



*building communities together*

## **2024 Business Plan Bylaw Enforcement Services (1006)**

*Virgil Hoefels, Chief Building Official*

***Working in partnership with communities large and small to offer local, sub-regional, and regional services to ensure that the Cariboo Chilcotin is a socially, economically, and environmentally desirable region.***

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### **Department/Function Services**

Bylaw enforcement was established as a function of the Cariboo Regional District in 1992 due to the increasing number of bylaw infraction complaints being received, and the need for continuity in the enforcement process. The service is provided to all electoral areas and is funded through taxation, based on land and improvements.

Bylaw enforcement was established as part of the Letters Patent that gave the Regional District the responsibility for Community Planning (Supplementary Letters Patent 5).

Services provided by the department include:

- Taking and registering complaints from the public, staff, and area directors.
- Investigating complaints for validity.
- Enforcing Cariboo Regional District bylaws for compliance; and
- Negotiating compliance agreements with violators.

All Electoral Area Directors are responsible for the governance of this service.

### **Business Plan Goals, Rationale & Strategies**

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#### **2024 Goals**

**Goal:** Continue to provide support for other departments, maintain the same service level for bylaw complaint enforcement. Continue to be available for EOC operations as needed.

**Goal:** Utilize the provincial Adjudicator

**Goal** – Increase the use of front clerical staff to support administrative needs of Bylaw Officer. The high turnover nature of front desk clerks has led to issues in the past with training. To combat this the Bylaw department will be developing a variety of Standard Operating Procedures for the front staff and the entire department.

**Goal** - Update bylaw fine schedule fees to match neighboring municipalities. Work with planning department in updating bylaw enforcement to permit fines for DP noncompliance.

**Goal** – Develop a tracking system to determine the workload of Bylaw Officer with the goal of determining the need of a 2<sup>nd</sup> bylaw officer.

**Goal** - Continue to utilize CityView and transition to digital records to enable easy access to information. Train staff how to access this information.

**Rationale:** The rationale for all goals is to increase the efficiency of the Building Bylaw department as well as have consistent and repeatable enforcement of the CRD Bylaws.

**Strategy:** Coordinate with all departments as required by reviewing current procedures and desired end states to ensure effective implementation.

### **Overall Financial Impact**

2024 goals have no impact on the budget. The outcome of determining the workload of the Bylaw Officer may lead to the addition of a second bylaw officer in 2025.

### **Significant Issues & Trends**

Complaints will continue to drive the bylaw enforcement actions. The Bylaw Enforcement department has continued to put increased emphasis on proactive enforcement on noted bylaws as directed by the Board.

Most complaints and bylaw contraventions continue to relate to unsightly premises, non permitted RV shelters, land-use and zoning matters, building permit infractions, and barking dogs.

Bylaw Enforcement utilized legal services for select files as per procedure and initiated further legal action for select files as directed by the Board. However, Bylaw Enforcement will continue to provide education before enforcement.