

COMMUNITY BY-LAW ENFORCEMENT SERVICES

Divisional Summary Report

SERVICE INDICATORS	2015**	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Total Number of By-law Investigations	14384	1795	5265	4677	2226	13963
Number of 311 Requests for Service Investigations	11266	1463	4332	3791	1809	11395
Number of Internal Proactive CBE0 Initiated Investigations	3119	332	933	886	417	2568
Total Number of Properties Inspected for By-law Compliance	9176					9602
Total Number of Infractions Cited	9503	1241	3192	3259	1560	9252
Total Number of Properties Issued New Compliance Orders	4566					4449
Total Number of Orders Issued	6150	616	2249	2122	1094	6081
Total Number of Inspections Conducted	29760	5649	9568	9196	6356	30769
ENFORCEMENT ACTIVITIES	2015	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Common Offence Notices Served	332	92	82	59	51	284
Remediation Action Taken	993	86	319	526	140	1071
Neighbourhood Liveability Unit						
Officer Resources	2015	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Total Number of Staff FTEs	16.19	16.00	16.00	13.67	14.67	15.08
SERVICE INDICATORS	2015	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Total Number of By-law Investigations	10121	1617	2645	2286	1907	8455
Number of 311 Requests for Service Investigations	8162	1419	2166	2026	1658	7269
Average Number of Days to Respond to a Public Request *	16	4	13	18	9	12
Number of Internal Proactive CBE0 Initiated Investigations	1959	198	479	260	249	1186
By-law Investigations per FTE	625.24	101.06	165.31	167.27	130.02	560.55
Total Number of Properties Inspected for By-law Compliance	6889.00					6689.00
Total Number of Properties Issued New Compliance Orders	2647.00					2578.00
Total Number of Inspections	18651	4645	5074	4600	4858	19177
Inspections per FTE	1152.19	290.31	317.13	336.59	331.23	1271.40
Total Number of Orders Issued	3736	536	902	552	904	2894
Vacant Buildings Unit						
Officer Resources	2015	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Total Number of Staff FTEs	5.90	5.67	5.00	4.67	6.00	5.33
Neighbourhood Liveability Investigations (VB Properties)	2015	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Total Number of By-law Investigations	1383	178	259	369	319	1125
Number of 311 Requests for Service Investigations	640	44	115	227	151	537
Average Number of Days to Respond to a Public Request *	13	2	5	17	9	11
Number of Internal Proactive CBE0 Initiated Investigations	743	134	144	142	168	588
By-law Investigations per FTE	234.57	31.41	51.80	79.07	53.17	210.94
Total Number of Properties Inspected for By-law Compliance	1325					1049
Total Number of Properties Issued New Compliance Orders	537					415
Total Number of Inspections	6851	1004	1267	1144	1498	4913
Inspections per FTE	1162.01	177.18	253.40	245.14	249.67	921.19
Total Compliance Orders Issued	696	80	123	133	190	526
Routine Annual Inspection Program (Schedule A of the VBB)	2015	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Number of Vacant Buildings Inspected as part of Annual Program	587					619
Number of Annual Inspection Processes Completed and Invoiced	209	44	74	35	100	253
Seasonal Support Unit (Vegetation & Garbage)						
Seasonal Resources	2015	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Total Number of Staff FTEs	1.33	0.00	4.67	4.33	0.00	2.25
Total Number of Inspectors	4	0.00	7.00	6.50	0.00	6.75
SERVICE INDICATORS	2015	2016 Q1	2016 Q2	216 Q3	2016 Q4	2016
Total Number of By-law Investigations	2881	0	2361	2022	0	4383
Number of 311 Requests for Service Investigations	2464	0	2051	1538	0	3589
Average Number of Days to Respond to a Public Request *	4	0	3	2	0	3
Number of Internal Proactive CBE0 Initiated Investigations	417	0	310	484	0	794
Investigations per Seasonal Employee	720.25	0	505.93	466.62	0	1948.00
Total Number of Properties Inspected for By-law Compliance	2388					3517.00
Total Number of Properties Issued New Compliance Orders	1382					1898.00
Total Number of Inspections	4258	0	3227	3452	0	6679
Average Number of Inspections per Seasonal Employee FTE	1064.50	N/A	461.00	531.08	N/A	989.48
Total Number of Orders Issued	1462	0	1224	1437	0	2661

* This measure previously reported the Median Time to Respond

** 2015 measures are restated to reflect improved methodology in work allocation