

Code Compliance Services Department Performance Goals FY 2022
"Safeguarding and supporting a strong, healthy commUNITY"

METRICS			FY2021				FY2022												
Division	Goal	FY2021	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
Neighborhood Code																			
Percent of 311 service requests responded to within the stated Estimated Response Time (Department Rollup)	96%	92%	97%	97%	98%	97%	97%	96%	98%	97%	97%	98%	98%	97%	98%	98%		65%	97%
Percentage of litter and high weed service requests closed within Service Level Agreement (Department Rollup)	65%	73%	82%	84%	87%	84%	89%	89%	85%	87%	85%	83%	77%	86%	88%	83%		57%	86%
Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	99%	99%	100%	99%	100%	98%	99%	99%	99%	99%	99%	99%	100%	100%		67%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement	65%	90%	96%	91%	82%	90%	97%	95%	91%	93%	91%	92%	83%	92%	96%	95%		64%	92%
Number of service requests completed on time			784	598	706	2,088	579	479	742	3,888	914	930	1069	4,802	990	1132		707.3	4,802
Number of inspections performed for the month			1,708	1,324	1,595	4,627	1,287	1,054	1,793	8,761	1,956	1,895	2,313	10,717	2,068	2,419		1,496	10,717
North Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	89%	97%	100%	98%	98%	98%	95%	96%	97%	97%	96%	99%	97%	99%	98%		66%	97%
Percentage of litter and high weed service requests closed within Service Level Agreement	65%	78%	92%	97%	95%	95%	89%	84%	72%	85%	88%	82%	79%	88%	83%	79%		54%	88%
Number of service requests completed on time			456	420	418	1,294	412	328	629	2,663	499	612	834	3,162	725	867			3,162
Number of inspections performed for the month			1,053	1,098	1,085	3,236	1,052	825	1,501	6,614	1,258	1,445	1,952	7,872	1,634	1,803			7,872
North East																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	95%	98%	99%	100%	99%	99%	99%	99%	99%	99%	98%	98%	99%	99%	99%		66%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement	65%	63%	67%	81%	88%	79%	86%	77%	75%	79%	77%	80%	55%	79%	93%	91%		61%	79%
Number of service requests completed on time			1,071	930	809	2,810	684	505	857	4,856	1,149	1,163	1,080	6,005	902	922			6,005
Number of inspections performed for the month			2,537	2,218	2,305	7,060	1,745	1,425	2,160	12,390	2,360	2,463	2,484	14,750	1,948	2,091			14,750
North West																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	93%	92%	98%	98%	96%	95%	98%	99%	97%	100%	98%	96%	97%	99%	98%		66%	97%
Percentage of litter and high weed service requests closed within Service Level Agreement	65%	73%	90%	91%	86%	89%	92%	93%	91%	91%	87%	86%	92%	90%	92%	87%		60%	90%
Number of service requests completed on time			658	545	484	1,687	580	515	775	3,557	819	855	849	4,376	838	821			4,376
Number of inspections performed for the month			1,392	1,247	1,188	3,827	1,285	1,138	1,674	7,924	1,722	1,674	1,826	9,646	1,715	1,566			9,646

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South Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	93%	95%	93%	96%	95%	95%	92%	98%	95%	95%	96%	97%	95%	90%	94%		61%	95%
Percentage of litter and high weed service requests closed within Service Level Agreement	65%	68%	63%	70%	75%	69%	84%	84%	78%	79%	76%	62%	66%	76%	75%	75%		50%	76%
Number of service requests completed on time			2,138	1,629	1,211	4,978	1,056	1,193	1,850	9,077	1,791	2,118	1,655	10,868	1,575	1,626			10,868
Number of inspections performed for the month			4,300	3,712	3,154	11,166	3,197	2,520	4,195	21,078	3,431	3,743	3,687	24,509	3,573	3,911			24,509
South East																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	88%	98%	98%	99%	98%	96%	96%	96%	97%	94%	98%	98%	97%	97%	98%		65%	97%
Percentage of litter and high weed service requests closed within Service Level Agreement	65%	76%	91%	86%	94%	90%	88%	88%	82%	87%	80%	77%	75%	87%	79%	74%		51%	87%
Number of service requests completed on time			1,819	1,550	1,475	4,844	1,510	1,231	1,482	9,067	1,528	1,898	1,645	10,595	1,384	1,754			10,595
Number of inspections performed for the month			3,463	3,071	3,130	9,664	3,048	2,555	3,211	18,478	3,211	3,702	3,778	21,689	3,000	3,298			21,689
South West																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	95%	100%	100%	100%	100%	99%	96%	100%	99%	99%	99%	98%	99%	100%	100%		67%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement	65%	85%	95%	95%	94%	95%	94%	94%	96%	95%	95%	99%	95%	95%	98%	99%		66%	95%
Number of service requests completed on time			2,044	1,396	1,821	5,261	1,815	1,501	2,395	10,972	2,003	1,900	1,788	12,975	1,707	1,967			12,975
Number of inspections performed for the month			3,843	2,820	3,233	9,896	2,906	2,956	4,434	20,192	3,852	3,747	3,557	24,044	3,326	3,851			24,044
Multi-Tenant																			
Number of graded inspections conducted	1,300	1,258	91	91	89	271	93	103	114	581	118	129	106	699	112	110		222	581
Percent of Graded Inspections within compliance (once every three years)	97%	98%	74%	74%	69%	72%	76%	78%	80%	77%	82%	87%	86%	76%	87%	87%		58%	76%
Percent of 311 Service Request responded to within the stated Estimated Response Time	90%	N/A	96%	97%	98%	97%	96%	91%	95%	95%	95%	90%	94%	95%	94%	94%		63%	95%
Number of service requests completed on time			573	535	576	1,684	694	533	721	3,632	1081	987	904	4,713	1040	883			4,713
Single Family Rental																			
Number of single-family rental properties inspected	7,000	8,130	1,354	830	712	2,896	635	557	734	4,822	658	483	422	5,480	380	310		690	5,480
Percent of 311 service requests responded to within the stated Estimated Response Time	90%	N/A	93%	92%	95%	93%	86%	90%	99%	92%	94%	86%	94%	93%	94%	89%		61%	93%

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Consumer Protection																			
90% of Tire Business license inspection complete within 30 calendar days from date of receipt	90%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		67%	100%
Perform a minimum of 1,500 proactive inspections yearly (Tire/Auto)	1,500	1,659	130	96	122	348	95	126	101	670	84	135	118	754	175	182		357	754
Percent of Consumer Protection Complaints responded to within 10 days	90%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		67%	100%
Boarding Home Facilities																			
Number of approved licenses	60	N/A	5	5	9	19	9	1	7	36	1	4	10	37	5	6		11	37
Number of 311 concerns regarding boarding homes	90%	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%	90%	100%	90%	90%		60%	100%
Nuisance Abatement																			
Perform mow clean abatements within 20 calendar days	90%	N/A	75%	74%	87%	79%	89%	86%	100%	88%	99%	99%	99%	87%	99%	99%		66%	87%
Abate illegal dumping sites within 10 calendars days 90% of the time	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	98%	100%	99%	100%	96%		65%	99%
Abate open and vacant structures within 48 hours 90% of the time	90%	100%	100%	98%	100%	99%	100%	100%	98%	99%	100%	97%	100%	99%	100%	100%		67%	99%
Nuisance Abatement																			
Abate graffiti violations within 10 calendar days 90% of the time	90%	100%	100%	88%	99%	96%	97%	94%	88%	94%	91%	98%	97%	94%	89%	98%		62%	94%
Abate dumped tire violations within 7 calendar days	95%	N/A	74%	83%	97%	85%	90%	83%	79%	84%	82%	100%	99%	84%	99%	98%		66%	84%
Proactively perform 10,000 vacant properties monitoring assessments	10,000	N/A	225	251	442	918	479	260	586	2,243	968	878	809	3,211	521	795		1,316	3,211
Consumer Health																			
Number of Food Establishments inspected per Full Time Equivalent	575	651	64	65	64	193	50	44	68	355	59	39	40	414	41	56		97	414
Percent of food establishments inspected on time	95%	80%	72%	87%	90%	83%	69%	65%	100%	79%	70%	48%	65%	79%	52%	80%		44%	79%
Percent of foodborne illness complaints investigated within 10 days	90%	91%	94%	93%	100%	96%	82%	91%	100%	92%	88%	93%	81%	93%	90%	82%		57%	93%
Mosquito Control																			
Complete Mosquito control activities within 48 hours of notification	95%	93%	100%	100%	100%	100%	0%	0%	0%	100%	0%	94%	90%	100%	100%	83%		61%	100%
Quality Management																			
Percent of citizens that rate Code Compliance customer service as fair or better	85%	83%	75%	81%	78%	78%	77%	59%	87%	75%	68%	77%	74%	75%	76%	88%		55%	75%
Community Outreach																			
Conduct 8 community clean initiatives in FY 21-22 and track the amount of recyclable and non hazardous materials collected	8	25	1	1	1	3	2	0	2	7	1	1	1	8	1	1		2	8
Bulk Trash/Litter Collected			4,160	6,060	13,180	23,400	38,880	0	46,050	108,330	35,940	21,100	25,206	144,270	2,500	21,420			144,270
Tires Collected			87	11	47	145	217	0	198	560	570	127	352	1,130	0	209			1,130

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