

## Code Compliance Monthly Report for April, 2014

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### Activity

**Cases Opened** – There were 89 cases opened; 51% complaint based and 49% officer initiated.

**Cases Closed** – There were 60 cases closed by voluntary compliance.

**Total Violations** – There were 101 violations throughout all the districts.

**Violations Abated** – There were 59 violations abated with the issuance of a Courtesy Notice.

**Aging Cases** – There were 26 open cases carried over from prior months.

**ROW Sign Removal** – There were 127 signs removed from the public right-of-way.

**Inquiries** – There were 335 inquiries; 24% received through the call center.

**Most Frequent Violations** – The most frequent violations were inoperable vehicles, right-of-way obstructions and stockpiling.

**Case Duration** – Cases were closed on average within 7 days.

**Compliance Rate** – 67% with 100% voluntary compliance.

**Sign Removal Maps** – By District

### Executive Summary

During the month of April 2014, there were 222 business days and no holidays. Code Compliance staff was successful with the receipt and response to 100% of all concerns received by citizens within one day, and inspecting 100% of all concerns within 72 hours. Cases were open an average of 7 days compared to an average of 7 days during 2013. The total number of documented and removed signs from the R-O-W was 127 in all Districts.

District 1=18 District 2=32 District 3=55 District 4=22

### Budget

Code Compliance Services Budget for Calendar Year 2014 - \$ 419,869.00

April expenses \$ 34,989.08

Expenditures compared to monthly allocation equals 8.3% of total budget for calendar year 2014

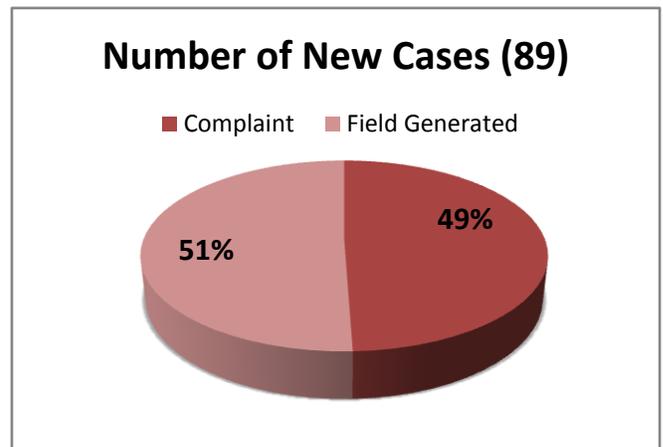
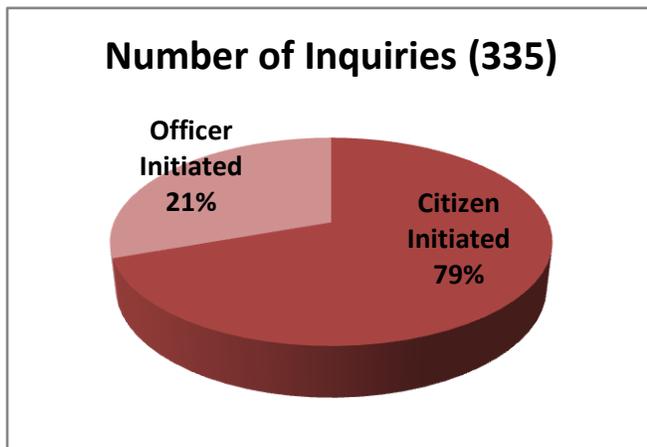
### Service Activities

Caseload Activity	April 2014	April 2013
New Cases	89	78
Cases open prior to this month	26	45
Active Cases	115	123
Closed Cases	60	60

Inspection Activity	April 2014	April 2013
Number of Inspections	207	160
Initial Inspections	89	73
Multiple Inspections	118	87
3 or more Inspections	9	7
No Violation Found	13	39
Dismissed	0	0

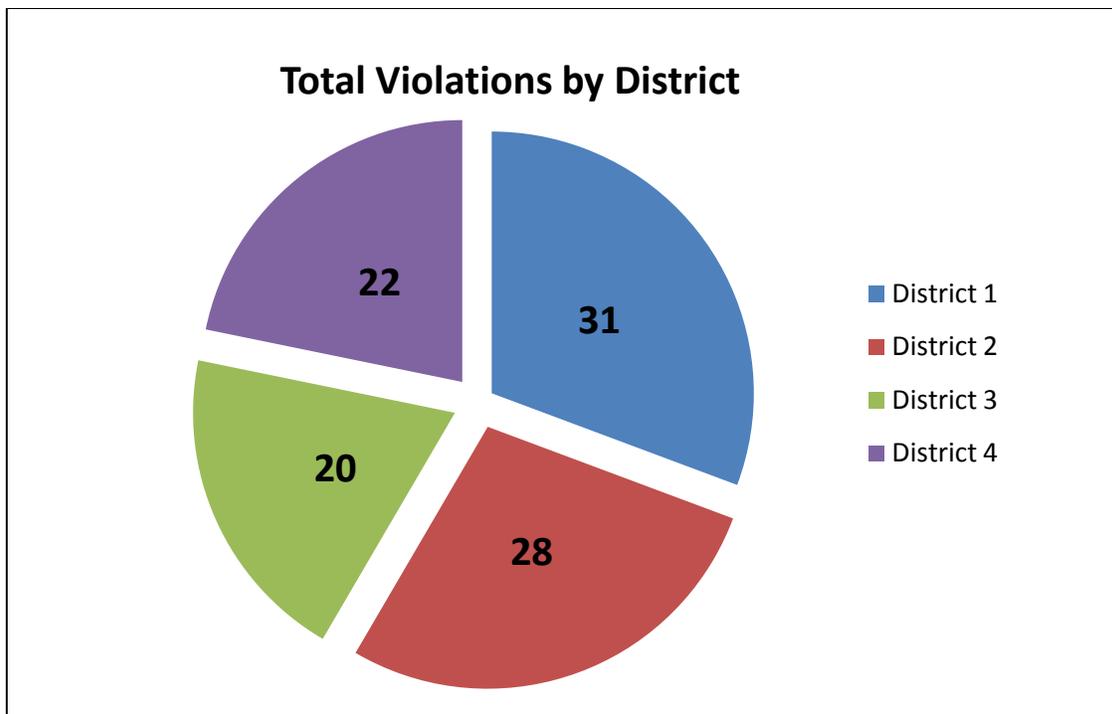
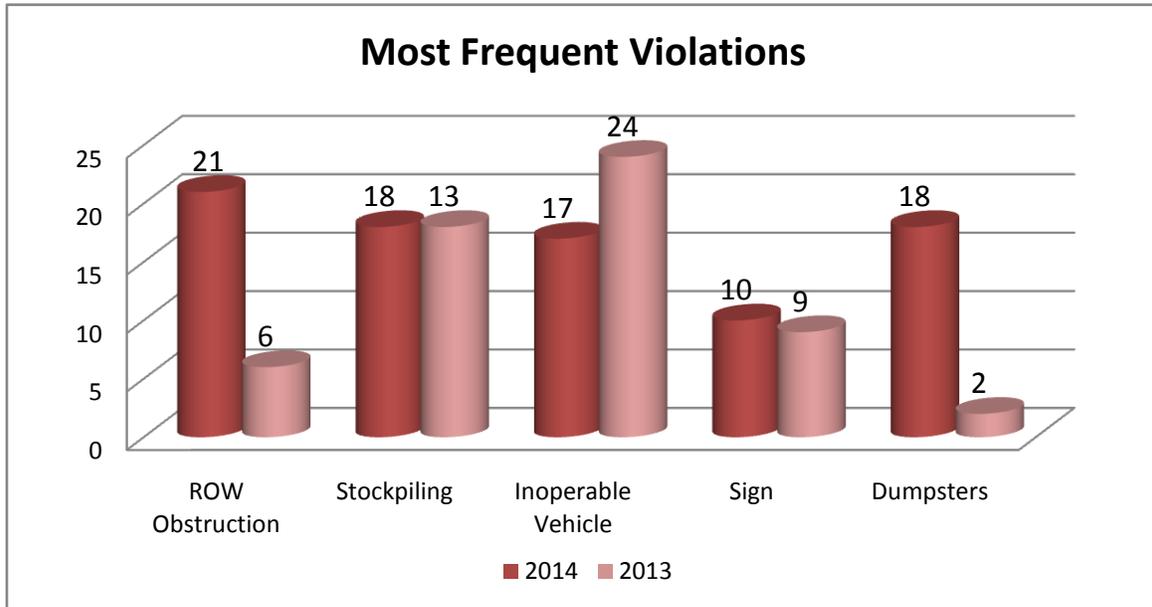
## Content Analysis

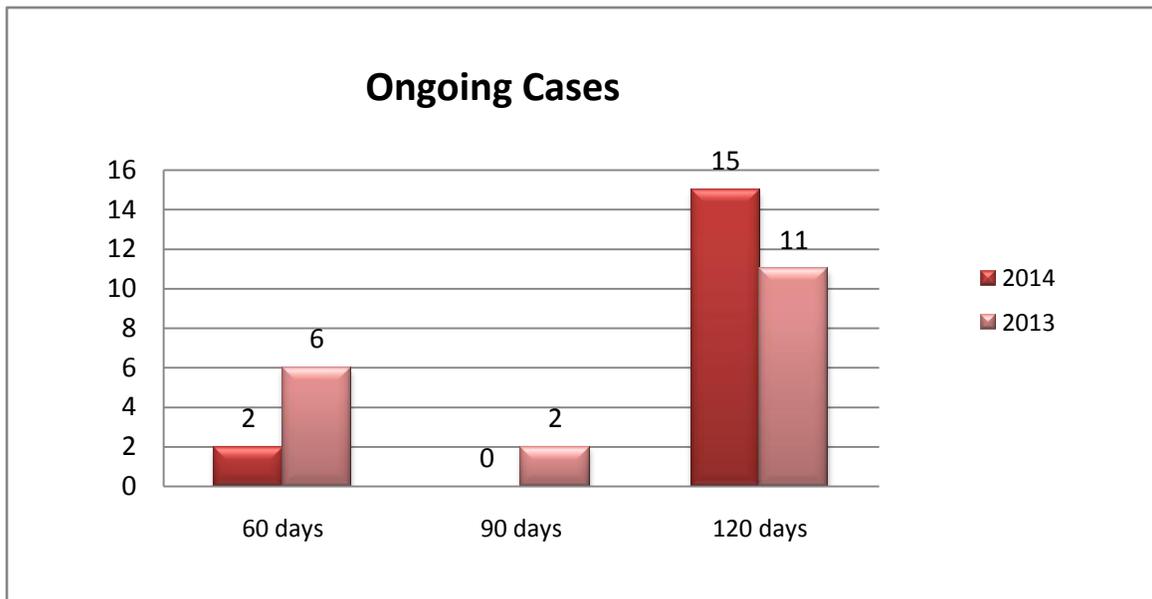
Every concern received by a citizen is inspected for validity, and every citizen or business owner is given an opportunity to voluntarily comply with the provisions of the code. Most concerns require a minimum of two site visits. The first site visit is conducted to confirm or dispel a reported violation. The second visit is conducted to determine if the violation has been abated or further action is necessary. The goal of the program is to seek partnerships with residents and business owners to gain voluntary compliance, protect the health, safety, and welfare of the citizens, and improve the quality of life by aligning compliance techniques with industry best practices. In April 2014, code compliance staff spent 201.5 hours in the field, 411.25 hours in the office\*, and 126.75 hours in training/meetings averaging 8 inspections per officer per business day.



	April 2014 Notices Issued	April 2014 Violations Abated
Courtesy Notice	59	59
Notice and Demand	4	4
Summons and Complaints	0	0
Judicial Enforcement	0	0
<b>Total</b>	<b>63</b>	<b>63</b>

\*Includes 79 hours by Citizen Responder and 110 by manager.





### Interagency Coordination, Meetings & Training

In April, Staff attended regularly scheduled meetings with City staff, and CH2M Hill staff. Staff participated in Safety training and leadership training by CH2M Hill. Staff continues to work with the Colorado Association of Code Enforcement Officials (CACEO) Education Committee and Board to ensure training is timely and applicable. Staff attended 16 hours of Frontline leadership by CH2M Hill and 16 hours of Enhancing Your Communication and Presentation Skills by EYCPS. Staff conducted a joint inspection with the Arapahoe County Sherriff's Office on a recreational marijuana complaint and attended the Agency Coordination Meeting with SEMSWA leading the meeting.

#### Agency/Division Coordination

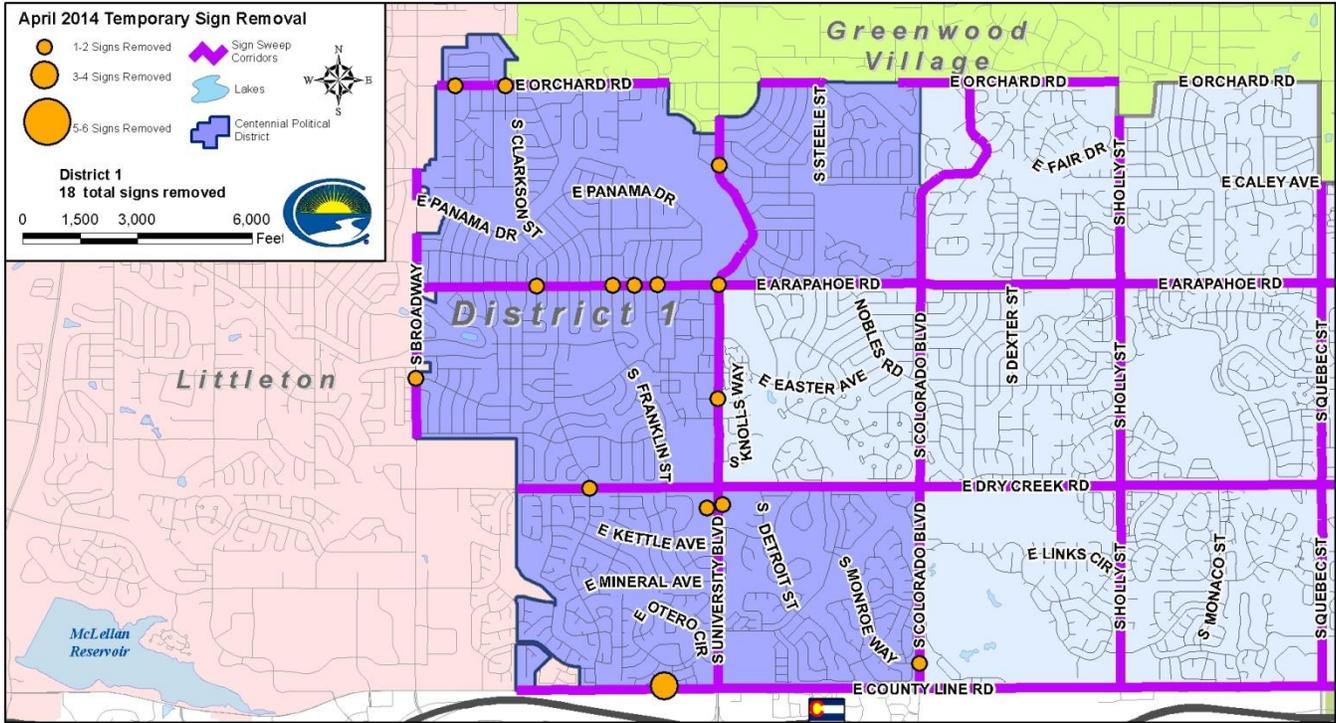
CACEO	Education Committee Board Meetings	20.5
Front Line Advisory Committee	Customer Service	1
ACSO	Recreational Marijuana	1.5

#### Training/Special Projects

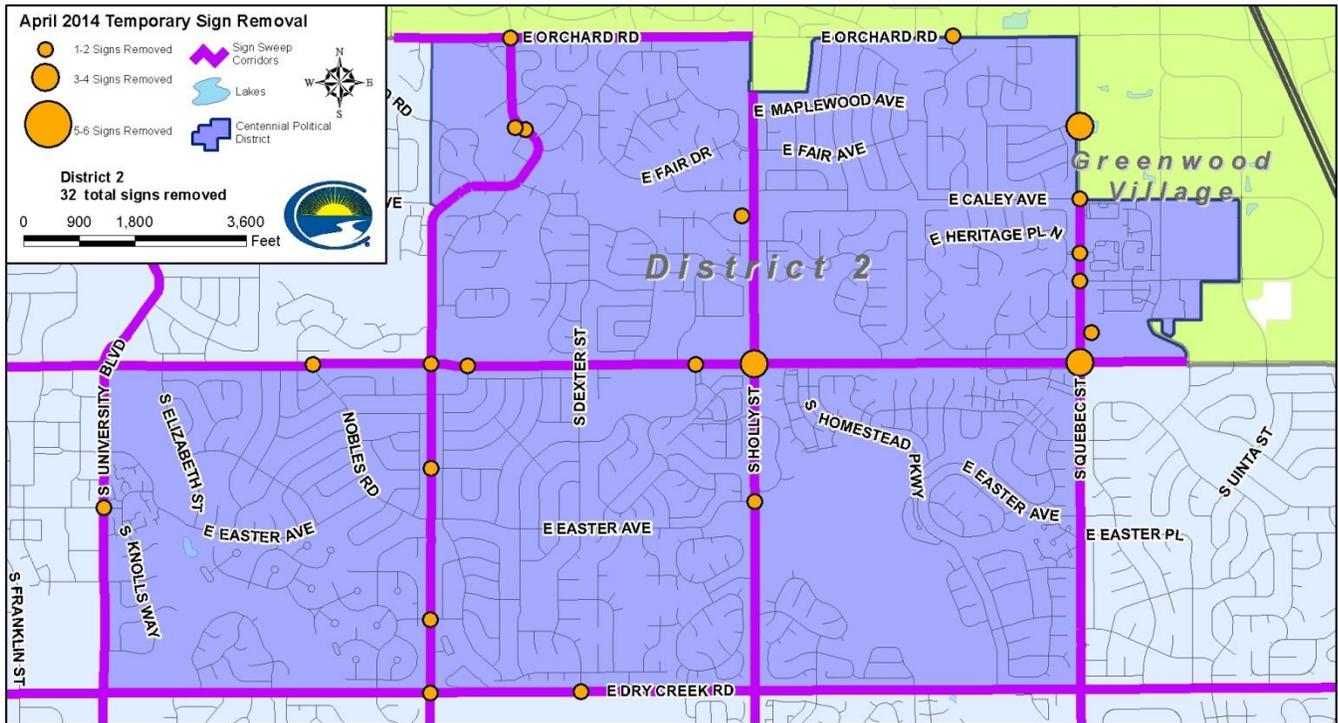
CH2M Hill	Safety & Leadership	54.75
Meetings	City & CH2M Hill	52
Agency Coordination Meeting	SEMSWA	3
	<b>GRAND TOTAL</b>	<b>132.75</b>

## Sign Removal Maps by District

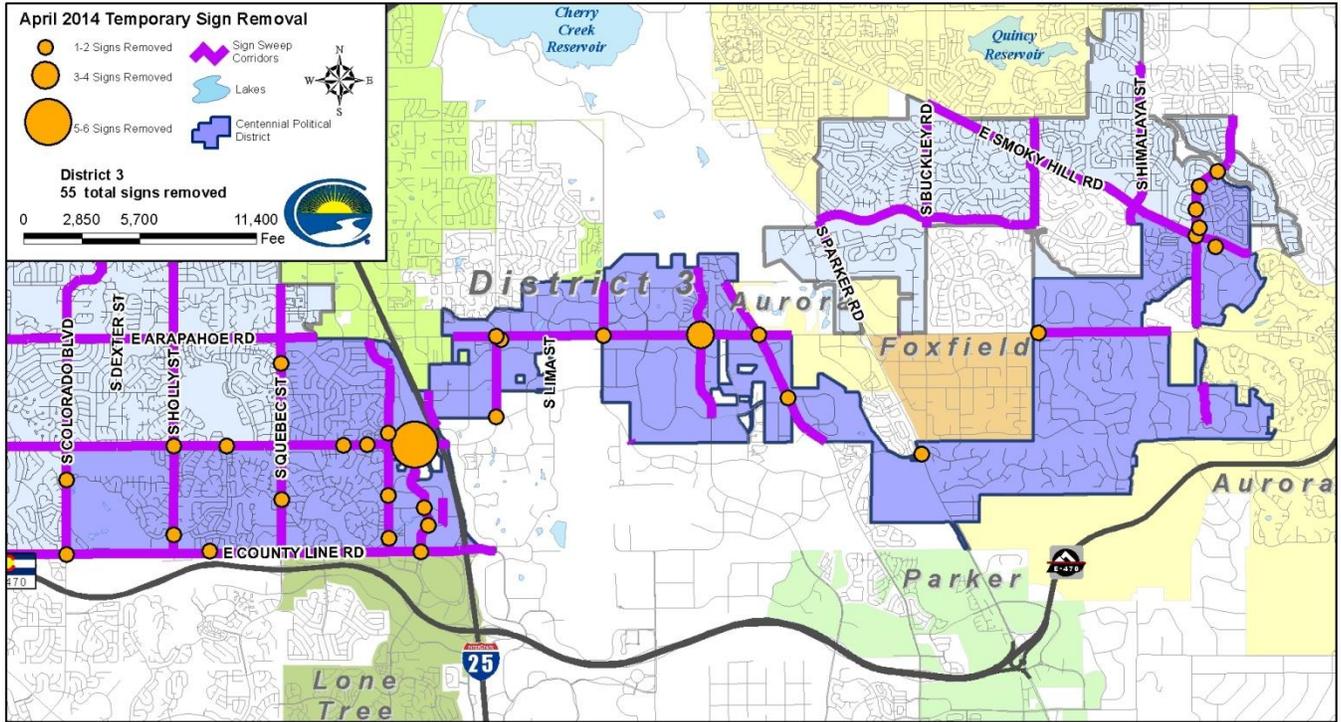
### District 1



### District 2



## District 3



## District 4

