

Development Services Annual Report - 2023



Website: www.scugog.ca

Phone: 905-985-7346

181 Perry Street, Port Perry ON, L9L 1A7

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Director's Message



The Development Services team of professionals is pleased to present our 2023 annual report. This report summarizes our accomplishments over the past year and outlines our major projects for 2024. Over the past year, Development Services processed and approved development applications, building permits, kept apprised of new legislation, and promoted the expansion of existing businesses, while at the same time attracted new businesses to the Township. The Downtown Community Improvement Plan, which is now in full force and effect provides financial assistance programs to businesses and historical residential properties that are designated under the Ontario Heritage Act. Further details can

be found on the Township's website.

In 2023, Development Services in partnership with the Region of Durham and partially funded by the Ontario Ministry of Agriculture, Food and Rural Affairs launched the Scugog Business Program. This Program is a community-wide effort that aims to identify the needs of the Township's existing businesses through personal business interviews. The objectives of the project are to identify the needs and opportunities of existing local businesses so that action can be taken to respond wherever possible, and to learn the future plans of local businesses regarding expansion and relocation and provide assistance wherever possible. In 2024, the data collected from the business surveys will be analyzed and an action plan including various implementation strategies will be prepared to move forward with the business community.

Development Services along with other Departments continue to make tremendous strides to improve service delivery to our customers and residents. The Township's Cloudpermit software has provided our customers in Building Services with a vehicle to submit their building permit applications on-line to expedite the approval process, as well as registering their by-law complaints with By-law Services. In addition, Planning Services is working on their processes and anticipates that the software will be available to our customers in 2024.

Implementing significant legislative changes and the downloading of consent applications from the Region of Durham to the local area municipalities will continue to be at the forefront in 2024. For instance, Bill 23 introduced fundamental changes to the land use planning system in



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Ontario through legislative amendments to various pieces of legislation including the Ontario Heritage Act. These changes are intended to expedite planning approvals and reduce the overall costs for developers with the ultimate goal of developing 1.5 million homes by 2031 in Ontario. The amendments to the Ontario Heritage Act have placed a greater onus on municipalities to consider whether heritage properties have significant cultural heritage value and if so, pursue designation by the deadline of December 31, 2024.

Development Services comprises a very dedicated team of professionals that work towards exceeding our customers expectations by understanding their needs to get the job done. There will be substantial challenges in 2024, but I am confident that we will overcome these challenges by streamlining our processes and continuously improve our service to our customers.

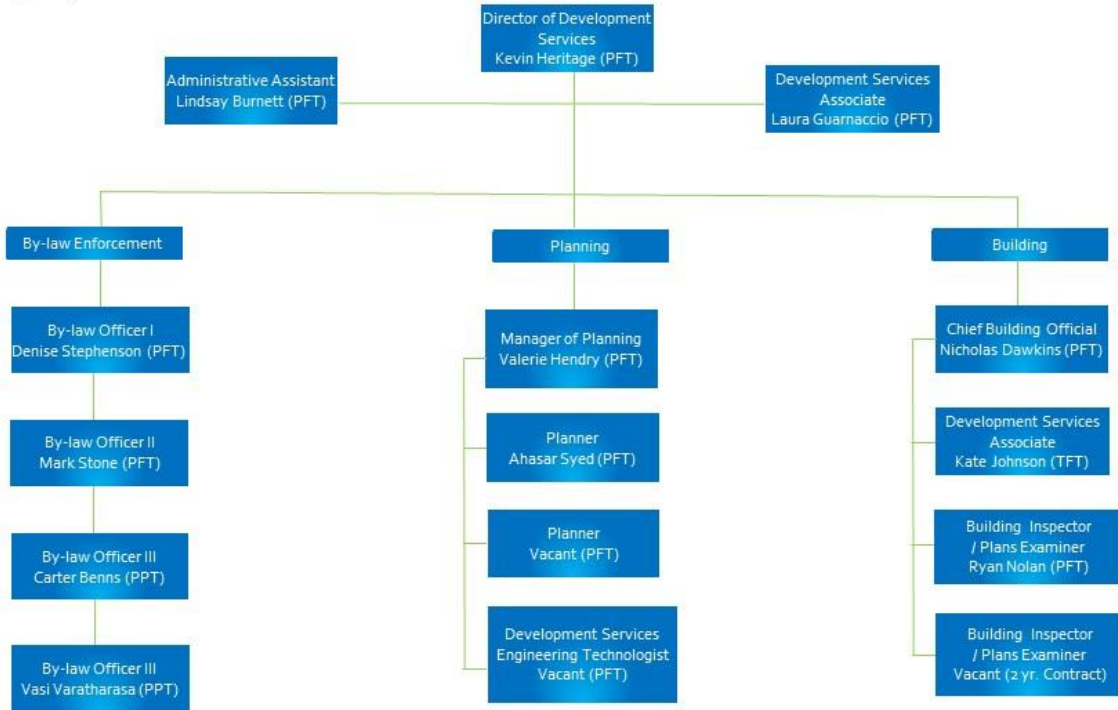
A handwritten signature in blue ink that reads "Kevin Heritage".

Kevin Heritage, MCIP, RPP
Director, Development Services

Department Organizational Chart

Development Services is responsible for a variety of functions within the Township including planning and development, building, by-law enforcement, and economic development in association with the Region of Durham.

Organizational Chart
 Development Services
 January 2024



Building and Planning Services

Year End 2023 Building Services Activity Statistics

Attachment 1 to this appendix is a table showing the Township’s year-end building permit statistics and comparative data for past years. Attachment 2 is a map showing the location and status of subdivision and condominium developments within the Township.

In 2023, the Township:

- Realized record-setting Building Permit Revenues

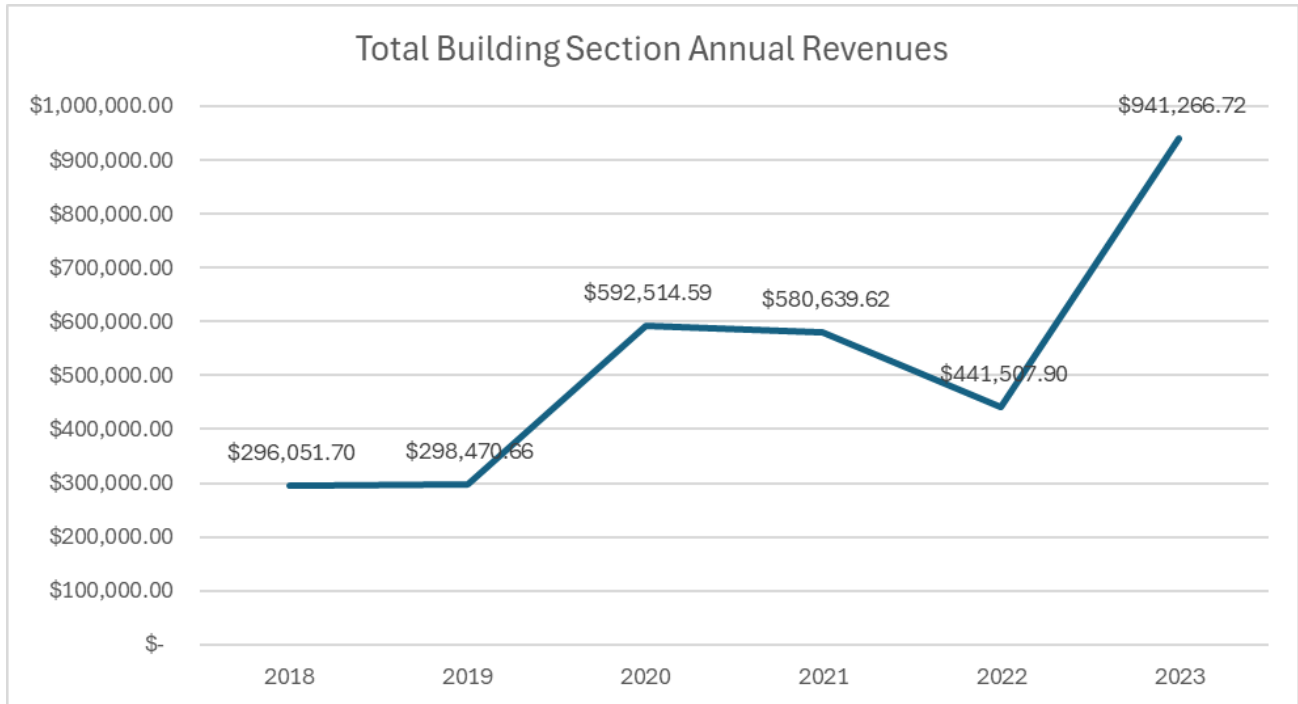


Figure 1 – Total Building Section Annual Revenues



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- Collected the second highest amount of municipal Development Charges since 2018. Development Charges were collected in 2024 for approximately half of the building permits applied for in the later half of 2023 by Delpark Homes in the amount \$1,479,835.

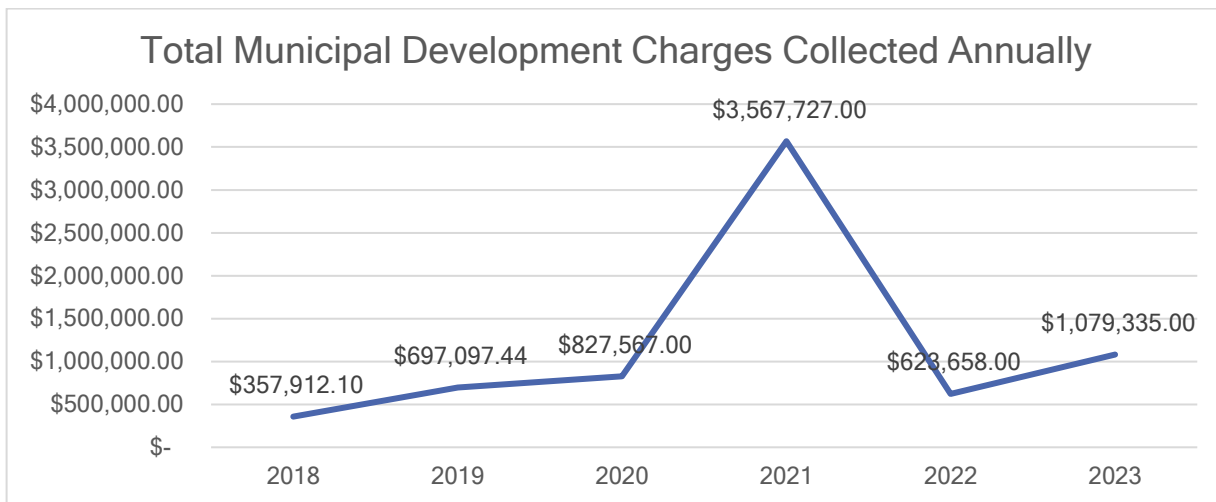


Figure 2 – Total Municipal Development Charges Collected Annually

The following chart represents the year-over-year workload of the Building Section. During the peak between 2020 and 2021, the Building Section had two (2) qualified inspectors, in addition to the Chief Building Official, to review plans, issue permits, conduct inspections and enforce the Ontario Building Code where buildings were being constructed without permits.

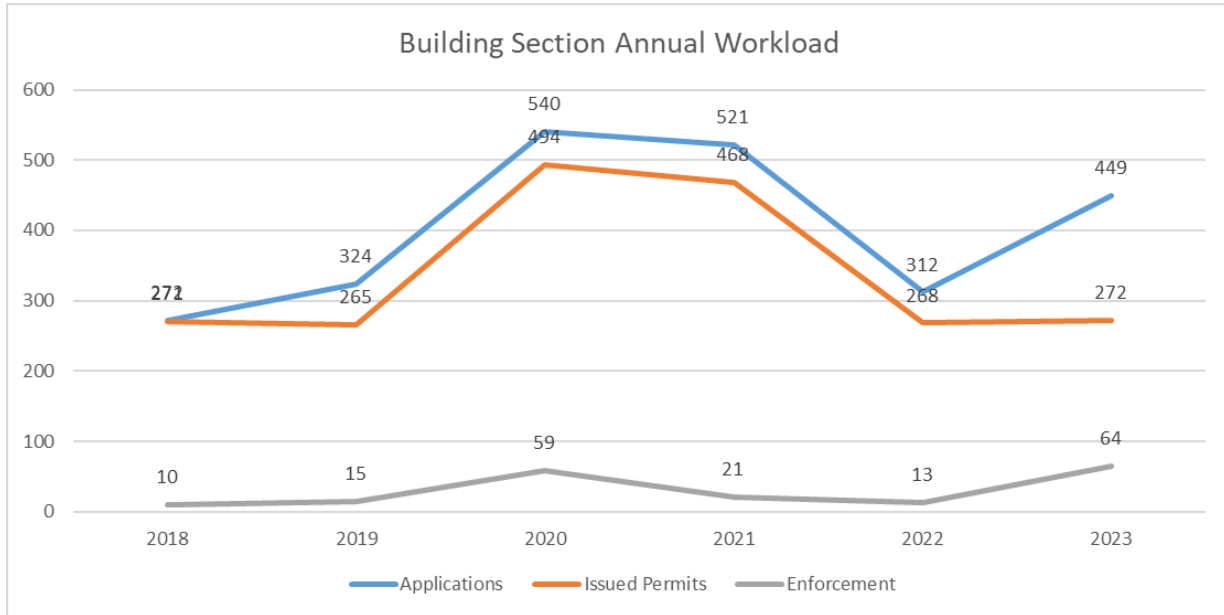


Figure 3 – Building Section Annual Workload

In 2023, the Township received the third highest number of building permit applications over the last six (6) years.

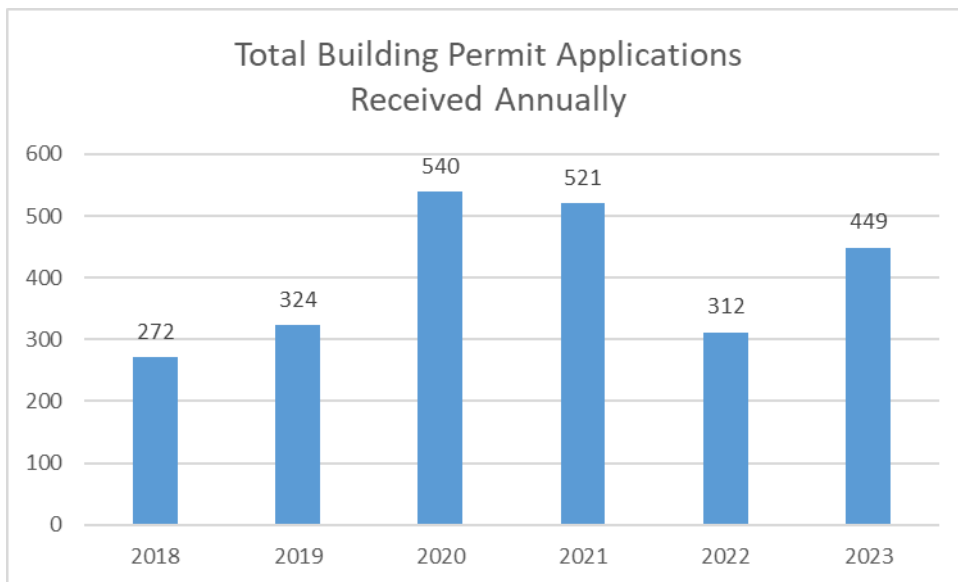


Figure 4 – Total Building Permit Applications Received Annually

Of the 449 building permit applications received in 2023, 183 were for residential dwellings, which is the second highest in the last six (6) years.

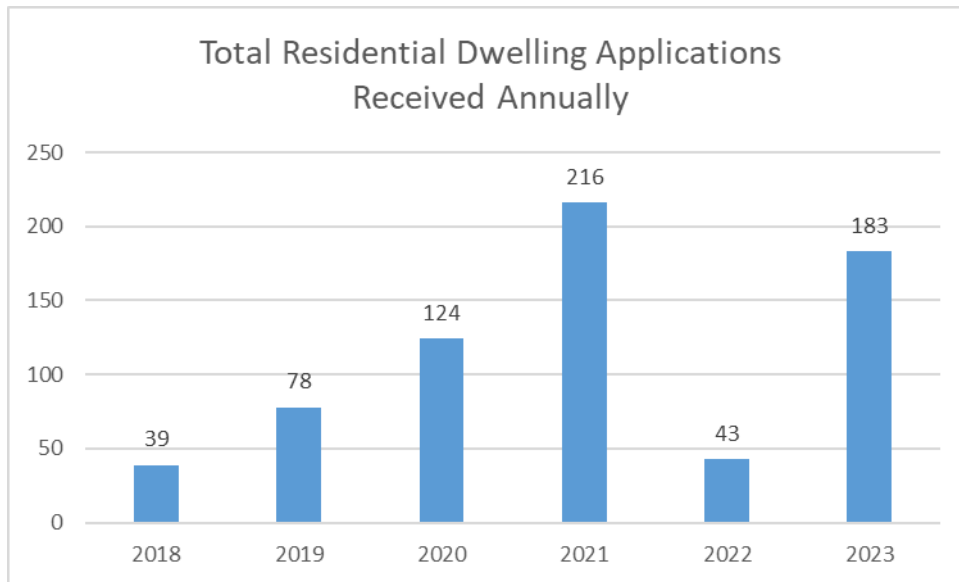


Figure 5 – Total Residential Dwelling Applications Received Annually

The number of building permits issued in 2023 (272) is below the five (5) year average of 340 due to the large number of permits for residential dwellings, which take longer to process, in addition to increased inspection and enforcement activities.

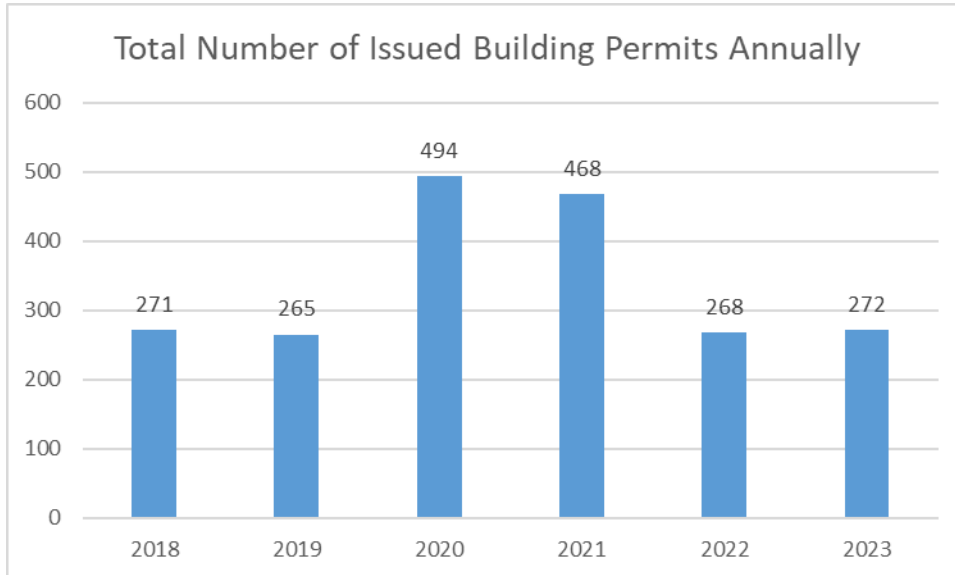


Figure 6 – Total Number of Issued Building Permits Annually

The Building Section opened a record number of enforcement cases (64) in 2023 based on complaints raised by residents and infractions discovered by staff. Currently, 2 cases are before the Court.

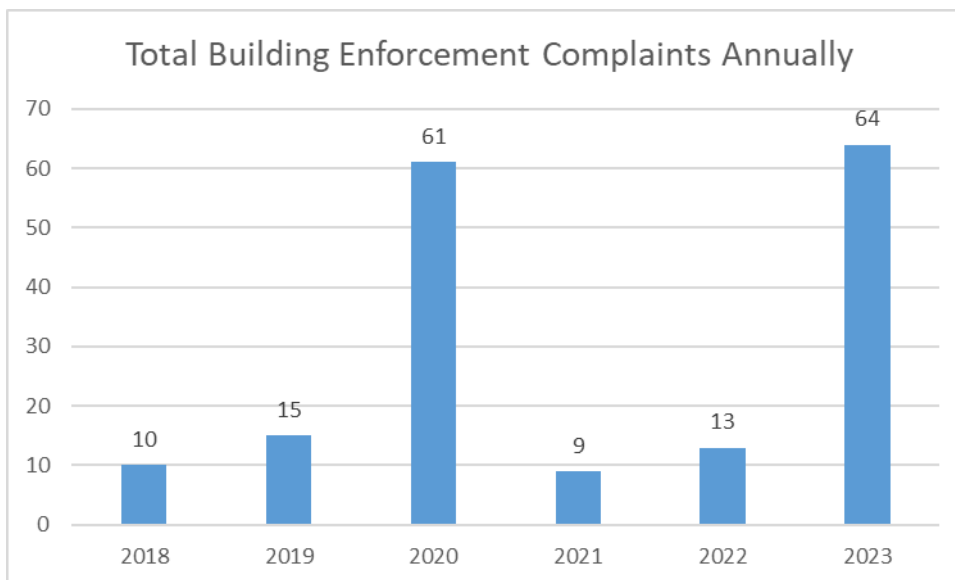


Figure 7 – Total Building Enforcement Complaints Annually



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It is estimated that there were 1,000 - 1,250 inspections conducted in 2023. Statistics are not available for previous years.

Tables 1 to 4 below provide a snapshot of the 2023 building permit statistics and identifies the major building projects by sector and location which were started and/or completed in 2022/2023.

Table 1: Major Building Projects in 2023 for New Single Detached Dwellings (SDD) (started or completed in 2023)

Owner	Location	Use	Status
Embee Residential	Bonnie Brae, west of Old Simcoe	11 Single Detached Dwellings	Occupancy granted for 8 SDD. Remaining dwellings under construction
Ribcor Holdings Inc. (Phase 2) (Picture Homes-Ashgrove Meadows)	West of Union Avenue, north and south of Forestlane Way	33 single detached dwellings	Under construction
Geranium Homes (Canterbury Common)	Holtby Cres and Leonard Street, west of Waterbury Crescent	66 single detached dwellings	Occupancy granted for 63 SDD dwellings. Remaining dwellings under construction
Cedar Oak Homes (Cawker's Creek)	Glenhaven Court, and Chimney Hill Way, west of Old Simcoe Road	66 single detached dwellings	Occupancy granted
Delpark Homes (Heron Hills)	Robin Trail, North Garden Boulevard and Raines Rd	95 single detached dwellings	Permits applied for



Figure 8 – Embee Subdivision, Bonnie Brae, West of Old Simcoe Road.



Figure 9 – Ribcor Phase 2 Subdivision, Picture Homes, Burnham Court and Union Avenue.



Figure 10 – Canterbury Common, Leonard Street and Holtby Court.



Figure 11 – Cawker's Creek, Queensplate Drive



Figure 12 – Delpark Subdivision, Heron Hills, Robin Trail

Table 2: Major Building Projects in 2023 for New Townhouse Construction

Owner	Location	Use	Status
Jeffrey Homes	Shand Lane, west of Old Simcoe Road	37 block townhouse units (condominium)	Occupancy granted
Delpark Homes	Robin Trail south, North Garden Boulevard and Raines Rd	8 block townhouse units	Permits applied for



Figure 13 – Jeffery Homes Subdivision

Table 3: Major Building Projects in 2023 for Industrial

Owner	Location	Use	Permit Value (\$)	Status
Adamsons Engineering	1401 Scugog Line 6	Addition to industrial building	\$1,600,000	Started in 2023 and still under construction

Table 4: Major Building Projects in 2023 for Commercial

Owner	Location	Use	Permit Value (\$)	Status
CDN Buildings	108 Northport Rd	Repair garage	\$1,565,130	Applied for



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YEAR END 2023 PLANNING SERVICES STATISTICS

Year End 2023 Potential Residential Lot/Block Availability

Scugog has an adequate supply of lots that are currently available and in the development approval process.

On December 31, 2023, Scugog had 638 potential units at various stages in the subdivision and site plan approval process, consisting of 290 single detached lots, 52 link dwellings, 48 street townhouse units, and 248 apartment units as shown in Tables 5, 6 and 7.

Table 5: Available Pre-zoned and Registered Vacant Lots and Blocks in Major Residential Development as of December 31, 2023

Subdivider	Location	Number of Units
Oxford Developments	East of Marsh Hill Road, North of Reach Street (Hamlet of Epsom)	17 single detached dwellings
Delpark Homes (Phase 1)	North of King Street, east of Union Avenue	71 single detached dwellings and 13 lots for 26 linked dwellings, 7 blocks for 31 street townhouse dwellings

It is expected that several subdivisions will be registered in 2024 and will increase the supply of vacant pre-zoned and “construction ready” lots.

Residential Development Anticipated in 2024

Table 6 outlines the subdivisions that are anticipated to be registered in 2024.

Table 6: Subdivisions Anticipated to be Registered in 2024

Subdivider	Location	Estimated Units
Chieftan Development Corp.	West of Union Avenue, north and south of Forestlane Way	27 single detached dwellings



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Subdivider	Location	Estimated Units
Ribcor Holdings Inc. (Phase 3) (Picture Homes- Ashgrove Meadows)	West of Union Avenue, north and south of Forestlane Way	43 single detached dwellings
Oxnard Port Perry Inc.	East of Old Simcoe Road, North of Balsam Street	13 single detached dwellings
Delpark Homes (Phase 2)	North of King Street, east of Union Avenue	27 single detached dwellings, 26 linked dwellings and 7 street townhouse dwellings
Fourteen Estates	17300 Island Road	16 single detached dwellings
1862003 Ontario Ltd.	East of Nestleton Road, north of Highway 7A (Hamlet of Nestleton Station)	36 single detached dwellings

Table 7 outlines the residential development applications that will continue to be processed or anticipated to be submitted for review in 2024.

Table 7: Anticipated/Under Review Residential Developments in 2024

Builder/Developer	Location	Application Type	Estimated Units
Magnum General Contracting	West of Simcoe Street, north of King Street	Amend Official Plan and Zoning By-law 14-14, Site Plan and Draft Plan of Subdivision and Condominium	78 block townhouses (condominium)
Kings Landing	21 Oyler Drive	Official Plan, Zoning By-law Amendments, Site Plan and Draft Plan of Condominium	Mixed-use residential and commercial development with 9,104m ² of commercial/office space and 248 apartment units

Builder/Developer	Location	Application Type	Estimated Units
Avenu Properties Corp.	South of Castle Harbour Drive, east of Simcoe Street	Proposed Community Infrastructure and Housing Accelerator Order	Mixed-use residential and commercial development proposing up to 600 residential units
Wangzhe Corporation	North of Scugog Line 6, east of Easy Street	Draft Plan of Subdivision	12 Lots for future industrial uses
268499 Ontario Ltd. (Brand)	15762 Old Simcoe Road and Chimney Hill Road	Draft Plan of Subdivision and Condominium, Zoning By-law Amendment and Site Plan Approval	15 townhouse units (condominium) and 1 single detached dwelling
O'Conner Bros. Corp.	South of King Street (Hamlet of Manchester)	Draft Plan of Subdivision	9 single detached lots
Twelve Stone Group	East of Simcoe Street, north of Bank Road (Hamlet of Seagrave)	Draft Plan of Subdivision and Zoning By-law Amendment	12 single detached lots

Potential Major Non-Residential Building Projects in 2024

Table 8 outlines the major non-residential building project anticipated to begin construction in 2024.

Table 8: Potential Major Industrial Building Project in 2024



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Owner	Location/Address	Use	Estimated Permit Value (\$)
Grad Property Holdings Ltd.	172 Reach Industrial Park Road	A 353m ² (3,800ft ²) addition to an existing industrial building and a new 33.4m ² (360 ft ²) accessory retail sales building.	\$1,300,000
Tessera Group Inc.	181 North Port Road	A 4,905m ² (52,796ft ²) industrial facility for designing and manufacturing automated equipment for the food industry.	To be determined
Hub International	14795 Highway 7 & 12	A 462m ² warehouse addition to the existing building used for farm implements. The proposed warehouse addition is intended to facilitate additional retail space.	\$1,250,000
0507 Industries Ltd.	8 Easy Street	A 1,482.57m ² (15,958.25ft ²) two-storey building for a cannabis manufacturing and processing facility.	To be determined
2575080 Ontario Inc.	21940 Highway 7 & 12	A 2260.67m ² (24,333.65ft ²) four storey, 47 room motel.	To be determined



Figure 14 – Tessera Group, 181 North Port Road

Development Applications and Inquiries

The Township also received and processed the following types of new applications and requests in 2023:

	Count
• Zoning By-law Amendments	5
• Site Plan	4
• Land Division	5
• Committee of Adjustment	9
• Pre-consultation Requests	27
• Zoning Compliance Letters	63

Additionally, Planning Services resolved approximately 690 general email inquires in 2023. The time it takes to resolve an inquiry depends upon the complexity of the request. Some inquiries are simple to answer such as “What is the zoning of my property?” and “How close can I build to my property line?”. Other inquires are more complex and require significant time and resources to resolve, including background research, discussions with internal staff and external agencies, a pre-consultation meeting, up to and including a development application(s) submission.



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Outlook for 2024

Development activity in 2023 was strong. The Township prepared and executed six subdivision agreements and two pre-servicing agreements in 2023 and will continue to process several significant residential and industrial development applications in 2024.

Moreover, development activity is expected to continue to be steady in 2024 due to the changes related to the More Homes Built Faster Act, 2022 (Bill 23) and the associated downloading of planning responsibilities. The Township is now the authority to process and approve Land Division (consent) applications and Planning Services staff have been preparing for the downloading of the additional workload. The Township anticipates the Region will download the approval of subdivision, condominium and part lot control exemption once the applicable sections of Bill 23 are proclaimed by the Province.

The Township continues to operationalize procedural changes to planning application review processes to satisfy the legislated timelines due to the More homes for Everyone Act legislation, 2022 (Bill 109). Public consultation on a draft Official Plan amendment and procedural changes is anticipated in the spring before a recommendation for Council consideration.

Further, the Township will be consulting with the public and proposing updates and changes for the following:

- A comprehensive review and updates to the Official Plan and Zoning By-law to accommodate additional dwelling units throughout the Township
- A comprehensive review and update to the Official Plan and Zoning By-law to permit agriculture-related and on-farm diversified uses, in consultation with the Region of Durham and the Townships of Brock and Uxbridge
- A comprehensive review and update to the Township Site Alteration By-law
- Planning and Building Fees and Charges

Next, the Township will process a requested Community Infrastructure and Housing Accelerator south of Castle Harbour Drive for a proposed mixed-use community with up to 600 hundred residential units, commercial uses, a marina, beach and other community amenities, on municipal water and private communal sewage.



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The Township must ensure that it has a good supply of buildable sites and potential opportunities for development. It also must deliver great customer service on tight timelines to respond to a growing municipality. Finally, the Township's programs, such as Community Improvement Plans for the Port Perry Employment Area and the Port Perry Downtown Area, help to attract business and residential development to key priority areas.

Scugog Demographics, Development and Employment Trends

Key indicators can measure how a community is growing and evolving. The following indicators provide insight into how Scugog is performing. Statistics Canada provides extensive information on population and employment trends. The most recent Census occurred in 2021 with the next Census anticipated to occur in 2026.

Population Trends

Scugog’s population has steadily increased from 20,173 people in 2001 to 21,581 people in 2021. The Region of Durham, through its Envision Durham Municipal Comprehensive Review, forecasts the population of the Township of Scugog will increase by 32 % to 29,310 by 2051. The focus of growth in the Township of Scugog has been predominantly in Port Perry. Low-density (specifically single-detached) housing continues to be the most common form of housing, but there has been an increase in the more medium density forms in recent years including townhouses. Over time, the average household size has steadily decreased from 3.5 persons in 1976 to less than 3 people per household in 2016 (source: Envision Durham, 2019 and Stats Canada). The Township can anticipate a shift towards a demand for smaller units given that many households can now be accommodated in smaller units and higher-density housing forms.

Population

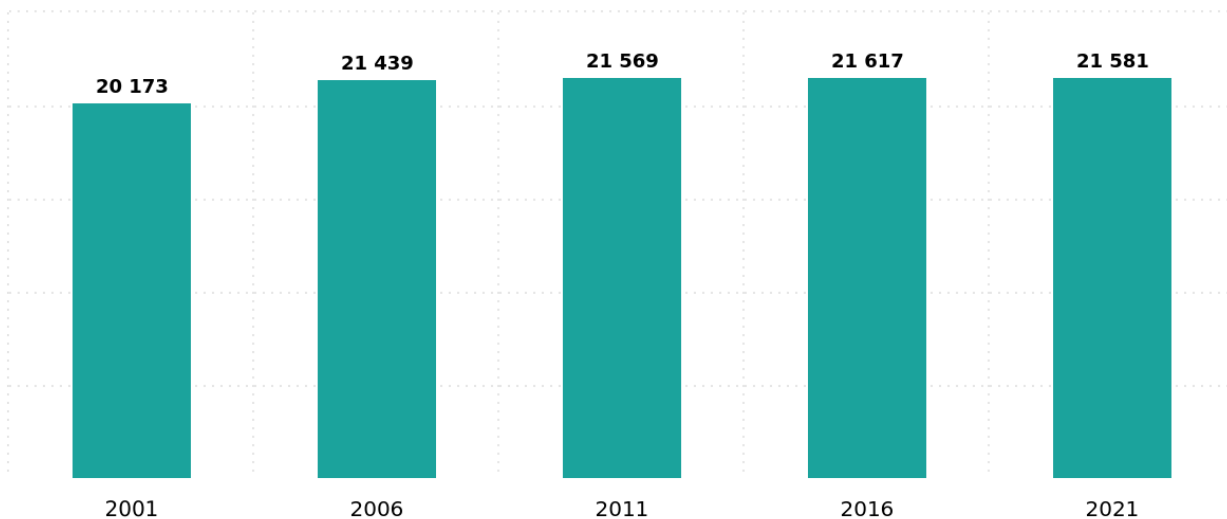


Figure 15 – Population Trend

Age Structure

Another significant demographic trend occurring in the Region of Durham is an aging population. Since 2001, the percentage of seniors (aged 65 years and older) has risen from 9.8 percent to 14.4 percent of the Region’s total population. The Ministry of Finance projects that by 2041, nearly a quarter of Durham’s population will be 65 years or older (Envision Durham, 2019).

In the Township of Scugog, the proportion of the population aged 55 years and older has increased from 5,491 in 1976 to 13,376 in 2021.

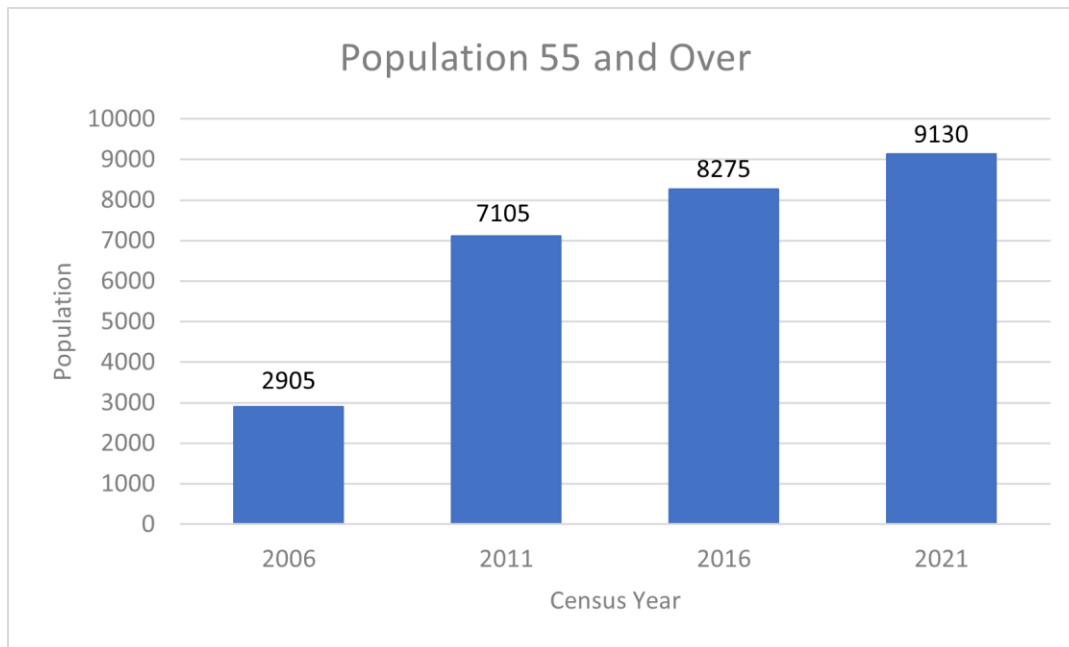


Figure 16 – Population Trend (55 Years Old and Older)

The median age in Scugog in 2021 was 49.2 years. The median age increased by 9.5 years in the 20 years from 2001 to 2021.

Median Age

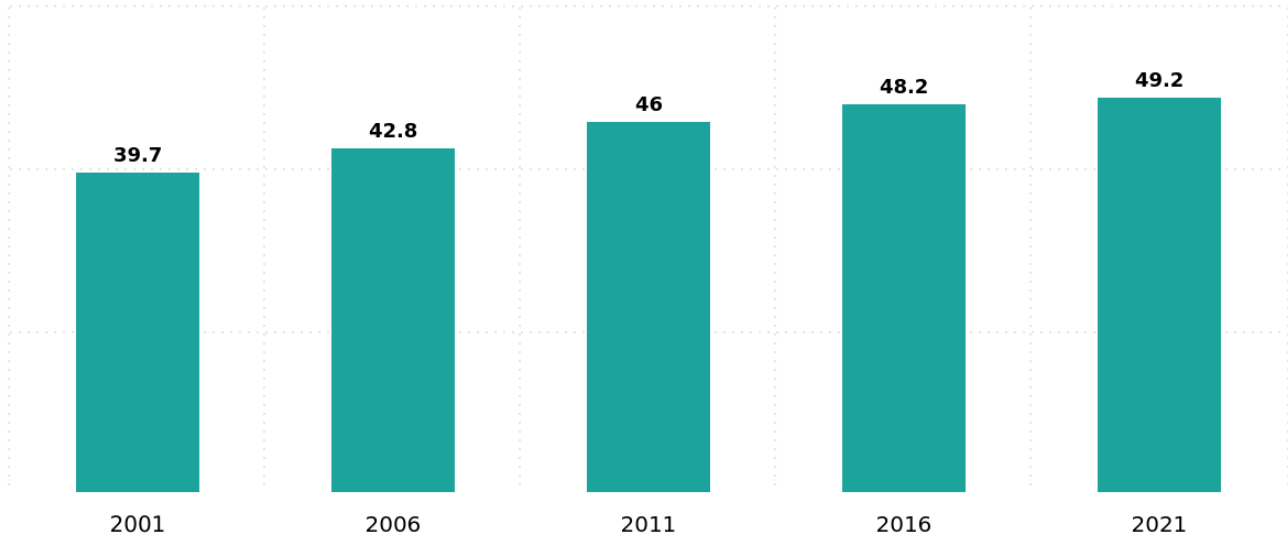


Figure 17 – Median Age

The proportion of the total population that is over 55 years of age has increased from 13.55 percent in 2006 to 42.31 percent in 2021, while the total population of Scugog has remained consistent.

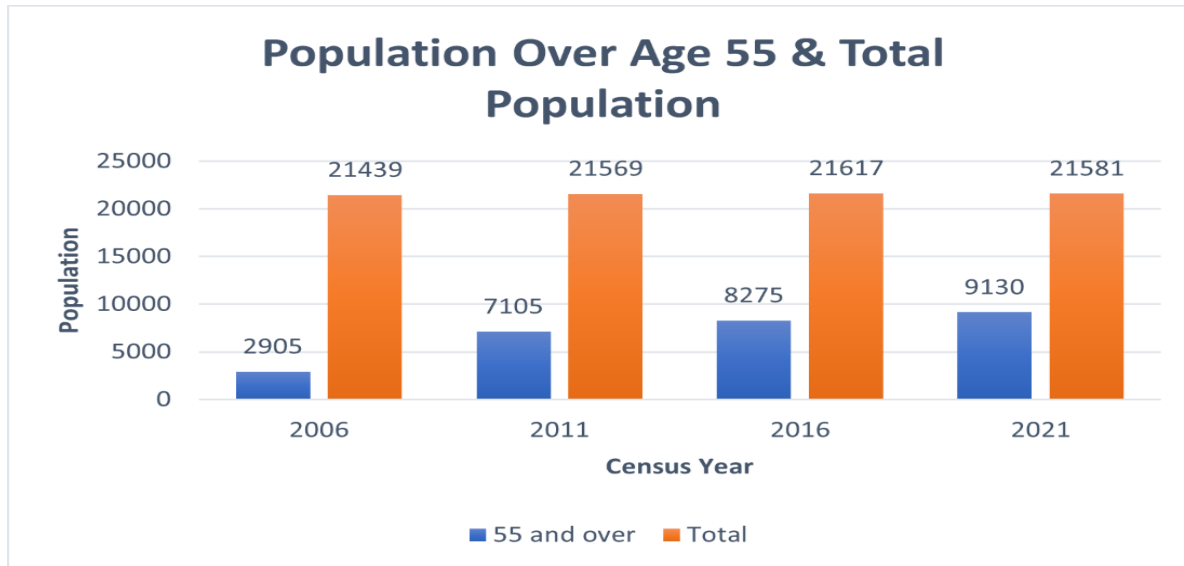


Figure 18 – Population Over Age 55 and Total Population

Household Trends

The median household income in Scugog was \$90,478 according to the 2021 Census.

Household Income

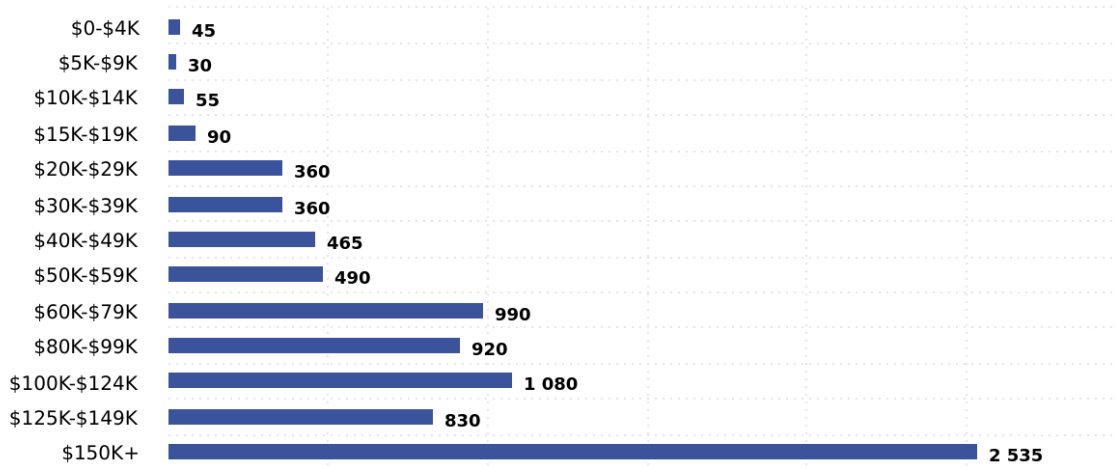


Figure 19 – Household Income

Housing Prices

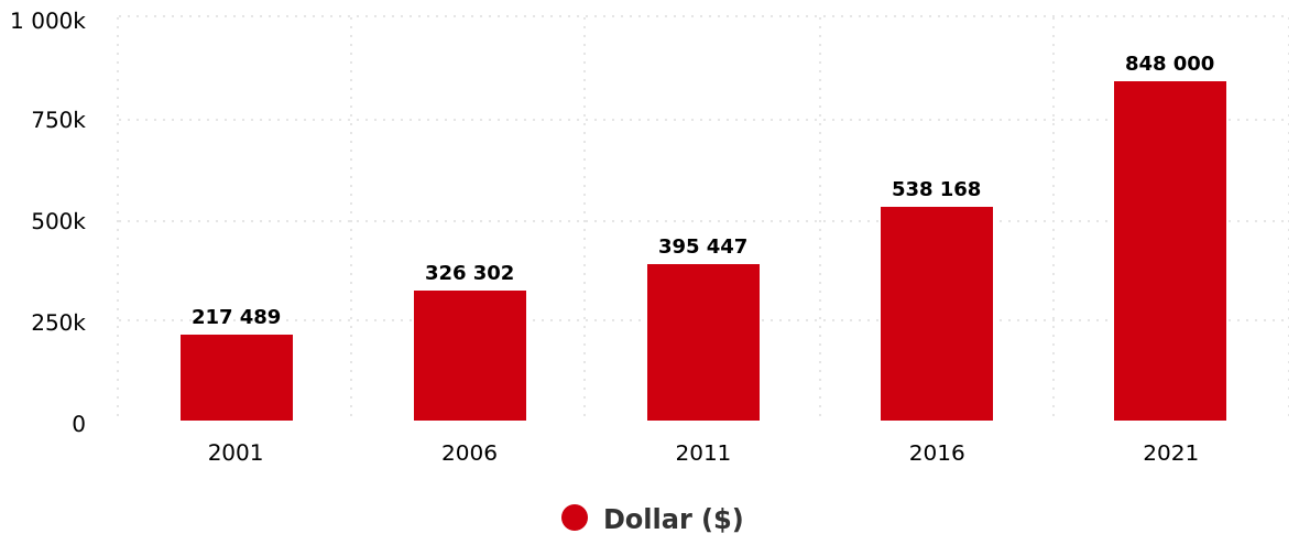


Figure 20 – Housing Prices

The average cost of a house in Scugog increased by \$630,511 or 389.9% in the 20 years from 2001 to 2021.

Home Ownership

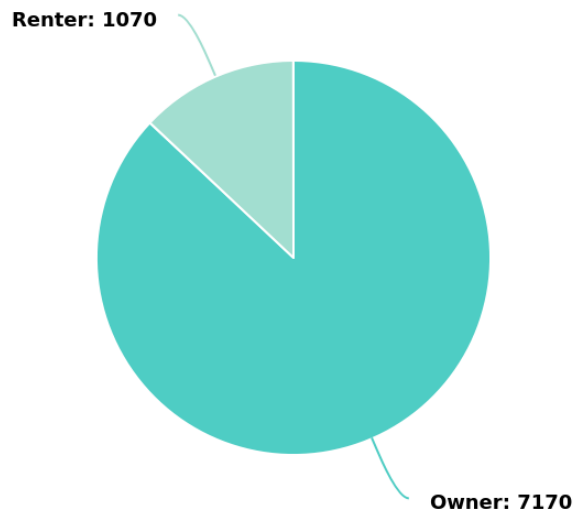


Figure 21 – Home Ownership

The majority of Scugog’s population own their own home, with approximately 15% of the population renting their home (Stats Canada).

Current and Forecasted Employment Growth

The 2021 Census reported that a total of 9,680 jobs in Scugog with 4% of the job distribution of the 8 municipalities within the Region of Durham (Envision Durham and Stats Canada). The Region of Durham forecasts Scugog’s employment to grow by 27.6% with 12,350 jobs by 2051. The Township of Scugog’s labour force, however, has decreased by 9% from 2001.

The Participation Rates chart shows the percentage of people who are either employed or are actively looking for work. A growing participation rate signals more people coming into the labour force whether younger people looking for first jobs, people of working age switching careers or jobs, or people re-entering the job market after job disruptions. The Township of Scugog has a declining participation rate since 2001 which coincides with an aging population.

Participation Rates

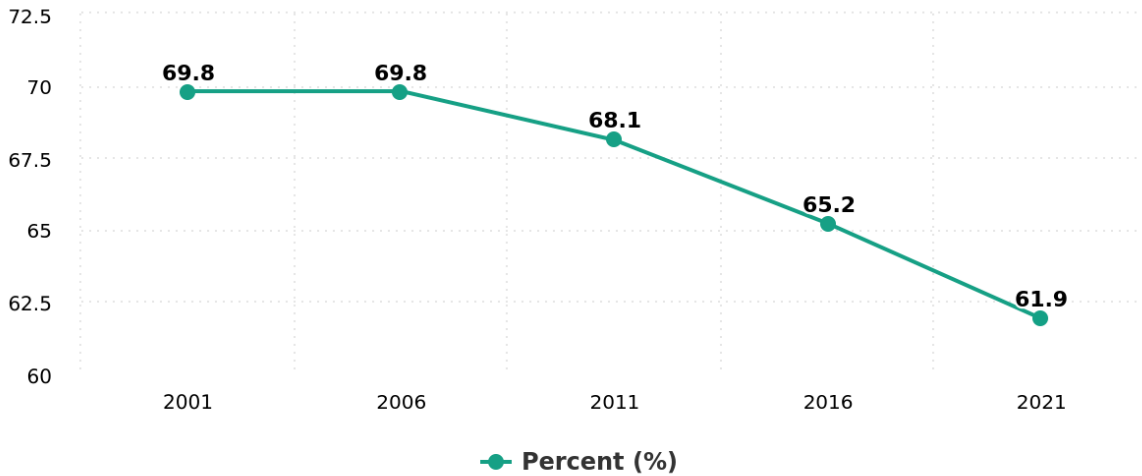


Figure 22 – Participation Rates

Scugog’s jobs fall into five general categories including: agricultural, commercial, industrial, institutional and office. Scugog’s businesses can be further subdivided by sub-category, as shown in Figure 9 below. In 2019, the Region’s Business Count reported that Scugog had a total of 823 businesses, 8,166 jobs and 8.4% job growth. The largest share of jobs (23%) in Scugog were in the accommodation and food services sector.

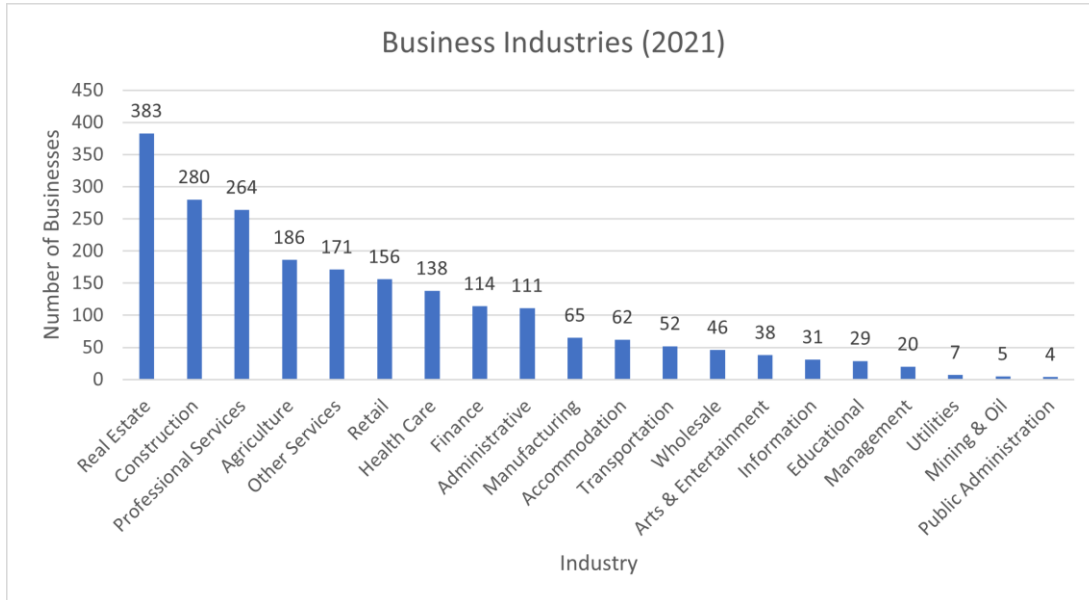


Figure 23 – Business Industries

Transportation Trends and Observations

From 2006 to 2016, the number of commuting trips made by Durham Residents during a typical weekday increased by 4.8% (from 1.22 million to 1.28 million trips). During the morning peak period, the total number of trips increased by 6.3% (from 281,000 to 299,000).

Trips typically grow at a lesser rate than population or employment growth, especially as a population ages and there is an increase in the number of people who work from home. Growth in GO Transit and Durham Region Transit (DRT) ridership has increased in the same time period from 6.94 million to 10.26 million.

From 2006 to 2016 the amount of commuting by Durham residents to work locations outside of the Region has increased. In 2006, 53% of Durham residents who commuted to work stayed within the Region during the morning peak period. By 2016, the figure decreased to 48%. Population growth outpaced employment growth in the Durham Region during that period. Most of the work commuting trips in 2006 were from Durham Region to Scarborough, followed by downtown Toronto and the rest of Toronto. In 2016, the highest number of external work trips from Durham were to downtown Toronto, but trips to Scarborough and the rest of Toronto were almost as high.

The journey to work data, which was part of the 2016 Census, showed that in 2016, Durham residents had the longest average commute at 35 minutes compared to other municipalities in the Greater Toronto and Hamilton Areas. For Durham residents who took public transit as their primary mode of travel had average commute times of 62.5 minutes and those who used active transportation averaged 14.3 minutes.

Commuting Duration

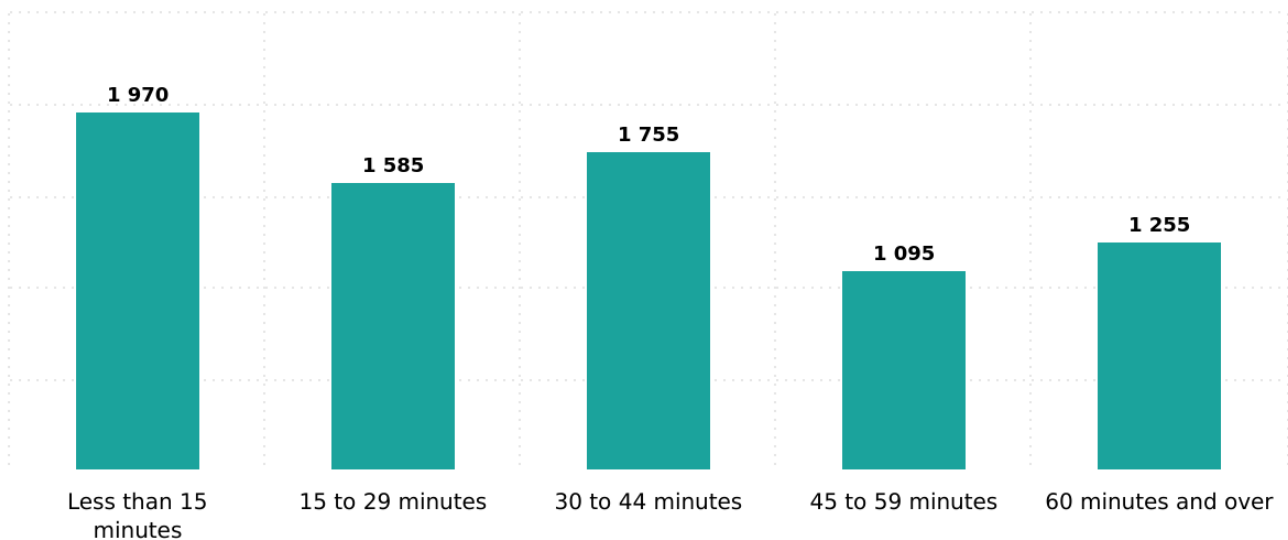


Figure 24 – Commuting Duration

The number of working residents, 15 years and older, with an average commute time to their place of work according to the 2021 census.

Commuting Destination

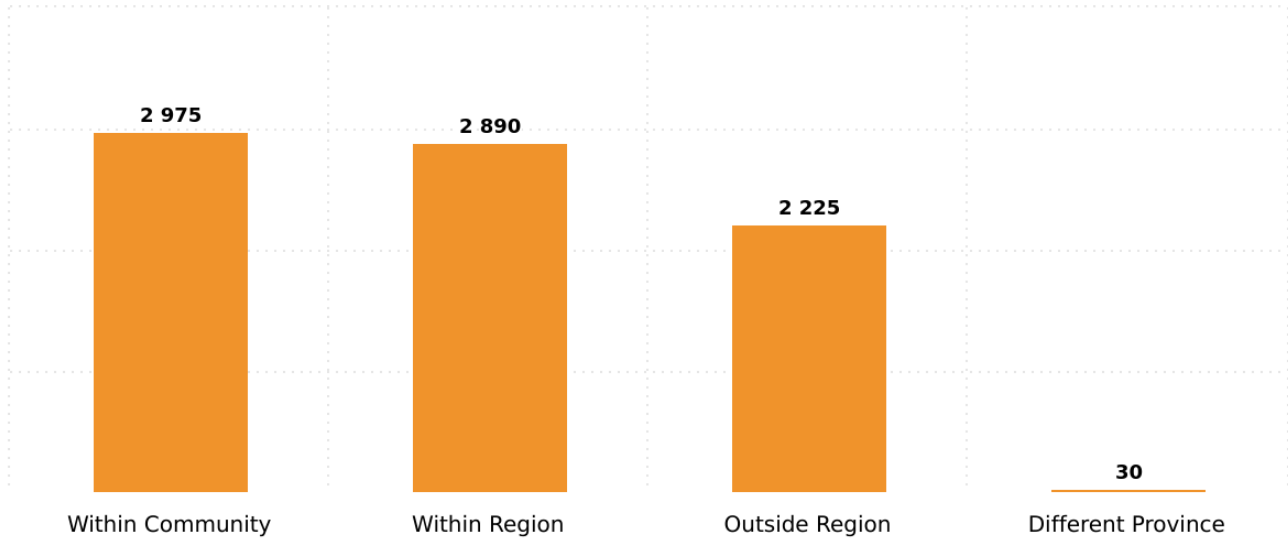


Figure 25 – Commuting Duration

The number of residents who work in the Township of Scugog is 2,975.

By-Law Services

Who We Are

By-law Services investigate complaints and enforce by-laws enacted by Council, to uphold community standards and public safety through education and consistent, impartial enforcement. We collaborate with community and external partners to ensure compliance with By-laws, which contributes to public safety and a high quality of life in Scugog.

By-law Services experienced a 26% increase in formal complaints received for 2023. This equates to 506 complaint files opened in 2023 vs 402 files in 2022. We believe this can be directly attributed to the successful implementation of CloudPermit, making Bylaw Services more accessible by removing barriers that may have existed for some of our residents.

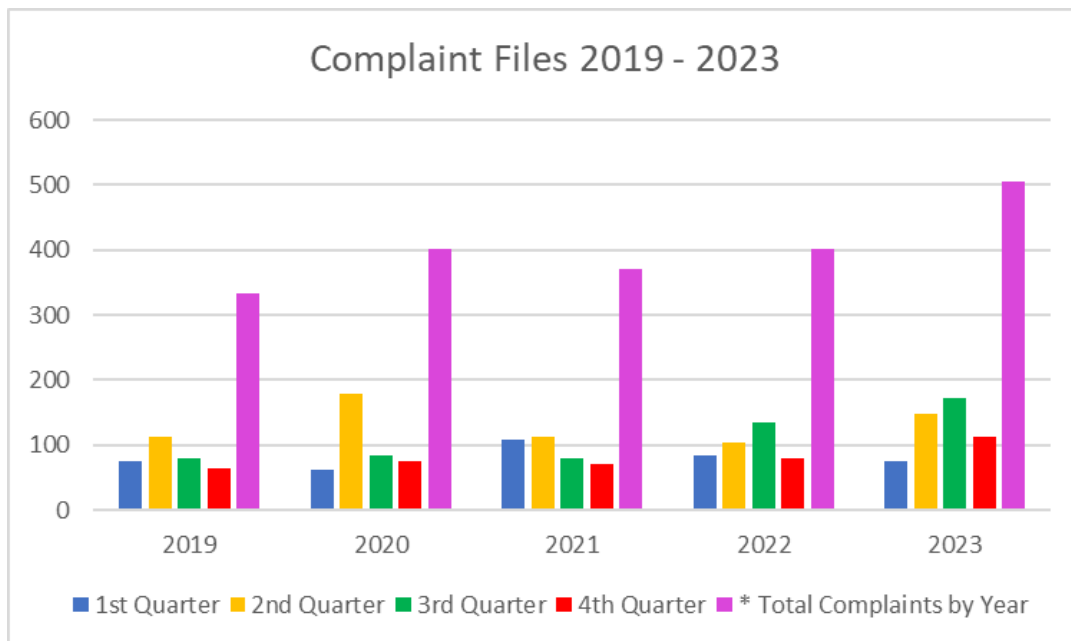


Figure 26 – Complaint Files

What We Do

By-Law Services is responsible for investigating and enforcing violations associated with municipal complaints and parking infractions. Officers respond to complaints or concerns from the community, conduct investigations and take steps to correct infractions. The role of an officer is to provide fair, unbiased, and consistent services.



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Staff encourage compliance with Scugog's regulatory by-laws through a combination of consultation, mediation, and education. We make every effort to resolve complaints through voluntary compliance. Punitive enforcement measures are carried out only if all other efforts are unsuccessful, or the magnitude of the violation is too great.

In 2023, Officers responded to 506 formal complaints in addition to proactive parking enforcement, and licence and permit requests. Of the 22 categories listed, 4 categories (noise/nuisance, parking, yard maintenance, zoning) make up most complaints received (66%). While we saw a slight jump in 2023 (+5% parking & +3% noise/nuisance), these categories have made up more than 50% of the workload for the previous 2 years – 58% in 2022 and 56 % in 2021. The general breakdown of complaints has remained relatively consistent.

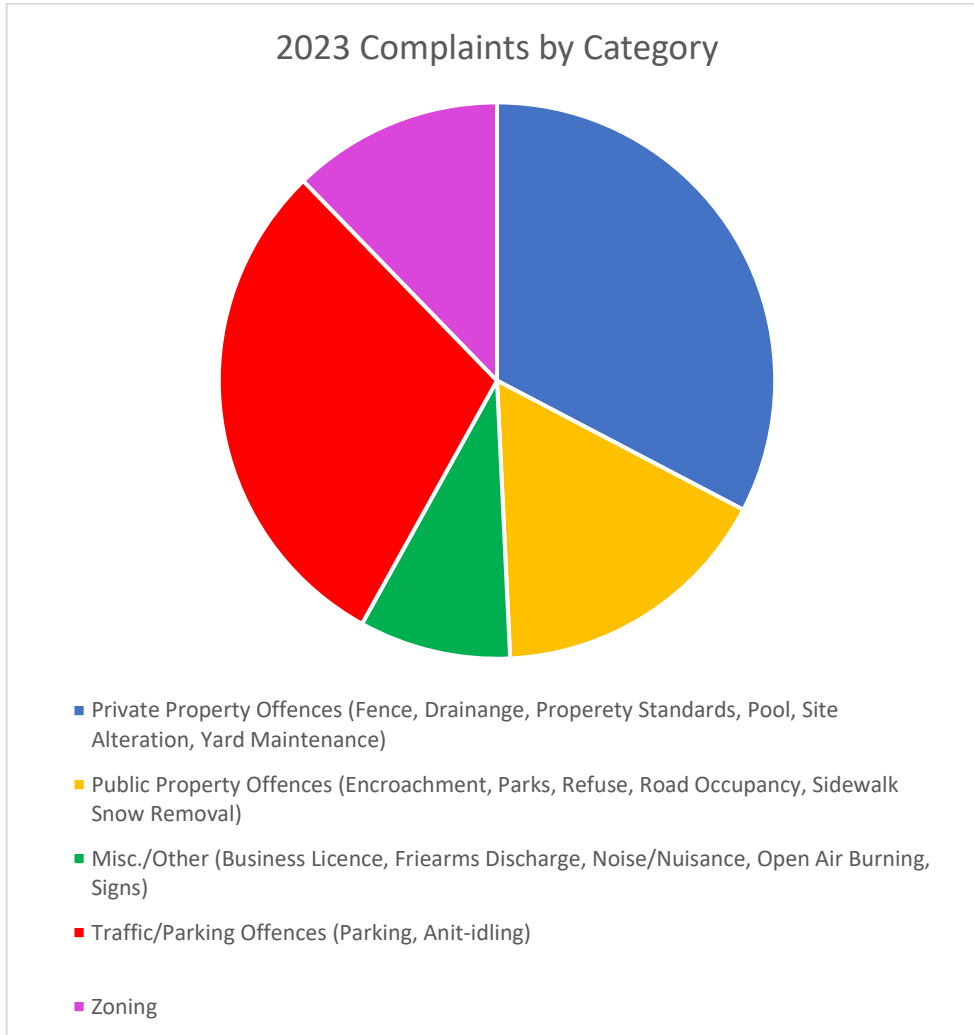


Figure 27 – Categories of Complaints

Scugog has a compliance-focused approach to enforcement of municipal by-laws. Officers are focused on customer service and whenever possible, work to gain voluntary compliance through education and warnings. Officers are guided by the objectives and overall intent of the specific by-law or legislation while using the most efficient and effective method of achieving compliance.

Officer's investigative and enforcement activities are classified into four (3) core areas: property-related, parking-related, and licensing/permit related.



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Enforcement can be proactive or complaint-based or a hybrid approach (combination of the two). Complaint investigations are typically undertaken when a call for service is received. A hybrid approach may result when an Officer is responding to a complaint but also undertakes proactive enforcement of similar issues in the nearby vicinity of the complaint. Proactive enforcement is undertaken when workload permits and is generally for issues that fall into one of these categories:

- Parking offences
- Summer park-patrols
- Property with a history of contravening by-laws
- Relates to a similar complaint nearby (hybrid approach)
- Specific enforcement projects (see Initiatives).

Complaints of potential by-law violations are received and investigated by Scugog's By-law Enforcement Officers as soon as possible based on the priority of the matter and officers' availability. Each complaint requires By-law Officers to review the subject property's history before attending any site. This ensures the officer is aware of any known safety concerns (dangerous dogs, past aggressive behaviour, cannabis facility, etc.) and can take additional precautions if necessary, such as attending with another bylaw officer or requesting police backup. It also allows the officer to review past complaint files on the subject property and formulate both appropriate responses and action(s) to be taken, based on factors such as first offense or chronic ongoing issues on site. This process allows Staff to handle matters promptly and effectively.

Investigations require the execution of several administrative and operational duties, including coordinating with other departments, agencies, or interested parties, attending on-site meetings, documenting observations, creating substantive records, conducting follow-up-investigations, following up with complainants, and issuing written correspondence (notices of violation, orders to comply) as may be required.

By-law Enforcement Officers work closely with staff in other departments including Building, Planning, Engineering, Public Works, Community Services, and Scugog Fire and Emergency Services. Officers also have a close working relationship with Durham Regional Police, and Durham Regional staff in the health and operations departments as well as staff from several conservation authorities and provincial ministries. The By-law Enforcement Services team has worked hard in developing strong relationships with partner agencies, who provide input on



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their respective areas of expertise and jurisdiction. When a complaint is received where there may be an infraction under another agency's jurisdiction, officers coordinate with the relevant agency to determine the appropriate response and/or action and help with enforcement where necessary.

Property-Related Enforcement Activities

Property-related complaints are the most common complaints received and are primarily addressed via a complaint received. These enforcement activities are typically directed at ensuring that properties meet minimum standards as they relate to health and safety, property maintenance and appropriate land use. By-laws relating to property concerns include:

- Encroachment By-law
- Fence By-law
- Noise By-law
- Open Air Burning By-law
- Public Nuisance Bylaw
- Parks By-law
- Road Occupancy By-law
- Site Alteration Bylaw
- Snow Removal Bylaw
- Yard and Waste Bylaw
- Zoning Bylaw
- Property Standards By-law

Property standards and yard maintenance files are often the most time-consuming files to deal with. In many cases, the problems on site developed over prolonged periods of time – in some cases decades. These files require patience and understanding as we work with property owners to find solutions for the issues at hand. Staff often walk a fine line of trying to assist a property owner in crisis and deal with a neighbour who may not understand that the issues cannot be fixed in a day/week/month.

Parking Enforcement

Officers dedicate a significant amount of time and resources to addressing parking-related complaints and proactive violations. By-law received 137 parking-related complaints in 2023, compared to 98 in 2022 and 92 in 2021. We again attribute this to the implementation of



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CloudPermit and the increased accessibility for our residents. This is evidenced by our current ticket numbers – complaint numbers increased, but actual violations found remain consistent with previous years.

Parking for more than three hours at a time and parking between 2 am to 6 am continue to be a high-volume complaint concern, accounting for 53% of all parking-related complaints.

The number of parking tickets issued for the years of 2019-2023:

- 2019 – 753
- 2020 – 714
- 2021 – 1094
- 2022 – 1245
- 2023 – 1187

Three (3) Hour Complaints

Three-hour parking spaces are deemed to be safe and appropriate locations to park. The general purpose of the three (3) hour provision is to provide short term parking for visitors while continuing to ensure that residents can accommodate their vehicles on their property and do not rely on the roadway as a permanent solution to their parking needs.

Three-hour parking is a costly enforcement call as an Officer is required to attend twice – once to mark the tires of vehicle in the subject area, and a second time to re-inspect and ensure the vehicles are observed by the Officer to have been parked longer than three (3) hours.

Winter Overnight Complaints

Scugog's Traffic By-law currently prohibits parking on all streets from November 1st to April 15th from 2:00 a.m. to 6:00 a.m. This ensures that municipal streets are free of vehicles to permit efficient and thorough winter control operations. Officers are regularly scheduled to work overnight shifts and proactively patrol the Township.

Staff work with Public Works and Infrastructure to ensure the most effective enforcement of the winter overnight parking regulation is in place to assist with winter control operations.



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Permits and Licensing

Bylaw Services administers the issuance of various business, property, pool enclosure, taxi, special event, and lottery licences and permits, by working collaboratively with internal and external partners to establish a level of consumer protection and to ensure health and safety. Staff work with special event organizers to ensure that vendors comply with Town bylaws and applicable health standards.

In 2023, staff introduced online processing of licence applications. This move, while initially prompted by the pandemic, makes data and information readily available to enforcement. Many processes previously completed manually were replaced with automated online processes such as the business licence application forms and payments, improving accessibility for our local business operators.

The number of Pool Permits issued for the years 2019-2023:

- 2019 – 29
- 2020 – 36
- 2021 – 54
- 2022 – 27
- 2023 - 26



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The number of Business Licences issued for the years 2019 – 2023:

- 2019 – 53
- 2020 – 17
- 2021 – 12
- 2022 – 25
- 2023 – 27

Our post pandemic permit and licence numbers have remained consistent, indicating a steadying of the local business community as the remaining businesses work to stabilize and return to a new normal. Staff continue to work closely to accept, renew and where necessary, enforce the Township's business license requirements.

Communications

Most of the communication between residents and staff is through email. Email responses decreased by 17% in 2023. Officers continue strengthening connections with the community through frequent engagement and maintaining open communication. One of the new processes implemented with CloudPermit is the issuance of a confirmation email to all complainants. This is aimed at providing our residents with a level of comfort, knowing that their concern has been received and will be addressed, and may have played a role in the reduction of email responses required.

The number of email responses for the years of 2019 – 2023:

- 2019 – 1914
- 2020 – 2583
- 2021 – 4830
- 2022 – 3423
- 2023 – 2855

Education and Outreach

By-law Services staff form partnerships with other agencies through engagement activities such as high school education outreach with Durham Regional Police Services (smoking enforcement at schools), and participation in community events (i.e. local parades, etc.).



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Staff also take time to educate our residents whenever and wherever possible. Recognizing that residents and property owners have questions on a variety of areas, Staff make sure residents understand not only the requirements of a bylaw, but also the reasons behind it.

Staffing, Training, and Mentoring

While the hours for the Township are limited to weekdays from 8:30am-4:30pm (excluding statutory holidays), By-law Enforcement Services operate year-round, 7 days a week, with 1 part-time and 2 full-time By-law Enforcement positions.

Officers are required to have a post-secondary degree or diploma in Law and Security, Police Foundations or equivalent to join the Department. Additional job specific training and certification is encouraged and, in some cases, required. This training is provided through the Ontario Association Property Standards Officers (OAPSO) and the Municipal Law Enforcement Officers Association. These are intensive programs not only requiring officers to complete the academic requirements but also a minimum field experience component, before being eligible for certification. In addition, Officers must have use of force training that must be updated yearly.

By-law Enforcement Services has established a positive partnership with Port Perry High School. Through this partnership co-op students can participate in a professional work environment that both complements and fulfills their cooperative educational curriculum requirements. Students are provided the opportunity to accompany By-law Enforcement Officers in the field to gain simulated hands-on experience. Co-op placement can help students better understand their potential future career choices. Working with these students is a rewarding experience for the officers that enhance team building skills through providing mentorship, leadership, and training.

2023 Accomplishments

The By-law Enforcement Services team has worked closely in identifying areas of improvement. Some of the major changes and transformations that have taken place are highlighted below.

- Implementation of CloudPermit for Bylaw enforcement
- Hiring and training of new part-time Bylaw staff



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- Review and amendment of the Refreshment Vehicle Bylaw to permit refreshment vehicles in Recreational Zones that include restaurants as a permitted use
- Review and amendment of the Animal Control Bylaw to permit additional livestock guardian dogs and working dogs on a bona-fide livestock farm
- On-going review and updates of Township Regulatory By-laws to improve process and effective mediation, consistency of enforcement and compliance
- Strategic proactive enforcement campaigns (*encroachments on Township owned lake access properties)
- Research and Council approval for a drone to assist with site alteration, development, By-law, and Building monitoring & enforcement. In addition to Development Services, the drone may prove to be a valuable resource for other departments. The drone can be equipped with thermal imagery to assist the Fire Department with important/strategic decision making and planning.

Looking Ahead

With a commitment to “Complete Community,” By-law and Regulatory Services aims to serve the needs of our diverse and growing community with a focus on delivering the high-quality service that the residents of Scugog expect. Staff will continue to monitor the trends of the municipality and adjust our services with the community’s changing needs.

The following provides examples of a few planned initiatives By-law staff will be undertaking:

- Ongoing enforcement of encroachments on Township Lake access properties
- On-going review and updates of Township Regulatory By-laws (Sign By-law, Swimming Pool By-law)
- Create drone use policy for senior management and Council approval
- Staff training and licensing for drone use.

In Conclusion

By-law Enforcement is a service provided and expected in every community. Residents and visitors alike depend upon and expect this service. All matters under investigation require time, attention, and resources to resolve and gain compliance. The success of enforcement and compliance within a community requires constant monitoring, presence, effective communication, and outreach. The goal of Staff is to conduct effective enforcement practices to achieve compliance with the Township's Regulatory By-laws.



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By-law Enforcement Staff are committed to improving the Township's regulatory framework to enhance the safety of residents and quality of life in the community. Staff will continue to investigate and propose updates or amendments to existing regulatory by-laws as deemed necessary. Enhancements and proposed future enhancements are based on staff observations in identifying challenges, offering solutions, and assisting with implementation, where necessary and/or possible.



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Department Team

By-law Officer, Level 3	Carter Bennis
Executive Assistant	Lindsay Burnett
Chief Building Official	Nicholas Dawkins
Development Engineering Technologist	Tyler Dukovic
Development Services Associate	Laura Guarnaccio
Development Services Associate	Kate Johnson
Manager of Planning	Valerie Hendry
Director of Development Services	Kevin Heritage
Building Inspector	Ryan Nolan
By-law Officer, Level 1	Denise Stephenson
By-law Officer, Level 2	Mark Stone
Planner	Ahasar Syed
By-law Officer, Level 3	Vasi Varatharasa