

# MUNICIPAL ENFORCEMENT QUARTERLY UPDATE


Data Effective Date	Topic	Prepared By
May 31, 2024	Q1 Quarterly Update	Vikram Kulkarni

## KEY UPDATES

- Violation Trends:** Speeding remains the top violation type, with approximately 35% of tickets, tags, and written warnings issued for speeding infractions.
- Complaint Analysis:** Traffic-related complaints remain the top complaint type, with approximately 38%. Notably, parking related violations are the most prevalent subcategory within traffic related complaints.
- Operational Activity:** A significant increase of 146% in patrol activity is observed this quarter vs the same period last year. This heightened presence underscores OME’s commitment to proactive policing and community safety.
- Efficiency Enhancements:** The implementation of the Set Summary form has allowed for streamlining proactive activities at the end of each set of shifts.
- Community Engagement:** An important achievement was efficient collaboration on the successful execution of the 2024 Public Safety Survey to identify public safety priorities for both RCMP and Municipal Enforcement.

These key updates signify OME’s dedication to addressing prevalent issues, improving operational capabilities and fostering meaningful engagement with the community to support public safety.

## MUNICIPAL ENFORCEMENT ACTIVITY

	Q1 2024	Q1 2023	% Change	Difference	
Complaints Received	415	386	8%	29	↑
Tickets	784	451	74%	333	↑
Town Tags	51	18	183%	33	↑
Written Warnings	346	150	130%	196	↑
Issued Fine Amount <sup>1</sup>	\$193.22k	\$116.36k	66%	\$76.86k	↑

Source(s): OME Statistical Reporting Tool; June 3, 2024

<sup>1</sup> Issued fines amount is not a direct indicator of a revenue amount.

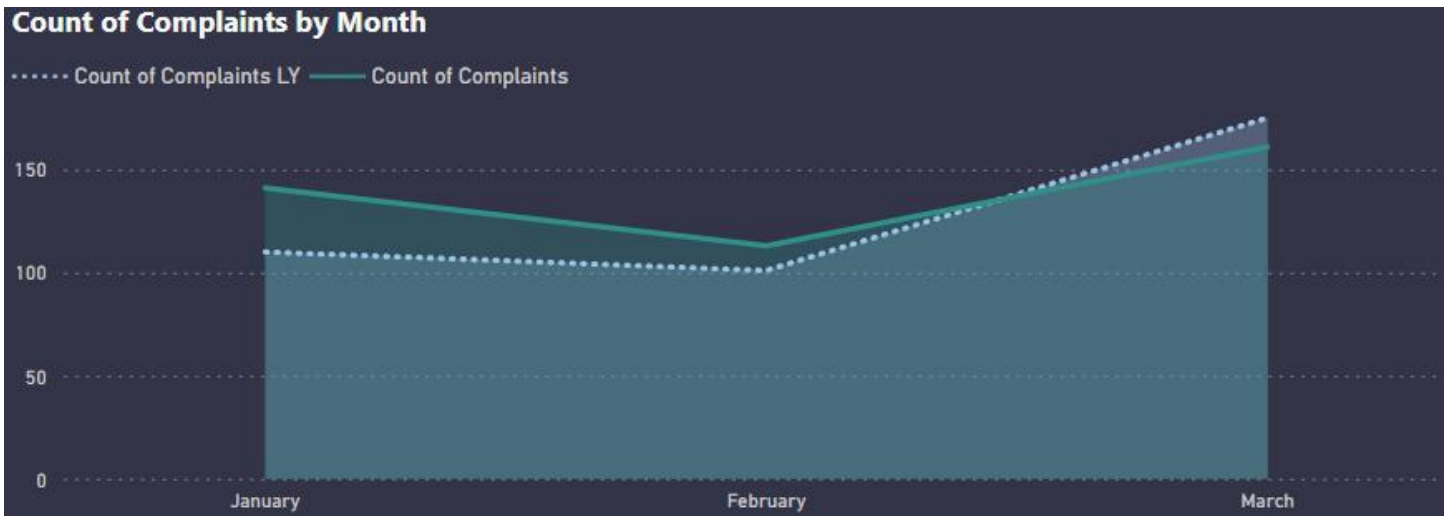


Figure 1 – Complaint Activity Q1 2024 vs Q1 2023

Source(s): OME Statistical Reporting Tool; June 3, 2024

UPDATE:

- An increase in complaints can be attributed to several factors some of which are infrastructure demands, construction, and development. In addition, there has been increased awareness and mechanisms available for lodging complaints.
- Process improvements through the Set Summary form will serve as an important tool to streamline documentation of staffing details, safety incidents, and policing activities. It will assist with transitions between teams by providing helpful information in a short consumable document. The information collected will provide valuable insights enhancing our service quality, overall business value, and continuous improvement practices.

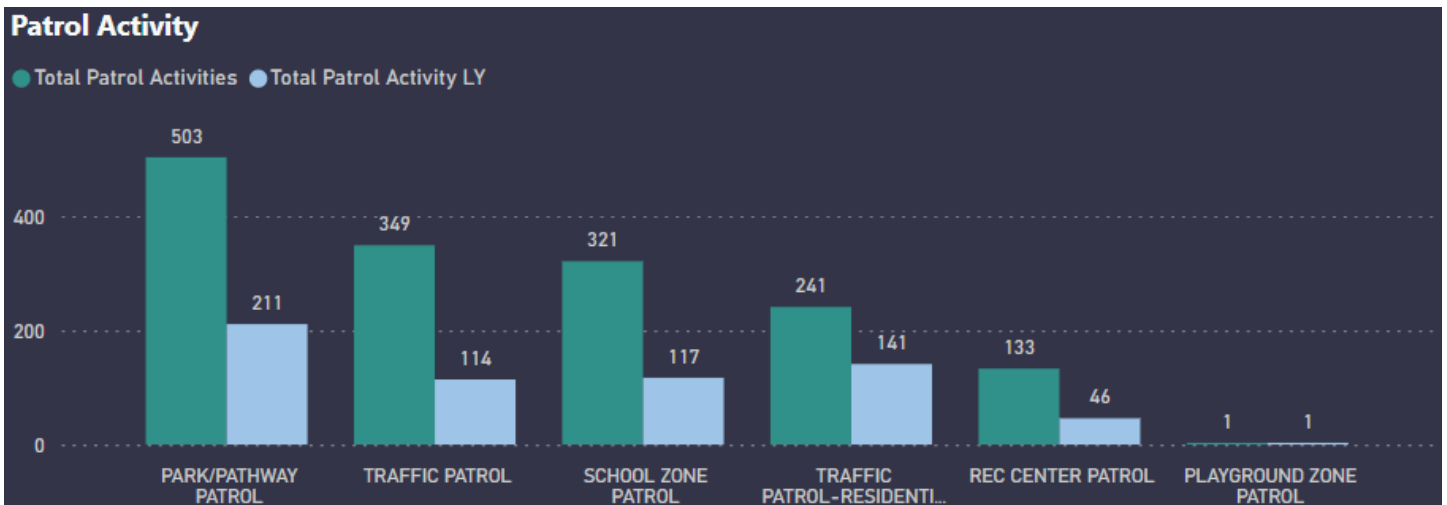


Figure 2 – Patrol Activity Q1 2024 vs Q1 2023

Source(s): OME Statistical Reporting Tool; June 3, 2024

#### UPDATE:

- The collection and utilization of data and analytics through the OME analytical reporting tool has allowed for an accurate picture of proactive patrols and aligned with core priorities of *Accountability*.
- This quarter, an overall increase in Inputs and Outputs in OME reflects the community growth impacting activity within the community which is reflective in OME's commitment to Park/Pathway patrols as evident in Figure 2.
- Traffic and School zone patrols have increased and will continue to be a priority item across 2024 for OME as evident in Figure 2.

#### TO FOLLOW – Q2 2024

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- **Speed Management Continuum**  
The Speed Management Continuum is designed to provide a comprehensive strategy that encompasses various components aimed at effectively managing and reducing speeding incidents.
- **Staffing update**  
A detailed overview of the current staffing situation within OME.
- **Fleet Status Report**  
Updated assessment of OME's fleet status including the condition of the vehicles, maintenance schedules and any recent acquisitions or disposals.