WHEREAS Section 8 of the Municipal Act, 2001, c.25, as amended, provides that the powers of a municipality shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

AND WHEREAS Section 11 of the Municipal Act, 2001, c.25, as amended authorizes municipalities to pass by-laws regarding the accountability and transparency of the municipality and its operations;

AND WHEREAS Section 270 (1) 5 of the Municipal Act, 2001, c.25, as amended authorizes the municipality to adopt and maintain policies with respect to the manner in which the municipality will try to ensure that it is accountable to the public for its actions, and the manner in which the municipality will try to ensure that its actions are transparent to the public;

AND WHEREAS the Council of the Corporation of the Town of South Bruce Peninsula adopted a Municipal Policy Manual and desires to amend said by-law by approving a policy with respect to by-law enforcement and animal control level of service;

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE TOWN OF SOUTH BRUCE PENINSULA ENACT AS FOLLOWS:

1. THAT Policy BLE.3.1 By-law Enforcement and Animal Control Level of Service be adopted and included in the Municipal Policy Manual.

2. THAT all by-laws and policies inconsistent with this by-law are hereby repealed and replaced with this by-law.

3. THAT this by-law shall come into full force and effect upon the final passing thereof.

READ a FIRST and SECOND time this 5th day of March, 2013.
READ a THIRD time and FINALLY PASSED this 5th day of March, 2013.

[Signature]
MAYOR

[Signature]
CLERK
BY-LAW ENFORCEMENT AND ANIMAL CONTROL LEVEL OF SERVICE

PURPOSE:

To establish the level of service afforded to residents with respect to by-law enforcement and animal control.

POLICY:

1. DESIGNATED HOURS OF SERVICE

1.1 The designated hours of service for all by-law enforcement and animal control issues will be from 8:30 a.m. to 4:30 p.m. on days when the By-law Enforcement/Animal Control Officer is scheduled to work in the Town of South Bruce Peninsula.

1.2 The provision of by-law enforcement and animal control services rests solely with the Town of South Bruce Peninsula and not with outside agencies.

2. ISSUES ARISING OUTSIDE OF DESIGNATED HOURS OF SERVICE

2.1 For issues which arise outside the designated hours of service, residents are to leave a message on the Town Hall extension for the By-law Enforcement/Animal Control Officer, with a response to take place during regularly scheduled working hours.

2.2 Except in cases of extreme emergencies as determined by staff or other agencies, no by-law enforcement or animal control services will be provided outside of regular office hours.

3. ABSENCES FROM THE OFFICE

3.1 The By-law Enforcement/Animal Control Officer will be absent from the office due to service agreements with other municipalities, vacation, sick time and patrol. During such times, residents having by-law or animal control issues are to leave a message on the Town Hall extension, with a response to take place when the By-law Enforcement/Animal Control Officer is scheduled to be in the office.
4. **DISPUTE RESOLUTION**

4.1 Residents who have a concern with the level of service stipulated in this policy can state their concerns in writing to the Clerk, and a written response will be provided.