

**Appendix 2 - Council Office Community Outreach and Support Report  
Calls for Service - Enforcement**

**Summary:**

	<b>Ward 1</b>	<b>Ward 2</b>	<b>Ward 3</b>	<b>Ward 4</b>	<b>Ward 5</b>	<b>Ward 6</b>	<b>Ward 7</b>	<b>Ward 8</b>	<b>Ward 9</b>	<b>Ward 10</b>	<b>Total</b>
<b>Registered ARUs</b>	1,489	1,397	888	2,542	2,841	5,288	1,297	1,531	2,286	3,235	<b>22,794</b>
<b>ARU / Lodging House Complaints</b>	1123	851	741	1232	943	1435	1006	1062	1052	1171	<b>10,616</b>
<b>Property Standards Complaints</b>	10,418	6,513	7,621	8,855	7,183	11,211	9,384	5,682	5,395	5,883	<b>78,145</b>
<b>Licensing Complaints</b>	248	230	790	642	370	628	404	465	321	331	<b>4,429</b>
<b>Municipal Complaints</b>	6,299	5,982	5,704	6,524	6,572	10,053	5,762	5,543	5,191	6,281	<b>63,911</b>
<b>Parking Complaints</b>	23,675	24,854	15,333	26,866	27,486	58,953	24,460	21,684	20,858	24,329	<b>268,498</b>

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<i>Service requests created for Enforcement and By-law Services by Ward and Year between 2020 and 2024</i>							
Ward	Service Request Type	Year					Grand Total
		2020	2021	2022	2023	2024	
Ward 1	Property Standards	1,274	1,788	2,072	2,348	2,936	10,418
	Licensing	38	61	53	44	52	248
	Municipal Enforcement	1,051	1,374	1,301	1,329	1,244	6,299
	Parking	2,400	3,295	5,360	5,925	6,695	23,675
	<b>Total</b>	<b>4,763</b>	<b>6,518</b>	<b>8,786</b>	<b>9,646</b>	<b>10,927</b>	<b>40,640</b>
Ward 2	Property Standards	799	1,087	1,367	1,469	1,791	6,513
	Licensing	38	45	27	77	43	230
	Municipal Enforcement	1,096	1,204	1,163	1,235	1,284	5,982
	Parking	2,303	2,991	5,197	6,720	7,643	24,854
	<b>Total</b>	<b>4,236</b>	<b>5,327</b>	<b>7,754</b>	<b>9,501</b>	<b>10,761</b>	<b>37,579</b>
Ward 3	Property Standards	976	1,160	1,396	1,633	2,456	7,621
	Licensing	233	135	109	178	135	790
	Municipal Enforcement	1,314	1,186	1,005	1,053	1,146	5,704
	Parking	1,862	1,896	3,077	4,112	4,386	15,333
	<b>Total</b>	<b>4,385</b>	<b>4,377</b>	<b>5,587</b>	<b>6,976</b>	<b>8,123</b>	<b>29,448</b>
Ward 4	Property Standards	1,264	1,638	1,762	2,051	2,140	8,855
	Licensing	73	122	173	213	61	642
	Municipal Enforcement	1,207	1,373	1,482	1,319	1,143	6,524
	Parking	3,130	3,718	5,472	7,058	7,488	26,866
	<b>Total</b>	<b>5,674</b>	<b>6,851</b>	<b>8,889</b>	<b>10,641</b>	<b>10,832</b>	<b>42,887</b>
Ward 5	Property Standards	955	1,252	1,533	1,470	1,973	7,183
	Licensing	67	71	68	109	55	370
	Municipal Enforcement	1,046	1,532	1,362	1,434	1,198	6,572
	Parking	3,264	3,892	5,661	7,242	7,427	27,486
	<b>Total</b>	<b>5,332</b>	<b>6,747</b>	<b>8,624</b>	<b>10,255</b>	<b>10,653</b>	<b>41,611</b>
Ward 6	Property Standards	1,663	2,072	2,016	2,386	3,074	11,211
	Licensing	77	112	125	208	106	628
	Municipal Enforcement	1,633	2,053	2,112	2,161	2,094	10,053
	Parking	6,613	7,485	10,638	15,210	19,007	58,953
	<b>Total</b>	<b>9,986</b>	<b>11,722</b>	<b>14,891</b>	<b>19,965</b>	<b>24,281</b>	<b>80,845</b>
Ward 7	Property Standards	1,128	1,478	1,814	2,092	2,872	9,384
	Licensing	103	94	54	103	50	404
	Municipal Enforcement	1,057	1,260	1,134	1,162	1,149	5,762
	Parking	2,835	3,696	5,038	6,310	6,581	24,460
	<b>Total</b>	<b>5,123</b>	<b>6,528</b>	<b>8,040</b>	<b>9,667</b>	<b>10,652</b>	<b>40,010</b>
Ward 8	Property Standards	761	1,029	1,087	1,348	1,457	5,682
	Licensing	97	115	66	114	73	465
	Municipal Enforcement	1,170	1,220	994	1,087	1,072	5,543
	Parking	2,139	2,928	4,284	5,397	6,936	21,684
	<b>Total</b>	<b>4,167</b>	<b>5,292</b>	<b>6,431</b>	<b>7,946</b>	<b>9,538</b>	<b>33,374</b>
	Property Standards	808	1,124	1,042	1,160	1,261	5,395

<b>Ward 9</b>	Licensing	60	61	48	101	51	<b>321</b>
	Municipal Enforcement	956	1,143	1,069	970	1,053	<b>5,191</b>
	Parking	2,255	2,747	3,811	5,335	6,710	<b>20,858</b>
	<b>Total</b>	<b>4,079</b>	<b>5,075</b>	<b>5,970</b>	<b>7,566</b>	<b>9,075</b>	<b>31,765</b>
<b>Ward 10</b>	Property Standards	948	1,052	1,237	1,219	1,427	<b>5,883</b>
	Licensing	35	60	62	113	61	<b>331</b>
	Municipal Enforcement	1,014	1,508	1,387	1,218	1,154	<b>6,281</b>
	Parking	2,765	3,517	4,708	6,273	7,066	<b>24,329</b>
	<b>Total</b>	<b>4,762</b>	<b>6,137</b>	<b>7,394</b>	<b>8,823</b>	<b>9,708</b>	<b>36,824</b>
<b>No Ward</b>	Property Standards	12	14	9	21	21	<b>77</b>
	Licensing	273	249	169	268	81	<b>1,040</b>
	Municipal Enforcement	1,766	1,943	2,102	2,653	2,866	<b>11,330</b>
	Parking	3,440	5,002	4,641	4,987	5,846	<b>23,916</b>
	<b>Total</b>	<b>5,491</b>	<b>7,208</b>	<b>6,921</b>	<b>7,929</b>	<b>8,814</b>	<b>36,363</b>
<b>Grand Total</b>		<b>57,998</b>	<b>71,782</b>	<b>89,287</b>	<b>108,915</b>	<b>123,364</b>	<b>451,346</b>

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Housing Related Service Requests by Ward									
Ward	SR Type	Year					Grand Total		
		2020	2021	2022	2023	2024			
Ward 1	ARU	119	128	132	144	143	666		
	Lodging House	55	89	75	68	120	407		
	3+ Units	11	15	12	7	5	50		
	<b>Total</b>	<b>185</b>	<b>232</b>	<b>219</b>	<b>219</b>	<b>268</b>	<b>1123</b>		
Ward 2	ARU	97	105	114	95	150	561		
	Lodging House	41	56	30	59	97	283		
	3+ Units	1	2	1	3		7		
	<b>Total</b>	<b>139</b>	<b>163</b>	<b>145</b>	<b>157</b>	<b>247</b>	<b>851</b>		
Ward 3	ARU	56	79	71	122	108	436		
	Lodging House	66	50	68	54	61	299		
	3+ Units	3		3			6		
	<b>Total</b>	<b>125</b>	<b>129</b>	<b>142</b>	<b>176</b>	<b>169</b>	<b>741</b>		
Ward 4	ARU	140	152	154	204	157	807		
	Lodging House	109	92	59	64	84	408		
	3+ Units	5		2	9	1	17		
	<b>Total</b>	<b>254</b>	<b>244</b>	<b>215</b>	<b>277</b>	<b>242</b>	<b>1232</b>		
Ward 5	ARU	118	115	131	137	130	631		
	Lodging House	54	62	46	71	65	298		
	3+ Units	1	2	2	4	5	14		
	<b>Total</b>	<b>173</b>	<b>179</b>	<b>179</b>	<b>212</b>	<b>200</b>	<b>943</b>		
Ward 6	ARU	228	192	212	194	242	1068		
	Lodging House	63	76	56	63	98	356		
	3+ Units		4		3	4	11		
	<b>Total</b>	<b>291</b>	<b>272</b>	<b>268</b>	<b>260</b>	<b>344</b>	<b>1435</b>		
Ward 7	ARU	102	125	117	112	108	564		
	Lodging House	71	71	81	73	128	424		
	3+ Units	3	2	6	6	1	18		
	<b>Total</b>	<b>176</b>	<b>198</b>	<b>204</b>	<b>191</b>	<b>237</b>	<b>1006</b>		
Ward 8	ARU	168	155	115	132	167	737		
	Lodging House	35	90	48	66	75	314		
	3+ Units	1	4	2	3	1	11		
	<b>Total</b>	<b>204</b>	<b>249</b>	<b>165</b>	<b>201</b>	<b>243</b>	<b>1062</b>		
Ward 9	ARU	153	185	188	150	177	853		
	Lodging House	36	54	23	27	52	192		
	3+ Units		2	3	1	1	7		
	<b>Total</b>	<b>189</b>	<b>241</b>	<b>214</b>	<b>178</b>	<b>230</b>	<b>1052</b>		
Ward 10	ARU	201	166	172	193	206	938		
	Lodging House	42	39	31	42	60	214		
	3+ Units	3	2	8	5	1	19		
	<b>Total</b>	<b>246</b>	<b>207</b>	<b>211</b>	<b>240</b>	<b>267</b>	<b>1171</b>		
<b>Grand Total</b>		<b>1,982</b>	<b>2,115</b>	<b>1,962</b>	<b>2,114</b>	<b>2,447</b>	<b>10,620</b>		