

Community Standards Priority Achievements

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Objectives	Achievements	Section
Becoming the Communications Focal Point		
Ensure internal/external customers can access various bylaw enforcement business units in a seamless way	Improvements to web/email access via streamlined online form and centralized email address	Bylaw Enforcement
	A one-stop hotline has been created to get all parking inquiries dispatched through one central number that is effectively monitored	Parking
Ensure strong internal communication connections for distribution of bylaw-related inquiries	Creation of Bylaw Enforcement Committee comprised of cross-corporate partners with monthly meetings	Bylaw Enforcement
	An internal Parking Committee has been formed to keep cross corporate partners up to date	Parking
	Licensing and enforcement connections have been strengthened within the Community Standards Division	Business Licensing
Provide citizens and customers with a tracking system and follow-up	Creation and implementation of the Bylaw Enforcement Network tracking and dispatch system ensuring seamless connection with the inspectors and providing feedback to citizens	Bylaw Enforcement
	Continuing to provide quality and responsive service related to licensing inquiries	Business Licensing
Developing an Effective Bylaw Delivery Model		
Create standardized training and visual identity of bylaw enforcement services	Regular monthly training sessions within the Bylaw Enforcement Committee and sharing of experience to align delivery styles	Bylaw Enforcement
Conduct service reviews of each unit to adjust operations to align with other bylaw services	Data tracked in Bylaw Enforcement Network is able to provide response time capabilities in each distinct bylaw team	Bylaw Enforcement
Provide an overall bylaw business that is unified and consistent across regulation and compliance types	All inspectors now work together and share information to ensure customers are approached consistently and holistically	Bylaw Enforcement
	Clarity and consistency has been built into the parking team to ensure, through the hotline, that citizens receive a consistent experience	Parking
Create tangible material to educate and empower citizens to be engaged in their community	Targeted pamphlets and education materials have been produced in alignment to educate and empower homeowners	Bylaw Enforcement