

BR #12126 – Enhancing By-law Enforcement

Description of Budget Request

Since 2009, the population of Mississauga has increased by 100,000 people, along with more businesses to serve the community. Enforcement's capacity to respond to complaints is strained as demand for services have increased and new programs established. New permanent FTEs (30 in 2025 and 19 in 2026) are required to effectively provide critical enforcement services and ensure important pilot programs can be made permanent. Five of the FTEs in 2025 will be funded through additional revenue.

Why Staff Recommend this Initiative

Current staffing cannot provide a level of enforcement that meets volume or Council and resident expectations. Timely response to priority issues is lacking, and proactive enforcement strategies that are used to address complex issues (e.g., Ridgeway Plaza) require staff with enforcement expertise. This initiative will improve the overall safety in Mississauga by achieving the staffing level and qualifications needed to address by-law contraventions and prevent public safety and health hazards.

Details of Service Change

Additional staff are required to maintain the growth and success of the Apartment Rental Compliance, Short-Term Accommodation (STA) and Proactive Inspection programs, as well as meet the City's contractual responsibilities through its agreements with the Alcohol and Gaming Commission of Ontario and the Ontario Lottery and Gaming Corporation. Due to a 26 per cent increase in bingo licenses, staff cannot meet the contractual obligations and are not performing annual eligibility verifications, deficiency reviews, record keeping and on-site inspections.

The staffing will be split among 39 Municipal Law Enforcement Officers (MLEOs), four Supervisors, one Enforcement Operations Analyst, four Processing Officers, and one Community Development Co-ordinator. Staffing will provide capacity to ensure the STA program is able to proactively investigate licensed and unlicensed hosts to ensure compliance among STA operators. It will allow the City to continue moving toward a more proactive approach to address property standards concerns through monitoring and responses to emerging trends. It will also allow the City to implement the recommended Apartment Rental Compliance Program service enhancements identified in Council Resolution O277-2023. This will result in improved governance and contract management, including on-site inspections, and education for licensees.

Service Impact

Since 2018, staff have created a licensing framework for STAs, addressed sub-standard living conditions in apartment buildings, and proactively responded to property standards violations. Permanent staffing will allow for continued program enhancements and build capacity to monitor and respond to emerging issues and changing regulations. This will allow for the rapid deployment of staff to address issues and respond to requests for increased enforcement. The initiative will also