

**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
<b>Neighborhood Code</b>																			
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%	95%	97%	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%	84%	85%	86%
<b>Central</b>																			
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%	99%	100%	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%	91%	94%	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	1146	1089	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	2,145	2,211	10,717
<b>North Central</b>																			
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%	96%	98%	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%	84%	82%	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	768		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	1,708		7,872
<b>North East</b>																			
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%	99%	99%	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%	87%	90%	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	917		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	2,143		14,750
<b>North West</b>																			
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%	88%	95%	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%	90%	90%	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	672		4,376

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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	1,367		9,646
METRICS			FY2021				FY2022												
Division	Goal	FY2021	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
<b>South Central</b>																			
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%	92%	92%	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%	75%	75%	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	1,713		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	3,611		24,509
<b>South East</b>																			
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%	94%	96%	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%	79%	77%	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	2,042		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	3,667		21,689
<b>South West</b>																			
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%	100%	100%	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%	98%	98%	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	1,937		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	3,764		24,044
<b>Multi-Tenant</b>																			
Number of graded inspections conducted	1,300	1,258	91	91	89	271	93	103	114	581	118	129	106	699	112	110	118	340	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%	91%	88%	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%	94%	94%	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	709		4,713
<b>Single Family Rental</b>																			

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Number of single-family rental properties inspected	<b>7,000</b>	<b>8,130</b>	1,354	830	712	2,896	635	557	734	4,822	658	483	422	5,480	380	310	251	941	5,480
Percent of 311 service requests responded to within the stated Estimated Response Time	<b>90%</b>	<b>N/A</b>	93%	92%	95%	93%	86%	90%	99%	92%	94%	86%	94%	93%	94%	89%	76%	86%	93%

METRICS		FY2021					FY2022												
Division	Goal	FY2021	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	<b>90%</b>	<b>95%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Perform a minimum of 1,500 proactive inspections yearly (Tire/Auto)	<b>1,500</b>	<b>1,659</b>	130	96	122	348	95	126	101	670	84	135	118	754	175	182	105	462	754
Percent of Consumer Protection Complaints responded to within 10 days	<b>90%</b>	<b>86%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Boarding Home Facilities</b>																			
Number of approved licenses	<b>60</b>	<b>N/A</b>	5	5	9	19	9	1	7	36	1	4	10	37	5	6	11	22	37
Number of 311 concerns regarding boarding homes	<b>90%</b>	<b>N/A</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%	90%	100%	90%	90%	90%	90%	100%
<b>Nuisance Abatement</b>																			
Perform mow clean abatements within 20 calendar days	<b>90%</b>	<b>N/A</b>	75%	74%	87%	79%	89%	86%	100%	88%	99%	99%	99%	87%	99%	99%	99%	99%	87%
Abate illegal dumping sites within 10 calendars days 90% of the time	<b>90%</b>	<b>100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	95%	98%	100%	99%	100%	96%	97%	98%	99%
Abate open and vacant structures within 48 hours 90% of the time	<b>90%</b>	<b>100%</b>	100%	98%	100%	99%	100%	100%	98%	99%	100%	97%	100%	99%	100%	100%	100%	100%	99%
<b>Nuisance Abatement</b>																			
Abate graffiti violations within 10 calendar days 90% of the time	<b>90%</b>	<b>100%</b>	100%	88%	99%	96%	97%	94%	88%	94%	91%	98%	97%	94%	89%	98%	100%	96%	94%
Abate dumped tire violations within 7 calendar days	<b>95%</b>	<b>N/A</b>	74%	83%	97%	85%	90%	83%	79%	84%	82%	100%	99%	84%	99%	98%	91%	96%	84%
Proactively perform 10,000 vacant properties monitoring assessments	<b>10,000</b>	<b>N/A</b>	225	251	442	918	479	260	586	2,243	968	878	809	3,211	521	795	1,094	2,410	3,211
<b>Consumer Health</b>																			
Number of Food Establishments inspected per Full Time Equivalent	<b>575</b>	<b>651</b>	64	65	64	193	50	44	68	355	59	39	40	414	41	56	81	178	414
Percent of food establishments inspected on time	<b>95%</b>	<b>80%</b>	72%	87%	90%	83%	69%	65%	100%	79%	70%	48%	65%	79%	52%	80%	80%	71%	79%
Percent of foodborne illness complaints investigated within 10 days	<b>90%</b>	<b>91%</b>	94%	93%	100%	96%	82%	91%	100%	92%	88%	93%	81%	93%	90%	82%	93%	88%	93%
<b>Mosquito Control</b>																			
Complete Mosquito control activities within 48 hours of notification	<b>95%</b>	<b>93%</b>	100%	100%	100%	100%	0%	0%	0%	100%	0%	94%	90%	100%	100%	83%	94%	92%	100%

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<i>Quality Management</i>																			
Percent of citizens that rate Code Compliance customer service as fair or better	<b>85%</b>	<b>83%</b>	75%	81%	78%	78%	77%	59%	87%	75%	68%	77%	74%	75%	76%	88%	71%	78%	75%
<i>Community Outreach</i>																			
Conduct 8 community clean initiatives in FY 21-22 and track the amount of recyclable and non hazardous materials collected	<b>8</b>	<b>25</b>	1	1	1	3	2	0	2	7	1	1	1	8	1	1	2	4	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	40,760		144,270
Tires Collected			87	11	47	145	217	0	198	560	570	127	352	1,130	0	209	382		1,130