

Standard Operating Procedure

Category: Administrative
Title: A01 – General Enforcement Practices
Department: Legislative Services
Division: Enforcement and By-law Services

Approved by: Robert Higgs, Director, Enforcement & By-law Services
Administered by: Enforcement & By-law Services Personnel



Effective: January 16, 2025

1. Purpose

- 1.1 To establish a standard operating procedure to ensure consistent, timely, and progressive enforcement of by-law offences under the jurisdiction of the Enforcement and By-Law Services Division.
- 1.2 To protect community safety and harmony among residence of Brampton.
- 1.3 To ensure all staff remain professional in their conduct and portray a positive image of the City of Brampton.

2. Application and Scope

- 2.1 All staff shall conduct themselves with professionalism and adhere to this Standard Operating Procedure (SOP), the City of Brampton "[Employee Code of Conduct](#)" and any other related Corporate Policy.

3. Procedures

NOTE: Officers are responsible to adhere to procedures set out in related By-laws and other SOPs, which may limit discretion. If a SOP requires a Notice of Violation or Order to Comply be issued, the officer must follow that related SOP.

3.1 General

- 3.1.1 Compliance is the ultimate goal of the Enforcement & By-law Services Division. Where possible and practical, such compliance should be obtained in a progressive, non-confrontational, consistent and timely manner.

- 3.1.2 Exceptions will be made for “zero tolerance” programs, where immediate enforcement will be the goal. These will be under the direction of the Director or Managers.
- 3.1.3 The goal of Enforcement is to maintain public safety and community standards through the enforcement of by-laws enacted by Council. Methods of enforcement include, but are not limited to:
- a. Public education
 - b. Voluntary compliance
 - c. Special initiatives
 - d. Ticketing of occupied / unoccupied vehicles
 - e. Issuing Orders of Notices to Comply
- 3.1.4 Progressive Enforcement includes:
- a. **Education:** Officer shall inform offender, if present, of the existing by-laws and details of the offence(s) committed.
 - b. **Compliance:** Where the offender is able to comply immediately, officers shall ensure compliance is obtained.
 - c. **Enforcement:** Where immediate compliance is not possible or does not occur, officers shall issue a violation notice, including Orders to Comply, parking tickets, etc
 - d. **Towing:** where public safety is an issue, repeat offences or other criteria, as set out in the Towing of Motor Vehicles and Trailers SOP, officers may in accordance with the towing procedure have the vehicle towed.
- 3.1.5 Officers shall notify Supervisors where penalty notices are issued greater than \$1000.00 cumulatively, and every \$1000 thereafter.
- 3.1.6 Officers shall exercise judgement and discretion when approaching all situations and when facing possible conflict or confrontation with a member of the public.

3.2 Investigations

- 3.2.1 When an Officer is investigating a potential violation of a City By-law, they shall consider:
- a. Congestion of roadway, fire route, etc.
 - b. Public complaints
 - c. Public perception
 - d. Public safety, i.e. fire route, 9 metres of an intersection, fire hydrant, leaking fluids, obstructing sidewalks or traffic
 - e. Special initiatives
 - f. Unoccupied / occupied vehicle or accompanied / abandoned obstruction
 - g. Visibility of offending vehicle or obstruction (safety)

- h. Weather conditions
 - i. Construction (refer to Construction Zone Parking Enforcement SOP)
- 3.2.2 Officers shall focus enforcement investigations on attempting to gain compliance.
- a. Officers may use discretion when issuing a ticket where compliance can be achieved through education. The owner will be advised that:
 - i. The vehicle is parked illegally and/or the owner is violating a by-law.
 - ii. The vehicle or obstruction needs to be removed immediately, or compliance needs to be achieved within the timeframe, as specified in the relevant by-law.
 - iii. If upon re-inspection the vehicle or obstruction has not been removed or compliance can not be achieved a ticket will be issued.
 - iv. Where a person refuses to comply after all attempts for compliance are made, the officer is to document the attempts made and if possible and only if safe to do so, shall issue the ticket, Order or Notice.
 - v. Where necessary, the officer may request towing of the vehicle or removal of the obstruction.
- 3.2.3 Officers shall record all relevant details regarding the offence(s), evidence, conversations, interviews, etc. in the AMANDA file.
- 3.2.4 When possible, officers should take photographic evidence of the offence and attach to the relevant AMANDA file.
- 3.2.5 Prosecution Requests:
- a. Where compliance is not obtained after the prescribed period of time, officers may issue a request for legal action for applicable offence(s).

4 Confrontations

- 4.1.1 Where a person becomes confrontational or argumentative, the officer shall:
- a. Follow [SOP A08](#) – Responding to Threats, Assault, Intimidation and Other Related Incidents.
 - b. Identify themselves by name and badge number.
 - c. In a non-confrontational manner try to explain the By-law.
 - d. Where a ticket, Notice or Order has been issued, explain the procedural options.
 - e. If this does not resolve the issue, advise the on-duty supervisor.
 - f. Officers shall not be dismissive, insulting or confrontational in their response.
 - g. If an officer feels that the situation will continue to escalate, and de-escalation techniques are not working, they shall remove themselves from the situation and advise an on-duty supervisor. If necessary, contact the police for assistance.
 - h. If required, the incident shall be documented.

4. Monitoring and Compliance/Accountability

- 4.1.1 Enforcement and By-law Services Supervisors are responsible for monitoring and ensuring compliance with this procedure.
- 4.1.2 All Enforcement and By-law Services staff are responsible for compliance with this and all related procedures, policies and by-laws.

5. Definitions

6. References and Resources

COB Code of Conduct 2.1.0	City of Brampton: "Employee Code of Conduct"
City of Brampton By-laws	City of Brampton By-laws
SOP A08	Responding to Threats, Assault, Intimidation and Other Related Incidents
SOP A02	Officer Memorandum Book Use

Revision History

Date	Description
2011/07/11	New
2019/06/25	Revised, Revised and Replaced: A01 – General Enforcement Practices 2011.07.11 A10 – Code of Conduct / Officer Discretion 2011.07.01
2025/01/16	Reviewed and approved by Director
2026/01/16	Next Scheduled Review