

## General Service Overview

### Department Name – Legislative Services

#### General Overview

Responsible for the statutory duties of the Clerk, for the provision of By-law administration, licensing and enforcement services, and for the organization's records management and privacy programs. Also responsible for the crossing guard program.

Given the significant difference in seasonal request volume, different standards have been set for by-law enforcement for winter (Nov – Mar) and summer (Apr – Oct)

As of April 2026, Cemeteries Administration is also part of the Legislative Services Department, and the Crossing Guards Program has moved to Parks, Recreation & Culture. Crossing Guards are included in this report as the Parks service levels have already been adopted by Council.

The Legislative Services Department provides internal support to Town departments regarding the application of municipal and provincial regulations, but does not provide assistance to the general public with regards to legal advice, interpretation of legislation, or filing of government forms.

#### Overview Service Type

#### Funding Sources

General Taxation Levy  
Fines  
Service Fees  
License Fees

#### Total Resource Levels

<i>Employee Type</i>	<i>Job Title</i>	<i>Notes</i>
(3) FTE Administration	- Clerk (1) - Legal Services Coordinator (1) - Cemetery Administrator (1)	
(2) FTE Enforcement	- Sr By-law Officer (1) - By-law Officer (1)	
PT Contractor	Contracted Enforcement Officers (FMLE)	Supplemental contracted enforcement support
(7) PT Seasonal (1) Casual	- Crossing Guards (7) - Casual Crossing Guards – Relief Shifts (1)	PT Seasonal from September – June

**Authorities**

*Municipal Act, 2001*

*Municipal Elections Act, 1996*

*Municipal Freedom of Information and Protection of Privacy Act*

*Provincial Offences Act*

*Vital Statistics Act*

*Gaming Control Act, 1992*

*Liquor Licence and Control Act, 2019*

*Highway Traffic Act*

*Funeral, Burial and Cremation Services Act, 2002*

Town of Greater Napanee Regulatory By-laws – various, including:

- Administration: Fees & Charges, Cemeteries
- Animals: Dog Control, Exotic Animals, Feeding of Wildlife
- Licensing: Patios, Taxis, Refreshment Vehicles
- Public Property: Littering, Encroachments, Parks & Public Spaces, Parking, Cemeteries, Smoking
- Private Property: Grass Cutting, Yard Maintenance
- Nuisance: Noise, Loitering

By-law Enforcement Standards Policy

Town of Greater Napanee Procedural By-law

Service Level Overview

**Mandatory** – Legislated by federal or provincial government

**Essential** – Directed by Council through policy or by-law

**Discretionary** – Services are delivered based on operational capacity, which is decided on by management

It is assumed that every by-law is adopted because Council deems its enforcement to be essential to the community, but enforcement decisions remain in the Discretionary sphere in accordance with the enforcement standards policy.

## General Service Descriptions

### **By-law Enforcement Sub-Services – Reactive Enforcement – Winter (November to March)**

Reactive (complaint driven) enforcement is the baseline service level established for all by-laws adopted by Council with an enforcement component under the By-law Enforcement Standards Policy.

Enforcement requests submitted by other Town departments will be categorized as reactive enforcement.

*Note: By-law Enforcement is not a 24/7 service and in the event of an emergency residents should always call 911.*

Name of Service	Service Level	Service Description	Service Standard	Resources Allocated
Open Case File	Essential	Initial acknowledgement of receipt of E11 case, voicemail, or other enforcement request and assignment of an officer	Staff will confirm receipt of complaint and next steps within two business days	2 FTE
Initial Review	Essential	Review of case to identify if enforcement action is possible or warranted	Staff will advise within three business days (within 5 business days of receipt) if a request is outside of the Town's jurisdiction or if further evidence from the complainant is required to initiate action.  For low priority, low response level requests, staff may advise at this stage that no further action will be initiated based on available resources.	2 FTE
Investigate Complaint	Discretionary	Undertake investigation of the complaint, which may include a site visit depending on the complaint type.	Site visits will be scheduled within 5 business days (within 10 business days of initial receipt). Site visits may result in	2 FTE

			an educational conversation, written warning, or compliance order.	
Initiate Enforcement Action	Discretionary	If an initial warning or compliance notice are unsuccessful, an officer may issue a set fine or court summons, or arrange for the Town to take corrective work at the owner's expense.	<p>For a first offence, a reasonable voluntary compliance timeline is normally provided, per the Enforcement Standards Policy.</p> <p>If voluntary compliance is unsuccessful, enforcement action may be initiated after two to four weeks.</p> <p>As the Town does not dictate the timelines of any court proceedings, there is no standard completion timeline for enforcement matters once initiated.</p> <p>In accordance with the By-law Enforcement Standards Policy, the decision to initiate enforcement action is at the officer's discretion based on the facts of the case and policy guidelines.</p>	2 FTE
Send Case Closure Notice	Essential	Send a case closure notice to the original complainant when the E11 ticket is closed (enforcement action may not be concluded at this stage)	Within two business days of the case concluding. Case closing may include referral to another agency, initiation of enforcement action, or other resolution of the reported issue.	2 FTE

**By-law Enforcement Sub-Services – Reactive Enforcement – Summer (April to October)**

Name of Service	Service Level	Service Description	Service Standard	Resources Allocated
Open Case File	Essential	Initial acknowledgement of receipt of E11 case, voicemail, or other enforcement request and assignment of an officer	Staff will confirm receipt of complaint and next steps within three business days	2 FTE
Initial Review	Essential	Review case to identify if enforcement action is possible or warranted	<p>Staff will advise within five business days (8 business days from initial receipt) if a request is outside of the Town’s jurisdiction or if further evidence from the complainant is required to initiate action.</p> <p>For low priority, low response level requests, staff may advise at this stage that no further action will be initiated based on available resources.</p>	2 FTE
Investigate Complaint	Discretionary	Complete a site visit and undertake investigation of the complaint.	<p>Site visits in the central area will be scheduled within 7 business days (15 days from initial receipt).</p> <p>Site visits in the northern or southern areas will be scheduled together for most efficient use of staff time and may take up to two weeks.</p>	2 FTE + Contractor
Initiate Enforcement Action	Discretionary	If an initial warning or compliance notice are unsuccessful, an officer may issue a set fine or court summons, or arrange for the	For a first offence, a reasonable voluntary compliance timeline is normally provided, per the Enforcement Standards Policy. A written warning may	2 FTE + Contractor

		<p>Town to take corrective work at the owner's expense.</p>	<p>be issued at this stage at officer discretion.</p> <p>If voluntary compliance is unsuccessful, enforcement action may be initiated after two to four weeks.</p> <p>As the Town does not dictate the timelines of any court proceedings, there is no standard completion timeline for enforcement matters once initiated.</p> <p>In accordance with the By-law Enforcement Standards Policy, the decision to initiate enforcement action is at the officer's discretion based on the facts of the case and policy guidelines.</p>	
Send Case Closure Notice	Essential	Send a case closure notice to the original complainant when the E11 ticket is closed (enforcement action may not be concluded at this stage)	Within two business days of the case concluding. Case closing may include referral to another agency, initiation of enforcement action, or other resolution of the reported issue.	2 FTE

**By-law Enforcement Sub-Services – Proactive and Patrol Enforcement Winter (November – March)**

Name of Service	Service Level	Service Description	Service Standard	Resources Allocated
Parking Patrol – Downtown	Essential	Patrol for parking violations in the downtown core, including assisting with winter maintenance enforcement	Patrol areas with posted signage and high volume of local complaints or with reported safety concerns a minimum of once per week	2 FTE
Parking Patrol - Central	Essential	Patrol for parking violations in the central area, including assisting with winter maintenance enforcement	Patrol areas with posted signage and high volume of local complaints or with reported safety concerns a minimum of once per week	2 FTE
Parking Patrol – North	Essential	Patrol for parking violations in the northern area, with a focus on settlement areas and Town facilities	Patrol areas with posted signage and high volume of local complaints or with reported safety concerns a minimum of once per month	2 FTE
Parking Patrol – South	Essential	Patrol for parking violations in the southern area, with a focus on settlement areas and Town facilities	Patrol areas with posted signage and high volume of local complaints or with reported safety concerns a minimum of once per month	2 FTE
Public Spaces By-law Patrol – Sensitive Use Areas	Essential	Patrol sensitive use areas for prohibited encampments and provide notice of violation to occupants	Site visit within one business day of receiving a public complaint or report from partner agency	2 FTE
Public Spaces By-law Patrol – Other	Discretionary	Patrol other public property for encampments and provide ongoing education and situational awareness	Site visit within two business days of receiving a public complaint or report from partner agency	2 FTE

Dogs at Large	Discretionary	Patrol areas where issues are frequently reported, respond to calls received	Service is outsourced to contracted enforcement. Voicemail service is monitored 24/7	Contractor
Unlicensed Dogs / Kennels	Discretionary	Investigate reports of unlicensed dogs or kennels	Officers will confirm dogs are licensed and compliant with the Town's by-law during interactions involving dogs	Contractor 2 FTE
Yard Maintenance	Discretionary	Officer initiated warnings and orders for by-law violations with safety concerns	Investigate obvious by-law violations observed in the course of regular duties	2 FTE

**By-law Enforcement Sub-Services – Proactive and Patrol Enforcement Summer (April - October)**

Name of Service	Service Level	Service Description	Service Standard	Resources Allocated
Parking Patrol – Downtown	Essential	Patrol for parking violations in the downtown core	Patrol areas with posted signage and high volume of local complaints or with reported safety concerns a minimum of three times per week	2 FTE + Contractor
Parking Patrol - Central	Essential	Patrol for parking violations in the central area	Patrol areas with posted signage and high volume of local complaints or with reported safety concerns a minimum of twice per week	2 FTE + Contractor
Parking Patrol – North	Essential	Patrol for parking violations in the northern area, with a focus on settlement areas and Town facilities	Patrol areas with posted signage and high volume of local complaints or with reported safety concerns a minimum of once per month	2 FTE + Contractor
Parking Patrol – South	Essential	Patrol for parking violations in the southern area, with a focus on settlement areas and Town facilities	Patrol areas with posted signage and high volume of local complaints or with reported safety concerns a minimum of once per month	2 FTE + Contractor

Public Spaces By-law Patrol – Sensitive Use Areas	Essential	Patrol sensitive use areas for prohibited encampments and provide notice of violation to occupants	Patrol a minimum of once per week. Site visit within one business day of receiving a public complaint or report from partner agency	2 FTE
Public Spaces By-law Patrol – Other	Discretionary	Patrol other public property for encampments and provide ongoing education and situational awareness	Patrol a minimum of once every two weeks for centrally located public lands. Patrol a minimum of once every month for public lands outside of the central area. Site visit within three business days of receiving a public complaint or report from partner agency	2 FTE
Dogs at Large	Discretionary	Patrol areas where issues are frequently reported, respond to calls received	Service is outsourced to contracted enforcement. Voicemail service is monitored 24/7	Contractor
Unlicensed Dogs / Kennels	Discretionary	Investigate reports of unlicensed dogs or kennels	Officers will confirm dogs are licensed and compliant with the Town’s by-law during interactions involving dogs	Contractor 2 FTE
Yard Maintenance	Discretionary	Officer initiated warnings and orders for by-law violations with safety concerns or for consistent area enforcement	Patrol a minimum of once per quarter to look for by-law violations, and investigate obvious by-law violations observed in the course of regular duties including during reactive responses	2 FTE + Contractor
Grass Cutting	Discretionary	Officer initiated warnings and orders for by-law violations with safety concerns or for consistent area enforcement	Patrol a minimum of once per quarter to look for by-law violations, and investigate obvious by-law violations observed in the course of regular duties including during reactive responses	2 FTE + Contractor

## Clerks Sub-Services

Name of Service	Service Level	Service Description	Service Standard	Resources Allocated
Vital Statistics Permits	Mandatory	Issue marriage licenses and burial permits in accordance with provincial legislation	<p>Marriage licenses issued by appointment, within office hours and staff availability, booking up to 60 days in advance</p> <p>Burial permits processed same business day during business hours</p> <p>Burial permits may be processed outside of business hours for an additional fee</p> <p>No residency requirements applied</p> <p>Permits are remitted to Service Ontario on a weekly basis.</p>	1 FTE
AGCO Permits	Mandatory	Issue municipal charitable gaming licenses and Municipal Information forms for liquor licenses	<p>Gaming licences issued within 5 business days</p> <p>Forms issued within 2 business days</p>	1 FTE
Freedom of Information Requests	Mandatory	Disclose records to the public when requests come in, as per MFIPPA regulations	Mandated to respond within 30 calendar days of request date (Changes to 45 business days on July 1, 2026)	1 FTE
Taxi Licensing	Essential	Issue licenses to taxi owners and taxi drivers, under the Taxi Licensing By-law	Issued by appointment, which can be scheduled within 5 business days	1 FTE
Dog Licensing/	Essential	Input dog tag orders through DocuPet and issue kennel	Dog tag orders are processed within 2 business days	1 FTE

Kennel Licensing		licenses, under the Dog Licensing By-law	Kennel licenses are issued within 5 business days	
Refreshment Vehicle Licensing (Private Property)	Essential	Issue refreshment vehicle licenses for vendors wishing to operate on private property, under the Refreshment Vehicle by-law	New application licenses issued within 5-10 business days Renewals issued within 5 business days	1 FTE
Outdoor Patio Licensing	Essential	Issue outdoor patio licenses for temporary sidewalk patios and temporary private patios, under the Patio Licensing By-law	New application licences issued within 5-10 business days Renewals issued within 5 business days	1 FTE
Noise By-law Exemption Permits	Essential	Issue noise exemption permits under the Noise By-law	Issued within 5 business days, unless a referral to Council is required under the Noise By-law	1 FTE
Parking By-law Exemption Permits	Essential	Issue parking exemption permits under the Parking By-law	Issued within 5 business days	1 FTE
Appeals Committee Meetings	Mandatory	Receive appeals to the Appeals Committee (Council) as required under certain by-laws, schedule and coordinate meetings to hear the appeals	Acknowledgement to applicant within 1 business day  Appeal meeting to be scheduled within 5 business days and held within 30 calendar days of receipt	1 FTE
Coordinate Council Agenda Requests from the Public	Mandatory	Receive inquiries and requests from residents and organizations, and direct them to the appropriate path to bring matters to Council	Acknowledgement and initial response within 2 business days  Meeting attendance scheduled minimum of one week and maximum of	1 FTE

			<p>three months from the date of request, in coordination with applicant</p> <p>Correspondence and deputations regarding items on a current agenda are acknowledged within 1 business day and scheduled a minimum of one day before the meeting date.</p>	
Coordinate Council Agenda Publication	Mandatory	Receive internal reports and agenda items and ensure they are published to the appropriate Council agenda in compliance with Town by-laws	As per Procedure By-law, regular meeting agendas require a minimum of 72 hours advance notice to the public. Standard internal agenda requests require a minimum of one week notice. Emergency requests will be processed on a case-by-case basis.	1 FTE
Conduct Municipal Elections	Mandatory	Conduct general elections in accordance with the Act and ensure voters and candidates have access to timely and accurate information	Respond to election inquiries within 2 business days outside of the voting period and within 1 business day during the voting period.	2 FTE
Public Inquiries	Essential	Respond to public inquiries about matters related to by-laws, licensing, Council agendas, and other department matters	Respond to inquiries within 2 business days. As per the Customer Service Standards Policy, a response is an acknowledgement of receipt and update on next steps, if any.	2 FTE

**Cemetery Administration Sub-Services**

Name of Service	Service Level	Service Description	Service Standard	Resources Allocated
Sale of Interment Rights	Essential	Receive and respond to requests to purchase interment rights, ensure required forms and payment are received and filed.	Initial response to inquiries within 2 business days.  No residency requirements applied	1 FTE
Interment Right Transfers	Mandatory	Process requests to transfer interment rights between individuals, including verifying eligibility, confirming ownership, preparing transfer documents, and updating cemetery records.	Acknowledge request within 2 business days; complete transfer within 10 business days upon receipt of all required documents and fees.	1 FTE
Interment Rights Corrections & Amendments	Essential	Correct errors in ownership records, update contact information, and amend rights holder details in accordance with BAO requirements.	Complete corrections within 5 business days of receiving complete documentation.	1 FTE
Repurchase of Unused Interment Rights	Essential	Process requests for the Town to repurchase unused interment rights (available in limited circumstances), including verifying eligibility, documenting Care & Maintenance fee requirements, and updating cemetery records.	Per Council direction, the Town will only repurchase to facilitate an exchange of one interment rights type for another within the Town’s active Cemeteries.  Acknowledge request within 2 business days; complete transfer within 10 business days upon receipt of all required documents.	1 FTE

Rights Holder & Public Notification	Mandatory	Notify interment rights holders and the public when cemetery land is transferred to the Town, in accordance with BAO requirements and municipal policy.	Issue notices within 5 business days of Council approval or BAO direction.	1 FTE
Scheduling of Interments	Mandatory	Receive and respond to requests for burials or niche interments, schedule services, ensure required forms and payment are received and filed.	Per the Cemetery By-law, interments may only be scheduled for Monday – Friday, 9 a.m. – 3 p.m., excluding statutory holidays, or Saturdays from 9 a.m. – 1 p.m. Minimum of 3 business days notice required for scheduling.  No residency requirements applied	1 FTE
Provincial Reporting	Mandatory	Annual reporting to the Bereavement Authority of Ontario	In accordance with legislated timelines, by March 31 of each year	1 FTE
Customer Inquiries	Essential	Respond to customer inquiries related to cemeteries where the Town is the licensed operator.	Respond to inquiries within 2 business days. As per the Customer Service Standards Policy, a response is an acknowledgement of receipt and update on next steps, if any.	1 FTE
Genealogy & Records Requests	Discretionary	Provide burial record lookups, historical plot information, and documentation for families, researchers, and funeral homes.	Service Fees By-law establishes an hourly custom research fee. Service is available at management discretion depending on the scope of request and departmental capacity. No guaranteed response timeline is provided.	1 FTE

**Crossing Guards Sub-Services**

Name of Service	Service Level	Service Description	Service Standard	Resources Allocated
Staffed school crossings	Discretionary	Crossing guard posted to 5 key intersections based on public elementary school schedules	Morning posts 1-4 staffed 7:30 – 8:15 Morning post 5 staffed 8:45 – 9:15 Afternoon posts 1-4 staffed 2:30 – 3:00 Afternoon post 5 staffed 3:30 – 4:00	7 Permanent PT; 1 Casual

*Note: flashing pedestrian crossing lights are installed and maintained by the County of Lennox and Addington as crossing posts are on County Roads*

*Note: This service now lives within the Parks, Recreation & Culture Department*