

Date: Tuesday, June 10, 2025

To: Elizabeth Tracy, Chief Administrative Officer

From: Gwendolyn Kennedy, Manager, Corporate & Legislative Services

Subject: Corporate & Legislative Services 2025 First Quarter Report

PURPOSE

The purpose of this report is to present to Council a summary of the administrative activities of Corporate & Legislative Services in the first quarter of 2025, from January 1st to March 31st.

BACKGROUND

Quarterly reports are provided to keep Council apprised of department activities, achievements, and challenges.

DISCUSSION & COMMENTS

In the first quarter of 2025, Corporate & Legislative Services facilitated or completed the following projects and actions:

Council & Committee Meetings

- Facilitated four regular council meetings, four committee of the whole meetings, one special meeting, one public information session, and one public hearing
- Drafted resolutions for submission to the Lower Mainland Local Government Association
- Provided records management, freedom of information, and privacy training

Bylaws and Policies

- Facilitated adoption of six bylaws and one policy

Education & Training

- Completed airside safety training (online) and training in the use of AI tools (online)
- Completed courses in governance for planetary health and research methods for public policy

Other

- Manage the approval process for the Water Treatment Facility Loan Authorization Bylaw No. 922, 2022
- Submitted applications for grant funding under the BC Air Access Program
- Completed binding of minutes and bylaws
- Continued to review records for destruction in 2025
- Issued two film permits
- Provided records management training to Recreation staff

Freedom of Information Requests

Staff received and responded to one request for access to information.

Business Licences

As shown in Table 1, the number of business licence renewals has decreased compared to previous years. The total number may increase slightly as some of the 40 pending licences are renewed throughout the remainder of the year. Renewal notices were sent to business owners prior to the end of the year and again mid-January by the Finance department.

Table 1. Business licences, 2019 - 2025

2019	2020	2021	2022		2023		2024		Q1 2025	
399	416	443	482		492		494		420	
			415 Renewal	67 New	438 Renewal	54 New	425 Renewal	69 New	402 Renewal	18 New

Corporate & Legislative Services has been working towards the implementation of the CloudPermit licensing module that will be launched in the second quarter of 2025, conducting in-house testing and making final changes to the new system before rolling it out to the public in the second quarter.

Service Requests

The total number of service requests received in the first quarter of 2025 was 31 (Table 2), a significant decrease from the 49 service requests received in the first quarter of 2024. Service requests have been dropping steadily since a high of 294 in 2021. Of the 31 requests received in the first quarter of 2025, 26 have been completed, 3 are in progress, and 2 remain unresolved.

Table 2. Service requests received, 2019 - 2025

Service Request Category	2019	2020	2021	2022	2023	2024	Q1 2024	Q1 2025
Bylaw enforcement	108	129	94	59	57	46	5	10
Animal control	24	20	30	20	21	24	5	3
General & operational enquiries	113	124	-	-	-	-	-	-
General enquiries			87	70	46	65	8	11
Operations			79	120	100	82	30	7
Vandalism reports	0	2	4	-	4	2	1	0
Total SRs received	245	275	294	269	228	219	49	31

Bylaw Education & Enforcement

Dogs

Despite a steady decrease in service requests, staff have observed frequent animal control issues, particularly those related to roaming and aggressive dogs. These incidents have been addressed by the community services officer, and on occasion, by the RCMP. The community services officer has been actively engaging with dog owners in areas of concern, such as the One Mile Lake trails. Most interactions involve verbal education on relevant bylaws, and in cases where dogs are found off-leash, leashes are provided to the owners.

Signs

The GIS sign project is ongoing, with the community services officer taking the lead by documenting signs and following up with staff in other departments when sign updates are required. The officer has collaborated with Operations, Recreation Services, and with the communications and engagement advisor to request improved signage at various locations.

Bylaw Enforcement Notices

The bylaw officer position was vacant during the month of January. The position was filled in February, with a title change to community service officer. Since then, the focus has been an education-first approach to bylaw enforcement, aiming to help residents better understand and comply with local regulations. This strategy is intended to enhance both awareness and voluntary compliance within the community.

Table 3 shows the number of bylaw enforcement notices and warnings issued during the first quarter of 2025, including documented letters and parking warning notices. Verbal enforcement interactions are not included. New winter parking regulations came into effect in November 2024. Of the first warnings issued, 70 were related to these new regulations, with only two progressing to second warnings.

Table 3. Bylaw Enforcement Warnings and Notices

2025	First Warning	Second Warning	Tickets issued
Parking and Traffic Control	124	6	4
Animal Control	3	0	0
Wildlife Attractants	1	0	0
Zoning	1	0	0
Parks and Public Spaces	1	0	0
Total	130	6	4

Table 4 shows the number of bylaw enforcement notices issued specifically for parking infractions in the first quarter of 2025 in comparison with previous years. The low number of tickets issued in the first quarter of 2025 reflects the absence of bylaw enforcement in January

and the soft approach to enforcement in February while the community services officer focused on educating drivers regarding the new winter parking regulations.

Table 4. Parking Bylaw Enforcement Notices, 2019 – 2025.

2019	2020	2021	2022	2023	2024	Q1 2024	Q1 2025
332	249	66	44	79	52	30	4

Outstanding Resolutions

Corporate & Legislative Services tracks council resolutions and reports on outstanding resolutions quarterly. There are no outstanding resolutions from the first quarter of 2025.

COMMUNICATIONS

There are no communications considerations.

LEGAL CONSIDERATIONS

There are no legal considerations.

BUDGET & STAFFING

There are no impacts to the budget or staff hours.

INTERDEPARTMENTAL IMPACT

There are no interdepartmental impacts.

COMMUNITY CLIMATE ACTION PLAN

This initiative has no impact on the Community Climate Action Plan strategies.

STRATEGIC PRIORITIES

By keeping Council and the public informed of the activities of Village departments, quarterly reports support the strategic priorities *operate with excellence*.

IMPACT ON THE REGION

Review of departmental activities has no impact on the region or other jurisdictions.

ATTACHMENTS:

None

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