



**Department: Community Services**  
**Director: Todd Cashin**  
**2022 Budget: \$3,536,712 (Operating)**  
**FTE's: 34.07**

## Mandates

Community Services supports and enhances the high quality of life enjoyed by residents throughout the Central Okanagan. This department provides a variety of direct services in several key sections: Planning and Land Use, Building Inspections and Business Licensing as well as many Protective Services programs.

**Protective Services** is committed to providing services that increases public safety and protection of residents and property in an effective and efficient manner. This includes the following core programs:

- Crime Stoppers
- Crime Prevention
- Victim Services
- Alarm Control
- Emergency 911
- Dog Control
- Weed & Insect Control
- Bylaw Enforcement

**Planning Services** is committed to leading and managing coordinated planning that addresses issues affecting municipal and electoral jurisdictions within the Central Okanagan, to manage growth and support human settlement that is socially, economically, and environmentally sustainable. This includes the following core programs:

- Regional Planning
- Electoral Area Planning
- Bylaw Enforcement

**Inspection Services** is committed to providing effective and efficient building inspection, business licensing, and bylaw enforcement services in a manner that respects individual community needs and promotes a safe and healthy community environment, specifically through safer and healthier buildings and prevention or reduction of incompatible uses or nuisances. This includes the following core programs:

- Building Inspections
- Business Licencing
- Bylaw Enforcement

## **Program Management Goals**

### **Protective Services**

- Ensure services enhances the quality of life in the community by focussing on public safety.
- Provide services in a fair and equitable manner.
- Maintain professional relationships with partners in the delivery of services, including government agencies, and the public.

### **Planning Services**

- Provide sound planning advice to the public and agencies.
- Administer fair, but firm direction on compliance regarding policy and regulations.
- Enhance communication with the public, the development community, non-government organizations and government agencies to increase awareness of planning service activities and to address public needs.
- Review and evaluate development applications in accordance with the land-use policies, procedures, regulations, and standards.
- Comply with the Regional Board's mandate, and vision for a sustainable region.

### **Inspection Services**

- Provide inspection services in a professional and timely manner.
- Deliver services in a fair, but firm manner.
- Improve public awareness of services through education and information.
- Manage revenue goals and evaluate fees to ensure adequate cost recovery.
- Manage risk to control insurance costs.
- Continue to explore methods to improve service, quality, efficiency, and safety.

## **Community Services Programs**

- |                             |                                 |
|-----------------------------|---------------------------------|
| • 031 – Emergency 911       | • 049 – Prohibited Animals      |
| • 039 – Alarm Control       | • 105 – Noise Abatement         |
| • 040 – Crime Stoppers      | • 106 – Untidy Premises         |
| • 041 – Victim Services     | • 110 – Regional Planning       |
| • 042 – Crime Prevention    | • 111 – Electoral Area Planning |
| • 043 – Business Licences   | • 115 – Insect Control          |
| • 044 – Building Inspection | • 116 – Weed Control            |
| • 046 – Dog Control         | • 118 – Starling Control        |

**2022 RDCO OPERATING EXPENDITURES: GENERAL, WATER, SEWER**  
**Total = \$58.9 Million**

