Code Compliance Summit
2005

Presented to: Quality of Life Committee
March 27, 2006

“A Journey to Success”
We listened. We heard:

We talked to Neighborhood Reps across the City to obtain feedback about our Dept. They told us:

- Poor Customer Service:
  - Too Slow to Respond to Complaints
  - Failure to Follow through on Complaints
- “We want visible results, cleaner neighborhoods.”
Customer Service Improvements

Code Compliance Average Response Time* from Complaint to Closure (in days)

*Includes Premise, Zoning and Substandard Structure Violations
Customer Service Improvements

Code Compliance Average Response Times from Complaint to Closure (in days)

- Bulky Trash: FY02-03 = 44, FY03-04 = 16, FYTD 04-05 = 7
- Litter: FY02-03 = 75, FY03-04 = 64, FYTD 04-05 = 27
- Weeds/Grass: FY02-03 = 82, FY03-04 = 48, FYTD 04-05 = 21
- Outside Storage: FY02-03 = 88, FY03-04 = 72, FYTD 04-05 = 37
- JMV: FY02-03 = 88, FY03-04 = 80, FYTD 04-05 = 57
Service Request Volume

- **FY 04-05:**
  - Code: 173,750 or approx. **3,300** service requests per week
  - Animal Services: 57,923 or approx. **1,100** service requests per week
  - **TOTAL:** **4,400** service requests per week
Customer Service Improvements

Animal Services Average Response Time Complaint to Closure (in days)

FY02-03: 38.2 days
FY03-04: 17.5 days
FY04-05: 9.2 days
Animal Services

Animals Impounded

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<tr>
<th></th>
<th>FY01-02</th>
<th>FY02-03</th>
<th>FY03-04</th>
<th>FY04-05</th>
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</thead>
<tbody>
<tr>
<td>Number</td>
<td>26,320</td>
<td>32,738</td>
<td>33,592</td>
<td>30,819</td>
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0 5,000 10,000 15,000 20,000 25,000 30,000 35,000 40,000
Animal Services Citations Issued

- FY02-03: 623
- FY03-04: 775
- FY04-05: 3026
Mow/Clean Division

Mow/Clean Jobs Completed
Includes mowing, cleaning and securing

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Jobs Completed</th>
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<tbody>
<tr>
<td>FY01-02</td>
<td>39,221</td>
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<tr>
<td>FY02-03</td>
<td>45,130</td>
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<td>FY03-04</td>
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<td>FY04-05</td>
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Field Services

Junk Motor Vehicles Towed

FY02-03: 512
FY03-04: 690
FY04-05: 946
Structural Division

SUBSTANDARD STRUCTURE DEMOLITIONS

- FY02-03: 127
- FY03-04: 92
- FY04-05: 177
Other Accomplishments

Ordinances Amended

- **Multi-Tenant**
  - Safe Complex Symposium
  - Lock, Take and Hide Enforcement
  - Web site for Inspection Scores

- **Animal Services**

- **Fence Maintenance Standards**

Working on Alley Obstructions, Pools at Apartment Complexes, House numbers, JMV and Commercial Handbills
New Programs Implemented

- Changed Bulk Trash Enforcement Process
- Developed and implemented Scrap Tire Ordinance-collaborative effort to curtail illegal dumping of tires
- Created Structural Team to expedite substandard housing cases
- Implementing Civil Adjudication Process
  - Less time in Court-More time in the Field
- Created Junk Vehicle Pinwheel Program to expedite removal of inoperable vehicles
Training

- Code Academy
- Historic and Conservation District Training
- Texas Dept. of Health Code Officer registration
- Computer Competency Training
  - Computer Entry Standards Implemented
- Audit Procedures revised for accountability, competency and common error issues
What’s Next?

- **Customer Service Focus**
  - Customer Service Training for all staff
  - Increased Quantity - Proactively pursuing problems
  - Increased Quality - Quick response with thorough investigation and follow-up

- **Education**
  - ✓ Internal and external

- **Doing “the right thing”**