

Protective Services - By-Law Enforcement											Target	Target Achieved 2022-2023	Target Achieved 2022-2023	Target Achieved 2021-2022	Results / Comment
Pillar	Description	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target	Target Achieved 2022-2023	Target Achieved 2022-2023	Target Achieved 2021-2022	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 Laws	• By-Complainant	A public service provided to potential by-law violators and complainants offering compliance with a variety of City By-laws.	Response to Complainant.	• 48 hours to acknowledge receipt of complaint from complainant and have it entered in our system for investigation	95%	95%	95%	95%	• 3,317 Service Request from July 2021 to June 2022 • 5,920 Service Request from July 2022 to June 2023 • 6,337 Service Request from July 2023 to June 2024	
									• 48 hours to respond to request for information on existing service request or case regarding status of service request or case	95%	80%	80%	80%	• Waiting for new software to increase efficiency	
									• 4 business days from receipt of complaint, follow-up or next steps including timelines will be provided	95%	85%	85%	80%	• Waiting for new software to increase efficiency	
					On street patrols: • Pan handling • On Street parking regulations • Encampments/Social Issues	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	100%	Yes	Yes	Yes	• 864 Service Request from July 2021 to June 2022 • 1,021 Service Request from July 2022 to June 2023 • 4,418 Service Request from July 2023 to June 2024	
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	• Taxi Owners and Operators • Pawnbrokers • Mobile Home Parks • Transient Traders • Portable sign permit • Mobile Vendors • Vehicle immobilization service providers	Applicant	Providing a licensing service for particular businesses and activities as allowed under the Municipalities Act ensuring compliance with applicable regulations.	• Taxi Owners and Operators • Pawnbrokers • Mobile Home Parks • Transient Traders • Portable sign permit • Mobile Vendors • Vehicle immobilization service providers	• License and permit will be issued within 5 business days from receipt of a complete application	95%	Yes	Yes	Yes	• 1,400 Licenses issued from July 2021 to June 2022 • 1,582 Licenses issued from July 2022 to June 2023 • 1,602 Licenses issued from July 2023 to June 2024	