



TOWN OF HAY RIVER
MUNICIPAL ENFORCEMENT PLAN
OCTOBER 2020

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The Protective Services Department has put together this Municipal Enforcement plan to bring forward a proactive approach to communicating, educating on and enforcing the Town of Hay River Bylaws. Where applicable, support for influencing positive behavioural change is included in the plan.

In recent years, the Town of Hay River has taken a reactive approach to enforcement as we did not have dedicated resources to provide the services needed. Taking a reactive stance on enforcement created issues as there was no uniformity to how our bylaws were dealt with, and in some cases, bylaws were not followed by the general public.

The primary role the Protective Services Group will be focusing on is the education and activities that promote public compliance for bylaws that Administration and Mayor and Council feel are important at this time. While the plan presents a prioritization of bylaw efforts for 2021, the Municipal Enforcement Plan will be a living document that will consider where our actions need to be on an ongoing basis. It will consider concerns from the Mayor and Council, Administration, the general public, , other governing bodies, and legislation.

The Protective Services Specialist will assist the Development Officer with the Zoning and Development Bylaws. The Specialist will monitor developments happening around the Town of Hay River and communicate with the Development Officer to ensure that the actions are permitted. The Zoning and Building Bylaws are outside the Protective Services Division's scope and reside with the Public Works Department, but all issues shall be dealt with as a team effort.

The Town's general focus and timing are illustrated in the chart following on the next page:

Monitoring Focus													
Communications													
Education													
Support													
Animal Control Bylaw	January	February	March	April	May	June	July	August	September	October	November	December	Loose dogs, loose cats, barking dogs, dangerous dogs, dog bites
Taxi License Bylaw	January	February	March	April	May	June	July	August	September	October	November	December	Monitor for 24 hour service and field complaints
Traffic Bylaw	January	February	March	April	May	June	July	August	September	October	November	December	Stop signs, trailers parking on street, abandoned vehicles, vehicles parked in wrong direction, distracted driving
Unsightly Bylaw	January	February	March	April	May	June	July	August	September	October	November	December	Long grass & weeds, garbage, wrecked vehicles
Street Clearing Bylaw	January	February	March	April	May	June	July	August	September	October	November	December	Downtown, residential
Porritt Landing Bylaw	January	February	March	April	May	June	July	August	September	October	November	December	Vessels illegally parked
Business Licence Bylaw	January	February	March	April	May	June	July	August	September	October	November	December	Business license approvals, watch for unlicensed businesses
Lottery License Bylaw	January	February	March	April	May	June	July	August	September	October	November	December	Monitor Social Media for unlicensed lotteries and take complaints from public.
Zoning and Building Bylaws	January	February	March	April	May	June	July	August	September	October	November	December	Monitor for unapproved developments, assist Development Officer

The Bylaws in the chart above are arranged in what we believe the priority should be at this time. These priorities will change seasonally and as we get more compliance from the residents and organizations of Hay River.

Bylaw 1957/ADMIN/05 Animal Control Bylaw

Overview:

We have received several complaints about loose animals (cats and dogs), these complaints are not isolated incidents, and loose animals can be found in all areas within the Town. There is an odd call for animal neglect - some substantiated others not.

Several dog bites have also occurred within the Town, as reported by the Public Health Officer. Some of these offenses were minor and resulted from playing with the animals. We also had several complaints where the dogs were not provoked, but still attacked the injured individual. Most dog bites result from animals at large.

Communication:

Social media messaging to the public will create awareness that the Town supports responsible ownership of domestic animals within the town limits. We will be doing licensing drives at the beginning of every year to ensure that animals will have proper tags for easy identification.

Education:

Supply pamphlets on pets' basic needs (i.e., exercise, socialization, shelter, feeding). Provide information on off-leash areas and where animals are not permitted (i.e., ballparks).

Support:

The Town of Hay River will continue to fund and work with the contractor supplying animal shelter services.

Protective Services will work with the Department of Recreation to enhance safe off-leash areas that provide dog owners with an area to safely exercise pets. Also, to explore the opportunity for a dog-park that offers not only a place for off-leash exercise but promotes the social development of dogs with the intention of lowering risks associated with poor /dangerous behaviors.

Enforcement:

There will be a two-step approach taken with enforcement. The first step will be a warning (either verbal or written) regarding the infraction to educate the offender. The second step will be fining the offender.

Timing:

The Animal Control Bylaw will be enforced on a year-round basis. Education and Support efforts will be targeted for Spring when exposure risks are high.

Bylaw 2016/GEN/09 Taxi License Bylaw

Overview:

The Taxi License Bylaw regulates the operation of Taxies within the Town of Hay River. The Bylaw deals with rates, hours of service, age of equipment, communications, and other items dealing with a taxi service's day-to-day operation, including who can drive.

Over recent years, there have been numerous reported concerns that taxi services are not always available, and those taxi companies cannot respond within a reasonable amount of time. Lack of reliability of service can expose residents to several safety risks.

Communication:

The Town of Hay River administration will work directly with the taxi firms to ensure that these businesses meet the criteria spelled out in the Bylaw. Of particular importance is the safety of the equipment being used, the drivers' qualification, and ensuring that their services are available on a 24/7 – 365 day of the year basis.

Enforcement:

There will be a two-step approach taken with enforcement. The first step will be a warning (either verbal or written) regarding the infraction to educate the offender. The second step will be fining the offender or, in extreme cases, revocation of license.

Support

Administration will meet with taxi companies to better ensure they understand and can meet the requirements of the Bylaw and appropriate service levels that ensure the safe commute of residents through Town. A multipoint plan for improving services will be codeveloped between the Town and current taxi license holders.

Timing:

The Taxi License Bylaw will be enforced on a year-round basis. Specific attention will be made to compliance during winter months when risks of exposure have increased. A meeting will be held with taxi operators in the Fall of 2020.

Bylaw 2381 Traffic Control Bylaw

Overview:

Several infractions have regularly been reported or witnessed within the Town of Hay River. These issues include people talking on cell phones while driving, rolling through or ignoring stop signs, parking of trailers on the streets, etc. Of particular concern is that a lot of these infractions are within school zones, which put our youth at increased risk.

The focus we plan on taking with Bylaw 2381 will be parking of motor vehicles and trailers, enforcement of yielding and stopping, distracted driving (cell phones), failing to stop for school buses, failure to yield emergency vehicles, and failure to wear seat belts.

Communication:

Social media messaging to the public will create awareness that the Town of Hay River will be taking an active role in the enforcement of traffic regulations.

Education:

We will supply specific examples of what traffic offenses will be enforced through a poster campaign on the social media pages. We will also be adding items to the monthly Town of Hay River newsletter.

Support:

The Town of Hay River will be working with the R.C.M.P. to help enforce traffic offenses. The Town will meet with District Education Authority to discuss their concerns and risks occurring around school zones.

Enforcement:

There will be a two-step approach taken with enforcement. The first step will be a warning, either verbal or written, regarding the infraction to educate the offender. The second step will be issuing a S.O.T.I. to the offender.

Timing:

The Traffic Control Bylaw will be enforced on a year-round basis. Communication on trailer infractions will be issued in the Summer. School zone support program offered in the Fall.

Bylaw 2322-GEN-13 Unsightly Land Bylaw

Overview:

Unsightly Land means any property or part of it which is characterized by visual evidence of a lack of general maintenance and upkeep and or by the accumulation of;

- any rubbish, refuse, garbage, papers, packages, containers, bottles, cans, manure, human excrement or sewage or the whole or a part of an animal carcass, dirt, soil, gravel, rocks, sod, petroleum products, hazardous materials, disassembled equipment or machinery, broken household dishes and utensils, boxes, cartons, fabrics, household appliances and furniture; equipment or machinery which has been rendered inoperative because of its disassembly, age or mechanical condition;
- animal material, yard material, ashes, building material, and garbage as defined in this Bylaw;
- all forms of waste, refuse litter as defined under this Bylaw;
- in the case of external surfaces of buildings, unsightly Land means unauthorized signs, posters, billboards, graffiti, obscene or offensive symbols, words, pictures, or art; and may include but is not limited to dilapidated paint, siding, trim, roofing material, soffits, fascia material, and eave troughs.

The degree of compliance with this bylaw varies significantly from one area of town to another. It is important to understand the general zone interests and state of maturity in application of the bylaw.

Beautification initiatives are published in several Town planning documents. Protective Services has a role in supporting community development in this area through enforcement of the Unsightly Land bylaw.

Communication:

Social media messaging to the public will create awareness that the Town focuses on improving the appearance of properties following Bylaw 2322-GEN-13 Meetings with Bylaw and the GNWT's Housing Corporation, and the Federal Government will be held to discuss expectations around maintenance on their respective properties.

Education:

Examples of well-kept yards and properties will be presented through a social media campaign. Specific examples of what is considered unsightly will be delivered through a poster campaign.

Support:

Outreach to parties and access to funding to support vulnerable populations (i.e., Low income, Seniors) who may have difficulties in cost coverage or completing the physical activity. We will work with the Beautification Committee to expand on the Yards in Bloom program that encourages and rewards residents and organizations for the upkeep of their properties. Meetings with the local Chamber of Commerce to discuss business beautification and program partnership will occur.

Enforcement:

Targeted enforcement of the Bylaw will occur after the steps of communication, education, and support have been undertaken. Enforcement will take a stepped approach through warnings and include cleanup orders or issuing fines if required.

Timing:

The primary focus on this Bylaw will be from the beginning of May to the end of September when maintenance and cleanup activities can be more easily addressed. Meetings with government housing and maintenance departments will occur in the Spring. Support programs will be executed throughout the Summer months.

Bylaw 406 Street Clearing Bylaw

Overview:

The Street Clearing Bylaw provides for establishing and operating of a system respecting the clearing of snow and ice from streets in the Municipal Corporation of the Town of Hay River. In recent years there have been many concerns raised by the public specifically around sidewalk snow removal compliance.

Communication:

Social media messaging to the public will create awareness of the Town of Hay River's expectations regarding snow clearing from streets and sidewalks

Support:

Outreach to parties and access to funding to support vulnerable populations (i.e., Low income, Seniors) who may have difficulties in cost coverage or completing the physical activity.

Enforcement:

There will be a two-step approach taken with enforcement. The first step will be a warning (either verbal or written) regarding the infraction to educate the offender. The second step will be fining the offender.

Timing:

The Street Clearing Bylaw will be enforced from the beginning of October to the end of May every year. Protective Services will contact community organizations that may be able to provide support for snow clearing for vulnerable populations.

Bylaw 2386/GEN/18 Porritt Landing Bylaw

Overview:

The Porritt Landing Bylaw focuses on the controlled use of slips, the boat launch, and the parking area at Porritt Landing. The bylaw was developed in 2018 with changes made in 2020. The facility is evolving and it is expected that bylaw enforcement will be needed to support the changes.

Communication:

Social media messaging to the public will create awareness that the Town of Hay River will be enforcing infractions regarding Porritt Landing for the storage of vessels. The messaging will include the fines involved and the fact that repeat offenders will have their vessels removed from the area at the owner's expense.

The administration will advertise the options available to watercraft owners for permitted mooring at the facility.

Enforcement:

There will be a two-step approach taken with enforcement. The first step will be a warning notice placed in a conspicuous location on the vessel. As it is challenging to ascertain ownership of boats, the message will mention that the boat may be removed from the area at the owner's expense.

Timing:

The primary focus on this Bylaw will be from the beginning of June to the end of September.

Bylaw 1395 Business License Bylaw

Overview:

The Business License Bylaw is a bylaw that ensures that any person engaged in commercial activity for gain or livelihood is licensed to operate in the Town of Hay River. This does not include a business regulated by an Act of Parliament of Legislative Assembly of the Northwest Territories or any other exempt business as may be prescribed by regulation. With growth of online and homeowner businesses, it is important that the Town recognize how this business type is best regulated, licensed and enforced.

Communication:

Social media messaging to the public will create awareness that the Town of Hay River requires all businesses that meet a business's criteria to be licensed.

Education:

Contact offenders and advise that they are in contravention of the Business License Bylaw and guide them in the steps to become a licensed business within the Town. Protective Services will work with our Tourism and Economic Development Coordinator to provide information on why it is essential to register businesses with the Town, and inform on the various types of business licenses available and the process used to acquire.

Support:

The Town of Hay River will guide persons engaged in commercial activity for gain or livelihood that is not licensed to operate in the Town of Hay River through the Development and Business License process.

Enforcement:

There will be a two-step approach taken with enforcement. The first step will be a warning (either verbal or written) regarding the infraction to educate the offender. The second step will be fining the offender.

Timing:

The Business License Bylaw will be enforced on a year-round basis. Education on business licensing requirements and procedures will be issued ahead of licensing renewal deadlines.

Bylaw 1653 Lottery License Bylaw

Overview:

The *Lotteries Act G.N.W.T. 1988 Chapter L-11, Section 4b* delegates the authority to Hay River to regulate and license lottery schemes within the Town of Hay River.

The Lottery License Bylaw regulates any lottery schemes that occur within the Town of Hay River. No person, persons, or organizations shall hold a lottery unless they have a lottery license for that lottery scheme issued under this Bylaw.

There has been a reported increase in the number and type of unlicensed lotteries occurring through local social media accounts. These venues should be regulated in a similar fashion to traditional lottery spaces.

Communication:

Social media messaging to the public will create awareness that the Town of Hay River will be enforcing infractions regarding lotteries within the Town of Hay River. The messaging will include the types of lotteries that are regulated and how to apply for them.

Education:

Suppose we find any persons engaged in lottery activity that is not licensed to occur in the Town of Hay River. In that case, we will contact them and advise that they are in contravention of the Lotteries License Bylaw and guide them in the steps to getting a license from the Town of Hay River.

Administration will provide information on why it is essential to register lotteries with the Town. We will also provide information regarding the various types of lotteries available and the process used to acquire them.

Support:

The Town of Hay River will guide persons engaged in lotteries activity for gain that is not licensed to hold a lottery in the Town of Hay River through the Lotteries License process.

Enforcement:

There will be a two-step approach taken with enforcement. The first step will be a warning (either verbal or written) regarding the infraction to educate the offender. The second step will be fining the offender.

Timing:

The Business License Bylaw will be enforced on a year-round basis. Communication and Education will occur at peak periods of fundraising activity.