



CITY'S PARKING AND BY-LAW DIVISION HAD A BUSY 2016 YEAR

The City of Welland Parking and By-law Division had an exceptionally active 2016 year, with 1,120 investigations conducted on public and private properties. The officers also addressed approximately 3,000 phone call inquiries. A team of three by-law officers provide 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. The team of officers also administrate over 400 business licenses every year. Last year the by-law division invoiced a total of \$130,544.50 to public and private property owners in order to bring derelict properties up to standard. This is almost \$55,000 more than the \$76,579.39 that was generated in 2015.

Parking enforcement is also a significant function within the division. A team of four parking enforcement officers work with a pro-active approach in responding to parking infractions throughout the city to provide safer streets and better traffic flow. The officers issued 11,150 parking infraction tickets in 2016, which is a considerable increase from the 9,549 tickets issued in 2015.

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. "An online parking ticket payment system was also introduced in 2016 to simplify the process of payment."

Gary Long, Chief Administrative Officer for the City of Welland feels that enhancing online services and providing clear communication with the public is part of the Parking and By-law Division's success. "We want to work with residents and businesses to maintain a better quality of life, and keep our neighbourhoods safe and enjoyable for everyone," said Long. "This can be achieved through co-operative compliance and enforcement of the city's by-laws."

The city's Parking and By-law Division operates 8:30 a.m. to 4:30 p.m. from Monday to Friday; however, City of Welland parking enforcement 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.

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