**FIVE How could Saanich begin to move away from our complaint–driven bylaw**

 **enforcement system?**

Benjamin Allan Bylaws are only as good if they are enforceable and to do so Saanich needs to hire many more bylaw officers (currently there is none working on the weekend). Part of the current 2 complaint rule is there is far too many case files for the very few to work and the need to have a second complainant reduces the number of cases.

Trevor Barry a- #OpenData.  Interestingly, it would still be complaint-driven, but not in squeeky wheel fashion.

b - Instead- first #opendata means all relevant assets, bylaws related, would be coded into the system.

c - Then, citizen smart apps would crowdsource issues/complaints/observations (and even provide user chance to donate!) thus creating a heatmap of high risk issues and precision recommendations for enforcement.

d - (we have GOT to grow up out of our backward way of thinking about these city government admin processes)

Susan Brice In order to be more pro-active with Bylaw enforcement Saanich needs to invest in more staff.

Judy Brownoff We just adopted a new by-law enforcement policy. It is flexible.

Fred Haynes *There could be more proactive enforcement. This would take more resources. Additional staff will be needed. This would require a refocus of budgeting. It coul be that a role for Community Association to be a reference for complaints could be used on a 6-12 month trial basis, if the CA Directors were interested.*

Shawn Newby This is a very important question. With 3.5 bylaw officers, it is tough to enforce the district’s bylaws effectively. I believe that hiring more bylaw officers would be an appropriate step in addressing the concern. Engaging Community Associations to help facilitate the neighbourhood’s concerns may also be helpful to achieve bylaw compliance.

Teale Phelps Bondaroff Complaint-based bylaw enforcement puts the burden of enforcement on the community. This is not to say that we should not continue to incorporate complaints into the way we enforce bylaws in Saanich. Following up on complaints is necessary, but Saanich should also work to proactively monitor bylaw compliance. In order to assist with this, we should look to employ weekend and evening bylaw enforcement officers, and also direct bylaw officers to monitor compliance in key areas (such as noise, truck routes, and light pollution) and engage in proactive enforcement where appropriate.​

Art Pollard Bylaws are inconsistently applied and we do not have enough enforcement of them. One example is people consistently are unaware of the requirement to not park on the boulevards, leading to environmental degradation.  I would like to see more no parking zones on streets. Too many times people park on narrow streets to  create their version of traffic calming. This is very dangerous for access to emergency vehicles and the police.  Perhaps the solution is to incorporate parking into boulevards when  creation of sidwalks occurs.  I prefer the planting of trees on boulevards which prevents people from parking on them.

Greater education and consistency of bylaw enforcement are the key. Bylaws also vary across municipalities which leads to confusion amongst citizens.

Ned Taylor We could be proactive and have bylaw officers enforcing bylaws and appropriately communicating with residents as they travel throughout the Municipality.

Rob Wickson *Simply by hiring more by-law officers to start. Also we must bring common sense to by-law enforcement. Right now there is no options for mediation for any complaint there should be.*