

2020 Year-End Report – Community Standards Department

ISSUE

This report summarizes the 2020 service line functions of the Community Standards Department and provides an overview of key items and projects anticipated in 2021.

BACKGROUND

The Community Standards Department is comprised of three core business units: Bylaw Compliance, Licensing and Permitting and Parking Services. Primary goals of the Department include:

- Providing a communication focal point for customers seeking assistance in bylaw, business development or regulatory compliance;
- To be accountable for the stewardship, development and maintenance of standards, regulations and bylaws as they relate to maintaining a healthy community; and
- Providing an effective delivery model with a clear and consistent approach in achieving resolution of bylaw contraventions.

CURRENT STATUS

The 2020 Year-End Report for the Community Standards Department provides an overview of work undertaken throughout 2020 and highlights upcoming initiatives in 2021 (see Appendix 1). The report also summarizes activity levels associated with key functions of the Department, including data on bylaw investigations, business licenses issued and management of on-street parking.

DISCUSSION/ANALYSIS

The Community Standards Department focuses heavily on the promotion of public education and communication related to bylaw matters, with a goal of minimizing the need for enforcement measures. While Community Standards manages a diverse portfolio of work, the commitment to provide a high level of customer service to both residents and the business community continues to drive the Department's decisions and priorities.

Recognizing the COVID-19 pandemic is an unprecedented challenge for many, the Department worked throughout 2020 to ensure regulatory measures were implemented in a manner which addressed current conditions and met the community's changing needs. This focus will continue throughout 2021.

FINANCIAL IMPLICATIONS

There are no financial implications identified.

OTHER IMPLICATIONS

There are no privacy, legal, social, CPTED or environmental implications identified.

NEXT STEPS

The Community Standards Department reports annually on its activities; a communication plan is not required at this time.

APPENDICES

1. Community Standards 2020 Year-End Report

REPORT APPROVAL

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