

Project Update
Bylaw Compliance Policy & Strategy

August 30, 2023

We acknowledge and honor all the traditional lands and the traditional keepers of the lands we currently live, work and play in.

Today, we respectfully begin by acknowledging the K'ómoks First Nation people on whose traditional territory this workshop will take place.

We are grateful to the City of Courtenay for the opportunity to work on this project for a Bylaw Compliance Policy Review & Strategy

Background

- ▶ Collaboration with Curiositas Consulting to review bylaw compliance policy and service delivery model
- ▶ Goal: Develop a customer-centric strategy reflecting Courtenay's uniqueness
- ▶ Importance of bylaw services for safety, livability, and quality of life



Project Update: Objective

- Comprehensive, adaptable forward thinking bylaw strategy
- Model development with community input
- Aim for public trust and outstanding service



Project Update: Approach

Current State
Analysis

Contributor
Interviews

Community
Engagement
Online Survey
In Person Pop-Ups

Current State Analysis

2017 policy review highlights service delivery improvement opportunities

Addressing policy gaps: proactive and priority inspections, compliance timeframes, escalation for unresolved complaints

Enhanced efficiencies, SOPs, and priority on staff safety and training

Enhanced services, expanded workforce

Technology advancements

Contributor Interviews

Six themes steer bylaw compliance strategy from gathered data.



Online Survey and Pop-Up Community Engagement

- Online community survey attracted 451 community members to participate
- Pop-Up Engagement which gained valuable feedback from 150 citizens



Survey Results

- Strong support and importance of bylaw enforcement recognized
- Need for increased transparency, accountability
- High readiness for a digital transition
- Areas for improvement: transparency, response times, public education
- Community preference for digital methods

70% Seeking expedited response

92.89% support prioritization of bylaw violations

85% support education over enforcement

82.89% believe bylaws enhance neighborhood quality

Next Steps

Good Neighbour Guide

- Tailored to Specific User Groups
- Empowering Responsible Behavior
- Building a Thriving Community

Bylaw Compliance Policy

- Proactive and Responsive Approach
- Fairness and Transparency
- Clear and Concise Language

Bylaw Compliance Strategy

- Client Focused Approach
- Proactive Collaboration with Partners
- Balancing Enforcement and Trust-building = Positive Community relationships

Project Outlook

