

METRICS			FY2022					FY2023											
Division	Goal	FY2022	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
<b>Neighborhood Code</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time (Department Rollup)	96%	97%	97%	81%	98%	92%	97%	99%	98%	98%	97%	97%	95%	96%	96%	97%	98%	97%	96%
Percentage of litter and high weed service requests closed within Service Level Agreement (Department Rollup)	85%	85%	85%	86%	88%	86%	86%	86%	88%	87%	90%	87%	86%	88%	88%	92%	91%	90%	88%
<b>Central</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	100%	75%	99%	91%	98%	100%	100%	99%	98%	98%	96%	97%	98%	99%	99%	99%	97%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	92%	95%	92%	98%	95%	93%	89%	96%	93%	94%	96%	97%	96%	94%	97%	99%	97%	95%
<b>North Central</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	96%	98%	61%	99%	86%	93%	99%	99%	97%	99%	100%	96%	98%	95%	98%	94%	96%	94%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	85%	82%	87%	90%	86%	87%	93%	89%	90%	90%	89%	73%	84%	76%	94%	95%	88%	87%
<b>North East</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	98%	85%	98%	94%	94%	98%	98%	97%	99%	95%	92%	95%	95%	93%	99%	96%	95%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	80%	86%	88%	84%	86%	82%	82%	82%	82%	88%	90%	77%	85%	79%	79%	79%	79%	83%
<b>North West</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	97%	97%	99%	99%	98%	96%	100%	98%	98%	98%	99%	99%	99%	99%	97%	98%	98%	98%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	90%	95%	89%	98%	94%	92%	95%	99%	95%	98%	97%	97%	97%	98%	97%	98%	98%	96%
<b>South Central</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	94%	94%	71%	97%	87%	95%	96%	95%	95%	91%	96%	94%	94%	92%	90%	95%	92%	92%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	74%	82%	79%	83%	81%	80%	71%	79%	77%	79%	77%	81%	79%	80%	91%	81%	84%	80%
<b>South East</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	97%	93%	73%	98%	88%	98%	100%	98%	99%	96%	95%	91%	94%	96%	99%	99%	98%	95%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	83%	71%	84%	81%	79%	82%	89%	80%	84%	85%	77%	83%	82%	91%	91%	89%	90%	84%
<b>South West</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	100%	98%	100%	99%	98%	100%	100%	99%	100%	99%	98%	99%	99%	100%	100%	100%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	96%	100%	99%	99%	99%	98%	97%	99%	98%	99%	99%	98%	99%	97%	98%	99%	98%	99%
<b>Multi-Tenant</b>																			
Number of graded inspections conducted	1,500	1,274	93	79	94	266	87	107	122	316	129	126	136	391	150	142	156	448	1421
Percent of Graded Inspections within compliance (once every three years)	97%	81%	85%	92%	93%	90%	92%	95%	99%	95%	100%	100%	100%	100%	100%	100%	100%	100%	96%
Percent of 311 Service Request responded to within the stated Estimated Response Time	90%	95%	96%	69%	100%	88%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	97%
<b>Single Family Rental</b>																			
Number of single-family rental properties inspected	7,000	7,326	311	236	255	802	371	366	742	1479	602	548	709	1859	534	728	473	1735	5875
Percent of 311 service requests responded to within the stated Estimated Response Time	90%	91%	89%	92%	96%	92%	97%	97%	98%	97%	94%	99%	100%	98%	100%	96%	100%	99%	97%

METRICS			FY2022					FY2023											
Division	Goal	FY2022	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
<b>Consumer Protection</b>																			
90% of Tire Business license inspection complete within 30 calendar days from date of receipt	90%	100%	98%	96%	96%	97%	96%	97%	96%	96%	100%	100%	100%	100%	96%	97%	99%	97%	98%
Perform a minimum of 1,500 proactive inspections yearly (Tire/Auto)	1,500	1,469	76	101	8	185	2	1	8	11	4	1	1	6	5	4	33	42	244

Percent of Consumer Protection Complaints responded to within 5 days	90%	100%	100%	100%	97%	99%	99%	84%	100%	94%	99%	100%	98%	99%	100%	100%	100%	100%	98%
<b>Boarding Home Facilities</b>																			
Number of approved licenses	72	73	11	10	13	34	12	5	8	25	6	5	9	20	6	8	10	24	103
Percent of 311 Boaring Homes requests responded to within the stated Estimated Response Time	95%	96%	100%	100%	100%	100%	77%	100%	100%	92%	93%	100%	97%	97%	100%	98%	100%	99%	97%
<b>Nuisance Abatement</b>																			
Perform mow clean abatements within 20 calendar days	90%	92%	99%	97%	95%	97%	99%	98%	98%	98%	97%	92%	95%	95%	92%	84%	97%	91%	95%
Abate illegal dumping sites within 10 calendars days 90% of the time	90%	99%	98%	97%	99%	98%	98%	85%	98%	94%	100%	100%	99%	100%	100%	100%	100%	100%	98%
Abate open and vacant structures within 48 hours 90% of the time	90%	99%	72%	49%	61%	61%	88%	96%	94%	93%	100%	80%	98%	93%	99%	94%	84%	92%	85%
<b>Nuisance Abatement</b>																			
Abate graffiti violations within 10 calendar days 90% of the time	90%	95%	99%	97%	99%	98%	100%	100%	100%	100%	99%	100%	91%	97%	96%	68%	87%	84%	95%
Abate dumped tire violations within 7 calendar days	95%	90%	99%	94%	95%	96%	99%	77%	94%	90%	100%	75%	99%	91%	100%	100%	100%	100%	94%
Proactively perform 7,500 vacant properties monitoring assessments	7,500	7,308	994	618	314	1926	840	779	925	2544	710	673	659	2042	794	1487	1283	3564	10076
<b>Consumer Health</b>																			
Number of Food Establishments inspected per Full Time Equivalent	575	671	109	61	63	233	61	74	84	219	63	63	59	185	66	57	98	221	858
Percent of food establishments inspected on time	95%	73%	52%	71%	92%	72%	95%	93%	99%	96%	88%	94%	69%	84%	86%	88%	75%	83%	84%
Percent of foodborne illness complaints investigated within 10 days	90%	91%	90%	94%	100%	95%	100%	100%	100%	100%	94%	100%	100%	98%	86%	92%	92%	90%	96%
<b>Mosquito Control</b>																			
Complete Mosquito control activities within 48 hours of notification	95%	95%	100%	100%	100%	100%	100%	100%	56%	85%	75%	100%	90%	88%	100%	100%	100%	100%	93%
<b>Quality Management</b>																			
Percent of citizens that rate Code Compliance customer service as fair or better	85%	76%	85%	83%	75%	81%	70%	91%	71%	77%	77%	77%	86%	80%	75%	73%	97%	82%	80%
<b>Community Outreach</b>																			
Conduct 12 community clean initiatives in FY 22-23 and track the amount of recyclable and non hazardous materials collected	12	14	3	2	2	7	1	0	1	2	2	1	3	6	0	1	1	2	17
Bulk Trash/Litter Collected			40,940	26,600	26,800	94340	9,880	0	18,280	28160	18,160	28,820	61,000	107980	0	23,740	17,960	41700	272180
Tires Collected			472	80	251	803	17	0	194	211	106	43	902	1051	0	152	93	245	2310