

By-law Enforcement (Levels of Service to Public) July 2020 - June 2021 Results													
Community Safety													
Pillar	Department Goal	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	2020 Results / Comment
Social	Ensure that the City of Moncton is a safe and respectful community through the enforcement of by-laws	By-law Enforcement	N/A	By-law enforcement	Complaint handling	Complainant	A public service provided to potential by-law violators and complainants offering compliance with a variety of City By-laws.	Response to Complainant.	<ul style="list-style-type: none"> • 48 hours to acknowledge receipt of complaint from complainant and have it entered in our system for investigation. • Target: 95% of the time 	90%	90%	-	<ul style="list-style-type: none"> • 1404 Service Request from July 2020 to June 2021
									<ul style="list-style-type: none"> • 48 hours to respond to request for information on existing service request or case regarding status of service request or case. • Target: 95% of the time 	75%	75%	-	<ul style="list-style-type: none"> • Not meeting 48hrs response time due to staffing and increase in service requests • Self service option being considered for Infor to allow customer option to track status of Service Request.
									<ul style="list-style-type: none"> • 4 business days from receipt of complaint, follow-up or next steps including timelines will be provided. • Target: 95% of the time 	No	No	-	<ul style="list-style-type: none"> • Still in the process of implementing the Service Improvement study results, including automated responses in Infor when Service Request is closed and moved to a case (enforcement stage).
					On street patrols: <ul style="list-style-type: none"> • Pan handling • On Street parking regulations 	Violators and Citizens	A public service provided to on-street by-law violators and complainants offering compliance with a variety of City By-laws.	Ticketing	Community Officers patrolling 24/7	Yes	Yes	Yes	
Governance	Ensure that by-laws are created and abided by for the greater safety and enjoyment of the community	By-law Enforcement	N/A	Business licensing	<ul style="list-style-type: none"> • Taxi Owners and Operators • Pawnbrokers • Mobile Home Parks • Transient Traders • Portable sign permit • Mobile Vendors • Vehicle immobilization service providers • Sidewalk Café license 	Applicant	Providing a licensing service for particular businesses and activities as allowed under the Municipalities Act ensuring compliance with applicable regulations.	<ul style="list-style-type: none"> • Taxi Owners and Operators • Pawnbrokers • Mobile Home Parks • Transient Traders • Portable sign permit • Mobile Vendors • Vehicle immobilization service providers • Sidewalk Café license 	<ul style="list-style-type: none"> • License and permit will be issued within 5 business days from receipt of a complete application • Target: 95% of the time 	Yes	Yes	Yes	