



*building communities together*

## **2026 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.***

### **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 and consistency 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 responsibility for Community Planning (Supplementary Letters Patent No. 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.
- Negotiating compliance agreements with violators.
- Conducting proactive patrols and site inspections for known bylaw issues (e.g., unsightly premises, illegal dwellings, and land-use contraventions).
- Issuing and managing Bylaw Offence Notices (BONs), compliance letters, and Stop Work Notices.
- Coordinating enforcement actions with other departments, including Building Inspection, Planning, Utilities, and Solid Waste.
- Liaising with external agencies such as Interior Health, the RCMP, and the Agricultural Land Commission where overlapping jurisdiction exists.
- Preparing reports and recommendations for Board consideration on enforcement or legal actions.
- Maintaining accurate digital records and case files within CityView for transparency and consistency.

The department works closely with Planning, Building, Utilities, and Solid Waste Services to ensure consistent and coordinated enforcement.

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

- 1. Goal:** Maintain Service Delivery and Department Support  
Continue to provide support to other CRD departments that administer bylaws with enforceable provisions, including Planning, Building Inspection, Utilities, and Solid Waste.  
**Status:** Ongoing  
**Rationale:** Bylaw Enforcement plays a key role in supporting multiple CRD services that rely on effective enforcement to maintain compliance and public confidence. Clear coordination ensures enforcement actions are consistent and legally defensible.  
**Strategy:** Maintain strong working relationships with departments that have enforceable bylaws. Establish consistent communication channels for joint file management, ensuring clear delegation of responsibility and follow-through.
- 2. Goal:** Utilize Front Staff to Support Bylaw Administrative Needs  
Increase the use of front clerical staff to assist with administrative tasks such as complaint intake, data entry, and correspondence. Standard Operating Procedures (SOPs) have been created to ensure consistent handling of files despite turnover at the front counter.  
**Status:** Ongoing  
**Rationale:** Administrative turnover has historically caused delays and inconsistency in how complaints were received and logged. With clear procedures and digital workflows, staff can now perform administrative duties with minimal retraining, allowing Bylaw Officers to focus more time on field enforcement and follow-up.  
**Strategy:** Maintain current SOPs for all front counter procedures and integrate them into onboarding materials for new employees. Continue developing automated CityView workflows for complaint intake, file routing, and correspondence to improve efficiency and accuracy.
- 3. Goal:** Update Bylaw Fine Schedule  
Continue work on updating the Bylaw Offence Notice fine schedule to ensure penalties are consistent with provincial standards and strong enough to initiate timely corrective action.  
**Status:** Ongoing  
**Rationale:** A fair and effective fine structure encourages compliance and provides officers with appropriate tools to prompt voluntary action. Ensuring fines are aligned with provincial standards improves consistency and defensibility across all enforcement actions.

- Strategy:** Conduct a review of all enforceable bylaws to confirm fines are relevant and enforceable. Work with legal counsel to ensure consistency with the Local Government Bylaw Notice Enforcement Act and associated regulations.
- 4. Goal:** Enhance CityView Utilization and Digital Recordkeeping  
Continue the transition to digital records within CityView and expand the system to allow Bylaw Enforcement Officers to perform site visits and issue communications directly from CityView Mobile.  
**Status:** Ongoing  
**Rationale:** Integrating mobile technology improves field efficiency, ensures accurate data entry, and allows officers to issue correspondence immediately after site inspections. This modernization enhances accountability, reduces administrative lag, and supports consistency across offices.  
**Strategy:** Work with IT and GIS staff to enable CityView Mobile functionality for Bylaw Enforcement Officers. Develop standardized templates for issuing letters and notices directly from the system to offenders or property contacts. Continue to digitize all historical enforcement records.
- 5. Goal:** Expand Department Capacity and Explore Future Staffing Models  
A second Bylaw Officer has been hired and is now operating out of the 100 Mile House office. This position primarily focuses on enforcement of Stop Work Notices, Unsightly Premises, and general building-related bylaw matters.  
**Status:** Complete / Ongoing  
**Rationale:** The addition of a second officer strengthens the department's ability to respond to complaints in a timely manner and addresses the growing workload related to construction and land use across a large and diverse region.  
**Strategy:** Continue mentoring and cross-training both Bylaw Officers to ensure consistent enforcement practices and balanced service delivery across all electoral areas. As enforcement volume grows, the CRD may consider introducing a Bylaw Supervisor position in the Williams Lake office to provide coordination and liaison support and possibly placing a future Bylaw Officer in Quesnel for localized coverage.
- 6. Goal:** Strengthen Unsightly Premises Enforcement  
In 2025, the Unsightly Premises program underwent a full review and modernization. The outdated policy was replaced with a comprehensive Standard Operating Procedure (SOP) developed in partnership with legal counsel to ensure alignment with legislative authority. Standardized form letters were created to ensure fair and consistent communication with property owners.  
**Status:** Ongoing  
**Rationale:** Unsightly Premises continues to generate a significant number of public complaints. A clear, step-by-step process ensures enforcement actions are legally defensible and consistently applied across all electoral areas. The new SOP provides clarity for staff and the public, improving efficiency and reducing errors or delays.

- Strategy:** Continue officer training on the SOP and use of standard forms. Monitor compliance timelines and outcomes to identify where procedures can be further refined. Develop educational materials to help property owners understand the process before enforcement is required.
- 7. Goal:** Explore Options for Addressing Dangerous and Aggressive Dogs  
The Bylaw Department is exploring options for how to address the growing issue of dangerous and aggressive dogs within the region. Initial discussions have focused on a possible feasibility study examining a coordinated regional approach involving the CRD, Williams Lake, Quesnel, 100 Mile House, and Wells.  
**Status:** New / Exploratory  
**Rationale:** Dangerous and aggressive dog incidents have increased in recent years, creating public safety concerns and uncertainty about jurisdictional responsibilities. A regional review would help determine service gaps, best practices, and potential shared service models.  
**Strategy:** Conduct a preliminary review of existing municipal and regional dog control provisions, enforcement costs, and incident data. Collaborate with neighboring municipalities to assess interest in a coordinated regional framework before bringing any recommendations forward to the Board.
- 8. Goal:** Develop a Quarterly Reporting System  
Initiate a quarterly reporting system to provide the Board with regular updates on bylaw enforcement activity, trends, and emerging issues.  
**Status:** New  
**Rationale:** Regular reporting enhances transparency and provides the Board with a clearer understanding of department workload, complaint trends, and the types of enforcement actions being undertaken.  
**Strategy:** Develop a standardized quarterly reporting format summarizing complaint volumes, types of files, geographic distribution, and notable enforcement actions. Incorporate qualitative context to highlight recurring challenges or areas needing policy attention.
- 9. Goal:** Implement Technology Solutions for Barking Dog Enforcement  
The Bylaw Department has implemented the use of AI-based barking dog monitoring cameras to assist in the investigation and verification of dog noise complaints. This system records and analyzes barking patterns, eliminating the need for manual barking dog logs previously required from complainants.  
**Status:** New / Implemented  
**Rationale:** Barking dog complaints are among the most common and time-consuming files handled by Bylaw Enforcement. Historically, enforcement relied on complainant logs, which were inconsistent and often incomplete. The use of monitoring cameras provides objective data, improves enforcement accuracy, and significantly reduces administrative workload.

**Strategy:** Continue to deploy barking dog monitoring cameras as needed to support enforcement. Evaluate the system's effectiveness and explore potential expansion of AI tools for other repetitive or evidence-based bylaw investigations.

### **Overall Financial Impact**

Most goals are operational and managed within existing budgets. The addition of the second Bylaw Officer in 100 Mile House has been implemented and fully integrated into ongoing operations. No significant new financial impact is anticipated in 2026 beyond standard inflationary adjustments.

Exploratory initiatives—such as a potential Bylaw Supervisor position, expansion to the Quesnel office, or a regional dangerous dog feasibility study—would be reviewed separately before any financial implications are brought forward for Board consideration.

### **Significant Issues & Trends**

Complaints continue to drive enforcement activity. The department has maintained a balance between reactive complaint response and proactive enforcement as directed by the Board.

Key trends include:

- **Construction without authorization:** A consistent trend across multiple electoral areas, including structures built without building permits or in contravention of zoning regulations.
- **Repeat unsightly offenders:** A small but persistent number of properties require repeated enforcement due to ongoing non-compliance.
- **Public misunderstanding of jurisdiction:** Many complaints involve matters that fall under the authority of other provincial agencies such as Interior Health, the RCMP, and the Agricultural Land Commission (ALR).
- **Barking dog enforcement modernization:** Implementation of AI-enabled monitoring cameras has replaced traditional barking dog logs, improving enforcement accuracy and significantly reducing administrative burden.
- **Complex inter-departmental files:** Bylaw often acts as a link between Planning, Building, Utilities, and Solid Waste functions, requiring close coordination and communication.
- **The department continues to emphasize education before enforcement and strives to resolve matters cooperatively wherever possible.** The introduction of new SOPs, digital workflows, and standardized forms has strengthened procedural consistency, improved recordkeeping, and enhanced legal defensibility. The adoption of modern enforcement technologies demonstrates the CRD's commitment to practical, evidence-based, and efficient service delivery.