

Overview

Bylaw Services

Bylaw Services provides education and enforcement of municipal bylaws with a commitment to the delivery of fair, reasonable, and transparent service in a timely and professional manner, and in accordance with Council direction.

- 10,000 Customer Inquiries each year
- Over 4,000 bylaw files opened-calls for service from the public
- Over 900 unauthorized camping/check on welfare requests with efforts to connect to social services through the 'Community Active Support Table' (CAST)

- 6,243 Bylaw Offence Notices/tickets issued YTD
- \$92,000 in ticketing revenue
- 100 vehicles towed
- Collected over 5,000 sharps from public spaces



2019 Achievements

- ✓ Enhanced Bylaw Officer role, hiring and training of 2 'Community Safety Officers'
- ✓ New deployment strategy/changing priorities- community/social issues/enhanced hours of service/downtown foot patrols/bike deployment
- ✓ Good Neighbor Bylaw legal review and amendments
- ✓ 8 situations brought to the Community Active Support Table for support services

Bylaw Services



Challenges & Opportunities

Bylaw Services

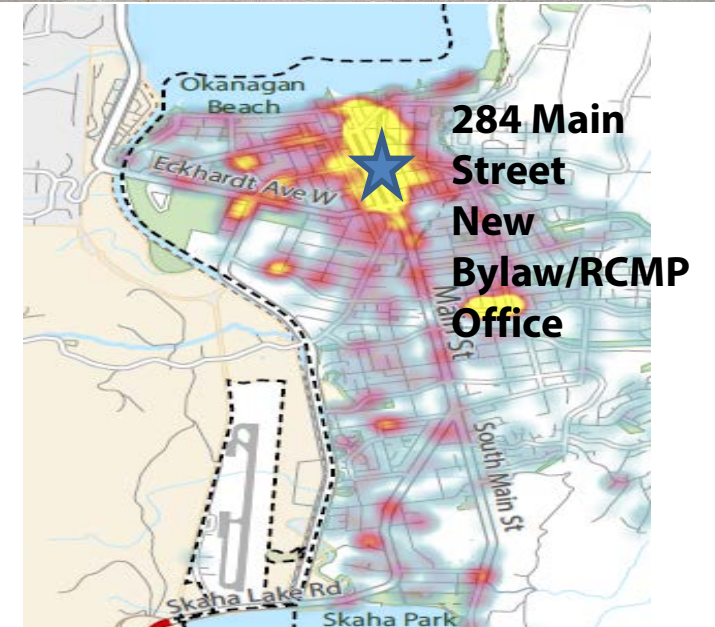
- Balancing Community Need with Resource Availability
- Ensuring the following service expectations are met:
 - enhancing community safety, livability, cleanliness and quality of life



Innovations & Cost Savings

Bylaw Services

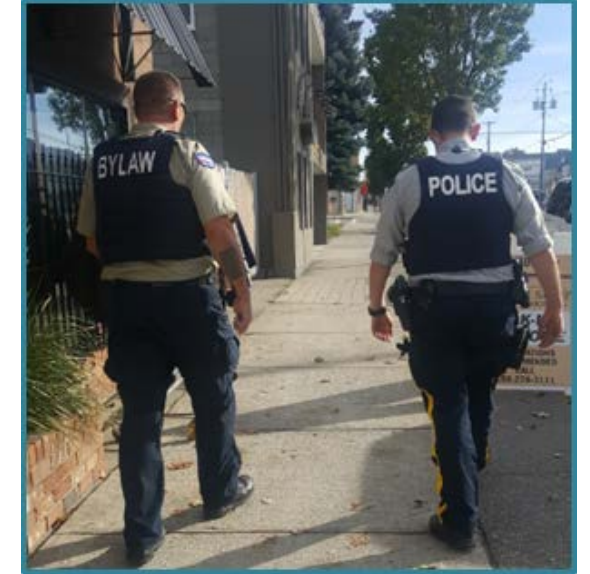
- Hiring and training of 2 'Community Safety Bylaw Officers'
- Increase visibility of Bylaw enforcement – uniform changes, shoulder flash, and branding of fleet vehicles
- Use of GIS/IT data for intelligence led deployment- new office at core



2020 Initiatives

- Focus remains on community safety-collaboration, high visibility patrols
- Pawn Shops Bylaw Education & Enforcement Project
- Downtown Parking & Resident Only Parking Review

Bylaw Services



Staffing

Bylaw Services

2019

8

2020

8



2020 Budget

Bylaw Services

	2019 Budget	2019 Forecast	2020 Budget	Variance
Revenue	(590,956)	(546,356)	(632,600)	15.8%
Expense	820,139	970,675	1,000,300	3.1%
Net Cost Allocations	<u>28,500</u>	<u>29,500</u>	<u>28,500</u>	
Net Expense/(Revenue)	257,683	453,819	396,200	

Note: Variance column represents change between 2019 Forecast and 2020 Budget



Dog Control

Dog Control

Dog Control Officer and Shelter Management efficiencies- upgrades to facility and dog run, social media improvements, public education video, Downtown Market Etiquette video



2020 Budget

Dog Control

	2019 Budget	2019 Forecast	2020 Budget	Variance
Revenue	(94,400)	(95,825)	(97,600)	1.9%
Expense	119,690	120,990	123,700	2.2%
Net Cost Allocations	<u>12,600</u>	<u>12,600</u>	<u>13,500</u>	
Net Expense/(Revenue)	37,890	37,765	39,600	



Proposed Increase

Budget Request	Benefit	Operating Budget Request
Downtown Parking Review	In order to manage the Resident Only Parking program more efficiently, Bylaw Services is converting the data from stand-alone spreadsheets to our software that integrates with the City's GIS mapping.	\$10,000



Questions



**THAT Council approve in principle the
Bylaw Services business plan initiatives
and proposed budget, subject to final
review.**

