

Date: Tuesday, February 15, 2022

To: Nikki Gilmore, Chief Administrative Officer

From: Sheena Fraser, Manager, Corporate & Legislative Services

Subject: Corporate & Legislative Services Fourth Quarter Administration Update

PURPOSE

The purpose of this report is to provide Council with an update on the Fourth Quarter activities of Corporate & Legislative Services Department.

BACKGROUND

Quarterly reports are presented throughout the year to inform Council of Corporate & Legislative Service Department projects and activities. These reports provide information related to the administration function, including an overview of the number of business licences and dog tags issued, the number of customer service request submissions and responses, and information related to other permit allocations including water use permits. This report complements the outstanding resolutions report, also on today's agenda, which presents a status update on resolutions in progress or not yet actioned.

DISCUSSION & COMMENTS

The tables below summarize the administrative activities of the Corporate & Legislative Department and include statistics and updates related to specific tasks. As the presentation of some of these statistics is new, the tables include the total number of licences or permits issued in 2019 and 2020 for comparison purposes:

Freedom of Information Requests:

Corporate & Legislative Services is responsible for receiving and processing Access to Records Requests submitted pursuant to the *Freedom of Information and Protection of Privacy Act*. Under the legislation, a public body has thirty (30) days to respond to a request.

Upon receipt, each request is reviewed and the department holding the records is directed to undertake a search for the requested documents. Once the information is compiled the Head determines if it can be released pursuant to the *Act*, subject to the severing of sensitive personal information. The Head notifies any affected third parties and obtains the necessary permissions prior to releasing the documents.

The Access to Records process can be administratively and labour intensive, depending on the depth of the records being sought. The legislated timelines may necessitate other priorities being set aside and this can impact other departments as well as Corporate & Legislative Services. It

should be noted that this process does not apply to a request for records that are routinely available, such as meeting minutes and staff reports.

The table below provides a breakdown of the number of Access to Records Requests received by the Village since 2019.

2019	2020	First & Second Quarter	Third Quarter	Fourth Quarter	2021 Total
8	4	4	1 - withdrawn	3	7

Business Licence:

Corporate & Legislative Services oversees business licensing for the Village. Business licences are issued to various business types including commercial, home-based, non-resident, short term vacation rentals, bed & breakfast, trade contractor, cannabis (retail and production), temporary, mobile, or portable vendors, and special events. Business licence applications are reviewed by Development Services and Fire Department as required. The Finance Department collects and issues the licences once approved.

The table below provides a breakdown of the number of business licences issued since 2019.

2019	2020	First & Second Quarter	Third Quarter	Fourth Quarter	2021 Total
399	416	405	20	18	443

Dog Licence:

The Village of Pemberton Animal Control Bylaw establishes that all dogs within the Village must have a dog licence (dog tag). Dog licence information allows the bylaw enforcement officer to reunite found dogs with their families. While the table below indicates that the number of licences issued has grown each year, there are still many unlicensed dogs, and, in some cases, those are the dogs that are repeatedly found on their own or dogs that have been reported as a nuisance. The Village encourages owners to get a dog tag by offering the option of purchasing a dog tag at local stores (Whiskers) and through WAG and PAWS.

2019	2020	First & Second Quarter	Third Quarter	Fourth Quarter	2021 Total
145	157	163	4	0	167

NOTE: There were no dog tags sold in October and November, but 16 dog tags were sold in December; however, those were renewals for 2022 as such they are not noted in the 4th quarter update as they will be reflected in 1st quarter reporting in 2022.

Water Use Permit:

Corporate & Legislative Services provides support to the Operations Department in issuing water use permits to property owners that meet the criteria to hold a permit during water restrictions pursuant to Outdoor Water Use Regulations Bylaw No. 792, 2015. Further, Bylaw Services monitors for sprinkling outside the regulated days/hours and follows up with property owners as needed.

2019	2020	First & Second Quarter	Third Quarter	Fourth Quarter	2021 Total
7	12	10	11	0	21

Film Permits:

The Village fields several calls each year from location scouts and production companies looking for the right location for commercial, television and movie shoots. There is considerable interest in filming in the Pemberton area and Staff actively work with location and production managers to help connect them with the appropriate agency, government, or business to meet their needs. The last major production, a Hallmark movie titled “A Family Gift for Christmas”, was filmed in Pemberton in 2019.

2019	2020	First & Second Quarter	Third Quarter	Fourth Quarter	2021 Total
5	1	1	1	2	4

Hen Keeping Permits: 9 Permits issued since 2019.
 5 active Permits as of December 31, 2021.

As noted, when the Third Quarter Reports were presented, Staff had reached out to the permit holders to confirm whether they were continuing to keep hens. Staff can advise that at this time, four (4) permit holders are no longer keeping hens and there are currently five (5) active Hen Keeping Permits.

Customer Service Requests:

The Village of Pemberton has set up an online customer service request process for residents to submit requests for service. Through this program the Village receives submissions related to operational concerns, bylaw enforcement, animal control, vandalism reports and other general enquiries. Enquiries and complaints may also be submitted through the Village’s admin@pemberton.ca email address, the Facebook page, or directly to Staff.

Prior to 2021, customer service requests were tracked based on bylaw enforcement issues, animal control, and vandalism, with all other reports/concerns identified as general. However, as the Village has grown, and it is generally busier throughout the community, in 2021 operational services requests were separated out from general requests. An operational request for service

includes concerns such as streetlights being out, garbage bins needing emptying, road repairs, snow clearing issues, and similar issues. A general request may be related to complaints or concerns that are general in nature, outside the Village's jurisdiction or authority (ie: highway concerns, strata concerns), development matters that fall outside the scope of bylaw enforcement, or in the case of much of 2020, public health order issues or concerns. While many of the general requests are not directly related to Village operations, a response is provided that might include directing the person to another authority.

Bylaw enforcement complaints and animal control concerns are referred to the Bylaw Enforcement Division. These encompass a range of concerns related to parking, noise, zoning, dogs, illegal dumping, unsightly premises, boulevard maintenance regulations, construction site issues (noise, garbage, wildlife concerns), illegal burning, sprinkling outside regulations, short-term vacation rentals, secondary suites, and in 2020 and 2021, public health orders. While in many cases residents are seeking clarity with respect to what is permitted, often a submission will result in the need for an investigation. This can take time to resolve and, in some instances, may result in enforcement action being pursued by the Village.

In 2021 Bylaw Services received 124 calls for service on top of calls received directly by Staff. Unfortunately, in 2021, due to staffing shortages, Staff was unable to respond to many of the calls for service related to bylaw concerns. In this regard, residents were advised that due to limited resources their concern or issue would not be actioned. As the staffing limitations are still a challenge in 2022, Staff will be selective in actioning and following up on enforcement matters.

Several years ago, because of an increase in vandalism within the Village, Council directed that any report of vandalism be reported to the RCMP. As such, upon receipt of a vandalism complaint that affects Village infrastructure or buildings, Staff compile the information and submit a report to the RCMP. While the Village has not had a significant issue with vandalism in the recent past, unfortunately this year there were several reports of graffiti at the skatepark which could be considered hateful in nature. As such, the matter was referred to the RCMP, and Operations covered the offending words several times.

Staff endeavour to respond to each customer service request in a timely manner and aim to resolve the issue if it is possible to do so. As noted above, response to bylaw enforcement matters has been limited and will continue to be in 2022 due to this division being understaffed and our resources challenged.

The table below provides an overview of the number of Customer Service Requests received since 2019:

	2019	2020	First & Second Quarter	Third Quarter	Fourth Quarter	2021 Totals
Bylaw Enforcement Complaints/Issues	108	129	38	37	19	94
Animal Control (Dogs)	24	20	15	11	4	30
General /Operational Enquiries (up to 2020)	113	124	—	—	—	
General Enquiries			46	19	22	87
Operations			34	18	27	79
Vandalism Reports	0	2	2	2	0	4
Total CSR's received	245	275	135	87	72	294

Bylaw Enforcement Tickets Issued:

Bylaw Services approaches bylaw enforcement with the objective of educating the public regarding the rules and regulations, especially with respect to parking, sprinkling regulations, boulevard maintenance, short-term vacation rentals, fire permits and animal control. In this regard, a letter or warning notice is provided advising of the regulations and seeking compliance before consideration is given to issuing a ticket. The Village does, however, actively patrol and issue tickets in various areas including the commercial zones. As well, tickets are issued for sprinkling regulation contraventions if, after a warning letter has been issued, sprinkling outside the regulated times continues.

It should be noted that in 2021, due to staff absences and the inability to fill the temporary position, bylaw enforcement was significantly reduced, and this is reflected in the numbers presented below. It is anticipated that tickets issued in relation to bylaw infractions will continue to be reduced in 2022 given the Village's limited resources and it is anticipated this will result in less and less compliance and potentially more bylaw related complaints being received.

2019	2020	First & Second Quarter	Third Quarter	Fourth Quarter	2021 Total
332	249	38	4	24	66

Tickets sent to Collections:

If a ticket has not been paid following two reminders to do so, the ticket will be referred to the Village's collection agency. In most cases, upon being contacted by the collection agency the ticket will be paid. As noted above, due to limited bylaw enforcement between March and December 2021 the number of tickets sent to collection was small. Staff are currently reviewing the list of outstanding tickets and following up as required.

2019	2020	First & Second Quarter	Third Quarter	Fourth Quarter	2021 Total
139	85	16	0	0	16

Airport Operations:

The Chief Administrative Officer is appointed as the Airport Manager, but the day-to-day administrative activities related to the airport fall to Corporate and Legislative Services with Operations managing the operational/maintenance components (ie: grass cutting and snow clearing). In this regard, Corporate and Legislative Services administers the filing of NOTAMs (Notice to Airmen) respecting runway closures or operational activities at the airport, fields lease enquiries, manages lease negotiations and responds to general enquiries regarding the airport. In 2021 there has been considerable activity related to lease negotiations and lease renewals and this has included a revamp of the master lease agreement to provide clarity and streamline the document.

COMMUNICATIONS

There are no communications considerations at this time.

LEGAL CONSIDERATIONS

There are no legal, legislative or regulatory considerations at this time.

IMPACT ON BUDGET & STAFFING

The activities noted above are operational and incorporated into the day-to-day activities of Corporate and Legislative Services and accommodated to the best of our abilities given the staffing limitations particularly related to Bylaw Enforcement.

INTERDEPARTMENTAL IMPACT & APPROVAL

There are no interdepartmental impacts or approvals required.

IMPACT ON THE REGION OR NEIGHBOURING JURISDICTIONS

There is no impact on the region or neighbouring jurisdictions.

ALTERNATIVE OPTIONS

There are no alternative options for consideration

RECOMMENDATIONS

THAT the Corporate & Legislative Services Fourth Quarter Administration Update Report be received.

Submitted by:	Sheena Fraser, Manager of Corporate & Legislative Services
CAO Approval by:	Nikki Gilmore, Chief Administrative Officer