

METRICS			FY2023					FY2024											
Division	Goal	FY2023	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%	96%	98%	100%	99%	99%	99%	99%	99%	99%	99%	98%	99%	99%	99%	98%	96%	98%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement (Department Rollup)	88%	85%	89%	94%	96%	93%	94%	96%	96%	95%	96%	96%	96%	96%	96%	94%	94%	95%	95%
Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	97%	98%	98%	98%	98%	97%	98%	100%	98%	99%	99%	100%	99%	100%	98%	98%	99%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	95%	96%	98%	85%	93%	88%	95%	100%	94%	100%	100%	100%	100%	99%	100%	98%	99%	97%
North Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	94%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	87%	97%	97%	100%	98%	95%	100%	98%	98%	97%	100%	97%	98%	85%	85%	93%	88%	95%
North East																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	95%	100%	100%	100%	100%	100%	100%	99%	100%	97%	90%	99%	95%	98%	96%	86%	93%	97%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	83%	93%	99%	99%	97%	99%	100%	98%	99%	96%	88%	96%	93%	98%	97%	95%	97%	97%
North West																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	98%	99%	99%	100%	99%	100%	100%	100%	100%	99%	99%	97%	98%	98%	98%	94%	97%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	96%	95%	97%	99%	97%	99%	100%	99%	99%	98%	100%	99%	99%	96%	99%	91%	95%	98%
South Central (North)																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	92%	95%	99%	99%	98%	99%	99%	99%	99%	99%	97%	97%	98%	98%	96%	98%	97%	98%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	80%	70%	83%	90%	81%	93%	96%	96%	95%	96%	97%	99%	97%	96%	93%	94%	94%	92%
South Central (South)																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	92%	95%	99%	99%	98%	99%	98%	98%	98%	98%	98%	98%	98%	96%	96%	96%	96%	98%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	80%	70%	83%	90%	81%	70%	92%	93%	85%	90%	92%	89%	90%	93%	73%	80%	82%	85%
South East (North)																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	95%	98%	100%	99%	99%	99%	98%	98%	98%	97%	97%	98%	97%	99%	98%	99%	99%	98%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	84%	91%	96%	97%	95%	92%	93%	90%	92%	95%	93%	89%	92%	92%	93%	93%	93%	93%
South East (South)																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	95%	98%	100%	99%	99%	99%	99%	100%	99%	99%	99%	98%	99%	100%	99%	100%	100%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	84%	91%	96%	97%	95%	96%	87%	88%	90%	96%	98%	97%	97%	96%	93%	93%	94%	94%
South West (North)																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	100%	100%	100%	100%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	99%	98%	99%	100%	99%	99%	98%	98%	98%	99%	97%	98%	98%	99%	100%	99%	99%	99%
South West (South)																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	100%	100%	100%	100%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	99%	98%	99%	100%	99%	99%	98%	98%	98%	94%	97%	98%	96%	99%	99%	99%	99%	98%
Multi-Tenant																			
Number of graded inspections conducted	1,500	1,421	147	121	124	392	122	118	90	330	75	111	130	316	140	148	147	435	1473
Participation/Facilitation of engagement events	12	NA	2	3	1	6	1	1	3	5	2	2	3	7	3	4	2	9	27
Percent of 311 Service Request responded to within the stated Estimated Response Time	96%	97%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	98%	97%	99%	98%	99%

Single Family Rental																			
Number of single-family rental properties inspected	6,000	5,875	409	654	669	1,732	385	421	277	1,083	748	751	744	2,243	809	839	791	2,439	7,497
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	97%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%

METRICS	FY2023						FY2024												
	Goal	FY2023	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
Consumer Protection																			
90% of Consumer Protection licenses (Motor Vehicle, STEP, Electronic, Credit Access Business, CBD Vacant Building) delivered within 30 calendar days from the date of receipt.	90%	98%	100%	99%	99%	99%	99%	96%	95%	97%	100%	98%	100%	99%	99%	100%	100%	100%	99%
Percent of Consumer Protection Complaints responded to within 5	96%	98%	56%	98%	97%	84%	27%	94%	99%	73%	98%	98%	96%	97%	96%	99%	96%	97%	88%
Convenience Stores are inspected within ten (10) days of receiving the application	90%	N/A	51%	22%	70%	48%	0%	64%	83%	49%	94%	33%	84%	70%	94%	92%	92%	93%	65%
Consumer Protection Licenses are reviewed by Consumer Administrative staff within three (3) business days of receipt	95%	N/A	N/A	N/A	N/A	#DIV/0!	N/A	N/A	N/A	#DIV/0!	N/A	N/A	N/A	#DIV/0!	N/A	N/A	N/A	#DIV/0!	#DIV/0!
Facilitate quarterly Scrap Tire education program	5	N/A	0	5	2	7	2	0	0	2	0	0	0	0	0	0	0	0	9
Boarding Home Facilities																			
Approved licenses within 60 days	90%	N/A	67%	50%	72%	63%	46%	100%	100%	82%	91%	100%	100%	97%	100%	100%	100%	100%	86%
Percent of 311 Boaring Homes requests responded to within the stated Estimated Response Time	96%	97%	100%	100%	92%	97%	87%	100%	97%	95%	97%	93%	97%	96%	96%	100%	88%	95%	96%
Nuisance Abatement																			
Perform mow clean abatements within 20 calendar days	90%	95%	99%	85%	91%	92%	90%	100%	99%	96%	98%	90%	90%	93%	81%	93%	90%	88%	92%
Abate illegal dumping sites within 5 calendars days 90% of the time	90%	98%	94%	93%	100%	96%	100%	100%	100%	100%	100%	99%	97%	99%	98%	99%	96%	98%	98%
Abate open and vacant structures within 48 hours 90% of the time	90%	85%	95%	100%	97%	97%	100%	100%	97%	99%	94%	91%	92%	92%	86%	98%	100%	95%	96%
Nuisance Abatement																			
Abate graffiti violations within 5 calendar days 90% of the time	90%	95%	100%	100%	91%	97%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	99%	99%	99%
Abate dumped tire violations within 7 calendar days	95%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	98%	98%	98%	93%	98%	96%	99%
Proactively perform 7,500 vacant properties monitoring assessments	7,500	10,076	1,187	1,074	563	2,824	560	391	747	1,698	537	315	150	1002	293	373	469	1135	6,659
Consumer Health																			
Number of Food Establishments inspected per Full Time Equivalent	575	858	84	70	66	220	74	63	70	207	75	91	79	245	57	68	73	198	870
Percent of food establishments inspected on time	95%	84%	26%	65%	64%	52%	75%	62%	60%	66%	63%	67%	55%	62%	73%	85%	65%	74%	63%
Percent of foodborne illness complaints investigated within 10 days	90%	96%	88%	100%	92%	93%	95%	100%	100%	98%	88%	100%	88%	92%	100%	100%	100%	100%	96%
Mosquito Control																			
Complete Mosquito control activities within 48 hours of notification	95%	93%	100%	100%	n/a	100%	n/a	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quality Management																			
Percent of citizens that rate Code Compliance customer service as fair or better	85%	80%	95%	80%	80%	85%	85%	76%	90%	84%	69%	58%	59%	62%	59%	58%	66%	61%	73%
Community Outreach																			
Conduct 12 community clean initiatives in FY 23-24 and track the amount of recyclable and non hazardous materials collected	14	17	1	2	1	4	2	0	2	4	3	1	2	6	0	2	2	4	18
Bulk Trash/Litter Collected		272,180	13,280	52,760	31,140	97,180	35,360	0	37,080	72,440	36,000	18,040	24,600	78,640	0	64,880	28,860	93,740	342,000
Tires Collected		2,310	30	190	368	588	58	0	678	736	224	123	392	739	0	432	233	665	2,728