**Council Direction:**

City Council, at its March 31, 2010 meeting, approved an 18 month proactive by-law enforcement pilot program for Wards 1 to 8 (subsequently named “Project Compliance”) consisting of six temporary part-time Municipal Law Enforcement Officers and a temporary full-time clerk. In accordance with Council direction, “the cost of the pilot, estimated to be $598,000, is being financed from the Parking Reserve #108021, with any fees and fines from the program being returned to the Reserve to off-set the costs.”

**Information:**

Staff reported, through Report PED10049(b), with it’s first update on Project Compliance, informing the Economic Development and Planning Committee that:

- the six Officers had been hired and trained and that the enforcement project would officially commence in July 2010,
- enforcement focus areas had been established for each of the eight Wards; and,
- enforcement staff is continuing to work with Hamilton Housing Property Managers to maintain/enhance the current process for attending to violations identified through proactive enforcement efforts.
At the time of the writing of this Report, “Project Compliance” Officers had conducted 4 proactive “blitzes” looking for Property Standards (03-117) and Yard Maintenance (10-118) violations. A total of 147 houses were inspected with the following results:

- 76 Orders to Comply (Property Standards 03-117),
- 58 Notices/Field Orders (Property Maintenance 03-118),
- 70 Courtesy Letters.

Finally, attached as Appendix “A” to this Report, is a summary of the Pilot’s objectives, information being collected and the various performance measurements by which the Pilot will be evaluated.

Appendix “A” to Report PED10049(c) – Project Compliance Objectives

MH/JX/dt
Attach.
"Project Compliance"

Overall Objectives

- To advance the City’s strategic goals related to a safe and healthy Community by proactively identifying property standards and maintenance issues and seeking compliance by property owners,
- To assist in determining the need for a residential rental licensing program.

Performance measurements by which the Pilot will be evaluated:

- cost recovery?
- reduced public complaints (reactive enforcement)?
- initial success (compliance) rate?
- success (compliance) rate through additional actions (i.e. charges/hearings/Court)?

The following information associated with “Project Compliance” activities, is being collected for use in evaluating the pilot:

- Number of properties visited
- Number of apartment buildings/units visited
- Number of Hamilton Housing units visited
- Number of rental properties visited
- Number of owner occupied properties visited
- Number of Orders to Comply issued
- Number of Courtesy Letters issued
- Number of Field Orders issued
- Number of Charges Laid – Part 1 and Part 3 (POA)
- “Fee for Service” amounts applied to properties
- Number of prosecutions
- Number of appeals to Property Standards Committee (of proactive cases)
- Number of property standard deficiencies identified
- Number of property standard deficiencies outstanding (not able to correct through enforcement action)
- Number of property maintenance complaints
- Number of property maintenance complaints outstanding
- Number of interior vs exterior violations
- $X\%$ of properties brought into compliance upon first contact
- $X\%$ of properties brought into compliance within 3 months
- $X\%$ of properties brought into compliance within 6 months
- Number of properties where compliance is not achieved
- Cost of repairs (contractors only)
- Increased use of contractors
- Compare number of reactive complaints versus proactive enforcement (2010 vs. 2011)

**Qualitative Feedback:**

- Feedback/comments from Ward Councillors
- Feedback/comments from constituents/neighbours
- Collect feedback from local BIA’s and neighbourhood associations