

CORPORATE SERVICES DEPARTMENT



The Corporate Services Department encompasses legislated responsibilities for the Corporate Officer under the *Community Charter*, Bylaw Enforcement, Communication, Freedom of Information Inquiries, Human Resources, Insurance, Land Issues, Leases and Agreements, Local Government Elections, main Reception duties, Records Management, Transit and Victim Services.

QUARTERLY REPORT JANUARY 1 – MARCH 31, 2025

BYLAW ENFORCEMENT

The following is a breakdown of the number of interactions with the public on the following:

	1st Quarter 2025	1st Quarter 2024	1st Quarter 2023
Animal Control			
Aggressive Dogs	2	0	0
Attend/Follow-Up	8	0	9
Barking Dog	2	2	4
Dog Attack/Bite	1	1	1
Dogs at Large	19	10	27
Impounded	0	3	2
Misc Inquiries/Violations	53	3	0
MTI	1	5	13
Other animals (cats, etc.)	0	1	7
Pound Duties	0	13	2
Unlicensed Dogs	2	0	0
Warnings	26	3	31
Total	114	41	96
Building Bylaw			
No Permit	0	0	0
Stop Work Order	0	0	2
Total	0	0	2
Business Licence Bylaw			
No Business Licence	1	0	0
General Inquiries	0	0	0
Total	1	0	0
Good Neighbour			
General Inquiries	11	3	11
Littering	0	1	1
Municipal Ticket Infractions	0	0	0
Noise	11	5	2
Snow Removal	1	2	0
Water Violations/ Notices	80	0	0
Total	103	11	14

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	1st Quarter 2025	1st Quarter 2024	1st Quarter 2023
Park Bylaw			
After hours	0	0	9
Misc. Violations	22	89	23
Non-Residents	24	11	8
Nuisance	0	0	0
Smoking	0	0	0
Total	46	100	40
Sign Bylaw			
Misc Concerns	1	0	0
Non-permitted use	0	2	0
Unpermitted Signs	17	0	0
Total	18	2	0
Traffic Violations			
Attend/Follow-Up	49	16	86
Fire Hydrant Blocked	0	0	0
Misc Traffic Concerns	37	7	0
Municipal Ticket Infractions	0	1	9
Towing	1	0	3
Warnings	32	10	79
Total	119	34	177
Unsightly Premises			
Attend/Follow-Up	29	14	76
Graffiti	4	0	0
Letters Issued	3	2	9
Warnings	0	0	6
Total	36	16	91
Zoning			
Delivering of Notices	3	38	177
General Concerns	3	2	4
Short-Term Rentals	2	0	0
Violations	0	0	0
Total	8	40	181
Total # of Concerns			
	445	244	601

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Breakdown of Phone Call/Emails that Bylaw Enforcement Officers have with members of the public:

Phone Call/Emails	1st Quarter 2025	1st Quarter 2024
Unsightly Premises	34	18
Traffic Concerns	32	33
Animal Control	66	95
Licensing/Permits	0	0
Good Neighbour	23	42
Sign Bylaw	4	4
Parks	18	23
Zoning	8	7
Total	185	222

Other projects and issues that the Bylaw Enforcement Officers have been working on during the fourth quarter included:

- Bylaw Officers have been assisting with delivering water meter door knockers and speaking with owners who need to book appointments.
- Officers have been dealing with abandoned vehicles around town which takes many hours locating the owner and removing the vehicle.
- Officers have been busy with dogs at large.
- Officers have been investigating utilizing the boat trailer parking lot to accommodate travellers pulling an RV or 5th Wheel who are staying in a hotel/motel overnight in the Town to be able to pay and park in the boat trailer parking lot without having to get a signed parking pass.
- Bylaw Notice Bylaw was adopted by Council. Bylaw Enforcement has been working on the procedure for handling bylaw notices.

COMMUNICATION

The Town of Osoyoos currently communicates to residents and visitors via the Town's website, eNews subscription, Bounce Radio, and the Times Chronicle newspaper advertisements.

	2025 1st Quarter	2024 1st Quarter	2023 1st Quarter
Advertisements Sent	19	10	34
Website Postings	44	47	43
eNews Sent	52	49	50

There are **1,564** eNews subscribers, up from 1,503 at the end of 2024.

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Website Statistics:

Website -Top 10	1st Quarter 2025 Total Views	1st Quarter 2025 Active Users	1st Quarter 2025 Views per active User
Homepage	14,768	7,212	2.05
Job Opportunities	3,590	1,580	2.27
Sonora Community Centre	2,444	1,404	1.74
Sun Bowl Arena	2,403	1,079	2.23
Search	2,185	960	2.28
Agendas, Minutes, Videos	1,834	678	2.71
Recreation Programs	1,769	914	1.94
utility Billing	1,392	720	1.93
Contact Directory	1,365	910	1.5
Vacation Rental Review	991	560	1.77

Stats represent top 10 pages on the website visited in the first quarter. Utility billing and Vacation Rental Review are new website pages.

Osprey Cam is inactive from October – April.

FREEDOM OF INFORMATION REQUESTS

	2025 1st Quarter	2024 1st Quarter	2023 1st Quarter	2022 1st Quarter	2021 1st Quarter
FOIPPA Requests	7	11	2	7	2

All FOI requests have been responded to by the Corporate Services Department.

HUMAN RESOURCES

The following postings have been advertised in the first quarter:

External Postings

- Building Service Worker
- Labourer II
- Relief Clerk
- Relief Recreation Attendant
- Victim Services Worker
- Water and Wastewater Operator

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- Water and Wastewater Operation I and II

Internal Postings

- Temporary Lead Hand Water/Wastewater
- Temporary Planning and Development Administrative Support
- Temporary Planning Technician
- Temporary Corporate Services Administrative Support
- Temporary Deputy Corporate Officer

The following interviews were held in the first quarter:

Job Postings					
	2025 1st Quarter	2024 1st Quarter	2023 1st Quarter	2022 1st Quarter	2021 1st Quarter
Job Postings	13	9	9	17	4
Interviews	16	1	4	6	4

Professional Development

The Corporate Services Administrative Support completed the final course PADM Corporate Administration in the Local Government Administration certificate.

INSURANCE

The Director of Corporate Services is responsible for Insurance for the Corporation in conjunction with the Director of Financial Services. The Director receives and reviews all liability claims, forwards them to the Town's Insurance Provider, and is the provider and department's liaison.

	2025 1st Quarter	2024 1st Quarter	2023 1st Quarter	2022 1st Quarter	2021 1st Quarter
MIABC Claims	0	1	3	2	2

Liability and Cyber insurance were renewed in the first quarter.

LAND ISSUES

Licence of Occupation over a part of Block 2 of Lot 634, District Lot 2450s, Similkameen Division Yale District, Plan 4040 containing .050 hectares for the purpose of a sanitary sewer line was renewed with the province.

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LEASES AND AGREEMENTS

Council authorized the CAO to enter into a four-year master standing offer agreement for engineering consulting services with TRUE Consulting.

LOCAL GOVERNMENT ELECTIONS

There is no update for the first quarter to report to Council.

RECEPTION

Due to the time spent at the front counter processing, the frontline staff are unable to break down transactions into categories.

In Person	1st Quarter 2025	1st Quarter 2024	1st Quarter 2023
Total In Person	2,278	662	541
	1st Quarter 2025	1st Quarter 2024	1st Quarter 2023
Total Phone	2,796	1,046	1,009
Info/Mail	1st Quarter 2025	1st Quarter 2024	1st Quarter 2023
Total	1,391	703	692

In-Person transaction numbers only reflect transactions entered by Corporate Services, they do not reflect transactions entered at the front counter by Financial Services.

Phone calls include all calls coming into the main line 250.495.6515. These calls are answered by Corporate Services and Financial Services staff.

The Corporate Services Administrative Support has been busy with the following projects:

- Assisting in processing Business license renewal payments.
- Processing Utility payments.
- Answering questions regarding utility payments and water meters.
- Answering questions regarding Parcel tax.
- Sending water metering letters.
- Drafting eNews and website updates.
- General mail, processing payments sent through the mail.
- Supporting the Director of Corporate Services and Deputy Corporate Officer.
- Inputting information into the Town's Action Tracking system.

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- The Corporate Services Administrative Support has been providing clerical support to the CAO, Mayor and Council.

RECORDS MANAGEMENT

There is no update for the first quarter to report to Council.

REGULATORY

The *Community Charter* legislates responsibility to the Corporate Officer under Section 148 of the Act.

Meeting Dates	COTW		Regular Open		Special	
	# of Minutes	Resolution Count	# of Minutes	Resolution Count	# of Minutes	Resolution Count
January 9, 2025	0	0	0	0	24	2
January 14, 2025	46	4	53	37	0	0
January 16, 2025	0	0	94	14	306	47
January 28, 2025	47	4	38	14	0	0
February 11, 2025	132	8	84	14	0	0
February 25, 2025	32	4	54	13	0	0
March 11, 2025	45	4	64	24	0	0
March 25, 2025	93	6	46	12	0	0

Public Hearing

A public hearing was held on February 11, 2025, for Official Community Plan Amendment Bylaw No. 1375.01, 2024 and Zoning Amendment Bylaw No. 1395.02, 2024.

Adoption/Abandonment of Bylaws

- Council Indemnity Bylaw No. 1345.02, 2024 was adopted.
- Delegation of Authority Amendment Bylaw No. 1292.03, 2025 was adopted.
- Mobile Business Licence Amendment Bylaw No. 1232.04, 2025 was adopted.
- Official Community Plan Amendment Bylaw No. 1375.02, 20254 and Zoning Amendment Bylaw No. 1395.01 was adopted.
- Zoning Amendment Bylaw No. 1395.03, 2025 was denied
- Five Year Financial Plan Bylaw No. 1401, 2025 was adopted.
- Bylaw Notice Enforcement Bylaw No. 1392, 2025 was adopted.

Policies

- Special Event Policy COMS-010 was amended.

Council Administration

- Development Variance Permit No. DVP 24-03 was approved.
- Council agreed to allow the owner of property at 10102 74th Avenue to provide cash in-lieu of parkland.

Other

- Council supported the submission of a regional grant application to the 2025 Community Emergency Preparedness Fund.
- Council supported the submission of a regional grant application to the 2025 Community Emergency Preparedness Fund for EOC Equipment and training.
- Council approved Community grant and Resort Municipality Initiative grant funding to local Non-Profit organizations.
- Council approved the Legion 173's request for a commemorative crosswalk.

TRANSIT

The town signed an agreement with BC Transit to become an UMO vendor, which is BC Transits new fare technology. This has involved training on the new UMO Merchant Portal for front line staff.

VICTIM SERVICES

Victim Services was posted and not filled. Currently reposted.

SUMMARY

The Corporate Services team is committed to working with our elected officials to maintain open communication lines, ensuring they are informed on critical issues facing the organization. Council and Administration must be on the same page with issues, projects, and service levels to ensure that the expectations of the Town of Osoyoos are met on an ongoing basis. The Corporate Services team is committed to providing good, responsible government that is open and transparent to those we continue to serve.

The Department's priorities are to answer customer inquiries, respond to customer concerns, ensure that leases and agreements are up to date, and consult with other departments on regulatory bylaws and other needs. The Corporate Services department will continue to work with the other departments in the organization to ensure that the community's needs and statutory requirements are met.