



TO: CITY MANAGER **DATE:** 2014 January 16

FROM: DIRECTOR ENGINEERING

SUBJECT: BURNABY BYLAW NOTICE ENFORCEMENT BYLAW - BYLAW NO. 12657

PURPOSE: To seek Council's approval to update the Burnaby Bylaw Notice Enforcement Bylaw

RECOMMENDATION:

1. **THAT** Council authorize the preparation of the necessary bylaw amendment to the Burnaby Bylaw Notice Enforcement Bylaw to include the position of Traffic Clerk as a class of person that may be appointed as a Screening Officer.

REPORT

1.0 INTRODUCTION

On 2009 June 15, Bylaw No. 12657, the Burnaby Bylaw Notice Enforcement Bylaw, was adopted by Council and early in 2010 staff began issuing tickets using the new bylaw. Section 8 of Bylaw No. 12657 designates classes of person that may be appointed as Screening Officers. Currently a wide variety of positions are designated including Bylaw Enforcement Officers and Property Use Inspectors.

2.0 DISCUSSION

Burnaby's new Bylaw Notice Enforcement program is working well. Many adjudication hearings have been successfully completed and most disputed tickets are being dealt with within a few months. Prior to scheduling an adjudication hearing for a disputant, Screening Officers review the disputed bylaw ticket to share information and clarify details with the disputant. The Screening Officer may enter into a compliance agreement with a disputant where applicable, or can cancel the ticket in accordance with the Local Government Bylaw Notice Enforcement Act or City policies and guidelines. On average, approximately 220 traffic bylaw tickets are screened per month.

Within the Parking Enforcement Office, Bylaw Enforcement Officers have been acting as Screening Officers for disputed bylaw tickets that are not their own. Given the additional time required to screen some tickets, this has led to some delays in screening tickets or a reduced level of parking enforcement service on the street. To improve customer service and maximize efficiency, the position of Traffic Clerk should be included as a potential Screening Officer to help ensure that

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bylaw tickets are screened in a timely manner within the Parking Enforcement Office. Therefore it is recommended that Council authorize the preparation of the necessary bylaw amendment to the Burnaby Bylaw Notice Enforcement Bylaw to include the position of Traffic Clerk as a class of person that may be appointed as a Screening Officer.



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DIRECTOR ENGINEERING

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Copied to: City Manager
City Solicitor