

# Memorandum



DATE June 9, 2011

TO Honorable Members of the Quality of Life Committee: Pauline Medrano (Chair),  
Vonciel Jones Hill (Vice Chair), Carolyn R. Davis, Sheffie Kadane, David A.  
Neumann, Steve Salazar

SUBJECT Code Accountability Report Card Update

At the June 13, 2011 Quality of Life & Government Services Committee Meeting,  
the attached briefing will be given to update you on the Code Accountability  
Report Card.

If you have questions or need additional information, please let me know.



Forest E. Turner  
Assistant City Manager

Attachment

Cc: Honorable Mayor and Members of the City Council  
Mary K. Suhm, City Manager  
Deborah A. Watkins, City Secretary  
Thomas P. Perkins, Jr., City Attorney  
Craig D. Kinton, City Auditor  
C. Victor Lander, Administrative Judge  
Ryan S. Evans, First Assistant City Manager  
A.C. Gonzalez, Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Frank Librio, Public Information Office  
Helena Stevens-Thompson, Assistant to the City Manager

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# Code Accountability Report Card Update

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Presented to the Quality of Life & Government  
Services Committee

June 13, 2011



Dallas Code Compliance, *what it all means*  
**COMMUNITY**



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# Background

- In 2007, the City Council challenged Code Compliance to drastically improve service delivery
- In response, the Code Accountability Report Card was created to measure the effectiveness of the department's reorganization efforts
- The City Council has received report cards monthly since October 2008
- The Quality of Life Committee has been briefed twice prior to today on the Report Card:
  - May 11, 2009
  - August 11, 2009

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# Report Card

- The Report Card serves the following purposes:
  - Analyzes service request data to determine where staff's focus should be placed
  - Measures the amount of Code Compliance activity around the city
  - Informs the Council and the public on how Code Compliance is addressing major Code concerns

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# Feedback

- The card has received positive feedback from neighborhood associations and other community stakeholders as a tool to convey how well Code Compliance is performing
- Code Managers review the card monthly and use the feedback from the card to shift resources to areas of need

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# Future Direction

- The card was created to help staff gauge the performance of the department coming out of the reorganization efforts of Spring 2008
  - Moving forward, the card will be fine tuned to measure other areas that are important to providing the highest level of service to our customers
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# The Report Card

Results for April 2011



# Memorandum



DATE May 20, 2011  
TO The Honorable Mayor and Members of the City Council  
SUBJECT 2011 Code Accountability Report Card

Attached is the Code Accountability Report Card for April 2011. The report reflects a comparison of April 2010 to April 2011 data and helps identify trends and gauge areas that need improvement between measuring periods.

The Community Conduct section of the report card includes an audit of Service Requests for each individual district. The grade for this section gives an indication of the level of citizen outreach and how well districts document the work performed. The District Highlights section provides additional details regarding projects or accomplishments in each district. *A Guide to the Code Accountability Report Card* is included to provide assistance regarding the details of the Report Card.

Code Compliance staff will review the results from the Report Card and take the required actions to adequately address the areas that are trending negatively.

**Please note that the Report Card grade does not reflect the condition of each code district, but rather the degree of improvement in service request volume as compared to the same time period last fiscal year.**

Please let me know if you have any additional questions.



Forest E. Turner  
Assistant City Manager

Attachment

c: Mary K. Suhm, City Manager  
Ryan S. Evans, First Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
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Helena Stevens-Thompson, Assistant to the City Manager



# Guide to the Code Accountability Report Card

A Report Card is issued for each of the seven (7) districts



## City of Dallas Code Accountability Report Card November 2010



(For the period of 11/01/10 through 11/30/10)

**Community Code:  
(1) Central**

Nov '10 Central SR Volume Improvement Rating

**B-**

1st Qtr FY 10 - 11

Oct '10	Nov '10	Dec '10	Overall Average
B	B-	-	B

### Grading Table

% Change	Grade
-27.5% & Below	A+
-25.0%	A
-22.5%	A-
-20.0%	B+
-17.5%	B
-15.0%	B-
-12.5%	C+
-10.0%	C
-7.5%	C-
-5.0%	D+
-2.5%	D
0.0%	D-
+2.5%	
+5.0%	
+7.5%	
+10.0%	
+12.5%	
+15.0%	
+17.5%	
+20.0%	
+22.5%	
+25.0%	
+27.5% & Above	

The *Overall Community Grade* is the monthly total average of the *Service Delivery Grade (50%)*, *Community Code Conduct (10%)* and the *Service Requests Created by Inspectors (40%)*—see below for details

The *Overall Average* of the quarter's grades will be updated as each month is added

The *Grading Table* is used to determine the *Service Delivery Grade*

How much is each grade worth?

### Service Delivery Grade (each 2% of overall)

Service Delivery Indicators	Nov 09 Actual	Nov 10 Actual	% Change	Grade
<b>Reduction of Top 10 frequent Cases (Acceptable reduction target is 10%)</b>				
Litter	33	19	-42%	C
Signs	52	25	-52%	
High Weeds	9	32	256%	
Graffiti	21	5	-76%	
Animal- Loose Aggressive	75	71	-5%	
Animal Confined	67	60	-10%	
Obstructions	17	28	65%	
Bulky Trash	26	31	19%	
Substandard Structures	22	15	-32%	
Animal Sick/Injured	40	25	-38%	

- 5% Litter
- 5% Signs
- 5% High Weeds
- 5% Graffiti
- 5% Animal- Loose Aggressive
- 5% Animal Confined
- 5% Obstructions
- 5% Bulky Trash
- 5% Substandard Structures
- 5% Animal Sick/Injured

- *Service Delivery Grade* is based on the reduction of Service Requests (SRs) reported through 3-1-1
- The goal is to reduce the number of SRs as compared to the same month last year

### Community Code Conduct (40% of overall)

Service Request Audit - 99 SRs @ 5% Margin of error	Grade			
The Audit of Central has shown the following: * 95% of sampled requests contained detailed notes * 99 of sampled requests had all activities properly completed * 80% of sampled requests had details to prove customer contact was made * 81% of sampled requests had all photos and documents attached * 100% of sampled requests were closed within their Service Level Agreement	A-			
<b>Service Requests Created by Inspectors (40% of overall)</b>				
Service Delivery Indicators	Nov 09 Actual	FY 11 Target	Nov 10 Actual	Grade
Percentage of service requests created by inspectors in the field	53%	60%	42%	D+

Central District
(Volume numbers include 311 and Inspector created Service Requests)
<b>FY2010-2011</b>
Total Volume: 2,119
Most Common SR: Animal Loose/Aggressive
<b>FY2009-2010</b>
Total Volume: 1,408
Most Common SR: Animal Loose/Aggressive

The *District Stats* box details the total volume of SRs as well as the most Common as compared to the previous fiscal year

### District Highlights (Comments)

- *Service Requests Created by Inspectors* indicates the percentage of cases created proactively by inspectors
- The goal is to increase the percent of proactive SRs by 10% as compared to

- *Community Code Conduct* reflects the results of an audit of services requests from each district
- The audit examines activities such as: customer contact, whether the case was closed within the Service Level Agreement, and whether all activities were properly completed

The *District Highlights (Comments)* box provides an area for additional explanation



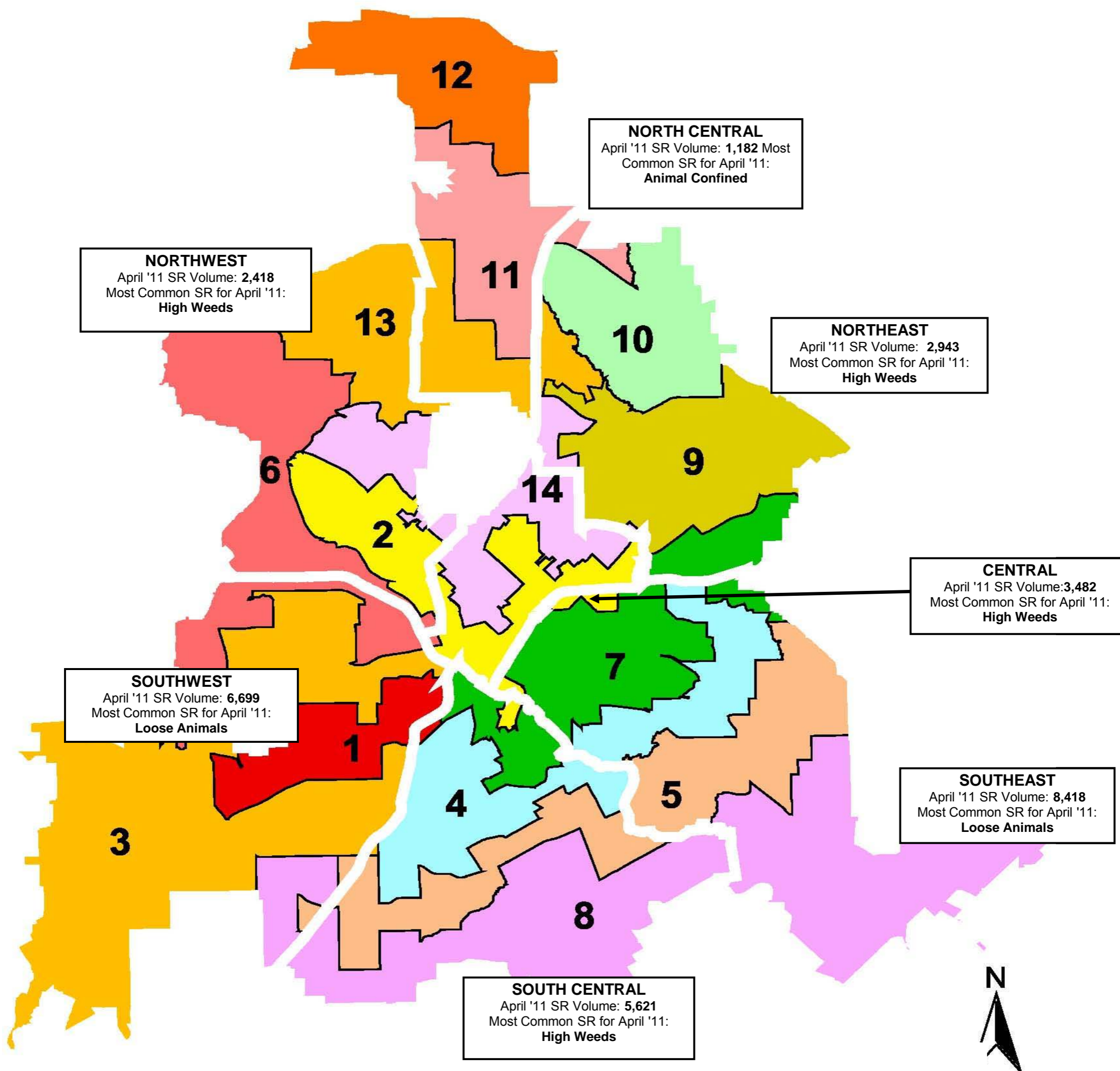
City of Dallas

# City of Dallas Code Accountability Report Card April 2011

(For the period of 04/01/11 through 04/30/11)

Dallas Code Compliance, what it all means  
**COMMUNITY**

Community Code Area	Grade	City-wide SR Volume Improvement Rating
(1) Central	B-	<b>B</b>
(2) Northeast	B-	
(3) Southeast	B-	
(4) Southwest	C+	
(5) Northwest	B+	
(6) North Central	B+	
(7) South Central	B	





# City of Dallas

## Code Accountability Report Card

### April 2011

Dallas Code Compliance, what it all means  
**COMMUNITY**

(For the period of 04/01/11 through 04/30/11)

# Community Code: (1) Central

<b>April '11 Central SR Volume Improvement Rating</b>	<b>B-</b>
-------------------------------------------------------	-----------

3rd Qtr FY 10 - 11			
April '11	May '11	June '11	Overall Average
B-	--	--	B-

### Grading Table

% Change	Grade
-27.5% & Below	A+
-25.0%	A
-22.5%	A-
-20.0%	B+
-17.5%	B
-15.0%	B-
-12.5%	C+
-10.0%	C
-7.5%	C-
-5.0%	D+
-2.5%	D
0.0%	D-
+2.5 plus	F

Service Delivery Grade (Each 3% of overall)				
Service Delivery Indicators	April 10 Actual	April 11 Actual	% Change	Grade
<b>Reduction of Top 10 frequent Cases (Acceptable reduction target is 10%)</b>				
High Weeds	131	79	-40%	D+
Litter	34	32	-6%	
Graffiti	43	15	-65%	
Animal Loose/Aggressive	89	114	28%	
Animal Confined	76	74	-3%	
Signs	20	10	-50%	
Junk Motor Vehicle	8	8	0%	
Substandard Structure	30	48	60%	
Animal Sick/Injured	40	59	48%	
Bulky Trash	16	37	131%	

Community Code Conduct (40% of overall)				
Service Request Audit - 99 SRs @ 5% Margin of error				Grade
The Audit of Central has shown the following: * 95% of sampled requests contained detailed notes * 97% of sampled requests had all activities properly completed * 92% of sampled requests had details to prove customer contact was made * 83% of sampled requests had all photos and documents attached * 100% of sampled requests were closed within their Service Level Agreement				A
<b>Service Requests Created by Inspectors (30% of overall)</b>				
Service Delivery Indicators	April 10 Actual	FY 11 Target	April 11 Actual	Grade
Percentage of service requests created by inspectors in the field	44%	54%	44%	B-

### Central Stats

(Volume numbers include 311 and inspector created Service Requests)

**FY2010-2011**  
 Total Volume: 3,482  
 Most Common SR: High Weeds

**FY2009-2010**  
 Total Volume: 2,580  
 Most Common SR : Animal Loose/Aggressive

**District Highlights (Comments)**

Central Community Code acquired negative grades for several Service Request types this month. Lower trending areas will be addressed with sweeps and coordination with Animal Services over the next month. Steps have been taken to address Bulky Trash through the distribution of Bulky Trash schedules/calendars.

The level of proactive work performed by Code Compliance Staff came in below target with 44% of Service Requests received created by staff in the field rather than the public. The target was 55%.

The Quality of Service performed by Code Compliance Staff scored well overall this month. Efforts will be made to maintain the level of service demonstrated this month.



# City of Dallas

## Code Accountability Report Card

### April 2011

Dallas Code Compliance, what it all means  
**COMMUNITY**

(For the period of 04/01/11 through 04/30/11)

## Community Code: (2) Northeast

<b>April '11 Central SR Volume Improvement Rating</b>	<b>B</b>
-------------------------------------------------------	----------

3rd Qtr FY 10 - 11			
April '11	May '11	Jun '11	Overall Average
B	--	--	B

### Grading Table

% Change	Grade
-27.5% & Below	A+
-25.0%	A
-22.5%	A-
-20.0%	B+
-17.5%	B
-15.0%	B-
-12.5%	C+
-10.0%	C
-7.5%	C-
-5.0%	D+
-2.5%	D
0.0%	D-
+2.5 plus	F

Service Delivery Grade (Each 3% of overall)				
Service Delivery Indicators	April 10 Actual	April 11 Actual	% Change	Grade
<b>Reduction of Top 10 frequent Cases (Acceptable reduction target is 10%)</b>				
High Weeds	295	217	-26%	C-
Substandard Structure	105	86	-18%	
Animal Confined	212	184	-13%	
Litter	57	61	7%	
Obstruction Alley/Sidwalk/Street	58	72	24%	
Animal Loose/Aggressive	155	180	16%	
Signs	23	19	-17%	
Animal Sick/Injured	93	102	10%	
Parking Unapproved Surface	34	23	-32%	
Junk Motor Vehicle	28	18	-36%	

Community Code Conduct (40% of overall)				
Service Request Audit - 112 SRs @ 5% Margin of error	Grade			
The Audit of Northeast has shown the following: * 91% of sampled requests contained detailed notes * 86% of sampled requests had all activities properly completed * 67% of sampled requests had details to prove customer contact was made * 85% of sampled requests had all photos and documents attached * 96% of sampled requests were closed within their Service Level Agreement				
<b>Service Requests Created by Inspectors (30% of overall)</b>				
Service Delivery Indicators	April 10 Actual	FY 11 Target	April 10 Actual	Grade
Percentage of service requests created by inspectors in the field	49%	59%	63%	A+

### Northeast Stats

(Volume numbers include 311 and inspector created Service Requests)

**FY2010-2011**  
 Total Volume: 2,943  
 Most Common SR: High Weeds

**FY2009-2010**  
 Total Volume: 4,661  
 Most Common SR : High Weeds

**District Highlights (Comments)**

Northeast Community Code acquired negative grades with several Service Request types this month. Lower trending areas will be addressed with sweeps and coordination with Animal Services over the next month.

The level of proactive work performed by Code Compliance Staff came in above target with 63% of Service Requests received created by staff in the field rather than the public. The target was 59%.

The Quality of Service performed by Code Compliance Staff scored well overall, but there is room for improvement in the areas of proving customer contact was made. Code Compliance Management will work closely with their staff to ensure that staff working these cases take the proper time to fully document when customer contact is made by request.



# City of Dallas

## Code Accountability Report Card

### April 2011

Dallas Code Compliance, what it all means  
**COMMUNITY**

(For the period of 04/01/11 through 04/30/11)

## Community Code: (3) Southeast

<b>April '11 Central SR Volume Improvement Rating</b>	<b>B</b>
-------------------------------------------------------	----------

3rd Qtr FY 10 - 11			
April '11	May '11	June '11	Overall Average
B	--	--	B

### Grading Table

% Change	Grade
-27.5% & Below	A+
-25.0%	A
-22.5%	A-
-20.0%	B+
-17.5%	B
-15.0%	B-
-12.5%	C+
-10.0%	C
-7.5%	C-
-5.0%	D+
-2.5%	D
0.0%	D-
+2.5 plus	F

Service Delivery Grade (Each 3% of overall)				
Service Delivery Indicators	April 10 Actual	April 11 Actual	% Change	Grade
<b>Reduction of Top 10 frequent Cases (Acceptable reduction target is 10%)</b>				
High Weeds	368	202	-45%	D+
Litter	194	70	-64%	
Animal Loose/Aggressive	445	489	10%	
Substandard Structure	239	235	-2%	
Signs	18	11	-39%	
Animal Confined	240	245	2%	
Obstruction Alley/Sidewalk/Street	48	34	-29%	
Junk Motor Vehicle	44	23	-48%	
Parkin Unapproved Surface	45	24	-47%	
Open and Vacant Structure	19	35	84%	

Community Code Conduct (40% of overall)				
Service Request Audit - 108 SRs @ 5% Margin of error				Grade
The Audit of Southeast has shown the following: *98% of sampled requests contained detailed notes *98% of sampled requests had all activities properly completed *100% of sampled requests had details to prove customer contact was made *83% of sampled requests had all photos and documents attached *97% of sampled requests were closed within their Service Level Agreement				A+
Service Requests Created by Inspectors (30% of overall)				
Service Delivery Indicators	April 10 Actual	FY 11 Target	April 11 Actual	Grade
Percentage of service requests created by inspectors in the field	45%	55%	48%	B+

### Southeast Stats

(Volume numbers include 311 and inspector created Service Requests)

#### FY2010-2011

**Total Volume: 8,418**  
**Most Common SR: Loose Animals**

#### FY2009-2010

**Total Volume: 12,578**  
**Most Common SR: Loose Animals**

### District Highlights (Comments)

Southeast Community Code acquired negative grades with several Service Request types this month. Lower trending areas will be addressed with sweeps and coordination with Animal Services over the next month. Open and Vacant locations will be secured by the Nuisance Abatement Closure Team.

The level of proactive work performed by Code Compliance Staff came in below the target with 48% of Service Requests received created by staff in the field rather than the public. The target was 55%.

The Quality of Service performed by Code Compliance Staff scored very well overall this month. Efforts will be made to maintain the level of service demonstrated this month.



# City of Dallas Code Accountability Report Card April 2011

Dallas Code Compliance, what it all means  
**COMMUNITY**

(For the period of 04/01/11 through 04/30/11)

## Community Code: (4) Southwest

<b>April '11 Central SR Volume Improvement Rating</b>	<b>C+</b>
-------------------------------------------------------	-----------

3rd Qtr FY 10 - 11			
April '11	May '11	June '11	Overall Average
C+	--	--	C+

### Grading Table

% Change	Grade
-27.5% & Below	A+
-25.0%	A
-22.5%	A-
-20.0%	B+
-17.5%	B
-15.0%	B-
-12.5%	C+
-10.0%	C
-7.5%	C-
-5.0%	D+
-2.5%	D
0.0%	D-
+2.5 plus	F

Service Delivery Grade (Each 3% of overall)				
Service Delivery Indicators	April 10 Actual	April 11 Actual	% Change	Grade
<b>Reduction of Top 10 frequent Cases (Acceptable reduction target is 10%)</b>				
High Weeds	271	101	-63%	C-
Litter	111	66	-41%	
Animal Loose/Aggressive	330	431	31%	
Signs	19	17	-11%	
Obstruction Alley/Sidewalk/Street	49	53	8%	
Animal Confined	198	188	-5%	
Illegal Dumping	65	39	-40%	
Graffiti	49	26	-47%	
Junk Motor Vehicle	37	39	5%	
Parking Unapproved Surface	40	30	-25%	

Community Code Conduct (40% of overall)				
Service Request Audit - 69 SRs @ 5% Margin of error	Grade			
The Audit of Southwest has shown the following: * 91% of sampled requests contained detailed notes * 89% of sampled requests had all activities properly completed * 78% of sampled requests had details to prove customer contact was made * 81% of sampled requests had all photos and documents attached * 96% of sampled requests were closed within their Service Level Agreement	B			
Service Requests Created by Inspectors (30% of overall)				
Service Delivery Indicators	April 10 Actual	FY 11 Target	April 11 Actual	Grade
Percentage of service requests created by inspectors in the field	49%	59%	42%	C-

### Southwest Stats

(Volume numbers include 311 and inspector created Service Requests)

**FY2010-2011 Total Volume: 6,699**

**Most Common SR: Loose Animals**

**FY2009-2010**

**Total Volume: 7,431**

**Most Common SR: Loose Animals**

### District Highlights (Comments)

Southwest Community Code acquired negative grades with several Service Request types this month. Lower trending areas will be addressed with sweeps and coordination with Animal Services over the next month.

The level of proactive work performed by Code Compliance Staff came in below the target with 42% of Service Requests received created by staff in the field rather than the public. The target was 59%.

The Quality of Service performed by Code Compliance Staff scored good, but there is room for improvement in the areas of proving customer contact was made. Code Compliance Management will work closely with their staff to ensure that staff working these cases take the proper time to fully document when customer contact is made by request.



# City of Dallas

## Code Accountability Report Card

### April 2011

Dallas Code Compliance, what it all means  
**COMMUNITY**

(For the period of 04/01/11 through 04/30/11)

## Community Code: (5) Northwest

<b>April '11 Central SR Volume Improvement Rating</b>	<b>B+</b>
-------------------------------------------------------	-----------

3rd Qtr FY 10 - 11			
April '11	May '11	June '11	Overall Average
B+	--	--	B+

### Grading Table

% Change	Grade
-27.5% & Below	A+
-25.0%	A
-22.5%	A-
-20.0%	B+
-17.5%	B
-15.0%	B-
-12.5%	C+
-10.0%	C
-7.5%	C-
-5.0%	D+
-2.5%	D
0.0%	D-
+2.5 plus	F

Service Delivery Grade (Each 3% of overall)				
Service Delivery Indicators	April 10 Actual	April 11 Actual	% Change	Grade
<b>Reduction of Top 10 frequent Cases (Acceptable reduction target is 10%)</b>				
High Weeds	241	134	-44%	C-
Animal Confined	145	91	-37%	
Litter	37	45	22%	
Signs	16	20	25%	
Animal Loose/Aggressive	104	107	3%	
Obstruction/Sidewalk/Street	44	48	9%	
Substandard Structure	34	43	26%	
Animal Sick/Injured	49	60	22%	
Graffiti	19	10	-47%	
Bulky Trash	38	74	95%	

Community Code Conduct (40% of overall)				
Service Request Audit - 70 SRs @ 5% Margin of error	Grade			
The Audit of Northwest has shown the following: * 99% of sampled requests contained detailed notes * 98% of sampled requests had all activities properly completed * 90% of sampled requests had details to prove customer contact was made * 81% of sampled requests had all photos and documents attached * 98% of sampled requests were closed within their Service Level Agreement	A			
Service Requests Created by Inspectors (30% of overall)				
Service Delivery Indicators	April 10 Actual	FY 11 Target	April 11 Actual	Grade
Percentage of service requests created by inspectors in the field	50%	60%	56%	A

### Northwest Stats

(Volume numbers include 311 and inspector created Service Requests)

**FY2010-2011**  
 Total Volume: 2,418  
 Most Common SR: High Weeds

**FY2009-2010**  
 Total Volume: 2,969  
 Most Common SR: High Weeds

**District Highlights (Comments)**

Northwest Community Code acquired negative grades with several Service Request types this month. Lower trending areas will be addressed with more proactive sweeps over the next month. Negative grades represent areas requiring improvement.

The level of proactive work performed by Code Compliance Staff came in below the target with 56% of Service Requests received created by staff in the field rather than the public. The target was 60%.

The Quality of Service performed by Code Compliance Staff scored well overall this month. Efforts will be made to maintain the level of service demonstrated this month.



# City of Dallas

## Code Accountability Report Card

### April 2011

Dallas Code Compliance, what it all means  
**COMMUNITY**

(For the period of 04/01/11 through 04/30/11)

## Community Code: (6) North Central

April '11 Central SR Volume Improvement Rating	B+
------------------------------------------------	----

3rd Qtr FY 10 - 11			
April '11	May '11	June '11	Overall Average
B+	--	--	B+

### Grading Table

% Change	Grade
-27.5% & Below	A+
-25.0%	A
-22.5%	A-
-20.0%	B+
-17.5%	B
-15.0%	B-
-12.5%	C+
-10.0%	C
-7.5%	C-
-5.0%	D+
-2.5%	D
0.0%	D-
+2.5 plus	F

Service Delivery Grade (Each 3% of overall)				
Service Delivery Indicators	April 10 Actual	April 11 Actual	% Change	Grade
<b>Reduction of Top 10 frequent Cases (Acceptable reduction target is 10%)</b>				
High Weeds	86	70	-19%	C+
Animal Confined	114	84	-26%	
Signs	14	16	14%	
Obstruction Alley/Sidewalk/Street	58	47	-19%	
Bulky Trash	60	72	20%	
Animal Loose/Aggressive	48	42	-13%	
Animal Sick/Injured	58	58	0%	
Litter	25	22	-12%	
Substandard Structure	27	25	-7%	
Animal Noisy	24	22	-8%	

Community Code Conduct (40% of overall)				
Service Request Audit - 51 SRs @ 5% Margin of error	Grade			
The Audit of North Central has shown the following: * 93% of sampled requests contained detailed notes * 94% of sampled requests had all activities properly completed * 79% of sampled requests had details to prove customer contact was made * 81% of sampled requests had all photos and documents attached * 100% of sampled requests were closed within their Service Level Agreement				
<b>Service Requests Created by Inspectors (30% of overall)</b>				
Service Delivery Indicators	April 10 Actual	FY 11 Target	April 11 Actual	Grade
Percentage of service requests created by inspectors in the field	54%	60%	66%	A+

### North Central Stats

(Volume numbers include 311 and inspector created Service Requests)

**FY2010-2011**  
 Total Volume: 1,182  
 Most Common SR: Animal Confined

**FY2009-2010**  
 Total Volume: 1,595  
 Most Common SR: Animal Confined

### District Highlights (Comments)

North Central Community Code acquired negative grades with several Service Request types this month. Lower trending areas will be addressed with more proactive sweeps over the next month. Negative grades represent areas requiring improvement.

The level of proactive work performed by Code Compliance Staff came in above target with 66% of the Service Requests received created by staff in the field rather than the public. The target was 60%.

The Quality of Service performed by Code Compliance Staff scored well overall this month. Efforts will be made to maintain the level of service demonstrated this month.





# City of Dallas

## Code Accountability Report Card

### April 2011

Dallas Code Compliance, what it all means  
**COMMUNITY**

(For the period of 04/01/11 through 04/30/11)

## Community Code: (7) South Central

April '11 Central SR Volume Improvement Rating	B
------------------------------------------------	---

3rd Qtr FY 10 - 11			
April '11	May '11	June '11	Overall Average
B	--	--	B

### Grading Table

% Change	Grade
-27.5% & Below	A+
-25.0%	A
-22.5%	A-
-20.0%	B+
-17.5%	B
-15.0%	B-
-12.5%	C+
-10.0%	C
-7.5%	C-
-5.0%	D+
-2.5%	D
0.0%	D-
+2.5 plus	F

Service Delivery Grade (Each 3% of overall)				
Service Delivery Indicators	April 10 Actual	April 11 Actual	% Change	Grade
<b>Reduction of Top 10 frequent Cases (Acceptable reduction target is 10%)</b>				
High Weeds	528	506	-4%	D
Animals Loose/Aggressive	347	395	14%	
Litter	70	113	61%	
Animal Confined	194	184	-5%	
Obstruction Alley/Sidewalk/Street	59	83	41%	
Animal Sick/Injured	106	137	29%	
Illegal Dumping	51	42	-18%	
Signs	8	10	25%	
Junk Motor Vehicle	35	23	-34%	
Substandard Structure	65	43	-34%	

Community Code Conduct (40% of overall)				
Service Request Audit - 102 SRs @ 5% Margin of error	Grade			
The Audit of South Central has shown the following: * 88% of sampled requests contained detailed notes * 96% of sampled requests had all activities properly completed * 67% of sampled requests had details to prove customer contact was made * 76% of sampled requests had all photos and documents attached * 100% of sampled requests were closed within their Service Level Agreement	B+			
<b>Service Requests Created by Inspectors (30% of overall)</b>				
Service Delivery Indicators	April 10 Actual	FY 11 Target	April 11 Actual	Grade
Percentage of service requests created by inspectors in the field	65%	60%	62%	A+

### South Central Stats

(Volume numbers include 311 and inspector created Service Requests)

#### FY2010-2011

**Total Volume: 5,621**  
**Most Common SR: High Weeds**

#### FY2009-20106

**Total Volume: 6,176**  
**Most Common SR: High Weeds**

### District Highlights (Comments)

South Central Community Code had several negative trends in the Service Delivery Section of the report for April. Negative trends represent areas requiring improvement. South Central's Management will work aggressively to address negative trends for the month of May.

The level of proactive work performed by Code Compliance Staff came in above target with 62% of Service Requests received created by staff in the field rather than the public. The target was 60%.

The Quality of Service performed by Code Compliance Staff scored well overall, but there is room for improvement in the areas of proving customer contact was made. Code Compliance Management will work closely with their staff to ensure that staff working these cases take the proper time to fully document when customer contact is made by request.