

# EX34.6

## Attachment 3 – Service Levels for Municipal Licensing and Standards

Service Lines	Activity	Type	Service Level Description	Status	Performance		
					2017		
					City-Wide	Ward 27	Ward 28
Animal Care, Control & Sheltering	Animal Mobile Response	Emergency Animal Rescue & Care	Percentage response within 2 hours	Approved	80%	80%	80%
				Actual	91%	92%	90%
		Cadaver Removal	Percentage response within 48 hours	Approved	80%	80%	80%
				Actual	90%	99%	98%
Bylaw Enforcement	Animals Bylaw Enforcement	Dogs off-leash	% rate response within 48 hours of report of dogs off-leash	Approved	90%	90%	90%
				Actual	93%	90%	93%
		Dog bites	% dog bites reports emergency response occurs within 2 hours	Approved	80%	80%	80%
				Actual	90%	95%	92%
	License and Permit Enforcement	Bylaw Enforcement Service Requests	% of Municipal Code Chapter 545 license and permit bylaw reports where initial response occurs within 48 hours of the report	Approved	90%	90%	90%
				Actual	58%	71%	61%
	Parks Bylaw Enforcement	Parks Service Request	% parks reports where initial response occurs within 48 hours	Approved	90%	90%	90%
				Actual	90%	91%	93%
	Waste Bylaw Enforcement	Abandoned Appliance - Doors On Reports	% abandoned appliance-doors on reports where response occurs within 24 hrs	Approved	100%	100%	100%
				Actual	80%	100%	93%
		Illegal Dumping Reports	% illegal dumping bylaw service response rate within 48 hrs	Approved	80%	80%	80%
				Actual	90%	82%	89%

Service Lines	Activity	Type	Service Level Description	Status	Performance		
					2017		
					City-Wide	Ward 27	Ward 28
Property Standards, Inspection & Compliance	Property Standards Inspection and Enforcement	Property Standards emergency response	% emergency responses conducted within 24 hours of reports	Approved	100%	100%	100%
				Actual	93%	90%	93%
		Property Standards non-emergency response	% non-emergency responses conducted within 5 days of report	Approved	80%	80%	80%
				Actual	79%	65%	62%
	Property Maintenance	Property Maintenance emergency responses	% emergency responses conducted within 24 hours of reports	Approved	100%	100%	100%
				Actual	93%	100%	100%
		Property non-emergency responses	% non-emergency responses conducted within 5 days of report	Approved	80%	80%	80%
				Actual	86%	95%	94%