

Code Compliance Services Department Performance Goals FY 2023
"Safeguarding and supporting a strong, healthy commUNITY"

METRICS		FY2022					FY2023												
Division	Goal	FY2022	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%	97%	97%	70%	98%	88%	97%	99%	98%	98%	97%								95%
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%
Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	100%	75%	99%	91%	98%	100%	100%	99%	98%								96%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	92%	95%	92%	98%	95%	93%	89%	96%	93%	94%								94%
North Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	96%	98%	61%	99%	86%	93%	99%	99%	97%	99%								93%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	85%	82%	87%	90%	86%	87%	93%	89%	90%	90%								88%
North East																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	98%	67%	98%	88%	94%	98%	98%	97%	99%								96%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	80%	86%	88%	84%	86%	82%	82%	82%	82%	88%								85%
North West																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	97%	97%	68%	99%	88%	96%	100%	98%	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%								95%
South Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	94%	94%	71%	97%	87%	95%	96%	95%	95%	91%								91%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	74%	82%	79%	83%	81%	80%	71%	79%	77%	79%								79%
South East																			

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Percent of 311 service requests responded to within the stated Estimated Response Time	96%	97%	93%	73%	98%	88%	98%	100%	98%	99%	96%								94%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	83%	71%	84%	81%	79%	82%	89%	80%	84%	85%								82%
South West																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	100%	70%	100%	90%	98%	100%	100%	99%	100%								99%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	96%	100%	100%	100%	100%	98%	97%	99%	98%	99%								99%
Multi-Tenant																			
Number of graded inspections conducted	1,500	1,274	93	79	94	266	87	107	122	316	129								711
Percent of Graded Inspections within compliance (once every three years)	97%	81%	85%	92%	93%	90%	92%	95%	99%	95%	100%								94%
Percent of 311 Service Request responded to within the stated Estimated Response Time	90%	95%	96%	69%	100%	88%	100%	100%	100%	100%	100%								95%
Single Family Rental																			
Number of single-family rental properties inspected	7,000	7,326	311	236	255	802	371	366	742	1,479	602								2,883
Percent of 311 service requests responded to within the stated Estimated Response Time	90%	91%	89%	92%	96%	92%	97%	97%	98%	97%	94%								95%

METRICS	FY2022						FY2023												
	Goal	FY2022	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
Consumer Protection																			
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%								97%
Perform a minimum of 1,500 proactive inspections yearly (Tire/Auto)	1,500	1,469	76	101	8	185	2	1	8	11	4								200
Percent of Consumer Protection Complaints responded to within 5 days	90%	100%	100%	100%	97%	99%	99%	84%	100%	94%	99%								97%
Boarding Home Facilities																			
Number of approved licenses	72	73	11	10	13	34	12	5	8	25	6								65
Number of 311 concerns regarding boarding homes	95%	96%	98%	95%	95%	96%	95%	100%	100%	98%	93%								97%
Nuisance Abatement																			
Perform mow clean abatements within 20 calendar days	90%	92%	99%	97%	95%	97%	99%	98%	98%	98%	97%								98%

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Abate illegal dumping sites within 10 calendars days 90% of the time	90%	99%	98%	97%	99%	98%	98%	85%	98%	94%	100%								96%
Abate open and vacant structures within 48 hours 90% of the time	90%	99%	72%	49%	61%	61%	88%	96%	94%	93%	100%								80%
Nuisance Abatement																			
Abate graffiti violations within 10 calendar days 90% of the time	90%	95%	99%	97%	99%	98%	100%	100%	100%	100%	99%								99%
Abate dumped tire violations within 7 calendar days	95%	90%	99%	94%	95%	96%	99%	77%	94%	90%	100%								94%
Proactively perform 7,500 vacant properties monitoring assessments	7,500	7,308	994	618	314	1,926	840	779	925	2,544	710								5,180
Consumer Health																			
Number of Food Establishments inspected per Full Time Equivalent	575	671	109	61	63	233	61	74	84	219	63								515
Percent of food establishments inspected on time	95%	73%	52%	71%	92%	72%	95%	93%	99%	96%	88%								84%
Percent of foodborne illness complaints investigated within 10 days	90%	91%	90%	94%	100%	95%	100%	100%	100%	100%	94%								97%
Mosquito Control																			
Complete Mosquito control activities within 48 hours of notification	95%	95%	100%	100%	100%	100%	100%	100%	56%	85%	75%								90%
Quality Management																			
Percent of citizens that rate Code Compliance customer service as fair or better	85%	76%	85%	85%	75%	82%	70%	91%	71%	77%	77%								79%
Community Outreach																			
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								11
Bulk Trash/Litter Collected			40,940	26,600	26,800	94,340	9,880	0	18,280	28,160	18,160								140,660
Tires Collected			472	80	251	803	17	0	194	211	106								1,120