



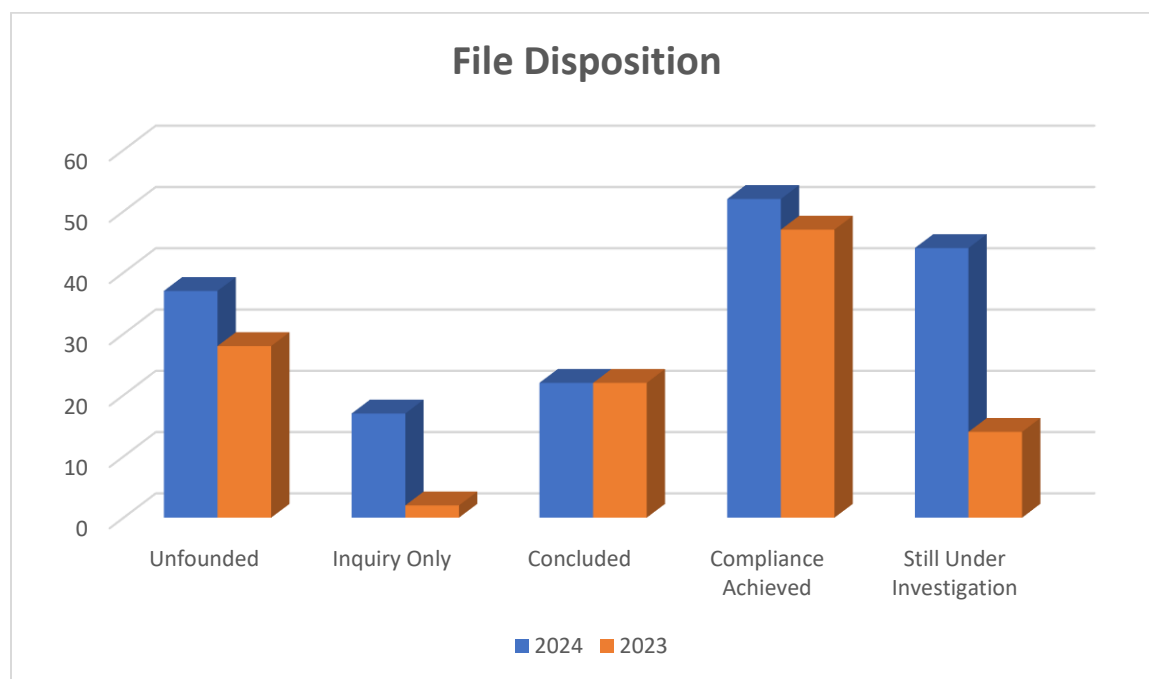
Development Compliance Officer
2024 Year End Report

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The Development Compliance Program, established in Fall of 2022, is manned by one Development Compliance Officer (DCO). The position works in partnership with the Planning, Safety Codes, Public works, Enforcement Services and various provincial agencies to address resident concerns.

In 2024 the DCO received 41 more calls for service than in 2023. The DCO received and initiated investigations into 172 calls for service in 2024 versus 131 in 2023. Figure 1 demonstrates the comparative difference in file dispositions between 2023 and 2024.

Fig. 1



Eleven of the investigative files included multiple allegations against a single property. In such a situation, one file is created, and all allegations are recorded in the single file. The report management software will count each allegation as a call for service. Each allegation will be investigated on its own merit.

The DCO issued seven stop orders in 2024, an increase from three issued in 2023. Of the seven stop orders issued, two properties were brought into compliance and the stop orders were cancelled. The remaining five stop orders are active on the subject properties, and all are in the development permit process to bring the properties into compliance.

The chart below provides a breakout of the file dispositions and percentages. Of the 128 files concluded, 95% were resolved with education, a verbal warning or a warning letter. At the

time of writing, only seven of the files initiated have required the issuance of a stop order, of which only two have resulted in the issuance of a fine.

Fines are issued by Enforcement Services Officers at the request of the Development Compliance Officer. Fines issued are for failure to comply with a stop order and begin at \$2500.00 for the first offence.

Fig. 2

Resolution	2023	Percentage	2024	Percentage
Total Files initiated	131		172	
Unfounded	28	22%	37	22%
Inquiry Only	2	1.5%	17	10%
Concluded	38	29%	22	13%
Compliance Achieved	47	36%	52	30%
Stop Order*	3	2%	7	4%
Fine issued*	3	2%	2	1%
Still Under Investigation	14	11%	44	26%

**Issuance of Stop orders and fines do not conclude a file. Files where an order or fine is issued remain open until compliance is achieved.*

Of the 172 calls initiated in 2024, 128 were concluded while forty-four 44 remain open. Due to the increase of 30 files being carried over from 2024, a review was conducted of the open files to determine the cause. Figure 3 further breaks out the files from 2024 still under investigation.

Fig. 3

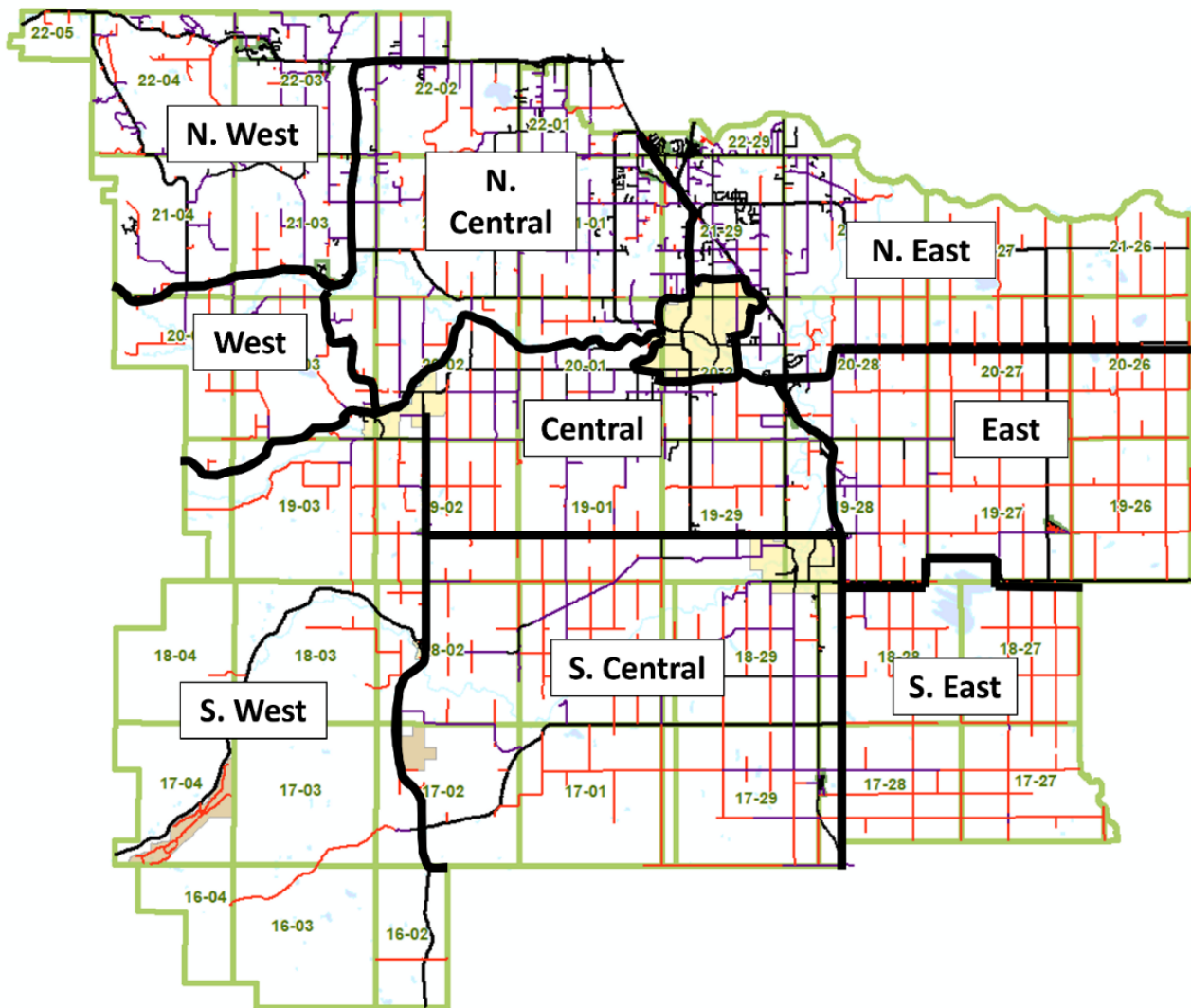
Status	Total	Percentage
In DP Process	7	18%
In SSA Process	1	2%
Residential Tenancy Dispute	2	5%
In Enforcement Process	24	55%
Initiated in December 2024	10	23%

Of the open files 20% are in a development application process to bring the property into compliance. Two of the files are in a Residential Tenancy dispute where the landlord is working with the County to resolve the issue through evicting a tenant who is causing the violations. 55% of the files are in the enforcement process or working with the DCO to bring the property into compliance.

Of the 44 files remaining open, 10 were calls for service received in December of 2024. These calls are recently opened and being investigated by the DCO to determine the appropriate action to be taken.

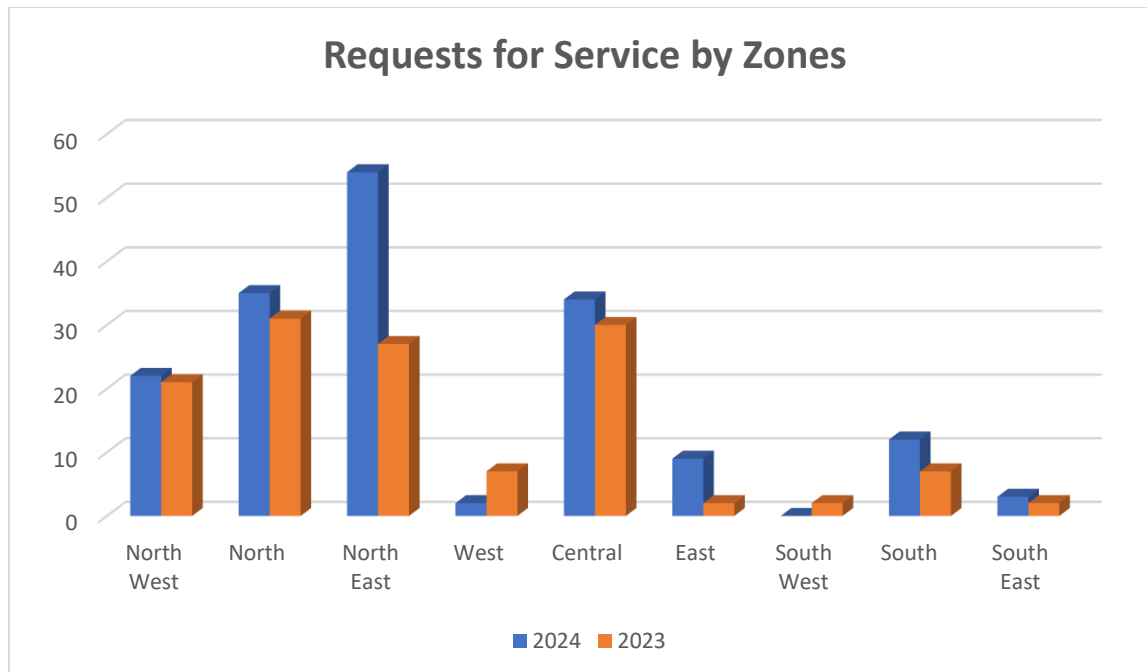
For statistical reporting purposes, the County is broken out into nine zones along geographical boundaries. Figure 4 is a map illustrating the nine zones used by the development compliance officer in 2024. In 2025, there will be an adjustment to the West and Southwest zones to create more consistent sizes and bring the Enforcement Services zones in alignment with the DCO zones.

Fig. 4



The graph in figure 5 illustrates where calls for service have been received by zone in 2023 and 2024.

Fig.5



The graph illustrated in figure 6 demonstrates how calls for service were received in 2024.

Fig. 6



The first graph in figure 7 shows a year-to-year comparison of calls for service by month and figure 8 by day of the week.

Fig. 7

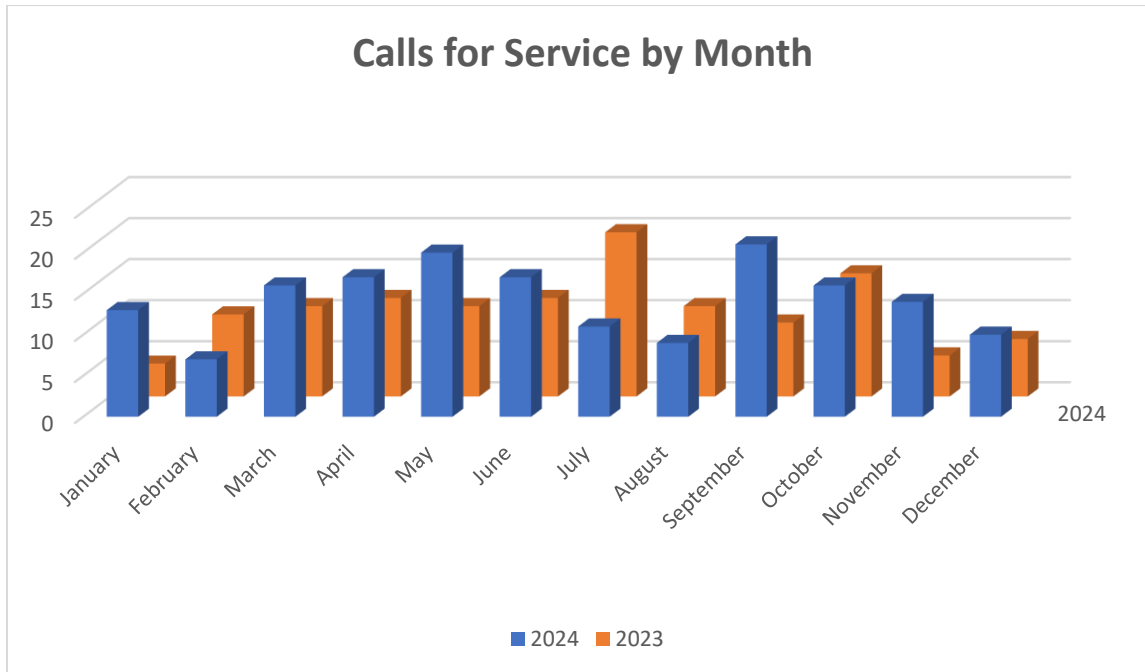
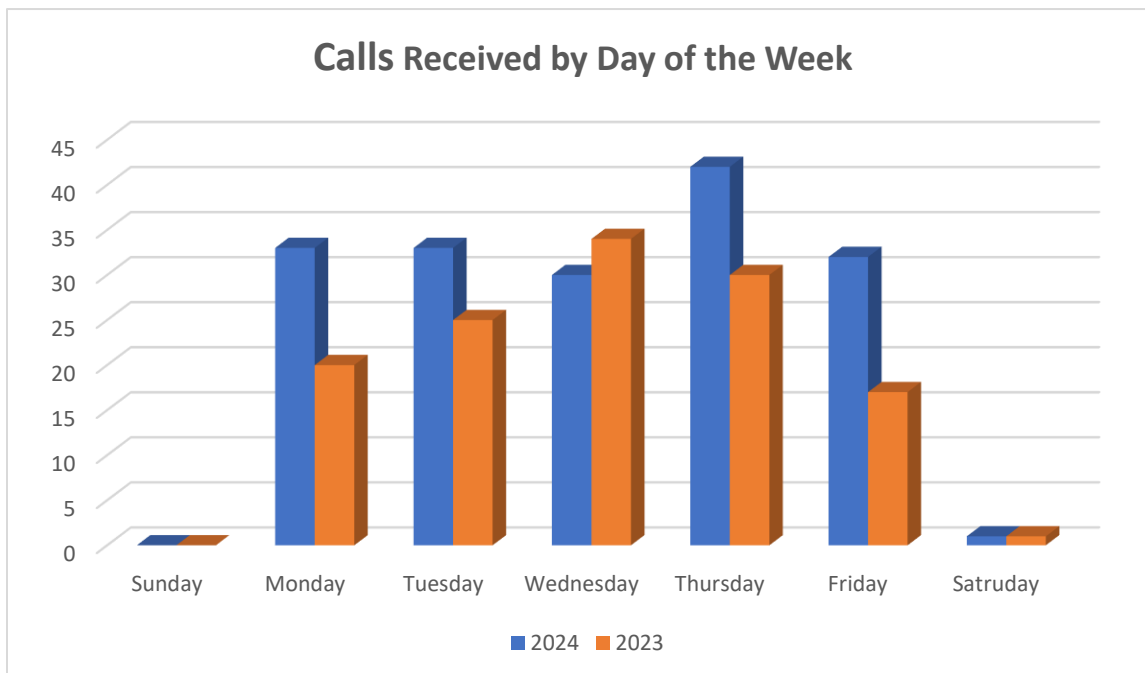
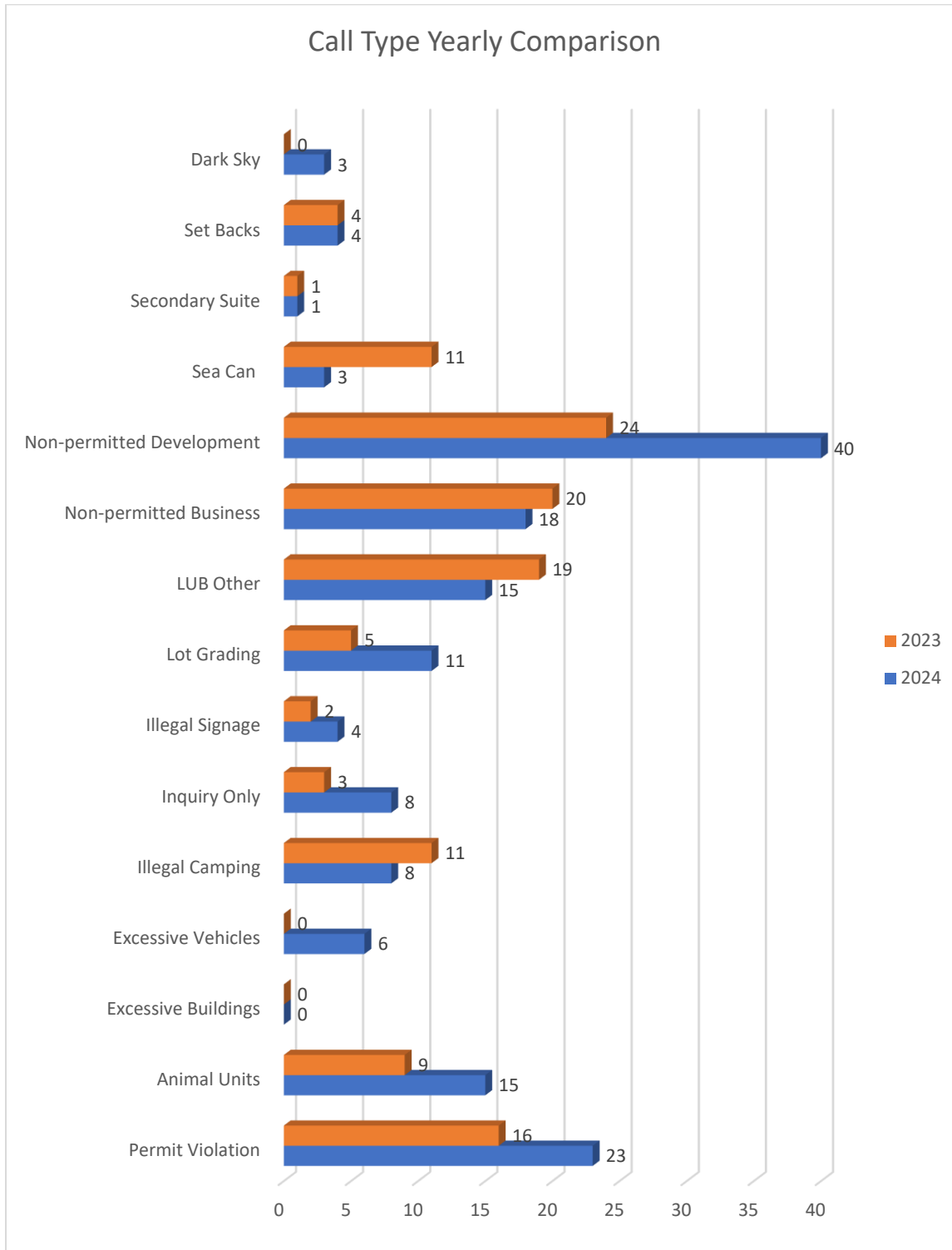


Fig. 8



The graph below in Figure 9 illustrates a year by year break down of the calls for service received. The top concern was for non-permitted developments making up 23.4% of the total files in 2024.

Fig. 9



Review shows a strong increase in calls for non-permitted developments, excessive animal units and lot grading. Further a significant decrease in Sea-can violations was noted as only three were received in 2024 versus 11 in 2023.

Conclusion

The year in review shows few changes or trends for calls for service. The increase in calls for 2024 was anticipated with the program being recently started. Due to the increase in calls and the increase in files remaining still under investigation, a workload analysis and comparison from similar municipalities will be conducted to determine if the DCO position is adequately staffed.