



*building communities together*

## **2025 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**

#### **2025 Goals**

1. **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.

**Status** - Ongoing

**2. Goal – Utilize Front Staff to Support Bylaw Admin Needs**

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.

**Status** – Various SOPs have been developed and in use. Further utilization of Cityview is currently being implemented. This will help automate some of the administrative needs of the Bylaw Department.

**3. Goal – Update Bylaw Fines**

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

**Status** – Ongoing

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

**Status** – Digitation of past Bylaw documents is underway. All new bylaw cases and associated files, information, etc. are all stored digitally within Cityview and are easily accessible for CRD business purposes.

**5. Goal – Track Workload**

One of the 2024 Business Goals was to develop a tracking system to determine workload of Bylaw Officer with the goal of determining the need of a 2<sup>nd</sup> bylaw officer. The results of the workload tracking and the demand for further enforcement action has lead to the proposal of a second Bylaw position in the 100 Mile Office. The main role of this position will be to assist with Building Bylaw Enforcement.

**Status** – The position has been posted and is currently in the resume review process. Proposed hire date is after November 6, 2024.

**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 ensure effective implementation.

**Overall Financial Impact**

2025 goals 1 - 4 have no impact to budget. Goal 5 results in a 100 percent increase to the 2025 budget and subsequent years budgets. The impacts of an additional Bylaw Officer to the 2025 Budget are summarized below:

		2024	2025 - Original Forecast	2025 - Proposed	Percent Increase
<b>Revenue</b>					
	Taxes	\$176,810	\$179,462	\$353,620	97%
	Grants	\$0	\$0	\$0	0%
	Other Revenue	\$12,250	\$12,250	\$12,250	0%
	Total Revenue	\$189,060	\$191,712	\$365,870	97%
<b>Expense</b>					
	Directors expense	\$0	\$0	\$0	0%
	Salary, Wages & Benefits	\$136,010	\$140,770	\$304,733	116%
	Contractors & Consultants	\$9,000	\$9,000	\$9,000	0%
	Operating Expenses	\$19,750	\$19,869	\$45,702	130%
	Administration and Overhead	\$17,395	\$17,395	\$20,800	20%
	Total Expense	\$182,155	\$187,034	\$380,235	103%

### 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.