METRICS				EY2	2023			-					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	96%	96%	98%	100%	99%	99%	99%	99%	99%	99%	99%	98%	99%	99%	99%	98%	96%	98%	99%
Estimated Response Time (Department Rollup)																			
Percentage of litter and high weed service	88%	85%	89%	94%	96%	93%	94%	96%	96%	95%	96%	96%	96%	96%	96%	94%	94%	95%	95%
requests closed within Service Level Agreement (Department Rollup)		!																	
Central																			
Percent of 311 service requests responded to within the stated	96%	97%	98%	98%	98%	98%	97%	98%	100%	98%	99%	99%	100%	99%	100%	98%	98%	99%	99%
Estimated Response Time			'				L		ļ'							<u> </u>	<u> </u>		
Percentage of litter and high weed service requests closed within	85%	95%	96%	98%	85%	93%	88%	95%	100%	94%	100%	100%	100%	100%	99%	100%	98%	99%	97%
Service Level Agreement																			
North Central																			
Percent of 311 service requests responded to within the stated	96%	94%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%
Estimated Response Time	<u> </u>	/			<u> </u>		<u> </u>	<u> </u>	<u> </u>						<u> </u>		<u> </u>		<u> </u>
Percentage of litter and high weed service requests closed within	85%	87%	97%	97%	100%	98%	95%	100%	98%	98%	97%	100%	97%	98%	85%	85%	93%	88%	95%
Service Level Agreement							<u> </u>												
North East Percent of 311 service requests responded to within the stated	0.5%	95%	100%	100%	100%	1000/	100%	100%	00%	1000/	070/	90%	99%	95%	98%	96%	86%	0.20/	070/
Estimated Response Time	96%	95%	100%	100%	100%	100%	100%	100%	99%	100%	97%	90%	33%	95%	96%	90%	00%	93%	97%
Estimated Response Time Percentage of litter and high weed service requests closed within	85%	83%	93%	99%	99%	97%	99%	100%	98%	99%	96%	88%	96%	93%	98%	97%	95%	97%	97%
Service Level Agreement	03%	03%	95%	33%	99%	91%	33%	100%	96%	99%	90%	0070	50%	93%	5070	5/70	53%	97%	9/%
North West																			
Percent of 311 service requests responded to within the stated	96%	98%	99%	99%	100%	99%	100%	100%	100%	100%	99%	99%	97%	98%	98%	98%	94%	97%	99%
Estimated Response Time	50/0	5576	5570	5570	10070	5570	100/0	100/0	100/0	100/0	3370	5570	5770	5570	5070	5070	5-170	5770	5570
Percentage of litter and high weed service requests closed within	85%	96%	95%	97%	99%	97%	99%	100%	99%	99%	98%	100%	99%	99%	96%	99%	91%	95%	98%
Service Level Agreement	00/0	50/0	5570	3770	5570	5770	5570	100/0	5570	5570	50/0	100/0	5570	5570	50/0	5570	51/0	5570	50/0
South Central (North)																			
Percent of 311 service requests responded to within the stated	96%	92%	95%	99%	99%	98%	99%	99%	99%	99%	99%	97%	97%	98%	98%	96%	98%	97%	98%
Estimated Response Time																			
Percentage of litter and high weed service requests closed within	85%	80%	70%	83%	90%	81%	93%	96%	96%	95%	96%	97%	99%	97%	96%	93%	94%	94%	92%
Service Level Agreement																			
South Central (South)																			
Percent of 311 service requests responded to within the stated	96%	92%	95%	99%	99%	98%	99%	98%	98%	98%	98%	98%	98%	98%	96%	96%	96%	96%	98%
Estimated Response Time																			
Percentage of litter and high weed service requests closed within	85%	80%	70%	83%	90%	81%	70%	92%	93%	85%	90%	92%	89%	90%	93%	73%	80%	82%	85%
Service Level Agreement																			
South East (North)																			
Percent of 311 service requests responded to within the stated	96%	95%	98%	100%	99%	99%	99%	98%	98%	98%	97%	97%	98%	97%	99%	98%	99%	99%	98%
Estimated Response Time		ļ'							L'								L		
Percentage of litter and high weed service requests closed within	85%	84%	91%	96%	97%	95%	92%	93%	90%	92%	95%	93%	89%	92%	92%	93%	93%	93%	93%
Service Level Agreement																			
South East (South)																			
Percent of 311 service requests responded to within the stated	96%	95%	98%	100%	99%	99%	99%	99%	100%	99%	99%	99%	98%	99%	100%	99%	100%	100%	99%
Estimated Response Time						0.544							0.74	070/	-				
Percentage of litter and high weed service requests closed within	85%	84%	91%	96%	97%	95%	96%	87%	88%	90%	96%	98%	97%	97%	96%	93%	93%	94%	94%
Service Level Agreement									'										
South West (North)	0.0%	00%	100%	100%	100%	100%	00%	100%	00%	00%	100%	100%	100%	1000/	100%	100%	100%	100%	100%
Percent of 311 service requests responded to within the stated	96%	99%	100%	100%	100%	100%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Estimated Response Time Percentage of litter and high weed service requests closed within	85%	99%	98%	99%	100%	99%	99%	98%	98%	98%	99%	97%	98%	98%	99%	100%	99%	99%	99%
Service Level Agreement	03%	33%	90%	99%	100%	99%	99%	90%	30%	90%	99%	9170	90%	90%	9970	100%	9970	99%	99%
South West (South)																			
Percent of 311 service requests responded to within the stated	96%	99%	100%	100%	100%	100%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Estimated Response Time	5070	5570	10070	10078	10070	10070	5570	10070	5570	5570	100/3	10070	10070	10078	10078	10078	10070	100/3	100%
Percentage of litter and high weed service requests closed within	85%	99%	98%	99%	100%	99%	99%	98%	98%	98%	94%	97%	98%	96%	99%	99%	99%	99%	98%
Service Level Agreement	0.370	5570	3370	5570	10070	5570	5570	3070	5570	5070	5470	5170	50/0	5570	5570	5570	5570	5570	5070
Multi-Tenant												<u> </u>							
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
	1,500	NA	2	3	124	6	1	1	3	5	2	2	3	7	3	4	2	9	27
Participation/Facilitation of engagement events																			
Participation/Facilitation of engagement events Percent of 311 Service Request responded to within the stated	96%	97%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	98%	97%	99%	98%	99%

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Single Family Rental																			
Number of single-family rental properties	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
inspected																			i
Percent of 311 service requests responded to	96%	97%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%
within the stated Estimated Response Time																			

METRICS		FY2	023			FY2024													
Division	Goal	FY2023	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
Consumer Protection	Gour	112023	000	1404	Dee	14	Jun	105	IVIAI		-трі	ivity	June	30	July	Aug	JCPL	74	TTTOCAL
90% of Consumer Protection licenses (Motor Vehicle, STEP,	90%	98%	100%	99%	99%	99%	99%	96%	95%	97%	100%	98%	100%	99%	99%	100%	100%	100%	99%
Electronic, Credit Access Business, CBD Vacant Building) delivered	50/0	5070	100/0	5570	5570	5570	5570	5070	5570	5770	100/0	5070	100/0	5570	5570	100/0	100/0	10070	5570
within 30 calendar days from the date of receipt.																			
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	90%	N/A	51%	22%	70%	48%	0%	64%	83%	49%	94%	33%	84%	70%	94%	92%	92%	93%	65%
the application	50/0	11/1	51/0	2270	7070	4070	070	0470	0370	4370	5470	3370	0470	7070	5470	5270	5270	5570	0370
Consumer Protection Licenses are reviewed by Consumer	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!
Administrative staff within three (3) business days of receipt	55/0	11/1	N/A	14/7	1975	<i>"DIV/0</i> .	N/A	1975	19/5	<i>#DIV/0</i> .	1975	19/1	14/74	<i>"DIV/0</i> .	N/A	1.7	1975	<i>#DIV/0</i> .	<i>"DIV/0.</i>
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	,	N/A	0	5	2	,	2	0	0	2	0	0	0	0	0	0	0	0	
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	96%	97%	100%	100%	92%	97%	87%	100%	97%	95%	97%	93%	97%	96%	96%	100%	88%	95%	96%
stated Estimated Response Time	50/0	5770	100/0	100/0	52/0	5770	0,70	100/0	5770	5570	5770	5570	5770	50/0	5070	100/0	00/0	5570	50/0
Nuisance Abatement					1			1			1								1
Perform mow clean abatements within 20	90%	95%	99%	85%	91%	92%	90%	100%	99%	96%	98%	90%	90%	93%	81%	93%	90%	88%	92%
calendar davs	50/0	5570	5570	0370	51/0	5270	5070	10070	5570	5070	5070	5070	5070	5570	01/0	5570	5070	0070	5270
Abate illegal dumping sites within 5 calendars	90%	98%	94%	93%	100%	96%	100%	100%	100%	100%	100%	99%	97%	99%	98%	99%	96%	98%	98%
days 90% of the time	50/0	5070	5470	5570	10070	5070	100/0	10070	10070	100/0	100/0	5570	5770	5570	5070	5570	5070	5070	50%
Abate open and vacant structures within 48	90%	85%	95%	100%	97%	97%	100%	100%	97%	99%	94%	91%	92%	92%	86%	98%	100%	95%	96%
hours 90% of the time	50/0	0370	5570	100/0	5770	5170	100/0	10070	5770	5570	5470	51/0	5270	5270	0070	5070	100/0	5570	50%
Nuisance Abatement											1								<u> </u>
Abate graffiti violations within 5 calendar days	90%	95%	100%	100%	91%	97%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	99%	99%	99%
90% of the time	50/0	5570	100/0	100/0	51/0	5170	100/0	10070	10070	100/0	100/0	100/0	100/0	10070	5070	100/0	5570	5570	5570
Abate dumped tire violations within 7 calendar	95%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	98%	98%	98%	93%	98%	96%	99%
days	55/0	5470	100/0	100/0	10070	100/0	100/0	10070	10070	100/0	100/0	5070	5070	5070	5070	5570	5070	5070	5570
Proactively perform 7,500 vacant properties	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
monitoring assessments	7,500	10,070	1,107	1,074	505	2,024	500	551	,4,	1,050	557	515	150	1002	255	575	405	1155	0,035
Consumer Health																			1
Number of Food Establishments inspected per	575	858	84	70	66	220	74	63	70	207	75	91	79	245	57	68	73	198	870
Full Time Equivalent	0.0		0.		00			00		207	, 5	51	75	2.15	57	00		150	0,0
Percent of food establishments inspected on	95%	84%	26%	65%	64%	52%	75%	62%	60%	66%	63%	67%	55%	62%	73%	85%	65%	74%	63%
time	55/0	0470	2070	0370	0470	5270	7570	02/0	0070	00/0	0370	0,70	5570	0270	, 6, 6	05/0	0370	7470	0370
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	50/0	5070	0070	100/0	52/0	5570	5570	10070	10070	5070	0070	100/0	00/0	5270	100/0	100/0	100/0	10070	
Complete Mosquito control activities within 48	95%	93%	100%	100%	n/a	100%	n/a	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
hours of notification	5570	50/0	100/0	100/0	1,7 G	100/0	, a	100/0	100/0	100/0	100/0	100/0	100/0	100/0	100/0	100/0	100/0	100/0	100/0
Quality Management																			
Percent of citizens that rate Code Compliance customer service as fair	85%	80%	95%	80%	80%	85%	85%	76%	90%	84%	69%	58%	59%	62%	59%	58%	66%	61%	73%
or better	00/0		5570	0070	00/0	0370	0070		50/0	01/0	0370	50/0	5570	02/0	5570	56/0	00/0	01/0	
Community Outreach																			
Conduct 12 community clean initiatives in FY 23-	14	17	1	2	1	4	2	0	2	4	3	1	2	6	0	2	2	4	18
24 and track the amount of recyclable and non hazardous materials	17		-	-		-	-	Ŭ	-	-	Ĵ		~	Ŭ	0	-	-	-	10
collected																			
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	78640	0	64.880	28,860	93740	342.000
Tires Collected		2,310	30	190	368	588	58	0	678	72,440	224	123	392	739	0	432	233	665	2.728
		2,510	50	130	300	500	50	0	0/0	730	224	125	552	155	U	432	233	005	2,720