

Date: Tuesday, April 26, 2022

To: Sheena Fraser, Acting Chief Administrative Officer

From: Gwendolyn Kennedy, Acting Manager of Corporate & Legislative Services

Subject: Corporate & Legislative Services 2022 First Quarter Administration Update

PURPOSE

The purpose of this report is to provide Council with an update on the administrative activities of Corporate & Legislative Services department in the first quarter of 2022.

BACKGROUND

Administrative update reports are presented quarterly to inform Council of department activities. 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 related to specific tasks. Notably, administrative activities related to bylaw tickets and enforcement have been curtailed in the first quarter due to staff shortages.

Freedom of Information Requests

No access to records requests were received in the first quarter.

Business Licences

Business licences are administered by Corporate & Legislative Services, reviewed by Development Services and Pemberton Fire Rescue as required, and issued by the Finance department once approved.

As can be seen in the table below, the number of licensed businesses has grown steadily since 2019. More licences have been issued in the first quarter of 2022 than in any previous year.

2019	2020	2021	2022 First Quarter
399	416	443	456

Dog Licences

The table below shows that the number of dog licences issued has grown each year.

2019	2020	2021 Total	2022 First Quarter
145	157	167	130

Other Permits

No film permits were issued; however, the Village did receive an enquiry for permitting for a major production which may result in several weeks of filming in the Pemberton area, including the airport over the summer months subject to production approval.

No water use permits or backyard hen permits were issued in the first quarter.

Customer Service Requests:

The table below shows the number of customer service requests received since 2019:

	2019	2020	2021	2022 First Quarter
Bylaw Enforcement Complaints/Issues	108	129	94	20
Animal Control (Dogs)	24	20	30	6
General /Operational Enquiries (up to 2020)	113	124	-	-
General Enquiries			87	13
Operations			79	34
Vandalism Reports	0	2	4	0
Total CSR's received	245	275	294	73

Bylaw Enforcement Tickets

In 2021, due to staff absences and the inability to fill the temporary position, bylaw enforcement was significantly reduced, as 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.

2019	2020	2021 Total	2022 First Quarter
332	249	66	1

Tickets sent to Collection

If a ticket has not been paid following two reminders to do so, the ticket will be referred to the Village's collection agency. Referral of tickets to collection has been impacted by staff shortages.

2019	2020	2021 Total	2022 First Quarter
139	85	16	0

COMMUNICATIONS

There are no communications considerations.

LEGAL CONSIDERATIONS

There are no legal, legislative, or regulatory considerations.

IMPACT ON BUDGET & STAFFING

The activities described in this report form part of the regular activities of Corporate and Legislative Services and are accommodated to the extent possible given the ongoing staffing limitations.

INTERDEPARTMENTAL IMPACT & APPROVAL

No interdepartmental impacts or approvals are required.

COMMUNITY CLIMATE ACTION PLAN

The 2022 First Quarter Administration Update report has no impact on the Community Climate Action Plan strategies.

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 2022 First Quarter Administration Update report be received for information.

Submitted by:	Gwendolyn Kennedy, Acting Manager of Corporate & Legislative Services
Acting CAO Approval by:	Sheena Fraser, Acting Chief Administrative Officer