



City of
Courtenay

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Final Report

Bylaw Compliance Policy & Strategy

Presented by:
Kate O'Connell, Director of Corporate Services
December 6, 2023, Council Meeting

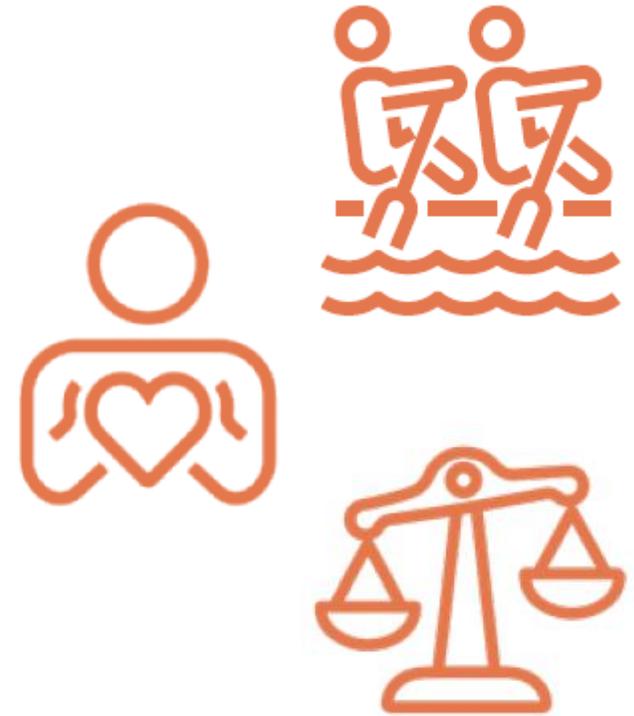


How We Got Here

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Developing the Bylaw Policy and Strategic Plan

- 2023 Council Strategic Priority
- Engagement: Residents, Island Health, Comox Valley Coalition to End Homelessness, DCBIA, RCMP, Community Justice Centre, Dept. Fisheries and Oceans, and BC Forestry
- Interviews, surveys and pop up events



What We Heard

Themes

- Collaboration and Partnership
- Balancing Enforcement and Trust Building
- Balanced Resource Allocation
- Siloed Departments
- Process Streamlining
- Leveraging Existing Resources

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Compliance Policy

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Purpose

The purpose of this Policy is dual:

- Provide understanding of our approach
- Encourage compliance

The City prioritizes a safe and harmonious environment for everyone. The City's Bylaw Services division follows a balanced approach, blending education and enforcement.

Compliance Policy

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Principles of Compliance

- Balanced approach
- Trauma-Informed Response
- Engagement with curiosity
- Commitment to safety
- Commensurate intervention
- Confidentiality

By implementing these principles, the City will aim to create a community where compliance is not only a legal obligation but a shared responsibility rooted in respect for all, regardless of background or circumstance. Together, we will build a stronger, more connected, and safer community.

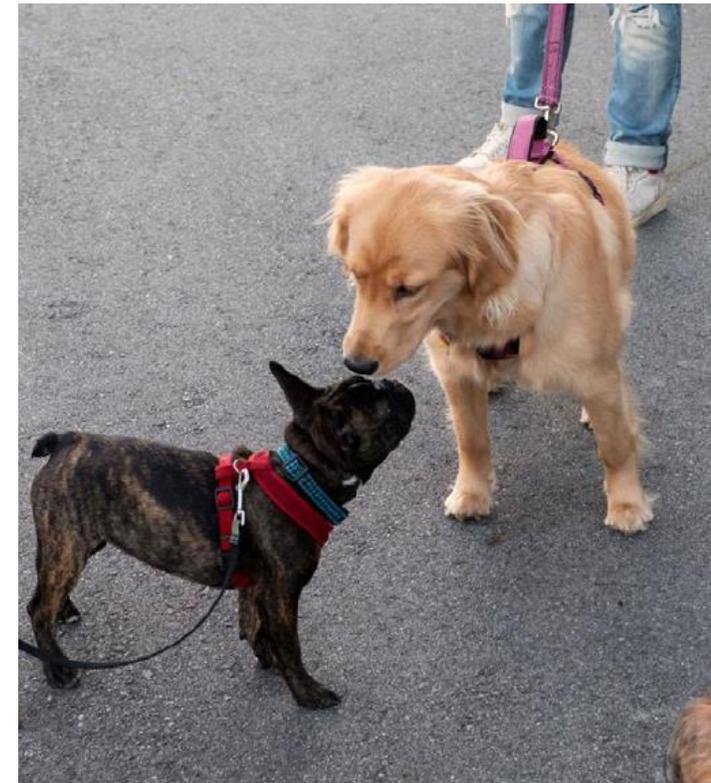


Compliance Policy

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New!

- Proactive
- Communication continuity with complainant
- Number of people directly impacted
- Anonymous complaints
- Clarify discretion & address frivolous complaints



Compliance Policy

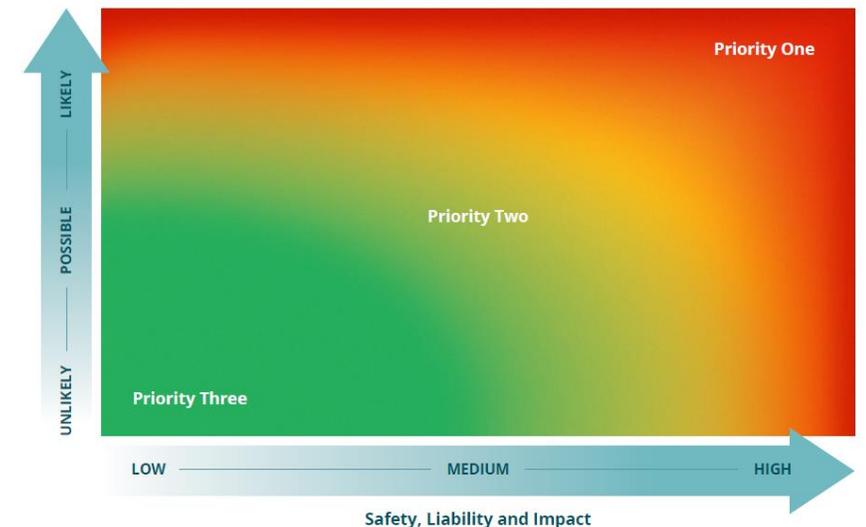
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Priority Levels

ONE: Have the potential to cause adverse impacts on the environment, public safety or City infrastructure

TWO: Multiple individuals directly impacted

THREE: All other complaints

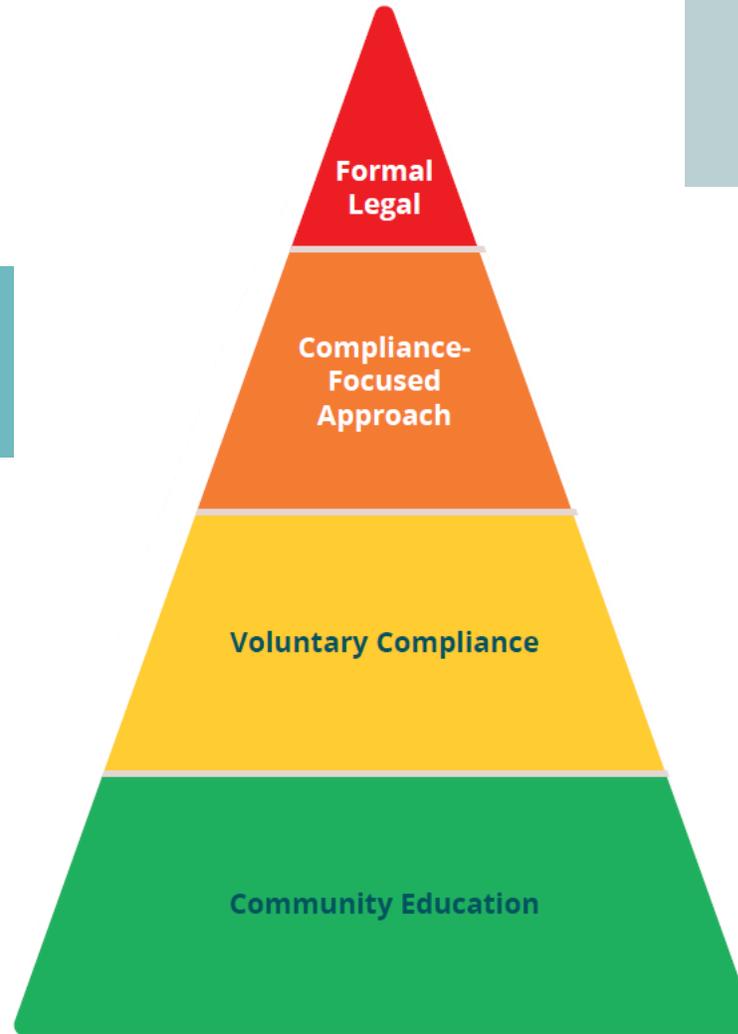


Compliance Policy

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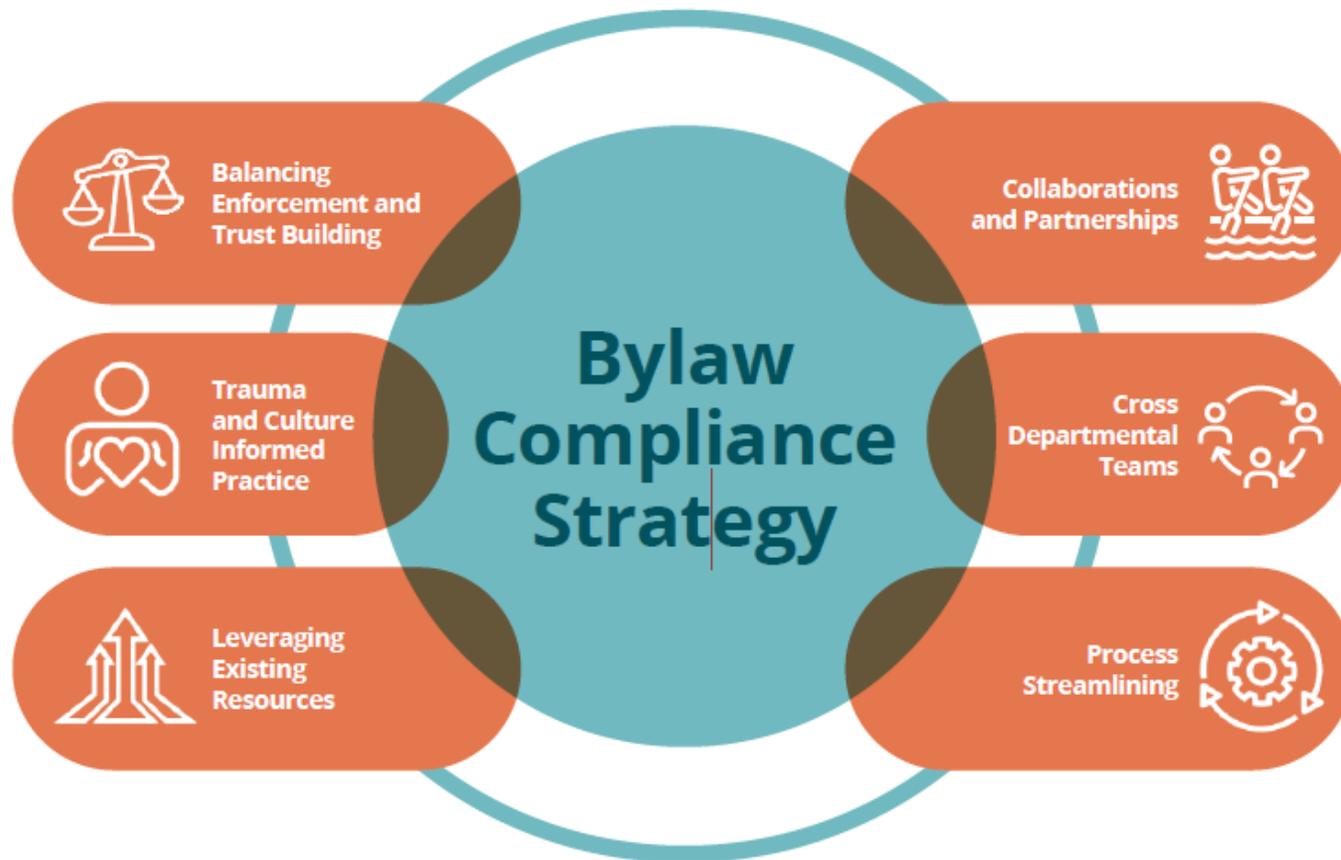


- Proactive Communication
- Clear guidance
- Educational materials
- Enforcement



Strategic Plan for Bylaw Compliance

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Strategic Plan for Bylaw Compliance

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Objectives

1) Collaboration and Partnership

- Enhance relationships and communication
- Share resources and data

2) Balancing Enforcement and Trust Building

- Awareness
- Consistency



Strategic Plan for Bylaw Compliance

Objectives

3) Build Cross-Departmental Teams

- Working group – coordination
- Technology

4) Process Streamlining

- Standardization of procedures & complaint management
- Ticket disputes

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Strategic Plan for Bylaw Compliance

Objectives

5) Leveraging Existing Resources

- Align resources with priorities
- Talent management
- Digital platforms

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Strategic Plan for Bylaw Compliance

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Objectives

6) Trauma and Culture Informed Practice

- Identify training opportunities: culture, trauma, mental health, violence de-escalation, addiction
- Trauma and culture informed lens
- Collaborate to create effective approaches



Strategic Plan for Bylaw Compliance

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Monitoring and Evaluation

- Regularly **assess the impact** of each strategy and analyze progress
- **Solicit feedback** from community partners and residents
- **Annual report** on strategic initiatives and their impacts