

**Code Compliance Services Department Performance Goals FY 2024**  
**"Safeguarding and supporting a strong, healthy commUNITY"**

METRICS			FY2023				FY2024												
Division	Goal	FY2023	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%	96%	99%	100%	99%	99%	99%	99%	99%	99%	99%	98%							99%
Percentage of litter and high weed service requests closed within Service Level Agreement (Department Rollup)	85%	88%	90%	95%	96%	94%	94%	96%	95%	95%	96%	96%							95%
<b>Central</b>																			
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%							98%
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%							95%
<b>North Central</b>																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	92%	100%	100%	100%	100%	100%	100%	100%	100%	99%	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%							98%
<b>North East</b>																			
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%							98%
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%							97%
<b>North West</b>																			
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%							100%
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%							98%
<b>South Central - North</b>																			
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%							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%							90%

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<b>South Central - South</b>																			
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%
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%							85%
<b>South East - North</b>																			
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%
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%							93%
<b>South East - South</b>																			
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%							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%							94%
<b>South West - North</b>																			
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%
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%							99%
<b>South West - South</b>																			
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%
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%
<b>Multi-Tenant</b>																			
Number of graded inspections conducted	1,500	1,421	147	121	124	392	122	118	90	330	75	111							908
Participation/Facilitation of engagement events	12	N/A	2	3	1	6	1	1	3	5	2	2							15
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%							100%

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<b>Single Family Rental</b>																			
Number of single-family rental properties inspected	6,000	5,875	409	654	669	1,732	385	421	277	1,083	748	751							4,314
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%
<b>Short-Term Rental</b>																			
Complete License Delivery inspections within 3 days of application processing	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							N/A
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							N/A
<b>Entertainment Enforcement</b>																			
Proactively visit and/or inspect Night Economy venues	1,200	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	137	250							387
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							N/A
<b>Consumer Protection</b>																			
90% of Consumer Protection licenses delivered within 30 calendar days from date of receipt	90%	98%	100%	99%	99%	99%	99%	96%	95%	97%	100%	98%							98%
Convenience Stores are inspected within 10 days of receiving the application	90%	N/A	51%	22%	70%	48%	0%	64%	83%	49%	94%	33%							522%
Percent of Consumer Protection Complaints responded to within 5 days	96%	98%	56%	98%	97%	84%	27%	93%	99%	73%	98%	98%							83%
<b>Boarding Home Facilities</b>																			
Approve 90% of licenses within 60 days	90%	N/A	67%	50%	72%	63%	46%	100%	100%	82%	91%	100%							78%
Number of 311 concerns regarding boarding homes	96%	97%	100%	100%	92%	97%	87%	100%	97%	95%	97%	93%							96%
<b>Nuisance Abatement</b>																			
Perform mow clean abatements within 20 calendar days	90%	95%	99%	85%	91%	92%	90%	100%	99%	96%	98%	90%							94%
Abate illegal dumping sites within 5 calendars days 90% of the time	90%	98%	94%	93%	100%	96%	100%	100%	100%	100%	100%	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%							97%
Abate graffiti violations within 5 calendar days 90% of the time	90%	95%	100%	100%	91%	97%	100%	100%	100%	100%	100%	100%							99%
Abate dumped tire violations within 7 calendar days	95%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%							100%
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							5,374

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Division	Goal	FY2023	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
<b>Consumer Health</b>																			
Number of Food Establishments inspected per Full Time Equivalent	575	858	84	70	66	220	74	63	70	207	75	91							593
Percent of food establishments inspected on time	95%	84%	38%	84%	82%	68%	109%	96%	116%	107%	119%	113%							95%
Percent of foodborne illness complaints investigated within 10 days	90%	96%	88%	100%	92%	93%	95%	100%	100%	98%	88%	100%							95%
<b>Mosquito Control</b>																			
Complete Mosquito control activities within 48 hours of notification	95%	93%	100%	100%	N/A	100%	N/A	100%	100%	100%	100%	100%							100%
<b>Quality Management</b>																			
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%							79%
<b>Community Outreach</b>																			
Conduct 12 community clean initiatives in FY 22-23 and track the amount of recyclable and non hazardous materials collected	14	17	1	2	1	4	2	0	2	4	3	1							12
Bulk Trash/Litter Collected			13,280	52,760	31,140	97,180	35,360	0	37,080	72,440	36,000	18,040							223,660
Tires Collected			30	190	368	588	58	0	678	736	224	123							1,671