

Legislative Services

SERVICE LEVELS & STANDARDS

General Overview

Responsible for the statutory duties of the Clerk, for the provision of By-law administration, licensing and enforcement services, cemetery administration, and for the organization's records management and privacy programs. Also previously responsible for the crossing guard program (now moved to Parks).

Service Type Mandatory legislative services are imposed by the province. Additional services are established by Council through by-law. Service levels have been drafted under the assumption that a basic level of enforcement for every regulatory by-law is deemed to be Essential by Council, but that specific enforcement decisions remain at the Discretionary service level based on issue severity and staffing capacity, in accordance with the By-law Enforcement Standards Policy. Service levels have also been drafted under the assumption that Council wishes to maintain regulatory compliance for cemetery services, but not provide discretionary premium services that may be offered by private or for-profit cemeteries.

Funding Sources: General Tax Levy, License Fees, Fines, Service Fees

Resource Levels

Employee Type	Job Title	Notes
(3) FTE Administration	Clerk (1) Legal Services Coordinator (1) Cemetery Administrator (1)	
(2) FTE Enforcement	Sr By-law Officer (1) By-law Officer (1)	
(8) PT Seasonal / Casual	Crossing Guards (7) Casual / Relief (1-2)	Seasonal from September to June *Now in Parks Dept*

Additional Resources		
PT Contractor	Contracted Dog and Other Enforcement (FMLE)	Year-round dog control Additional enforcement April – October

Authorities

PROVINCIAL LEGISLATION

- *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 License and Control Act, 2019*
- *Highway Traffic Act*
- *Funeral, Burial, and Cremation Services Act, 2002*
- And others...

MUNICIPAL BY-LAWS AND POLICIES

- Procedural By-law
- By-law Enforcement Standards Policy
- 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
- Cemetery Administration By-law
- And others...

General Service Descriptions



Administrative
Clerks Services

Cemetery
Administration



Crossing Guard
Service

Reactive By-law
Enforcement



Proactive and
Patrol By-law
Enforcement

Administrative Clerks Services

- Most services have defined response timelines and service fees associated with them (days are business days) and are required and/or legislated by the Province
 - General customer service standard is to provide initial response to inquiries within 2 days
- Issue Registrar General permits on behalf of the province (burials, marriages)
 - Burial permits issued same day, additional fee for after hours service; Marriage licenses issued by appointment
 - Issued approx. 160 marriage licenses and 900 burial permits in 2025
- Issue permits and forms on behalf of the AGCO
 - Gaming licenses issued within 5 days of complete application; alcohol information forms issued within 2 days
 - Issued 29 lottery licenses in 2025
- Respond to Freedom of Information Requests
 - current legislated timeline is 30 calendar days, will be 45 business days starting on July 1, 2026
 - Responded to 11 FOI requests in 2025
- Issue Licenses and Permits under Town By-laws
 - Issued within 5-10 business days of complete application, depending on permit type
- Coordinate Council meeting services
- Conduct municipal elections and other associated tasks (impacts capacity of other services)

Cemetery Administration Services

- Certain minimum requirements and annual reporting obligations are established by the Bereavement Authority of Ontario, and individuals are able to submit court applications to require municipalities to take on the legal ownership and/or obligations to maintain abandoned cemeteries, if applicable.
- Sale, Transfer, and Correction of Interment Rights
 - Rules established in the Cemetery By-law. Standard is for transactions completed within 5-10 business days of receiving complete application depending on the type and complexity of the request.
 - 61 transactions processed in 2025
- Scheduling of Interments
 - As per Cemetery By-law, advance notice of 3 business days is required and appointments are only available for Monday - Friday, 9 a.m. – 3 p.m. or Saturday from 9 a.m. – 1 p.m., excluding Stat holidays
 - 82 interments scheduled in 2025
- Customer Inquiries
 - Per Customer Standards Policy, aim to provide initial response within 2 business days.
- Records Management
 - Updating digital records for the 5 active and 35 inactive cemeteries on our license, to improve customer service capacity
- Custom Research
 - Discretionary service under the Fees & Charges By-law. No availability or timelines guaranteed, each request is evaluated based on scope and department capacity

Additional Cemetery Transfers

- Council agreed to the transfer of St Paul's Cemetery in 2026 and a request to transfer St Alban's is expected before the end of 2026.
- Under the Cemetery Administration service, staff are also working on updating our inventory and records regarding inactive cemeteries that were transferred to the Town's license at or around amalgamation. As this work continues, it may result in an increased pressure on the operations and maintenance side of the service levels
- Staff anticipate that the next service level review and 2027 budget proposal will include a recommendation to either add cemetery maintenance staff or contract out work associated with burials in the rural active cemeteries to be able to maintain the standard of booking interments on 3 business days notice.

Crossing Guard Services

- 5 Intersections are staffed twice daily on all school days
 - Across Centre St at Graham St (7:30 – 8:15 a.m. and 2:30 – 3:00 p.m.)
 - Across Belleville Rd at Graham St (7:30 – 8:15 a.m. and 2:30 – 3:00 p.m.)
 - Across Belleville Rd at Robinson St (7:30 – 8:15 a.m. and 2:30 – 3:00 p.m.)
 - Across Bridge St at West St (7:30 – 8:15 a.m. and 2:30 – 3:00 p.m.)
 - Across County Rd 8 at James St (8:45 – 9:15 a.m. and 3:30 – 4:00 p.m.)

- Note that pedestrian lights at County Road 8 and Centre St are owned and maintained by the County of Lennox & Addington

- Note that this service now lives with Parks, Recreation & Culture and will be added to their service levels once approved.

Enforcement Standards Policy

- Policy outlines the Town's education and voluntary compliance focused approach
- Establishes priorities for where limited enforcement resources should be allocated first when call volume exceeds capacity
- Is to be reviewed and updated whenever there is a significant capacity change due to new by-laws being added or repealed, changes in call volume, or changes in staffing levels
- Every regulatory by-law has a Reactive (complaint-driven) service level established by default. Reactive service levels focus on timelines for key enforcement milestones.
- Some by-laws also have a Proactive and/or Patrol service level where officers initiate enforcement action without a citizen complaint. These service levels focus on desired minimum patrol frequency.



Enforcement Standards Policy Matrix

By-law Short Title	Infraction	By-law Number	Service Level				Priority	Enforced By
			Legislative	Patrol	Proactive	Reactive		
Bicycles/Skateboards (Downtown)		1999-0026				•	Low	BE
Building	Construct / demolish contrary to Code	2009-0009	•	•	•	•	High	BD
Building Code Act, 1992		N/A	•	•	•	•	High	BD
Cannabis Production Facilities		2020-0025			•	•	Medium	BD
Cemetery	Inappropriate conduct; vandalism	2025-0018				•	Medium	BE
Dog Control	Running at large; dangerous dog	2024-0055		•	•	•	High	AC
Dog Control	Dog / kennel licensing	2024-0055			•	•	Medium	AC, BE
Dog Control	Barking; pet waste	2024-0055				•	Low	AC, BE
Dog Owners Liability Act (DOLA)		N/A				•	High	AC
Driveway Entrance Permit		2021-0025				•	Low	BE, DS
Exotic Animals		2023-0009				•	Medium	BE
Feeding of Wildlife		2021-0009				•	Low	BE
Fire Protection and Prevention Act		N/A	•	•	•	•	High	FD
Firearms		2013-0048				•	Medium	BE, OPP
Fireworks		2006-0016				•	Low	FD
Garbage		2006-0014				•	Low	BE
Grass Cutting		2000-0066			•	•	Low	BE
Half Loads		2023-0087				•	Low	OPP, MTO
Littering (Public Property)		2013-0055				•	Medium	BE
Loitering		2019-0025				•	Low	BE, OPP
Noise		2023-0043				•	Medium	BE, OPP
Off-Road Vehicles		2022-0062				•	Medium	OPP
Open Air Burning		2019-0021				•	High	FD
Outdoor Restaurant Patios		2004-0038				•	Low	BD, BE
Parking	Fire routes; accessible spaces	2014-0062		•	•	•	High	BE, FD
Parking	Downtown; municipal lots; night patrol ¹	2014-0062		•	•	•	Medium	BE, DS ¹
Parking	All other parking infractions	2014-0062		•	•	•	Low	BE
Parks and Public Spaces	Encampment protocol	2024-0064		•	•	•	High	BE
Parks and Public Spaces	All other infractions	2024-0064				•	Low	BE
Pool Fence		2010-0049				•	High	BD
Property Standards	Major safety violations	2010-0050		•	•	•	High	BD
Property Standards	Minor safety violations	2010-0050				•	Medium	BD
Property Standards	Cosmetic violations	2010-0050				•	Low	BD
Residential Tenancies Act	Prescribed property standards	N/A	•			•	Medium	BD
Refreshment Vehicle Licensing		2023-0066				•	Low	BE, BD, FD
Sewer Use		2012-0039				•	High	BE, DS
Signs	Obstructing sight lines; safety violation	2011-0042		•	•	•	High	BD
Signs	Contrary to by-law	2011-0042				•	Low	BD
Signs, Election		2022-0008				•	Low	BE
Smoking	No smoking; workplaces, public places	2003-0005				•	Low	PH, BE
Taxi		2011-0006				•	Medium	BE
Yard Maintenance	Extensive; potential health impacts	2004-0031				•	Medium	BE
Yard Maintenance	Primarily cosmetic	2004-0031				•	Low	BE
Zoning		2002-0022				•	Medium	BD

Enforcement Service Level
 Legislative: Duty of enforcement is imposed by provincial statute; external standards apply
 Patrol: Periodic / routine patrols through all or parts of Greater Napanee to seek out violations
 Proactive: If violation is observed during course of Officer duties, Officer may seek to correct the violation
 Reactive: Investigation initiated based on complaints received

Enforcement Priority Level
 High: Highly likely to cause health / safety issues to the public
 Medium: Potential to cause health / safety issues to the public; potential to negatively impact community, environment, quality of life
 Low: Unlikely to cause health / safety issues to the public; unlikely to cause negative impact to community or environment

AC - Animal Control
 BD - Building Department
 BE - By-law Enforcement
 FD - Fire Department
 OPP - Police
 PH - Public Health
 DS - Department Staff

Available online at:
greaternapanee.com/town-hall/policies-strategies/

Reactive Enforcement Services

WINTER (NOV – MAR)

- Historically lower call volume (avg. 28 E11 cases per month)
- Emphasis on clearing any backlog of cases that are outstanding from the summer months
- Minimum response timelines set at:
 - Acknowledgement - within 2 days
 - Review and assignment + 3 days
 - Investigation (if applicable) + 5 days
 - Initiate Enforcement (if applicable) + 2-4 weeks
 - Case Closure Notification – within 2 days

SUMMER (APR – OCT)

- Historically much higher call volume (avg. 86 E11 cases per month)
- Supplemental contract able to provide support on Parking, Yards, Grass, and similar call types
- Minimum response timelines set at:
 - Acknowledgement - within 3 days
 - Review and assignment + 5 days
 - Investigation (if applicable) + 7 days
 - Initiate Enforcement (if applicable) + 2-4 weeks
 - Case Closure Notification – within 2 days

Proactive Enforcement Services

WINTER (NOV – MAR)

- Parking patrol focuses on winter maintenance support and ensuring emergency access routes remain clear
- Patrol for encampments only conducted where activity is reported
- Officer initiated action for clear yard by-law violations observed during course of duties
- Patrol routes focus on known areas of safety concerns; aim to reach all neighborhoods at least once per quarter

SUMMER (APR – OCT)

- Parking patrol is primarily contracted out
- Patrol of sensitive use areas conducted at least once per week
- Patrol for yards and grass at least once per quarter, and initiate enforcement on observed violations as capacity permits, with safety hazards receiving priority attention
- Patrol routes focus on known areas of safety concerns; aim to reach all neighborhoods at least once per quarter



Questions?
