Table 7 – Neighbourhood Liveability Unit (NLU) Report

COMMUNITY BY-LAW ENFORCEMENT SERVICES

Neighbourhood Liveability Unit (NLU) Performance Indicators					
Staffing Resources	**2012**	**2013**	**% Change**	**2014**	**% Change**
Total Number of Staff FTEs	16.71	16.79	0.48%	16.92	0.75%
SERVICE INDICATORS *	**2012**	**2013**	**% Change**	**2014**	**% Change**
Total Number of By-law Investigations	13,122	13,891	5.86%	11,347	-18.31%
Number of 311 Requests for Service Investigations	11,864	11,771	-0.78%	9,084	-22.83%
Median Number of Days to Respond to a Service Request	9	11	22.22%	9	-18.18%
Number of Internal Proactive CBEO Initiated Investigations	1,258	2,120	68.52%	2,263	6.75%
Investigations per FTE	785	827	5.36%	671	-18.93%
Total Neighourhood Liveability Inspections**	15,181	21,107	28.08%	20,233	-4.14%
Inspections per FTE	908	1,257	27.73%	1,196	-4.86%
Total Number of NLB Orders Issued	3,556	4,031	13.36%	3,805	-5.61%
Total Number of Deficiencies	7,999	7,975	-0.30%	7,155	-10.28%
Total Number of Common Offence Notices Served***	455	483	6.15%	477	-1.24%
Total Number of Property Clean-Ups by the City	153	287	87.58%	286	-0.35%

* These statistics exclude Vegetation Only Service Requests made when the seasonal Vegetation Control Unit is operating.

** These 2014 statistics DO NOT include the 4,144 compliant property inspections conducted during the 4 proactive property to property inspection initiatives.

*** 2014 Common Offence Notices Served will increase significantly as numerous Common Offence Notices for offences committed in 2014 are in the process of being served.