

**For Immediate Release**  
Friday, November 17, 2017



### **CITY'S PARKING AND BY-LAW ENFORCEMENT FOCUSED ON RESULTS AND SERVICE**

The City of Welland By-law Enforcement Division had an active 2017 year to date, with 1,084 investigations conducted on public and private properties between January and October. The city's by-law enforcement officers addressed approximately 225 phone calls per month and provided the citizens of Welland with a variety of services related to compliance with clean yards, graffiti, property standards, and zoning.

The city's by-law team works on a reactive, complaint-driven, basis. By-law officers investigate and enforce compliance with private and public property to ensure a level of public safety and neighbourhood integrity. Although the city's By-law Enforcement Division rarely receives noise complaints, Niagara Regional Police Services (NRPS) has responded to 493 noise complaints in the city between January and early November 2017. "Noise complaints responded to range from a barking dog to a loud stereo or vehicle, and also included large residential parties," said Inspector Shawn Dowd, District Commander. "Penalties can range from a verbal warning, issuance of a by-law offence notice, and in extreme cases can escalate to a criminal charge. In most cases, a verbal warning in the first instance will resolve the situation."

In addition to 1,084 investigations, the By-law Enforcement Division is also responsible for administering and issuing swimming pool enclosure permits. So far this year, By-law officers have issued 59 enclosure permits. Swimming Pool Enclosure permits ensure safety standards are met.

Ali Khan says the Parking and By-Law Division has improved customer service delivery and will continue to develop best practices. "Staff had a busy year with parking enforcement and addressing by-law complaints that were officially filed with the city," said Khan. "Although we have a small division, consisting of three by-law officers and four parking officers, we work efficiently and fairly with the public." So far this year, parking officers have issued approximately 8,600 penalty notices.

The city's By-law Enforcement Division operates 8:30 a.m. to 4:30 p.m. from Monday to Friday; however, City of Welland Parking Enforcement Division operates 8:00 a.m. to 11:00 p.m. from Monday to Friday. For more information on the Parking and By-law Division, or other City of Welland services and programs visit [welland.ca](http://welland.ca).

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**Contact:**

Ali Khan  
Supervisor Traffic, Parking & Bylaws  
Infrastructure and Development Services  
905 735-1700 Ext. 2202  
[ali.khan@welland.ca](mailto:ali.khan@welland.ca)