its enforcement practices to better meet the needs of the community, fostering a positive and recreational living environment through proactive education, communication, and partnership with non-municipal entities like the O.P.P and MNR. It's crucial for maintaining transparency, accountability, and relevance in by-law enforcement operations.

Table 6 *Various By-law Trends Observed and Actions Taken*

Issue	Action
i. Cottage rentals / cottage users & visitors	-Quantify concern and review finding with Council *Details presented at previous year-end activity reports through visual. -Continue to address any relevant issues (Noise, Open Burning and Fireworks) through appropriate existing by-laws and property owner engagement. *Rental Information Package
ii. High Fire Danger Rating	Continue to provide education material and focus social media efforts towards High Fire Danger Rating regulations
iii. Noise issues	2024 saw a slight increase in noise issues. Continue to provide education to residents and visitors regarding quiet times
iv. Winter use of seasonal roads	Reporting by Operations staff and correspondence/compliance with road users.

		*Generally one-off encounters
v.	Parking	Hotspot identification and increased patrol presence. New signage installed at the beginning of specific roads.
vi.	Site Alteration and Tree Preservation	Continue to work with Planning Department and consultant on by-law implementation.
vii.	Reporting issues appropriately (municipal vs non municipal)	Address activities through appropriate by-laws and property owner engagement. Work with non-municipal partners including O.P.P and MNR

N. Monitor Activity - Short-Term Rentals

Over the course of 2024, the By-law Enforcement Service continued to monitor and track Short-Term Rental (STR) linked occurrences and inquiries. Properties Identified as STR's through regular enforcement activities are sent the renter information package outlining various By-laws and best practices. Below, **Figure 15** shows the number of total inquiries that involved STR's and includes a further breakdown of the number of inquiries that generated a renter responsible call for service. Calls for service directly involving Short-Term Renters accounted for approximately 2.9% of the total inquiry volume. In 2023 the Short-Term Rental calls for service accounted for approximately 1.5% of the total inquiry volume. In total 2024 saw a slight increase in volume however overall STR involvement remains low.

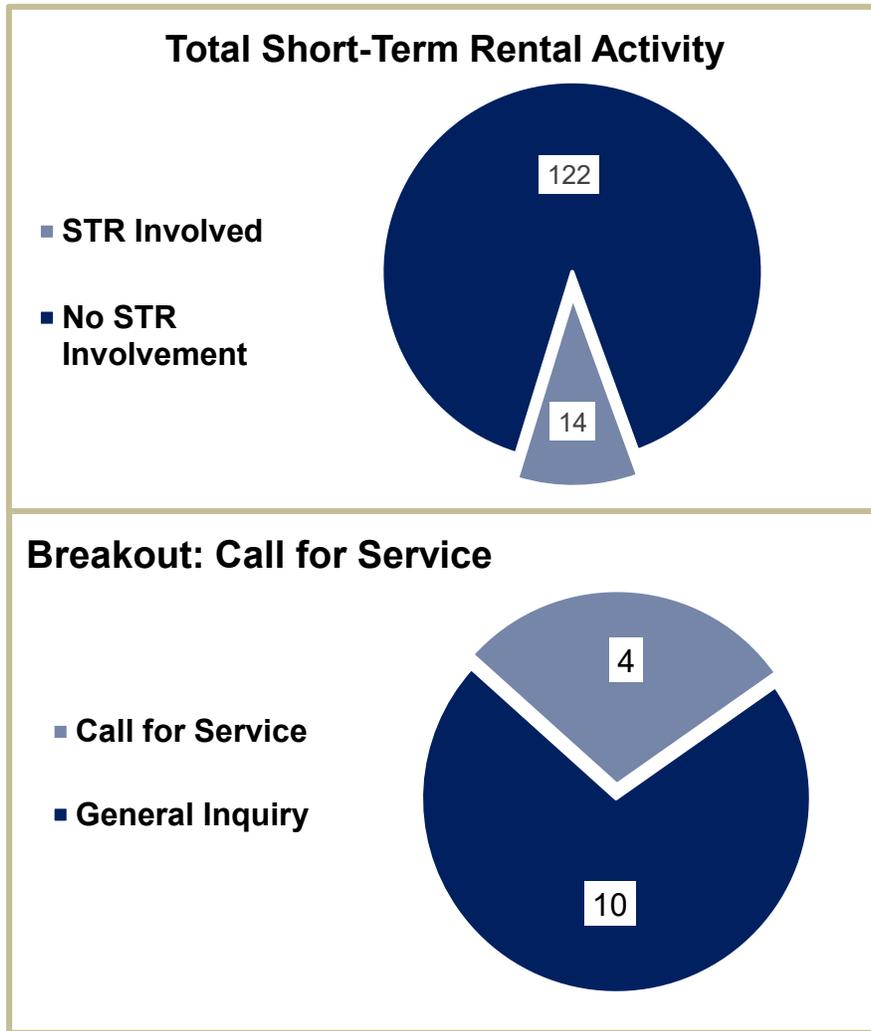


Figure 15 Total Short-Term Rental Activity and Calls for Service 2024

5. Proactive Enforcement Initiatives 2025

Using all the information compiled and evaluated over the course of 2024, a data driven approach to proactive enforcement initiatives has been created for 2025. These initiatives leverage data and trend analysis from prior years to strategically address issues before they escalate. By examining historical data, patterns, and recurring violations, our team can anticipate problem areas and allocate resources efficiently. This data-driven approach not only enhances compliance through preventative measures but also optimizes operational efficiencies, reducing the need for

reactive enforcement actions. Additionally, such initiatives foster community trust by demonstrating a transparent and informed approach to enforcement, focusing on education-based compliance and long-term behavioral change.

6. Conclusion

The Township of The Archipelago By-law Enforcement Service is dedicated to preserving the nature and quality of life for all residents and visitors to the area. We promote an education first strategy designed to assist members of the community with a wide range of interests that ultimately promote a safe and vibrant community.

For more information, please consult our By-law Enforcement Webpage. If you have an inquiry or by-law concern, you can reach out to our department through any of the following methods.

- Phone: (705) 746-4243 ext.325 or,
- Email: bylaw@thearchipelago.ca
- Website: alternatively use our online reporting tool “[E-Service Request](#)” to submit a concern or inquiry.