

Compliance and Enforcement Operational Information

Business Area	Proactive or Complaint Based	Process to Receive, Prioritize & Triage	Metrics and Statistics Tracking
Development Services Branch Development Compliance	Complaint-based	<ul style="list-style-type: none"> - Received from public and internal referrals: 311 or business unit email submissions - Life/safety, residential living conditions, and climate impact are prioritized 	<ul style="list-style-type: none"> - Full POSSE functionality - Dashboard with operational key performance indicators and reporting capabilities
Development Services Branch Development Permit Inspections	Complaint-based	<ul style="list-style-type: none"> - Received from public and internal referrals: 311 - Goal service level agreement of 10 business days for investigation 	<ul style="list-style-type: none"> - Limited POSSE functionality, Google Sheets for file administration - No operational dashboard - Some metrics pulled into Infill Dashboard
Development Services Branch Landscaping Inspections	Complaint-based	<ul style="list-style-type: none"> - Received from public and internal referrals: 311 - Complaints where a direct impact on a held or anticipated landscape security a 	<ul style="list-style-type: none"> - Limited POSSE functionality, Google Sheets for file administration - No operational dashboard
Development Services Branch Lot Grading	Complaint-based	<ul style="list-style-type: none"> - Received from public and internal referrals: 311 - Life/safety, impacts to adjacent properties, and infill sites are prioritized. 	<ul style="list-style-type: none"> - Full POSSE functionality - No operational dashboard - Some metrics pulled into Infill Dashboard
Development Services Branch	Complaint-based	<ul style="list-style-type: none"> - Received from public and internal referrals: 311 or business unit email 	<ul style="list-style-type: none"> - Full POSSE functionality - No operational dashboard

Business Area	Proactive or Complaint Based	Process to Receive, Prioritize & Triage	Metrics and Statistics Tracking
<p>Safety Codes Compliance</p>		<p>submissions - Life/safety issues and properties with recurring bylaw infractions, unsafe site conditions, OH&S hazards, open excavations, and unsecured sites are prioritized</p>	<p>- Some metrics pulled into Infill Dashboard</p>
<p>Community Standards & Neighbourhoods Branch General Duty and Problem Properties Team</p>	<p>Proactive & Complaint-based</p>	<p>- Received from public and internal referrals: 311 or business unit email submissions - Life/safety issues and properties with recurring bylaw infractions are prioritized - Goal service level agreement of four business days for investigation.</p>	<p>- Full POSSE functionality - Dashboard with operational key performance indicators and reporting capabilities</p>
<p>Community Standards & Neighbourhoods Branch General Duty Community Peace Officers</p>	<p>Proactive & Complaint-based</p>	<p>- Received from public and internal referrals: 311 or business unit email submissions - Centralized dispatch unit triages and assigns prioritization - Life/safety issues and traffic obstructions are prioritized - Goal service level agreement of four business days for investigation.</p>	<p>- Full POSSE functionality - Some Dashboard capabilities with operational key performance indicators and reporting capabilities - Some metrics pulled into the Infill dashboard - Manual data collection and reporting for some residential complaint types</p>