

# Community Standards Prioritized Initiatives

## Bylaw Enforcement Section Initiatives

Initiated	Initiative Description	Current Status	Estimated Completion
<b>2017</b>	Centralized Inspection Files - Design and implement a standardized file sharing system that is field accessible for all inspectors to promote quality customer service through information sharing	<b>Initiated</b>	<b>Jan-18</b>
<b>2017</b>	Centralized Inspector Office - Transition inspection staff into centralized office location to facilitate inspection pool, knowledge sharing, and customer service improvements	<b>In Progress</b>	<b>Mar-18</b>
<b>2017</b>	Property Maintenance Inspection Program - Complete pilot of property maintenance inspection program and propose and implement long-term operational plan	<b>In Progress</b>	<b>2018</b>
<b>2017</b>	Sewer Use Bylaw - Complete bylaw implementation and transition the daily operational components of the new Sewer Use Bylaw into the Community Standards Division	<b>In Progress</b>	<b>2018</b>
<b>2017</b>	Bylaw Training Program - Develop and implement a standardized training program to promote safe inspections and standardized delivery for consistent customer service	<b>Initiated</b>	<b>2019</b>
<b>2018</b>	Easy to Read Bylaw Guide - Develop a customer-friendly print and online guide to educate and empower homeowners on bylaw responsibilities and expectations	<b>Not Started</b>	<b>2018</b>

## Licensing and Permitting Section Initiatives

Initiated	Initiative Description	Current Status	Estimated Completion
<b>2017</b>	Outdoor Music Requirements - Review current outdoor music regulations and guidelines and ensure alignment with current customer needs as requested by City Council	<b>Not Started</b>	<b>Jan-18</b>
<b>2017</b>	Landscaping Requirements - Review options to ensure landscaping is completed in conjunction with development of one- and two-unit dwellings as requested by City Council	<b>In Progress</b>	<b>Feb-18</b>
<b>2017</b>	Mobile Food Truck Policy Review - Conduct policy review and engagement and recommend changes with respect to current pilot program as requested by City Council	<b>Reoccurring</b>	<b>Apr-18</b>
<b>2017</b>	Parking Patio and Sidewalk Cafe Policy Review - Conduct policy review and engagement and recommend changes with respect to current pilot program as requested by City Council	<b>Reoccurring</b>	<b>Apr-18</b>
<b>2018</b>	Noise Bylaw Extension Approval Model - Review practices in other major cities and develop streamlined approval process for noise bylaw extensions as requested by City Council	<b>Not Started</b>	<b>Apr-18</b>
<b>2017</b>	Operation of Drones and UAVs in City Limits - Develop and propose a regulatory policy to approve operation of drones/UAVs within City limits as requested by City Council	<b>In Progress</b>	<b>May-18</b>
<b>2019</b>	Signage Regulation Review - Review bylaw amendments to update signage regulations in Zoning Bylaw No. 8770 as requested by City Council	<b>Not Started</b>	<b>Oct-18</b>
<b>2018</b>	Short-Term Accommodation Regulations - Conduct research and engagement and propose a regulatory model as requested by City Council	<b>In Progress</b>	<b>Oct-18</b>
<b>2017</b>	Taxi Licensing Model - Continue transition of taxi licensing and enforcement to the Community Standards Division, including ongoing consultation and policy development regulating Transportation Network Companies	<b>In Progress</b>	<b>2019</b>
<b>2017</b>	Drainage Regulatory Model - Continue engagement, research, and development toward recommending bylaw changes and a regulatory model to effectively govern drainage regulation	<b>In Progress</b>	<b>2019</b>
<b>2018</b>	Cannabis Regulations - Conduct research and engagement and propose a regulatory model in line with federal regulations	<b>In Progress</b>	<b>Jul-18</b>
<b>2019</b>	General Licensing - Initiate and complete transition of this function from Corporate Revenue to streamline customer service	<b>Not Started</b>	<b>2019</b>
<b>2019</b>	Signage Permitting Business - Review current program, and implement a revised cost-recovery program with appropriate fees	<b>Not Started</b>	<b>2019</b>
<b>2020</b>	Secondary Suite Regulation and Enforcement - Conduct research and engagement and propose a regulatory model	<b>Not Started</b>	<b>2019</b>
<b>2020</b>	Street Use Permitting Model - Transition permitting program to the Community Standards Division and review and propose new fees and costs recovered for businesses in line with current street use enforcement	<b>Not Started</b>	<b>2019</b>

## Parking Section Initiatives

Initiated	Initiative Description	Current Status	Estimated Completion
<b>2017</b>	Paid Parking Time Zone Extension - Review and report effectiveness of increased 3-hour time zones in paid parking areas as requested by City Council	<b>Initiated</b>	<b>Dec-17</b>
<b>2017</b>	Temporary Reserved Parking Program - Develop and implement new fees, rate classes, and business delivery model for temporary reserved parking, including special license groups (e.g. parking patios, etc.) as requested by City Council	<b>Initiated</b>	<b>Jan-19</b>
<b>2017</b>	Residential Parking Permit Program - Conduct research and engagement and present a new policy and bylaw to govern residential parking management issues as requested by City Council	<b>Initiated</b>	<b>2019</b>
<b>2017</b>	Service Alert Communication - Develop a simplified service alert system to trigger during unplanned system and parking application outages	<b>In Progress</b>	<b>Jan-18</b>
<b>2017</b>	Reduce Unpaid Parking Tickets - Develop and implement program to increase recovery of current \$2.5M in outstanding parking tickets	<b>Initiated</b>	<b>May-18</b>
<b>2018</b>	Enforcement Services Procurement - Issue Request for Proposals to procure new long-term vendor of enforcement services	<b>Not Started</b>	<b>Jul-18</b>
<b>2018</b>	Disabled Parking Program - Conduct review and engagement to propose changes to current permitting program	<b>Not Started</b>	<b>Oct-18</b>
<b>2019</b>	Meter Post Renewal - Determine long-term asset management plan for meter post reuse in line with urban landscape needs and to facilitate Temporary Reserved Parking Program	<b>Not Started</b>	<b>2019</b>
<b>2017</b>	Request for Review Process - Refine customer service and communication and realign resources to effectively manage parking ticket review requests	<b>In Progress</b>	<b>2019</b>
<b>2019</b>	Marketing/Rebranding Campaign - Design and implement a new marketing campaign to rebrand the parking business	<b>Not Started</b>	<b>2019</b>
<b>2019</b>	Signage Review, Replacement, and Management - Review state of current signage, develop replacement strategy, and implement ongoing response management - in line with rebranding and marketing	<b>Not Started</b>	<b>2019</b>
<b>2020</b>	Mailed Ticketing - Develop and implement staffing, system, and protocol to meet full system potential via mailed ticketing process	<b>Not Started</b>	<b>2020</b>
<b>2019</b>	Enforcement Route Optimization - Utilize large volumes of parking data to optimize enforcement routes and services	<b>Not Started</b>	<b>2019</b>
<b>2020</b>	Utility Finance Model - Design and propose a funding model that maintains investment in current stakeholders and the City but provides opportunities for parking business expansion and development	<b>Not Started</b>	<b>2022</b>
<b>2019</b>	New Parking System Procurement - Develop procurement plan to prepare for parking meter upgrades - replace following end of 2020 contract	<b>Not Started</b>	<b>2021</b>
<b>2022</b>	Consolidate City-Owned Lot Management - Develop and implement a new business model to more effectively and consistently utilize all City-owned parking facilities in line with parking study	<b>Not Started</b>	<b>2023</b>