City Council passed By-Law No. 456-2003, to adopt a new City of Toronto Municipal Code Chapter 612, Use of Pesticides. Would gradually restrict the outdoor use of pesticides on all public and private properties in Toronto.

**Phase 1:**
Education-based activities began. In response to complaints about suspected pesticide use, Toronto Public Health Inspectors, in the Health Hazard Investigation program, provided educational materials. A caution letter was issued for bylaw violations.

**Phase 2:**
Penalty-based enforcement began for commercial pesticide users. Lawn care companies, commercial properties and other non-residential pesticide users were subject to tickets or summonses for violations. Education materials were provided in all cases.

**Phase 3:**
Penalty-based enforcement began for residential users. Residents (homeowners and tenants) became subject to tickets or summons for violations. Enforcement incorporated into Health Hazard Investigation (HHI) program, coordinated by two Public Health Inspectors accredited in Integrated Pest Management and Plant Health Care. Warning letters issued for first offenders. Education continued in all cases.