

By-law Enforcement (Levels of Service to Public) July 2022 - June 2023 Results													
Community Safety													
Pillar	Department Goal	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	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"> <li>• 48 hours to acknowledge receipt of complaint from complainant and have it entered in our system for investigation.</li> <li>• Target: 95% of the time</li> </ul>	95%	95%	90%	<ul style="list-style-type: none"> <li>* 1404 Service Request from July 2020 to June 2021</li> <li>* 3317 Service Request from July 2021 to June 2022</li> <li>* 7409 Service Request from July 2022 to June 2023</li> </ul>
									<ul style="list-style-type: none"> <li>• 48 hours to respond to request for information on existing service request or case regarding status of service request or case.</li> <li>• Target: 95% of the time</li> </ul>	80%	80%	75%	* Waiting for new software to increase efficeientcy.
									<ul style="list-style-type: none"> <li>• 4 business days from receipt of complaint, follow-up or next steps including timelines will be provided.</li> <li>• Target: 95% of the time</li> </ul>	85%	80%	No	* Waiting for new software to increase efficeientcy.
				Business licensing	On street patrols: <ul style="list-style-type: none"> <li>• Pan handling</li> <li>• On Street parking regulations</li> <li>• Encampments/Social Issues</li> </ul>	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	* 864 Service Request from July 2021 to June 2022 2875 Service Request from July 2022 to June 2023
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"> <li>• Taxi Owners and Operators</li> <li>• Pawnbrokers</li> <li>• Mobile Home Parks</li> <li>• Transient Traders</li> <li>• Portable sign permit</li> <li>• Mobile Vendors</li> <li>• Vehicle immobilization service providers</li> <li>• Sidewalk Café license</li> <li>• Fire Pit Permit</li> </ul>	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"> <li>• Taxi Owners and Operators</li> <li>• Pawnbrokers</li> <li>• Mobile Home Parks</li> <li>• Transient Traders</li> <li>• Portable sign permit</li> <li>• Mobile Vendors</li> <li>• Vehicle immobilization service providers</li> <li>• Sidewalk Café license</li> </ul>	<ul style="list-style-type: none"> <li>• License and permit will be issued within 5 business days from receipt of a complete application</li> <li>• Target: 95% of the time</li> </ul>	Yes	Yes	Yes	* 1400 Licenses issued from July 2021 to June 2022 1582 Licenses issued from July 2022 to June 2023