Table 8 - Seasonal Vegetation Control Unit (SVCU) Report

COMMUNITY BY-LAW ENFORCEMENT SERVICES

Vegetation Control Unit (VCU) - Annual Performance Indicators					
Staffing Resources *	**2012**	**2013**	**% Change**	**2014**	**% Change**
Total Number of Staff FTEs	1.08	1.21	12.04%	1.33	10.19%
Actual Number of Seasonal Employees	4	4	0.00%	4	0.00%
SERVICE INDICATORS	**2012**	**2013**	**% Change**	**2014**	**% Change**
Total Number of By-law Investigations	2,832	2,569	-9.29%	2,763	7.55%
Number of 311 Requests for Service Investigations	2,584	2,412	-6.66%	2,486	3.07%
Median Number of Days to Respond to a Service Request	2	4	100.00%	5	25.00%
Number of Internal Proactive CBEO Initiated Investigations	248	157	-36.69%	277	76.43%
Investigations per Seasonal Employee	708	642	-9.29%	691	7.55%
Total Number of Vegetation Inspections	3,948	3,091	-27.73%	4,745	53.51%
Average Number of Inspections per Seasonal Employee	987	773	-27.73%	1,186	53.51%
Average Number of Inspections per Complaint	1	1	-15.86%	2	42.73%
Total Number of Vegetation Contol Orders Issued	1,408	1,182	-16.05%	1,369	15.82%
Properties Remdiated by the Public Service	583	480	-17.67%	706	47.08%

* The Vegetation Control Unit operates seasonally during the summer months. It is regularly staffed with 4 By-law Support Workers.