



TOWN OF HAY RIVER
MUNICIPAL ENFORCEMENT PLAN
Fall-Winter 2025-2026

MUNICIPAL ENFORCEMENT PLAN

The Protective Services Department has developed this Municipal Enforcement plan to prioritize municipal bylaw enforcement and implement a proactive approach to communicating, educating, and enforcing the Town of Hay River Bylaws. Where applicable, support for influencing positive behavioural changes is included in the plan.

Taking a consistent approach to enforcement will create uniformity in how our bylaws are enforced, foster a better understanding of the bylaws among the public, and, in some cases, raise awareness of issues addressed through bylaw enforcement.

The Protective Services Group will focus on education and activities that promote public compliance with bylaws deemed essential by the Administration and the Council at this time. This plan is not a one-time effort, but an ongoing commitment to the safety and well-being of our community. While the plan prioritizes bylaw efforts for the fall and winter of 2025 through the spring of 2026, the Municipal Enforcement Plan will be a living document that considers where our actions should be on an ongoing basis. It will consider concerns from the Mayor and Council, Administration, the public, other governing bodies, and legislation.

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

Municipal Enforcement Plan Priority List

Snow Clearing Bylaw	<p>Issues – improper disposal of snow, cleanup of sidewalks, and snow piled near intersections blocking visibility</p> <p>Enforcement - Education, public reminders, engagement and issuing of tickets</p> <p>Primary Focus Time - Nov 1st - April 30th</p> <p>Bylaw Priority Status - High</p>
Animal Control Bylaw	<p>Issues - Loose Animals, Animal welfare, Animal Attacks</p> <p>Enforcement - Communication through Social Media, Verbal and Written Warnings with Individuals, Fines for Repeat Offenders</p> <p>Primary Focus Time - Year-Round</p> <p>Bylaw Priority Status - High</p>
Public Behaviour Bylaw	<p>Issues – Loitering downtown, public intoxication, and fighting</p> <p>Enforcement – Verbal warning through talking with offenders, then issuing of tickets for repeat offenders</p> <p>Primary Focus Time – Year-Round</p> <p>Bylaw Priority Status - High</p>
Business License Bylaw	<p>Issues – Businesses not renewing licenses on time, new businesses operating without a business license</p> <p>Enforcement – Reminders sent to businesses reminding them of renewal and fines for businesses operating without proper licensing</p> <p>Primary Focus Time – Year-Round</p> <p>Bylaw Priority Status - Medium</p>
Fire Prevention Bylaw	<p>Issues – Burning toxic or unsafe materials, burning without permits</p> <p>Enforcement - Social Media Posts, Verbal and Written Warnings, Fines for Repeat Offenders and Serious Offences</p> <p>Primary Focus Time – Summer</p> <p>Bylaw Priority Status - Medium</p>

<p>Traffic Control Bylaw</p>	<p>Issues – This is a large section that addresses several areas of Traffic offenses, parking violations of vehicles and trailers, school zone safety, and all other vehicle offences pertaining to this bylaw</p> <p>Enforcement – because of the multiple enforcement activities associated with this bylaw, the priority is both higher and lower, given the specific area.</p> <p>some of the infractions, like vehicles trailers on the roadway, will be handled in a 3-step approach with verbal warning, written warning, and then enforcement. Some will be a 2-step approach with warnings first, then tickets for repeat offenders like ATVs.</p> <p>Primary Focus Time – Year-Round</p> <p>Bylaw Priority Status – Medium</p>
<p>Taxi Bylaw</p>	<p>Issues – Bylaw Requirements for Safe Taxi Operators.</p> <p>Enforcement – Verbal and Written Warnings, Fines for Repeat Offenders, Suspension of License</p> <p>Primary Focus Time – Winter</p> <p>Bylaw Priority Status – Medium</p>
<p>Unightly Bylaw</p>	<p>Issues – Properties may still become unsightly after the 2025 cleanup efforts, and properties previously deemed acceptable may fall into the unacceptable category if not monitored.</p> <p>Enforcement – Patrols will continue to monitor properties, and engagement with residents who fall into the unsightly classification will occur to prevent the spring unsightly list from growing due to being unmonitored and unenforced.</p> <p>Primary Focus Time – Summer</p> <p>Bylaw Priority Status – Medium</p>
<p>Noise Abatement Bylaw</p>	<p>Issues – Excessive noise during quiet time hours, barking dogs, recreational vehicles, and mobile businesses</p> <p>Enforcement – Social Media Posts, Verbal and Written Warnings, Fines for Repeat Offenders</p> <p>Primary Focus Time – Summer</p> <p>Bylaw Priority Status - Low</p>

Bylaw 2422 Snow Removal Bylaw

Overview:

Snow Removal complaints account for a large share of our call volume during the winter months. Ensuring that residents dispose of their snow appropriately is a priority. Snow from residents' driveways must be either deposited upon their properties or hauled away. It is common to receive complaints from residents about their neighbours depositing snow on their properties, which is not allowed. It is also common for residents to push their snow onto the street, which then becomes a hazard for motorists and more work for our Public Works staff during an already busy snow removal season. Residents are also responsible for keeping their sidewalks in front of their property clear, within 24 hours of a snowfall. Education on allowance is often needed for snow pushed onto the street. Snow from sidewalks is allowed to be deposited on the roadway for Public Works to haul away, but snow from driveways is not.

Communication:

Social media messages to the public about snow removal obligations will be posted on our town's social media accounts. Proactive conversations will be had with residents who are in violation but may not fully understand the bylaw. Verbal warnings and warning letters to residents will follow for those who continue to violate this bylaw.

Education:

Examples of the town's snow-clearing expectations can be presented through a social media campaign. Specific examples of what is considered acceptable can be put forward when further clarification is required. Protective Services will work with Public Works to ensure adequate education and messages are delivered to the community.

Support:

Discussions with private snow removal contractors and major businesses to understand challenges and opportunities.

Enforcement:

Enforcement through fines will occur after communication and education have been undertaken, and violations continue.

Timing:

The primary focus of this Bylaw will be during the winter months, when snowfall warrants snow-clearing activities.

Bylaw 1957/ADMIN/11 Animal Control Bylaw

Overview:

We routinely receive complaints about loose animals (cats and dogs). These complaints are not isolated incidents, and loose animals can be found in all areas of the Town. There are occasional reports of animal neglect - some substantiated, others not. Residents are reminded of the requirements, depending on weather conditions, for animals residing outside for long periods. Aggressive animals are reported at times, sometimes between animals, and sometimes towards people. Each animal incident is different but is investigated thoroughly to evaluate the effectiveness of the bylaw and address enforcement needs where needed.

Communication:

Social media messaging to the public will create awareness that the Town supports responsible ownership of domestic animals within the town limits. Communication with the public about new off-leash areas and dog parks that the Recreation Department is implementing will be announced through posters and social media. We will continue to encourage licensing year-round when engaging with the public, to ensure that animals have proper tags for easy identification. Communicating bylaw requirements to residents through the animal shelter when they pick up their animal after it has been at large will also continue.

Education:

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

Support:

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

Enforcement:

There will be a three-step approach taken with enforcement. The first and second steps will be a warning (verbal, then written) regarding the infraction to educate the offender. The Third step will be fining the offender. For more serious incidents, fines and conditions are imposed on the animals and their owners to prevent repeated incidents. These incidents are thoroughly investigated to ensure that resident safety is a top priority.

Timing:

The Animal Control Bylaw will be enforced year-round.

Bylaw 2467/PS/25 Public Behaviour Bylaw

Overview:

The Downtown core, which includes all businesses, the library, and the Community Center, has seen an increase in individuals loitering around entrances and in buildings. Unfavorable behaviours that include but are not limited to intoxication, fighting, smoking, and causing disturbances are on the rise. Parents have expressed concern about their children's safety in this environment, as well as about other adults' reluctance to be subject to it. Understanding and finding a solution to these behaviours with the Healthy Community Committee continues to be a priority.

Communication:

Social media messaging to the public will raise awareness that the Town of Hay River will enforce infractions for unfavorable behaviour. The messaging will include areas of town that are of higher concern and those that may be more lenient toward such behaviour.

Education:

With the support of a bylaw to address unwanted behaviour in the downtown area, we will inform individuals so they can correct their behaviour, convene elsewhere, or encourage them and help them find the resources they need to succeed.

Support:

RCMP continues to support foot patrols downtown and provide feedback to Protective Services and the Healthy Community Committee to help guide the Town toward a positive solution. Where applicable, we will divert people loitering in the downtown core to the homeless shelter.

Enforcement:

There will be a two-step enforcement approach. The first step will be to issue a warning (verbal or written) regarding the infraction to educate the offender. The second step will be fining the offender. This will be supported by RCMP assistance. Any alcohol seen during patrols is confiscated and disposed of.

Timing:

The Public Behaviour Bylaw will be enforced year-round.

Bylaw 1395 Business License Bylaw

Overview:

The Business License Bylaw requires any person engaged in commercial activity for gain or livelihood to be licensed to operate in the Town of Hay River. This does not include a business regulated by an Act of Parliament of the Legislative Assembly of the Northwest Territories or any other exempt business as may be prescribed by regulation. Engagement with current businesses starts in January, and continues until one month after their business license expires, or until they renew their license. Renewal deadline is March 31st of each year.

Communication:

Social media messaging to the public will create awareness that the Town of Hay River requires all businesses that meet the business criteria to be licensed. Engagement with businesses advertising around Town and on Social Media will be monitored when possible and followed up by phone or email. Reminders are sent to current registered businesses by mail three times before the renewal date. For businesses that do not renew or respond to mail, documents will be sent via email, reminding them to renew their licence or face penalties.

Education:

Contact offenders to inform them that they are in contravention of the Business License Bylaw and guide them through the steps to obtain a business license within the Town. Protective Services will work with our Senior Administrative Officer to explain why it is essential to register businesses with the Town and to outline the types of business licenses available and the process for obtaining them.

Support:

The Town of Hay River will guide people 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.

Corporate Services is recommending an update to the bylaw and improved licensing validation and reporting requirements by staff.

Enforcement:

There will be a two-step enforcement approach. The first step will be to issue a warning (verbal or written) regarding the infraction to educate the offender. The second step will be fining the offender. New businesses that are witnessed or reported to be working in Town,

Timing:

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

Bylaw 2006A/REG/11 Noise Abatement Bylaw

Overview:

The Noise Abatement bylaw ensures residents of Hay River are not disturbed by excessive noise levels and can enjoy peace during quiet hours. The purpose is to prevent sleep disturbance and ensure the community remains a pleasant and peaceful place to live. Excessive noise may create disputes between neighbours or push people to leave areas where recurring disturbances happen. This bylaw clearly outlines acceptable conduct or behaviour regarding noise within the municipality.

Communication:

General messaging on social media and the town website will ensure residents are informed about the Noise Abatement Bylaw.

Education:

The Bylaw Officer will ensure they have healthy conversations with residents who are in contravention of this bylaw, explaining what conduct or action needs to change and why. That will be accompanied by a copy of the bylaw so that the residents can further educate themselves on what is expected of them.

Support:

The Bylaw Officer will assist the residents in finding solutions to address the noise issue. Bylaw will also work with RCMP to ensure these issues are addressed.

Enforcement:

When enforcing this bylaw after the educational approach is unsuccessful, a three-step approach with fines will be taken. Step 1 is a fine of \$100; step 2 is a fine of \$150, and step 3 is a summons to court where the Justice may impose a fine of up to \$500 and/or 1 month in jail.

Timing:

The Noise Abatement Bylaw will be enforced year-round with increased focus in the summer period. Education on the Noise Abatement Bylaw will be posted if call volumes escalate and warrant further public education.

Bylaw 2423 Traffic Control Bylaw

Overview:

One of the primary focuses during the winter months with the Traffic Control Bylaw is ensuring safety and compliance in our school zones. Active patrols in school and playground areas during busier times along with assistance from RCMP helps to reduce infractions and improve pedestrian and traffic safety. The other primary focus is vehicle and trailer parking. To ensure that public works operators can safely and effectively clear our roadways, vehicles must adhere to a 72-hour parking limit during snow clearing. This also includes engagement with vehicle and trailer owners that are parked on the streets in scheduled zones.

The Town of Hay River recognizes the need to encourage residents to comply with the Town of Hay River Traffic Control Bylaw, the Motor Vehicle Act, and the ATV Act. Ensuring compliance on the roadways is crucial for protecting the safety of drivers and pedestrians.

There will also be enforcement of yielding and stopping, distracted driving (including cell phone use), failure to yield to emergency vehicles, failure to wear seatbelts, and speeding, with the understanding that the RCMP has primary responsibility for enforcement in this area. This will be treated as a lower priority, with a reactive approach to infractions witnessed, rather than targeted traffic enforcement outside of school zones.

Communication:

Social media messaging to the public will raise awareness that the Town of Hay River, along with the RCMP, will actively enforce traffic regulations.

Education:

We will provide specific examples of the traffic offences that will be enforced through a poster campaign on our social media pages. We will also be addressing concerns from citizens through the Town of Hay River Facebook Page.

Support:

The Town of Hay River will be working with the R.C.M.P. to help prevent traffic offences.

Enforcement:

There will be a two-step enforcement approach. 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 year-round. Communication on trailer and vehicle parking infractions will be issued in the Fall.

Bylaw 2425 Taxi License Bylaw

Overview:

The Taxi License Bylaw regulates the operation of taxis within the Town of Hay River. The Bylaw addresses rates, age of equipment, communications, and other aspects of a taxi service's day-to-day operations, including who can drive.

Over recent years, numerous concerns have been reported about the availability of taxi services, with some taxi companies failing to respond within a reasonable timeframe. A lack of service reliability can expose residents to several safety risks.

Communication:

The Town of Hay River administration will work directly with the taxi firms to ensure they meet the criteria outlined in the Bylaw. Of particular importance is the safety of the equipment being used and safe, qualified drivers.

Enforcement:

Enforcement will take a two-step approach. The first step will be to issue a warning (verbal or written) regarding the infraction to educate the offender. The second step will be to fine the offender or, in extreme cases, revoke their license. Every effort will be made to be reasonable with the operating company to find a solution.

Support

Administration will meet with taxi companies to better ensure they understand and can meet the Bylaw requirements and appropriate service levels that ensure the safe commute of residents through the Town.

Timing:

The Taxi License Bylaw will be enforced year-round. Specific attention will be paid to compliance during the winter months, when the risk of exposure has increased.

Bylaw 2238-PS-24 Fire Prevention Bylaw

Overview:

The Fire Prevention Bylaw focuses on the health, welfare, and safety of the town and its residents regarding fire prevention, protection, and enforcement of regulations. This bylaw primarily ensures that residents comply with environmental requirements and burn safely, without increasing the risk of secondary fires throughout the community.

Communication:

Social media messaging to the public will create awareness of what the Town of Hay River will be enforcing in regards to fireworks, burn permit processes, and unauthorized or unsafe burning conditions. The messaging will include the fines involved and the safety considerations.

Education: The Fire Department has different educational campaigns which include, social media posts and Fire Prevention Activities, which include a visit to the schools as well as an open house event at the Fire Hall.

Enforcement:

There will be a two-step approach taken with enforcement. The first step will be a verbal or written delivered to the individual or business. The second step will be fines incurred to individuals or businesses that are repeat offenders.

Timing:

The primary focus for this Bylaw will be in the high risk summer season.

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 essential to understand the general zone interests and state of maturity in the application of the bylaw.

Wintertime enforcement will focus on maintaining compliance, whereas spring and summertime will focus more on cleaning up existing issues.

Communication:

General social media messaging, engagement with residents, and warning letters will follow for those who remain in non-compliance.

Education:

The Bylaw Officer will speak with and work with residents who need further clarification and provide them with the information required to maintain compliance with this bylaw.

Support:

Development of new sections to the unsightly bylaw that will help clarify requirements and process. It will also help address dilapidated and derelict properties and the cleanup of properties around the Town of Hay River.

Enforcement:

Targeted enforcement of the Bylaw will occur after communication, education, and support have been undertaken.

Timing: This bylaw will be enforced year-round with increased requirements in the summer season