

**COMMUNITY AND PROTECTIVE  
SERVICES COMMITTEE  
REPORT 27  
25 OCTOBER 2017**

50

**COMITÉ DES SERVICES  
COMMUNAUTAIRES ET DE  
PROTECTION  
RAPPORT 27  
LE 25 OCTOBRE 2017**

**EXTRACT OF DRAFT MINUTES 27  
COMMUNITY AND PROTECTIVE  
SERVICES COMMITTEE  
19 OCTOBER 2017**

**EXTRAIT DE L'ÉBAUCHE DU  
PROCÈS-VERBAL 27  
COMITÉ DES SERVICES  
COMMUNAUTAIRES ET DE  
PROTECTION  
LE 19 OCTOBRE 2017**

---

BY-LAW AND REGULATORY SERVICES 2016 ANNUAL REPORT

ACS2017-EPS-GEN-0016

CITY WIDE

---

**That the Community and Protective Services Committee and Council  
receive this report for information.**

Roger Chapman, Director, By-law and Regulatory Services thanked his staff for working on the report before committee and spoke to a PowerPoint presentation. A copy of the presentation is held on file with the City Clerk's office.

Committee members asked questions on the following points:

- The water pipe venues appear to be difficult to close down. Roger Chapman stated that compliance of the new by-law has not been what was hoped or anticipated. There were 15 establishments and 9 are being investigated.
- There was a summary given on how the alternate response works. Roger Chapman states that it is very successful.
- Is the department doing spots checks of UBER at the same rate as taxis? Mr. Chapman commented that there has been a high rate of compliance with the vehicle-for-hire (UBER) program.
- It is hoped that any budget requirements regarding the upcoming change

in marijuana laws will be reflected in the 2018 Budget.

- The 2017 celebrations have seen an increase in service requests that will probably subside following the end of celebrations.

Chair Deans thanked Roger Chapman and his staff for a job well done.

The report was RECEIVED as presented.

**DIRECTION TO STAFF:**

That Staff prepare a memo to the members of the Community and Protective Services Committee with an info graph giving the timeline from receipt of complaint to resolution for property standards and property maintenance issues.