

District of West Vancouver  
**POLICY**

Title: Bylaw Enforcement Framework  
Division: Legislative Services  
Policy Number: 0234  
File Number: 0282-20-0234

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## 1. Purpose

- 1.1. To promote the efficient use of District resources and provide a general framework on how the District responds to Requests for Service related to bylaw contraventions to foster transparency and a fair and efficient complaint process.

## 2. Scope

- 2.1. This policy applies to members of the public, Council, and all Staff engaged in bylaw enforcement activities on behalf of the District.

## 3. Definitions

- 3.1. **“Bylaw Enforcement Officer”** means the person or persons designated as bylaw enforcement officers as per the District’s Bylaw Notice Enforcement Bylaw, as amended or replaced from time to time.
- 3.2. **“Bylaw Notice”** means a violation notice issued pursuant to the Bylaw Notice Enforcement Bylaw, as amended.
- 3.3. **“Complainant”** includes a natural person, a company, corporation, partnership, firm, association, society, or party submitting a Request for Service.
- 3.4. **“Council”** means the Council of The Corporation of the District of West Vancouver.
- 3.5. **“Discretion”** means the ability to decide what should be done, or not be done, in a particular situation, given the available information.
- 3.6. **“District”** means The Corporation of the District of West Vancouver.
- 3.7. **“Emergency”** means a state that requires prompt coordination of action, or the special regulation of persons or property to protect the health, safety, or well-being of persons, the safety of property, District infrastructure, or the natural environment.
- 3.8. **“Employee”** means any permanent full-time, permanent part-time, temporary, casual, and contract employees of the District of West Vancouver.
- 3.9. **“Frivolous Complaint”** means a complaint that has no legitimate purpose, value, or merit; or that has no basis in fact.
- 3.10. **“Repeat Complaint”** means a complaint from the same complainant on an issue that has been previously addressed, which involves no further bylaw contraventions and where reasonable steps have been taken to resolve the issue.
- 3.11. **“Respondent”** means those responding to allegations of bylaw contraventions.

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- 3.12. “**Request for Service**” means an application submitted to the District pursuant to this policy, requesting that the District take action regarding a perceived or actual bylaw contravention.
- 3.13. “**Staff**” means a member of the Bylaw and Licensing Services Department or other District employee engaged in bylaw enforcement matters.
- 3.14. “**Valid Complaint**” means a complaint about a potential bylaw contravention that:
- a) contains the complainant’s name, address, and phone number or email;
  - b) includes the location and general nature of the potential bylaw contravention; and
  - c) is not a frivolous, repeat, or vexatious complaint.
- 3.15. “**Vexatious Complaint**” means a complaint that is made for retaliatory or bad faith purposes; forms part of a broader dispute between individuals; or that forms part of a pattern of conduct by the complainant that amounts to an abuse of the complaint process.

## 4. Policy Statement

- 4.1. This policy sets out direction to Staff and to the public respecting the District’s approach to bylaw enforcement which is fair, equitable, transparent, timely, and efficient.
- 4.2. The District does not have the resources to proactively monitor all areas of the District to confirm compliance with all applicable bylaws. As a result, investigations into bylaw contraventions are generally in response to the receipt of a Valid Complaint.
- 4.3. The primary goals of bylaw enforcement are public safety, protecting the natural environment, and maintaining community standards. Enforcement is applied in an equitable manner in accordance with District bylaws, applicable legislation, rules, policies, and administrative fairness principles.
- 4.4. The District promotes an enforcement philosophy that seeks voluntary compliance for most private property matters. In most cases, the District will attempt to resolve a bylaw contravention by way of progressive enforcement, where education serves as the foundation. The objective of initial bylaw enforcement is to achieve voluntary compliance with applicable District bylaws. Ticketing and further escalation of enforcement are generally seen as a tool to be used only where cooperation and compliance are not achieved.
- 4.5. Progressive bylaw enforcement will generally follow the below four step process:
- Step 1: Community Education** – steps are taken to inform members of the public of bylaw regulations and requirements. Common actions include posting bylaw information on the District’s website, engaging in educational campaigns, providing verbal or written direction from Staff, and placing signage to inform the public of various bylaw requirements (i.e. parking restrictions, no smoking areas, requirements for dogs to be leashed, etc.).
- Step 2: Voluntary Compliance** – at this step, an opportunity to correct the bylaw contravention may be provided. Often this will entail providing identifying the bylaw

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contravention and providing a set time period in order to remedy the contravention, which may vary depending on the complaint priority and severity as noted in this policy and related procedure.

**Step 3: Direct Enforcement** – actions taken at this step may include issuing a Bylaw Notice(s), posting a stop work order, or undertaking direct enforcement action by the District to correct the observed bylaw contravention.

**Step 4: Formal Legal Action** – where preceding progressive enforcement steps have not resulted in compliance, the District may pursue legal actions such as seeking an injunction, initiating a remedial action requirement, undertaking a bylaw prosecution, or similar legal remedies.

- 4.6. Voluntary compliance may involve a Respondent requesting time to comply; or requesting that enforcement be paused, while proceeding with an application that would have a reasonable likelihood of success in remediating the contravention.
- 4.7. Progressive enforcement steps may not be appropriate for all bylaw contraventions; more immediate actions may be taken in situations where:
- a) public health and safety or the natural environment are at risk;
  - b) the contravention is occurring on District owned lands;
  - c) the contravention is a part of a history of non-compliance or pattern of repeated behaviour;
  - d) the resources required to resolve the matter voluntarily are limited;
  - e) a public education campaign or District signage has already identified the specific contravention(s); or
  - f) Council has prioritized direct enforcement to address a specific issue or type of issue.
- 4.8. Compliance and enforcement action will be undertaken in general conformance with this policy and related procedure but remains discretionary and based on complaint priority and available resources. In all circumstances, the District maintains discretionary authority regarding the manner and method used to enforce any particular bylaw contravention or Request for Service, including the ability to choose not to enforce, or to suspend enforcement of a bylaw contravention.
- 4.9. The District acknowledges that Respondents subject to bylaw enforcement may have unique circumstances, needs, and abilities and endeavours to be equitable and display cultural humility when determining appropriate and fair investigative actions and enforcement activities.
- 4.10. Bylaw Enforcement Officers are responsible for investigating complaints, communicating clearly with Respondents and Complainants, determining if there is a bylaw contravention, maintaining accurate records, obtaining relevant evidence, and applying progressive enforcement actions proportionally, with an emphasis on education and voluntary compliance.

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## 5. Authority

- 5.1. *Community Charter, Part 8 – Bylaw Enforcement and Related Matters.*
- 5.2. *Local Government Bylaw Notice Enforcement Act.*

## 6. Related Documents

- 6.1. Bylaw Enforcement Framework Procedure 0235
- 6.2. Bylaw Notice Enforcement Bylaw, as amended
- 6.3. Respectful Behaviour Bylaw, as amended
- 6.4. The Office of the Ombudsperson Special Report No. 36, March 2016 – Bylaw Enforcement: Best Practices Guide for Local Governments

## 7. Approval

<b>Approved by</b>	<input type="checkbox"/> Municipal Manager	<input checked="" type="checkbox"/> Mayor and Council
<b>Approval date</b>	2026/06/08	
<b>Council minutes eDocs # (Council Policies only)</b>	LGDM-711734498-25412	
<b>Council report eDocs # (Council Policies only)</b>	LGDM-711734498-25419	
<b>Signature</b>	<u>[Original signed by Mayor]</u> MAYOR	

## 8. Additional Information

<b>Category</b>	<input checked="" type="checkbox"/> Council	<input type="checkbox"/> Administrative
<b>Related procedure</b>	<input checked="" type="checkbox"/> Yes (0282-20-0235)	<input type="checkbox"/> No
<b>Date of last review</b>	2026	