

2021 Year-End Report – Community Standards Department

ISSUE

This report summarizes the 2021 service line functions of the Community Standards Department (Community Standards) and provides an overview of key items and projects anticipated in 2022.

BACKGROUND

Community Standards is comprised of three core business units: Bylaw Compliance; Licensing and Permitting; and Parking Services. The primary objectives include:

- 1) Providing a communication focal point for customers seeking assistance on bylaws, business development or regulatory compliance;
- 2) Being accountable for the stewardship, development and maintenance of standards, regulations, and bylaws as they relate to maintaining a safe community and vibrant business sector;
- 3) Providing an effective delivery model with a clear and consistent approach for achieving resolution of bylaw contraventions; and
- 4) Managing parking supply and demand while ensuring public safety and support for a vibrant business community.

CURRENT STATUS

The 2021 Year-End Report for Community Standards provides an overview of work undertaken throughout 2021 and highlights upcoming initiatives in 2022 (see Appendix 1). The report also summarizes activity levels associated with key functions of Community Standards, including data on bylaw investigations, business license totals, and management of on-street parking.

DISCUSSION/ANALYSIS

Community Standards is committed to supporting a safe and healthy community by ensuring that reasonable standards are maintained. Community Standards focuses on the promotion of public education and communication related to bylaw matters, with a goal of minimizing the need for enforcement measures. The diverse portfolio of work managed by Community Standards contributes to a better quality of life for residents.

In 2021, the COVID-19 pandemic continued to present challenges and Community Standards worked to ensure regulatory measures were implemented in a manner that addressed changing conditions and met the community's needs. Community Standards led the development of several policy changes to the benefit of residents and businesses in 2021 as outlined in Appendix 1.

FINANCIAL IMPLICATIONS

There are no financial implications identified.

OTHER IMPLICATIONS

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

NEXT STEPS

Community Standards reports annually on its activities.

APPENDICES

1. Community Standards 2021 Year-End Report

REPORT APPROVAL

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