Staff Report to Council

Planning and Development – Building and Bylaw Services

FILE: 01-0450-01/26

REPORT DATE:	November 01, 2026	**MEETING DATE:**	November 23, 2026
TO:	Mayor and Council		
FROM:	Chantal Gemperle, Manager of Building and Bylaw Services		
SUBJECT:	**2027 Draft Business Plan - Building and Bylaw Services Division**		

CHIEF ADMINISTRATIVE OFFICER REVIEW/APPROVAL: M. Roberts / November 3, 2026

RECOMMENDATION(S):

THAT Council:

A. Receive for information the Building and Bylaw Services Division 2027 Draft Business Plan and Staff Report as presented at the November 23, 2026 Council Meeting; OR

B. Other.

PURPOSE

To present the 2027 Draft Business Plan for the Building and Bylaw Services Division.

☒ Information Report ☐ Decision Report ☐ Direction Report

DISCUSSION

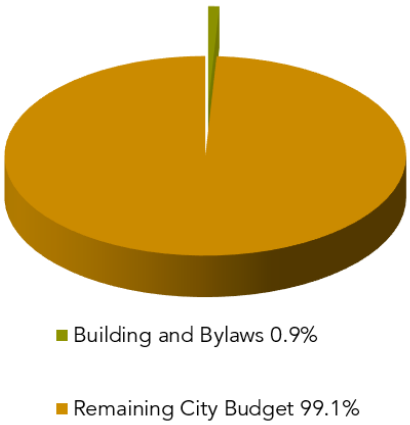
DIVISION OVERVIEW

The Building and Bylaw Services Division provides an important regulatory and service function of municipal government. It ensures compliance with building codes, zoning bylaws and public safety regulations. The division's services include: building permits and inspections; bylaw enforcement and outreach; business licensing and inspections; and dog licenses and control. The division is essential in maintaining the integrity, safety, and development of the community while fostering a business-friendly environment.

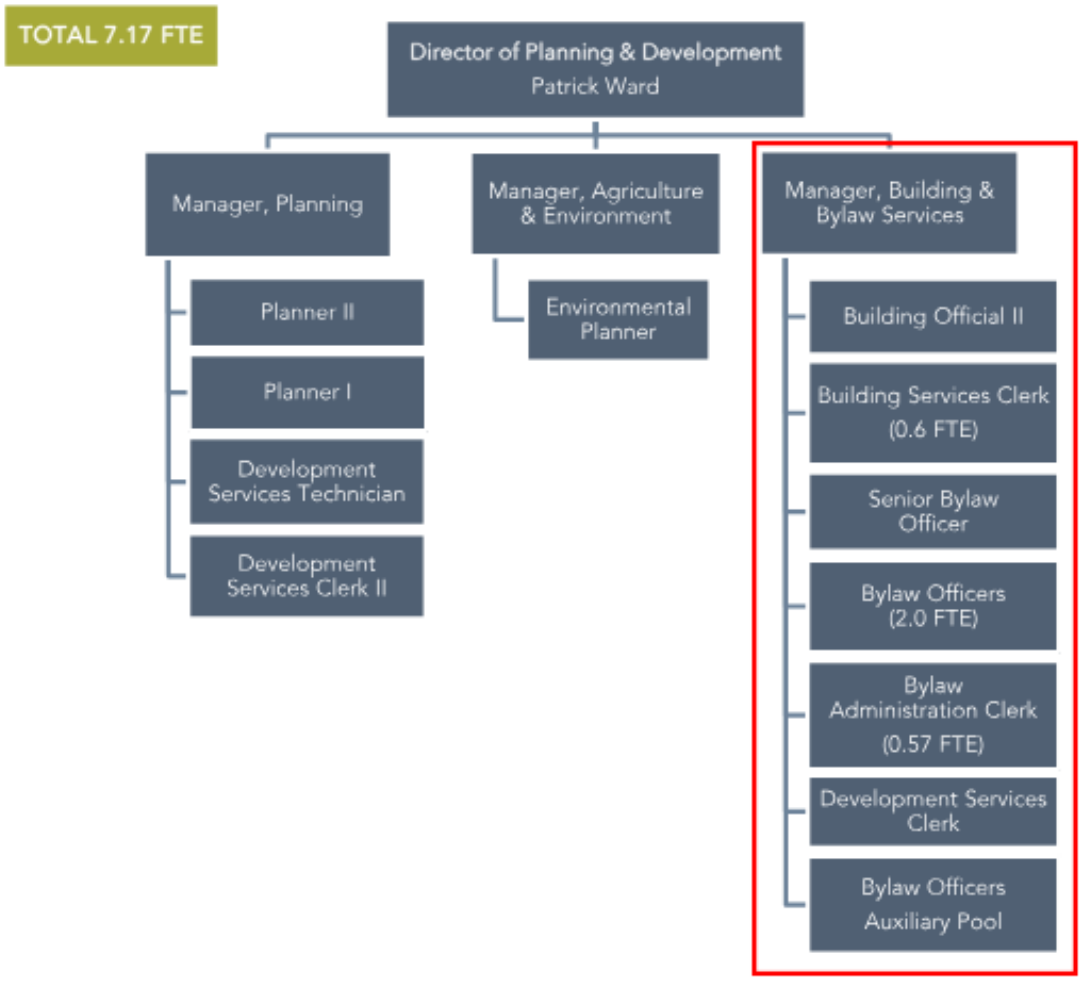
Operating Budget: $350,400

Capital Budget: $0

% Share of overall City Budget: 0.9%



Staff Complement:



Forecasted Position Adjustments

None.

Key Performance Measures

The following table highlights key divisional statistics:

Performance Measure [Strategic Priority]	**2025 Actual**	**2026 Forecast**	**2027 Forecast**
Building Permits Issued [Balanced Economic Prosperity; Community Spirit & Wellbeing]	130	124	130
New Business Licenses [Balanced Economic Prosperity]	299	340	380
Bylaw Calls for Service [Public Safety – Bylaws]	412	432	450

Deferred Projects

None.

2026 Achievements (Top 3)

- **BUSINESS LICENCSING AND REGULATION BYLAW.** Council adopted the new Business Licencing and Regulation Bylaw, establishing an updated regulatory framework to support more effective business licensing administration and oversight. This milestone modernized the City's approach to business regulation and improved alignment with current operational needs. [*Balanced Economic Prosperity – Business and Vitality*]

- **MOBILE CALLS FOR SERVICE.** Bylaw Services implemented Fieldblade, a mobile calls-for-service program for field staff. This enhanced real-time access to service requests, improved tracking and coordination in the field, and supported more timely and efficient service delivery. [*Public Safety – Bylaws*]

- **FIREWORKS AND PYROTECNICS BYLAW.** Council adopted the new Fireworks and Pyrotechnics Bylaw. The bylaw provides clearer regulations and enforcement provisions. This work improved clarity and enforceability, supporting more consistent administration and compliance. [*Public Safety – Bylaws*]

Key Challenges for 2027

- **EMERGING PRESSURES IN BUILDING SERVICE.** Building departments continued to operate in an increasingly complex environment, characterized by rising service demand, pressure to improve permit turnaround times, ongoing regulatory and building code changes, and the transition toward standardized digital permitting processes. In British Columbia, these pressures have been further compounded by provincial housing

acceleration initiatives and emerging requirements to align with the Building Permit Hub and associated digital compliance tools.

- **BYLAW ENFORCEMENT PRESSURES.** Bylaw Services are managing an increasingly broad range of responsibilities, including more complex zoning, public space, and property maintenance complaints. This expansion in complexity results in more time-consuming files, requiring greater staff involvement and coordination. Enforcement activities demand more investigative depth, interdepartmental collaboration, and administrative support to achieve effective and equitable outcomes.

Key Initiatives 2027

Strategic Priority	Initiative
Corporate Pride – Employee Excellence; Corporate Pride – Resources; Public Safety – Bylaws	**BYLAW SERVICES CONTINUOUS IMPROVEMENT.** Continue to implement best practices related to bylaw enforcement, including a review and modernization of the City's bylaw notice dispute and screening officer process.
Community Spirit and Wellbeing – Health and Safety	**NOISE CONTROL BYLAW AND NUISANCE BYLAW REVIEW.** Complete the review and update of the Noise Control Bylaw and Nuisance Abatement Bylaw, including consolidating them into a single regulatory document to improve clarity and reflect emerging trends.
Public Safety - Regulatory	**CROSS-CONNECTION CONTROL.** Continue the administration of the City's Cross-Connection Control program, which includes tracking the installation and testing of backflow preventers to protect public health.
Corporate Price – Service Excellence	**BUILDING PERMITTING CONTINUOUS IMPROVEMENT.** Advance initiatives to enhance the clarity, efficiency, and service levels of the City's building permit processes, including streamlining internal file management, updating communication resources, and piloting electronic plan review.
Community Spirit and Wellbeing – Natural Environment; Community Spirit and Wellbeing – Housing Diversity	**ENERGY STEP CODE.** In keeping with the staff report to Council presented on June 23, 2020, review the Energy Step Code requirements in the City's Building Bylaw.

PROPOSED OPERATING BUDGET

	2026 Adopted Budget	2027 Proposed Budget	Proposed Changes for 2027		2028 Proposed Budget	2029 Proposed Budget	2030 Proposed Budget	2031 Proposed Budget
Revenue								
Building and Bylaws	(563,500)	$ (555,100)	$ 8,400	1.5%	$ (527,300)	$ (497,500)	$ (466,400)	$ (434,500)
	(563,500)	(555,100)	8,400	1.5%	(527,300)	(497,500)	(466,400)	(434,500)
Expenses								
Building and Bylaws	852,700	905,500	52,800	6.2%	940,600	973,500	1,006,700	1,041,700
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Net Operating Expenses	**$ 289,200**	**$ 350,400**	**$ 61,200**	**21.2%**	**$ 413,300**	**$ 476,000**	**$ 540,300**	**$ 607,200**
Key Budget Changes for 2027:								
Revenues								
Building Permits			20,400					
Other Revenue			(12,000)					
Expenses								
Salary and Benefits			44,300					
Software			6,000					
Other			2,500					
Change in Net Operating Expenses			**$ 61,200**					

PROPOSED CAPITAL BUDGET

None.

DECISION PACKAGE(S)

None.

PUBLIC PARTICIPATION

☒ Inform ☐ Consult ☐ Involve ☐ Collaborate ☐ Empower

KATZIE FIRST NATION CONSIDERATIONS

Referral ☐ Yes ☒ No

SIGN-OFFS

Written by:	**Reviewed by:**
Chantal Gemperle, Manager of Building and Bylaw Services	Patrick Ward, Director of Planning and Development

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ATTACHMENT(S):

None.