



**Committee of the Whole Report
For the meeting of March 21, 2024**

To: Committee of the Whole **Date:** March 14, 2024
From: Virgil Hoefels, Manager of Building and Bylaw Services
Subject: Bylaw Department Topics of Discussion

RECOMMENDATION

At the November 8, 2023 Budget Meeting the Board of Directors (BOD) expressed a desire to discuss the following bylaw topics in further detail.

- Communication,
- Resources, and
- Updating Bylaw Fees.

1. Communication

- a. Staff is working on standardizing communication between the Bylaw Department and the BOD. Attached to this report is a draft version of the Monthly Bylaw Stats Report that will soon be submitted to board meetings on a monthly basis.
- b. Some residents have expressed a lack of communication feedback from the Bylaw Department. The Bylaw Department is working on developing a Standard Operating Procedure (SOP) to create a complaint feedback system to bylaw complainants. It must be noted that the Bylaw Department has limitations on the amount and type of information that can be relayed to the public. The Bylaw Department is consulting with legal to ensure our public feedback system does not violate any privacy requirements.
- c. The public, at times, submit bylaw complaints directly to board members. When this occurs, the board members should direct complainant to file a formal bylaw complaint with the Bylaw Department.

2. Resources

- a. The general consensus from the November 8 meeting was that more enforcement of CRD bylaws needs to occur. While the Bylaw Department agrees with this, staff resources are limited. **Additional enforcement will require additional resources.** Staff would like input from the BOD on the level of enforcement envisioned. Enforcement can be costly and lengthy depending on the level and type. If higher levels of enforcement are anticipated this will have to be addressed in the 2025 Bylaw Business Plan

Staff is tracking the workload of the current Bylaw Officer and propose to evaluate the need of an additional Bylaw Officer in the 2025 Bylaw Business Plan upon review of the 2024 workload summary.

3. Bylaw fees

- a. Updating bylaw fees to be consistent with neighbouring municipalities and Regional Districts. Staff is actively comparing CRD Bylaw Offence Notices with neighbouring municipalities. Additionally, staff is comparing each department's bylaw offences as they relate to the CRD Bylaw Offence Notice Enforcement Bylaw No. 4886, 2014 for consistency.

EXECUTIVE SUMMARY

The above summary of items details staffs' attempt to address the concerns the BOD identified at the November 8, 2023 meeting. Staff requests input from the BOD on these topics to ensure BOD concerns are being addressed.

Respectfully submitted.

Virgil Hoefels
Manager Building & Bylaw Services

Appendix A – Bylaw Stats Report

JANUARY

Type of Visit	Total Visits	Communication	Type	File Status	
				Active	266
Animal Control	0	Conversation	3	Open	7
Barking Dog	12	Door Knocker	1	Closed	31
Building	9	Fine	0	Total Active	242
Civil Matters	0	Follow Up	7		
Expired Building Permits	12	Investigation	30	Duration of Open File	
General	0	Letter	1	Under 1 month	3
Invasive Plants	0	Warning	1	1-3 Months	2
Noise	0	Total Communication	43	3-6 Months	
Other	5			6-12 Months	2
Other Agency Referrals	0			12 Months Plus	20
Unsightly	14				
Waste Disposal	0				
Zoning	21				
Total Visits	73				
Kilometers Start	100				
Kilometers End	19732				
Kilometers Total	19632				

February

Type of Visit	Total Visits	Communication	Type	File Status	
				Active	242
Animal Control	0	Conversation	0	Open	27
Barking Dog	12	Door Knocker	0	Closed	3
Building	7	Fine	6	Total Active	266
Civil Matters	0	Follow Up	17		
Expired Building Permits	30	Investigation	31	Duration of Open File	
General	0	Letter	12	Under 1 month	
Invasive Plants	0	Warning	0	1-3 Months	
Noise	2	Total Communi	66	3-6 Months	
Other	4			6-12 Months	
Other Agency Referrals	0			12 Months Plus	
Unsightly	16				
Waste Disposal	0				
Zoning	11				
Total Visits	82				
Kilometers Start	19632				
Kilometers End	24544				
Kilometers Total for month	4912				