

Regulatory Services



Proposed 2025-2028 Business Plan & 2025 Budget
Presentation to Budget Committee
November 2024



2025 Budget

Regulatory Services Mandate

Mission

To be seen and recognized as a leader and the model for success in municipal law enforcement

Vision

To achieve compliance with municipal by-laws and provide services in a safe and professional manner to maintain order, safety and community standards in the city

To achieve compliance with municipal by-laws through awareness, education and enforcement

To revise existing by-laws and to develop and implement new by-laws, in response to the needs of Council and the community, to ensure an effective municipal by-law infrastructure is in place



Regulatory Services Mandate

At a glance

Parking Infraction Notice (FORM 13)
 Corporation of the City of Mississauga
 Corporation of la Ville de Mississauga
AVIS D'INFRACTION DE STATIONNEMENT (FORMULAIRE 13)
 Corporation of the City of Mississauga / Corporation de la Ville de Mississauga

Il est interdit de stationner en lettres inversées sur une route.

Indiquer le numéro de permis de stationnement et l'adresse de la route.

Matricule: **M XXXXXXX**

Date	Heure	Code	Code de la route

Write the City of Mississauga. These infraction notices apply only to Mississauga. Ne pas traduire l'adresse.

Indiquer le numéro de la route pour laquelle on a émis l'infraction.

Matricule	Code de la route	Code	Code de la route

Indiquer le numéro de la route pour laquelle on a émis l'infraction.

Code	Description	Montant	Statut
113	Stationnement en lettres inversées sur la route.	\$171,00	75
119	Stationnement en lettres inversées sur la route.	\$110,00	50
121	Stationnement en lettres inversées sur la route.	\$110,00	50
123	Stationnement en lettres inversées sur la route.	\$120,00	100
127	Stationnement en lettres inversées sur la route.	\$120,00	75
128	Stationnement en lettres inversées sur la route.	\$120,00	50
130	Stationnement en lettres inversées sur la route.	\$110,00	50
131	Stationnement en lettres inversées sur la route.	\$110,00	50
132	Stationnement en lettres inversées sur la route.	\$120,00	50

The total amount payable for all of your offences is: **\$1,710.00**

Write: 15 copies of the date issued, address, name and title of the officer on the back of this notice. It will be filed in the file of the owner of the vehicle and will be used to determine if you are eligible for a permit to park in the same area. If you are not eligible, you will be required to pay the full amount. If you are eligible, you will be provided a permit to park.

Your officer should be 15 years or older to issue this notice. If you are not eligible to issue this notice, you should contact the City of Mississauga at 905.874.2277. If you are not eligible to issue this notice, you should contact the City of Mississauga at 905.874.2277. If you are not eligible to issue this notice, you should contact the City of Mississauga at 905.874.2277.

Issuing Provincial Officers Office / L'agent des infractions provinciales
 Signature/Signature

On-street parking is suspended during snow-clearing operations

You are required to remove your vehicle from the street.

MISSISSAUGA

MISSISSAUGA

Let Animal Services introduce you to your new best friend.

mississauga.ca/adoptapet

MISSISSAUGA



Mississauga Apartment Rental Compliance (MARC)
 Apartment Building Owner's Quick Reference Guide

Canada Day Fireworks

Enjoy at home only on July 1 from dusk until 11p.m.
 Get a permit for use in public streets and parks.

Call 311 to report illegal dumping or littering

mississauga.ca/coronavirus

MISSISSAUGA

Short-Term Accommodations

Renting your home short-term? A licence is now required.

mississauga.ca/STA

MISSISSAUGA



BE RIDESHARE SAFE

BEFORE GETTING IN THE CAR

Coyote Information Session

September 12, 2019 - 7-9 p.m.
 St. Hilary's Church
 2055 Hurontario St.
 mississauga.ca/animalservices

MISSISSAUGA

MAKE THE MATCH

Check the license plate number, car model and driver photo before getting in

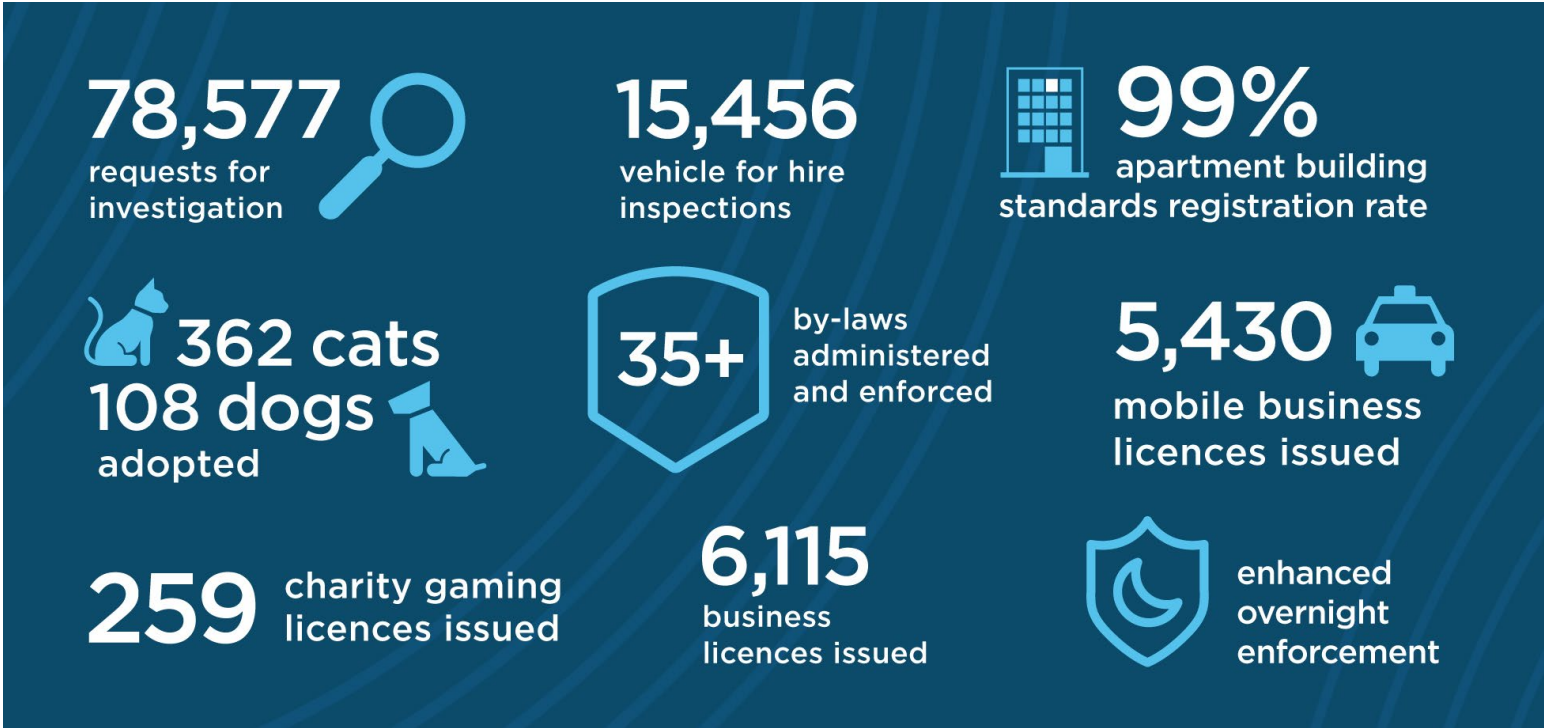
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BE RIDESHARE SAFE

MISSISSAUGA

Service Area Overview

At a glance



Key Objectives 2025-2028

Enhanced By-law Enforcement

- Develop and implement a rental housing framework to enforce rental standards and improve living conditions for tenants
- Implement service enhancements to the Mississauga Apartment Rental Compliance (MARC) Program
- Build capacity of the Enhanced Overnight Enforcement Team to respond to high priority issues and engage in joint operations

Enhanced Animal Services Programming

- Build capacity of Mississauga Animal Services to stabilize service delivery and respond to community needs
- Increase compliance with pet licensing requirements

Enhanced Parking Enforcement

- Implement proactive parking enforcement tactics to support the City's housing strategy
- Increase city-wide coverage to enforce the Traffic/Parking By-law

Budget Request #1

Enhanced By-law Enforcement

Increasing Service Demand

70% or
8,125  in Service Requests
*from 2018 to 2023

 1,217 # of Noise Complaints/ Service Requests
*from Sept to Dec 2023

 1,659 MARC Service Requests

 3,294 Proactive Property Standards Investigations

1,448 Short Term Accommodation Investigations
*from Fall 2022 to end of 2023

New/Expanded Programs & Services

- Expanded programming
 - Mississauga Apartment Rental Compliance (MARC) Standards Program
 - Short Term Accommodations (STA)
 - Proactive Property Standards Program
- Development of new by-laws related to housing matters (e.g., Renovictions By-law)
- Implementation of Nuisance Gathering, Noise Control, Fireworks Licensing & Use By-Laws
- Implementation of 24/7/365 By-law Enforcement Team
- Expansion of Charity Gaming Program
- Joint enforcement operations with enforcement stakeholders (e.g., Peel Regional Police, Mississauga Fire & Emergency Services, Peel Public Health)

Budget Request #2

Enhanced Animal Services Program Delivery

Operating

Increasing Service Demand

59% or 4,682 ↑ in Service Requests
*from 2019 to 2023

107% or 3,071 ↑ in Animals in Distress Investigations
*from 2019 to 2023

41% ↑ in Dog Bite Investigations
239 in 2019
338 in 2023

Program Stabilization & Expanded Mandate

- 365/24/7 service delivery model with no increase to permanent staffing since 2003
 - Emergency calls service standards: 45 min response time - service standard met 79% of the time in 2023, down from 93.9% in 2020
- Improved response to animal cruelty and neglect
- Enhanced public safety to respond address community safety concerns
- Promotion of responsible pet ownership
- Expansion of animal licensing programs
- Implementation of a robust pet licensing program
- Wildlife conservation and management (e.g., establishment of Coyote Management Program)
- Expansion of community engagement via the Animal Awareness & Responsibility Campaign

Budget Request #3

Enhanced Parking Enforcement

Operating

Increasing Service Demand

29% or 29,850  in Service Requests
*from 2021 to 2023

of Service Requests, By Year

104,171 in 2021

116,171 in 2022

134,021 in 2023

143,850 in 2024
*from Jan 1 to Nov 3, 2024

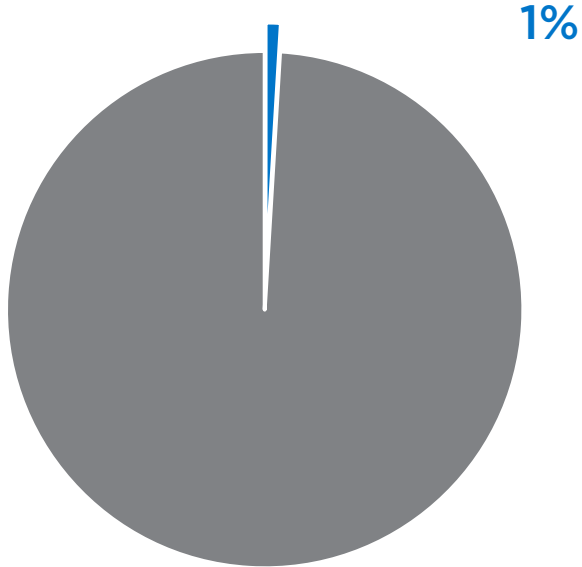
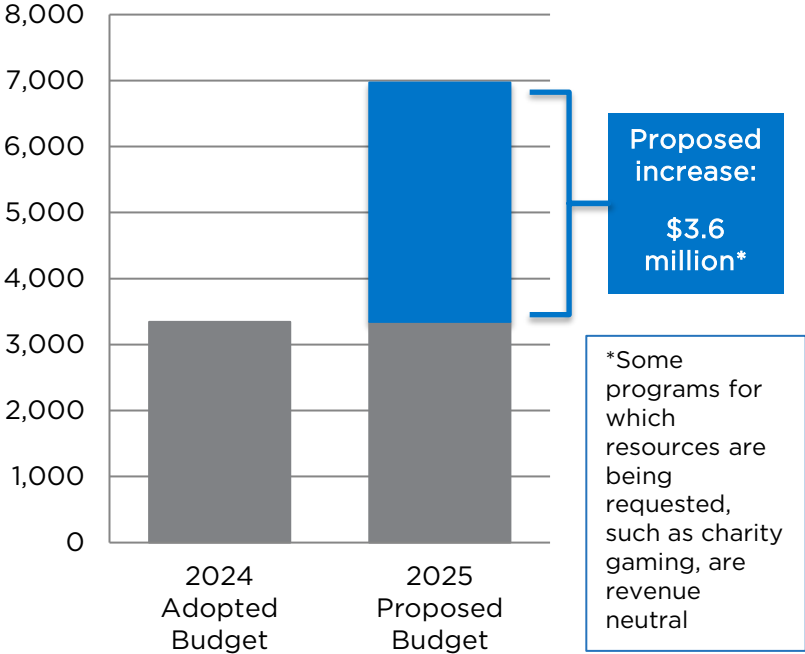
Increasing Volume & Efficient Response

- Additional housing types will require additional parking permits and enhanced enforcement tactics
- Paid parking permits expected to increase significantly with the introduction of New Parking Permit Program
- Community requires attention to safety-related calls - compliance with Fire Route By-law, Accessible Parking By-law and the Idling By-law to maintain safe and secure roadways and properties
- Joint operations with enforcement personnel
- Establish permanent fleet to achieve cost savings over time, streamline operations, and ensure consistent and reliable service delivery standards

2025 Net Operating Budget \$000s

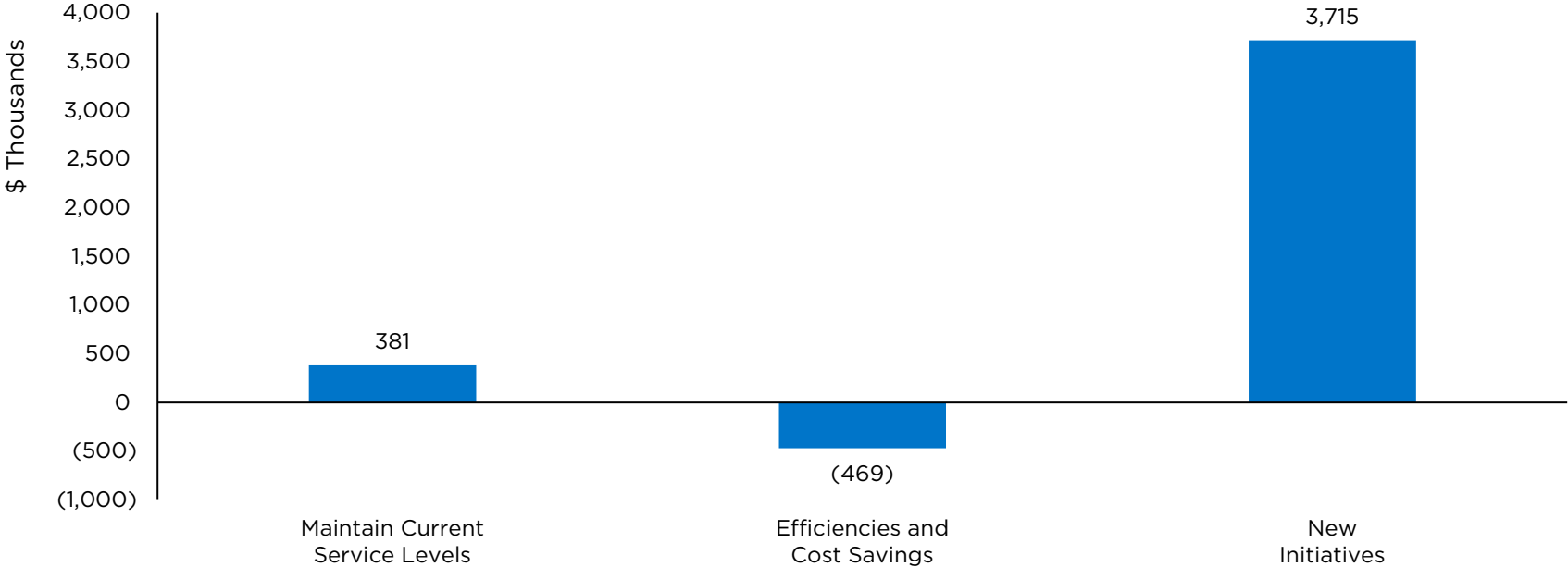
2025 Net Operating Budget % of City

Operating



2025 Operating Budget Changes

Net Increase: \$3,626,827, or 108.5%



Note: The New Initiatives value in this chart includes budget impacts from a joint initiative, “New Parking Permit Program and Enhanced Parking Enforcement”. This new initiative includes a request for 37 FTEs and 7 vehicles, offset by revenue, and is being proposed by the Roads Service Area. In addition, the new initiatives value also includes charity gaming, which is revenue neutral.

New Initiatives

10.1.6

Budget Request Name	2025 FTEs	2025 Gross Budget (\$000s)	2025 Other Funding (\$000s)	2025 Net Tax Levy Impact (\$000s)
Enhancing By-law Enforcement	30	2,881	(280)	2,601
Enhancing Animal Services Program Delivery	22	1,352	0	1,352
Enhancing Parking Enforcement	33	Refer to Roads Service Area budget request, New Parking Permit Program and Enhanced Parking Enforcement		
Total	85	4,232	(280)	3,953

Operating

New Initiatives

10.1.6

Budget Request Name	2026 FTEs		2026 Gross Budget (\$000s)*	2026 Other Funding (\$000s)*	2026 Net Tax Levy Impact (\$000s)*
	Net New	Cumulative*			
Enhancing By-law Enforcement	19	49	5,491	(380)	5,111
Enhancing Animal Services Program Delivery	16	38	3,383	0	3,383
Enhance Parking Enforcement	0	33	Refer to Roads Service Area budget request, New Parking Permit Program and Enhanced Parking Enforcement		
Total	35	120	8,874	(380)	8,494

*Values are cumulative (2025 + 2026 total).

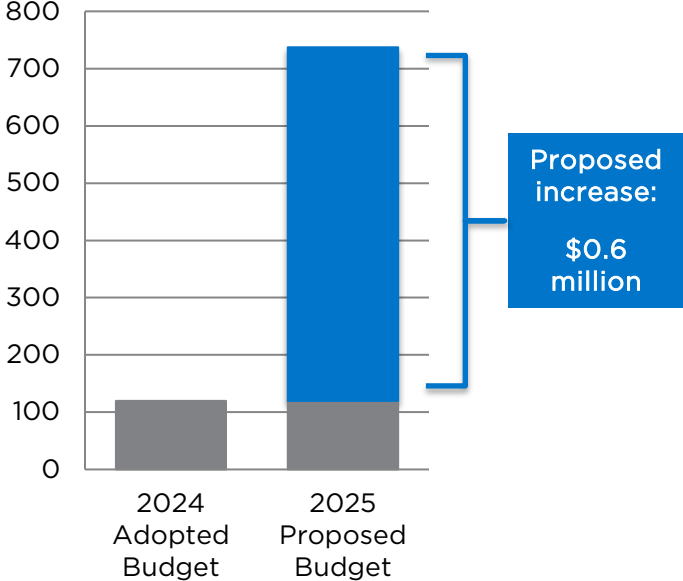
2025 Capital Projects

2025 projects are proposed to be funded at \$0.7 million and include:

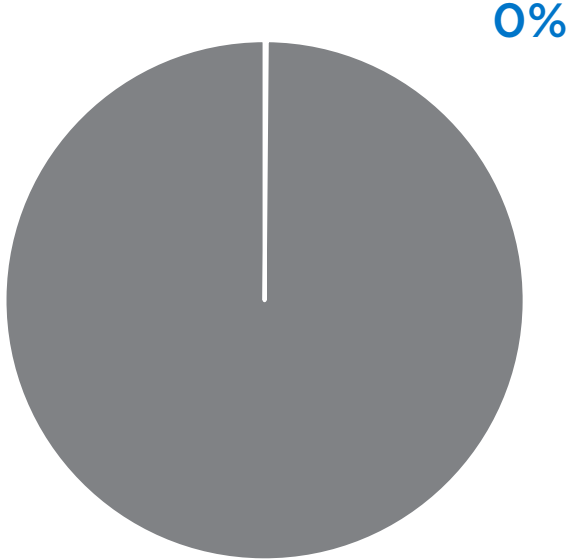
- Radio replacements for Animal Services staff
- Fleet vehicles and radios for new Parking Enforcement staff



2025 Net Capital Budget \$000s



2025 Net Capital Budget % of City



Capital



MISSISSAUGA

10.1.6

356



Questions