

The Archipelago By-law Enforcement Service Semi-annual Snapshot

January 1st – July 2nd



69

Total inquiries to date in 2025.

50%

Increase when compared to the previous two-year average.

54%

Were permissible activity inquiries.

19%

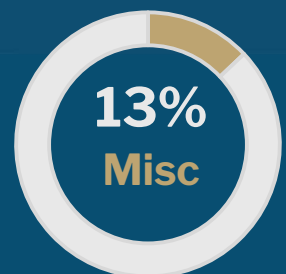
Resulted in enforcement action taken.

0%

Re-occurrence rate to date in 2025.

Level of Service Statistics

As calls for service are received, by-law staff assign a level of priority based on numerous factors outlined in the **Level of Service Policy**. In the first half of 2025, almost 75% of the total inquiries were requests for information, not complaints. These results highlight the proactive culture of the Archipelago's By-law department, reinforcing our philosophy of prioritizing education over enforcement.

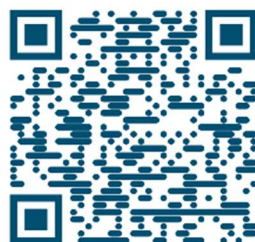


Subject Breakdown

All inquiries are categorized based on their corresponding subject by-law. The Archipelago's top three in quarter one and two of 2025, included above, represent 78% of the total inquiries received to date. Please note, the "Misc" category represents a large variety of by-law and non-by-law related calls for service.

Check the Fire Danger Rating prior to starting any outdoor fires!

For more information see By-law 2017-21 or visit: thearchipelago.ca



How to Contact Us



Whether you are reaching out with a simple question, or a service request, the by-law enforcement service can be contacted through any of the following methods.

- Phone: **(705) 746-4243 ext.325** or,
- Email: **bylaw@thearchipelago.ca**
- Website: alternatively use our online reporting tool “**E-Service Request**” to submit an inquiry or concern.

Hours of Operation

Summer By-law Enforcement Hours in Effect

The By-Law Enforcement Service summer hours of operation are Monday to Sunday 9:00am – 6:00pm.

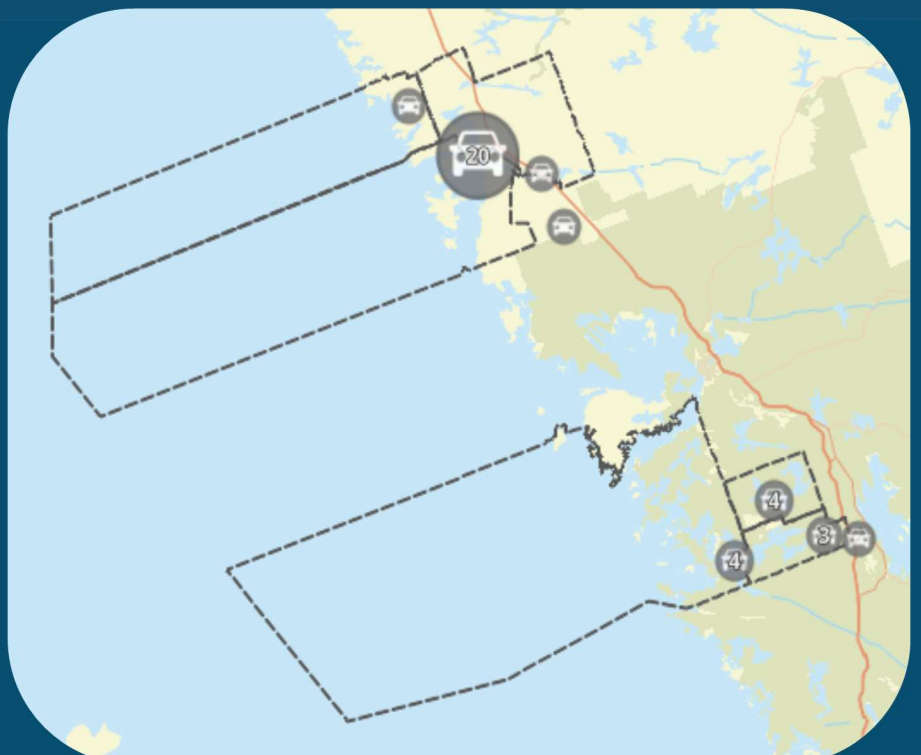
What We Need from You

Have you observed a possible by-law infraction? If you are contacting us to report the infraction, there is some information we require from you.

- ✓ Name of requestor,
- ✓ Address of requestor,
- ✓ Contact information of requestor (e.g., phone number or email),
- ✓ Details regarding the issue (e.g., who, what, when, and how), and
- ✓ Issue/incident location (e.g., civic address, **what3words** location, or road name).

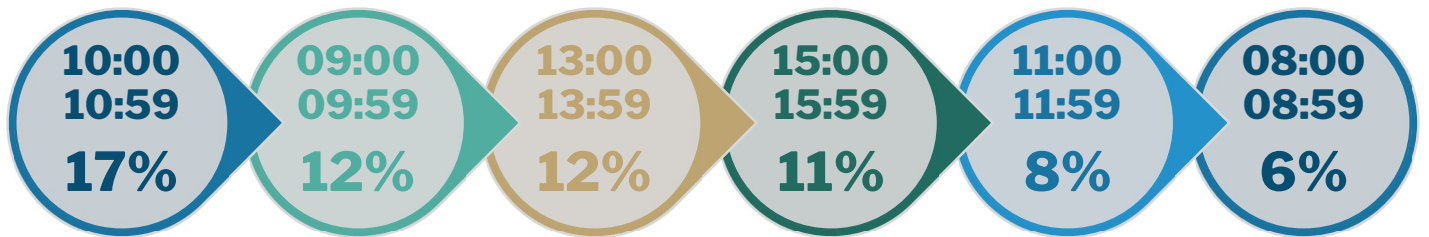
What's New?

Our internal case management process has received an upgrade. Pictured adjacent is the new parking feature within the dashboard. In addition to parking, the dashboard also allows geospatial occurrence and case file tracking. This tool allows our by-law enforcement officers instant field access to prior calls for service and the relevant case file data such as incident type, outcome, date, safety concerns, and any relevant property notes.



When are Reports Received?

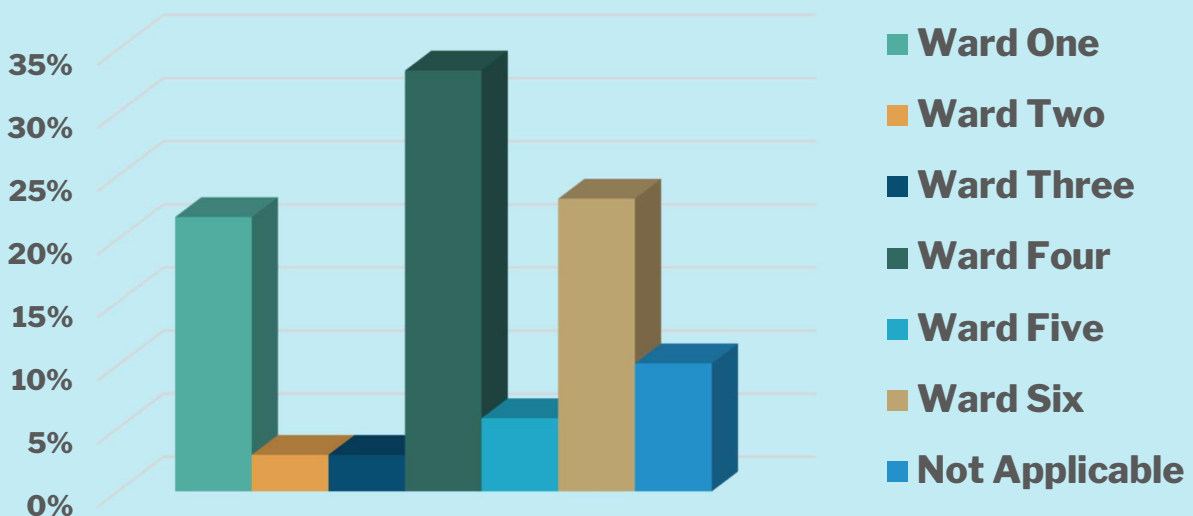
The most common days of the week to date in 2025 for the public to contact the By-law Enforcement Service have been Monday and Wednesday, representing over 45% of the inquiries received. Additionally, the graphic below illustrates the top six time periods when inquiries are received. This data helps to inform future decisions about which hours of operation will best serve our residents.



Other Important Information

Geographical Statistics

Which wards are experiencing higher inquiry volumes so far in 2025?



Proactive Enforcement Initiatives

How statistics help identify hotspots and drive proactive response.

Four proactive enforcement initiatives have been completed to date, with four more scheduled for the remainder of 2025. These initiatives are tailored towards specific locations and by-law subject based on historical data. Of the actionable violations to date in 2025, over 25% have been observed through proactive initiatives.

