

Code Compliance Monthly Report for July, 2013

Activity

Cases Opened – There were 165 cases opened; 55% complaint based and 45% officer initiated.

Cases Closed – There were 128 cases closed by voluntary compliance.

Total Violations – There were 187 violations throughout all the districts.

Violations Abated – There were 101 violations abated with the issuance of a Courtesy Notice.

Aging Cases – There were 57 open cases carried over from prior months.

ROW Sign Removal – There were 168 signs removed from the public right-of-way.

Inquiries – There were 536 inquiries; 23% received through the call center.

Most Frequent Violations – The most frequent violations were Right-of-way obstructions and weeds.

Case Duration – Cases were closed on average within 11 days.

Compliance Rate – 78% with 100% voluntary compliance.

Sign Removal Maps – By District

Executive Summary

During the month of July 2013, there were 22 business days and 1 holiday. 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 11 days compared to an average of 11.2 days during 2012. The total number of documented and removed signs from the R-O-W was 168 in all Districts.

District 1=31 District 2=18 District 3=39 District 4=80

Budget

Code Compliance Services Budget for Calendar Year 2013 - \$ 406,850.00

July expenses \$ 33,904.17

Expenditures compared to monthly allocation equals 8.3% of total budget for calendar year 2013

Service Activities

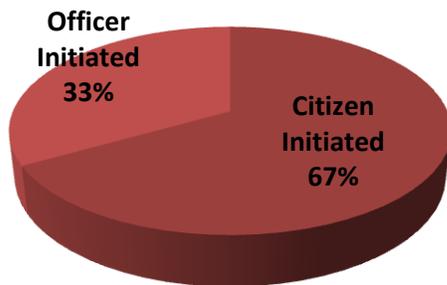
Caseload Activity	July 2013	July 2012
New Cases	165	215
Cases open prior to this month	57	33
Active Cases	222	248
Closed Cases	128	191

Inspection Activity	July 2013	July 2012
Number of Inspections	391	471
Initial Inspections	168	206
Multiple Inspections	223	285
3 or more Inspections	30	N/A
No Violation Found	26	33
Dismissed	0	0

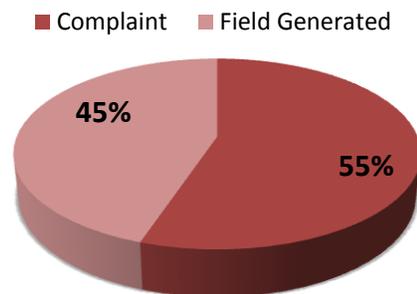
Content Analysis

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 July 2013, code compliance staff spent 208.5 hours in the field, 359.75 hours in the office*, and 94.75 hours in training/meetings averaging 12 inspections per officer per business day.

Number of Inquiries (536)

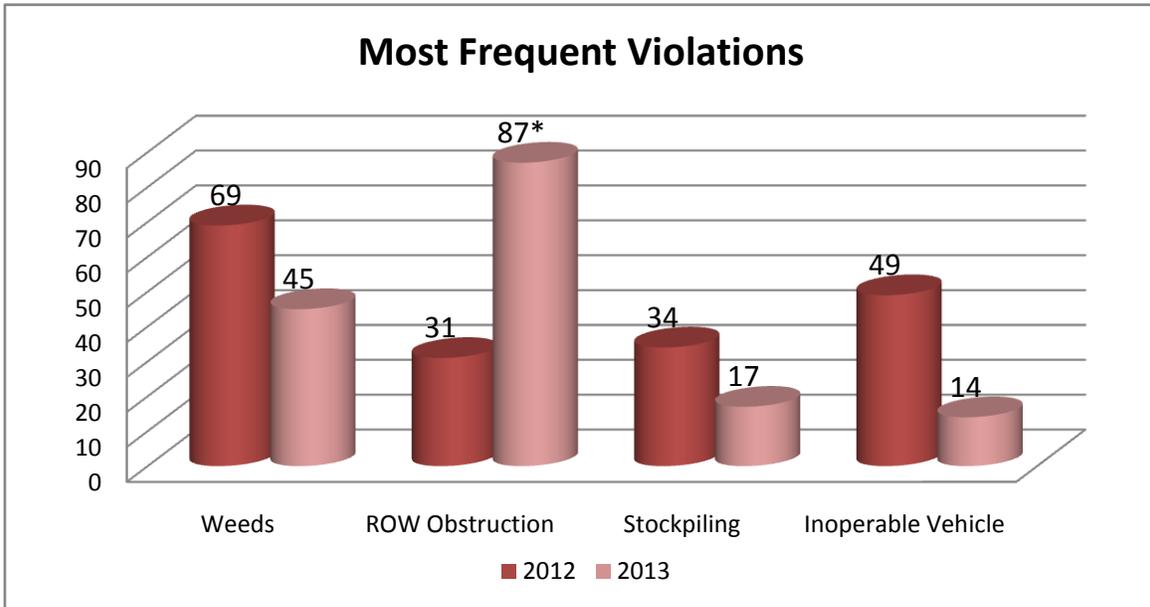


Number of New Cases (165)

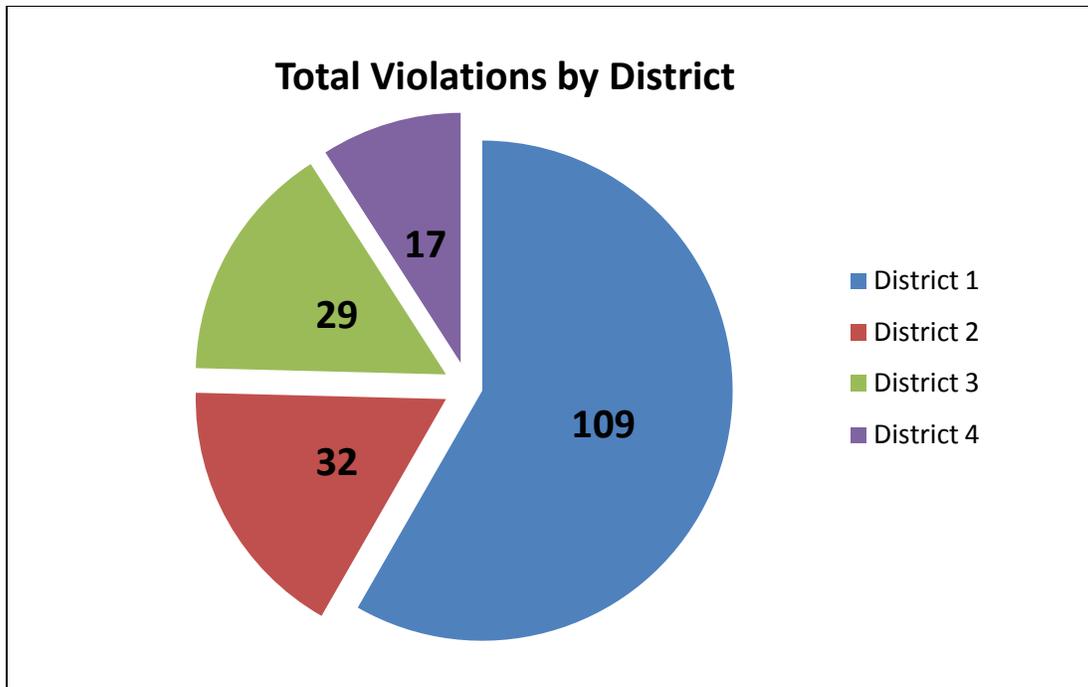


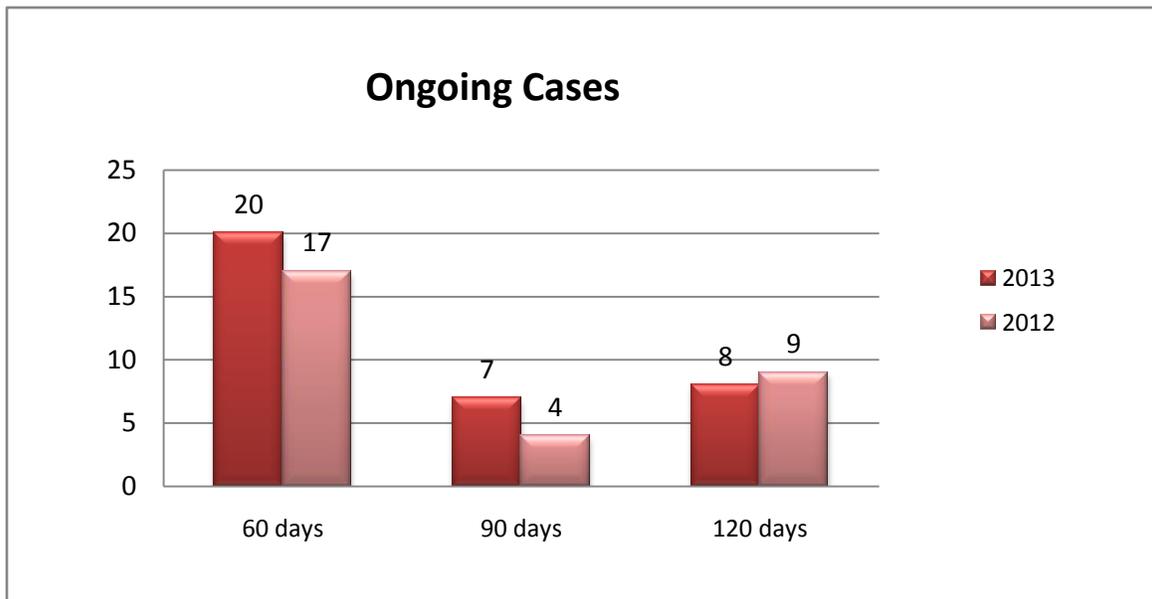
Compliance Method	July 2013 Notices Issued	July 2013 Violations Abated
Courtesy Notice	94	101
Notice and Demand	1	3
Summons and Complaints	0	0
Judicial Enforcement	0	0
Total	94	103

*Includes 82.50 hours by Citizen Responder and 135.5 by manager.



*Fifty-five cases generated by a complaint received from a Sight Impaired man about several overhanging trees along the route he regularly walks.





Interagency Coordination, Meetings & Training

In July, 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 collaborated with Animal Services on an investigation and with the City Clerk's Office at the candidate workshop. Staff attended the Interagency Coordination Meeting that includes inspectors from, Centennial Public Works, Arapahoe County Public Works, and Southeast Metro Storm Water Authority (SEMSWA). Staff attended training on Noxious Vegetation by the Department of Agriculture.

Agency/Division Coordination

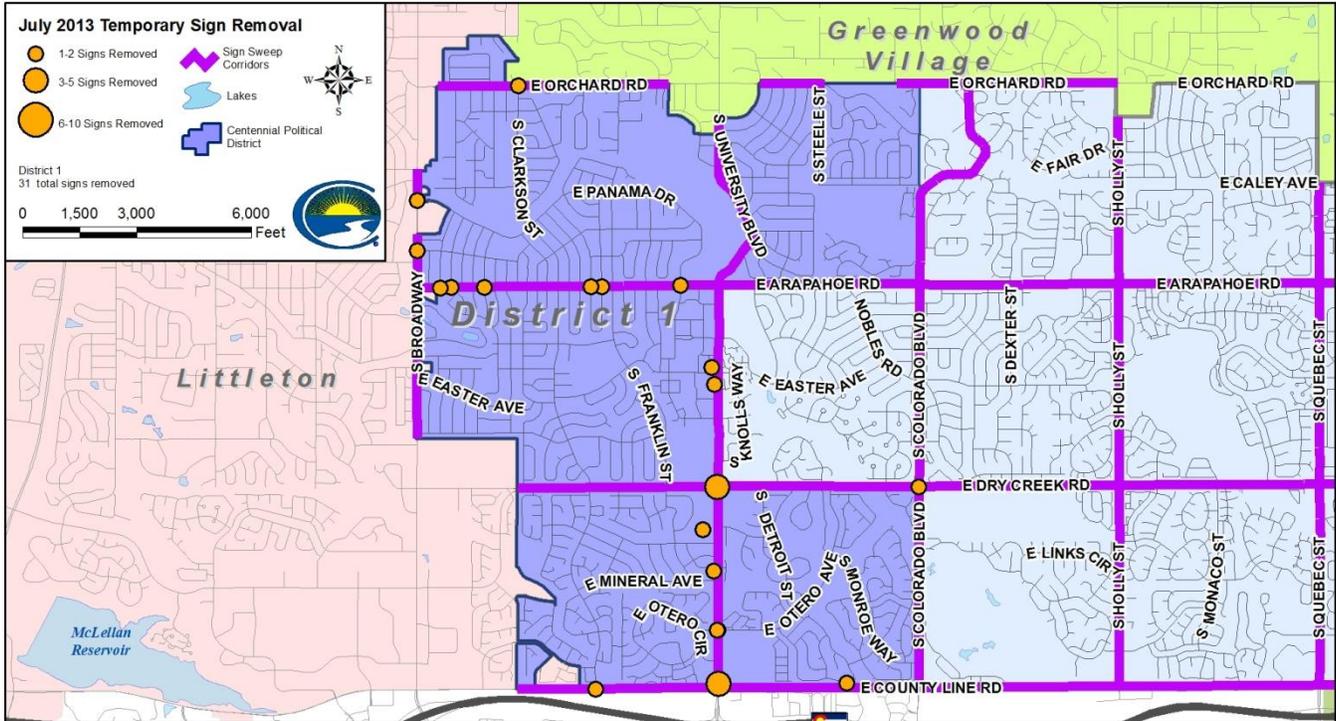
CACEO	Education Committee Board Meetings	12
Front Line Advisory Committee	Customer Service	4.75
Animal Services	Site Visit	5
City Clerk's Office	Candidate Workshop	5
Interagency Coordination Meeting	Crime Prevention	2

Training/Special Projects

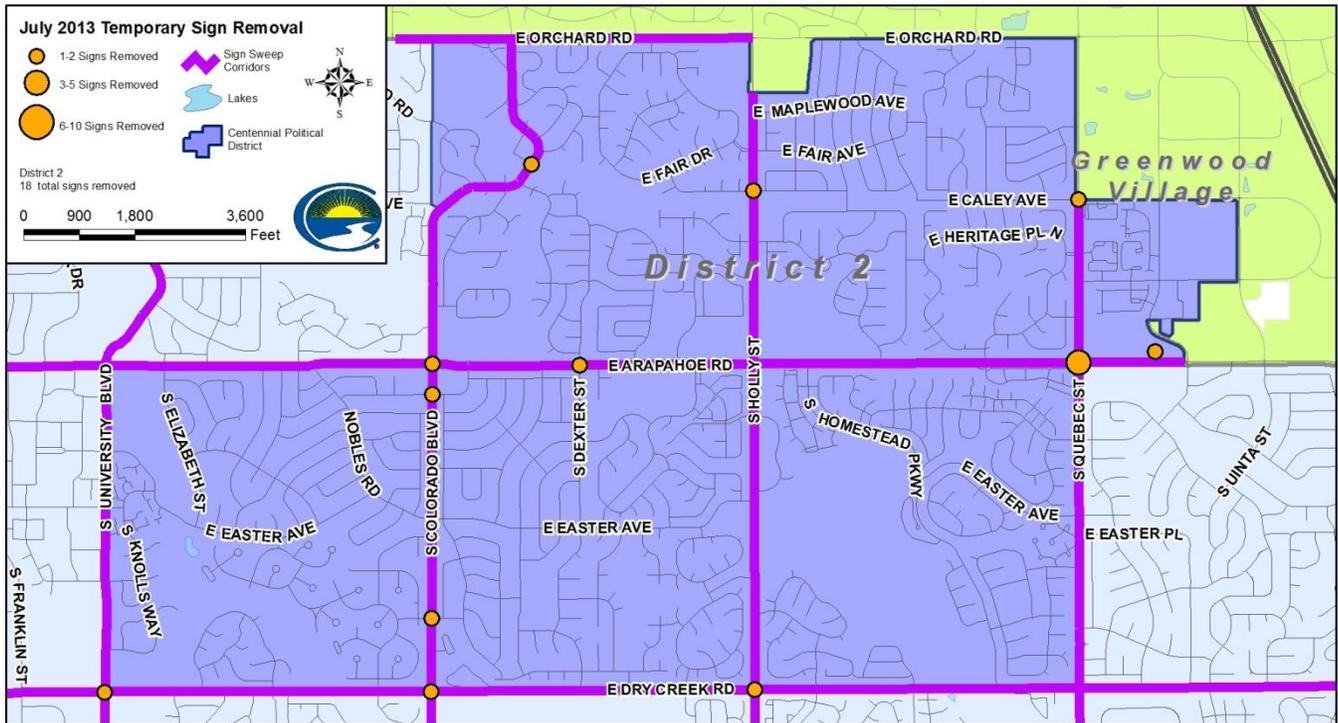
CH2M Hill	Safety & Leadership	36
CH2M Hill	Defensive Driving	4.5
Meetings	City & CH2M Hill	42
Department of Agriculture	Noxious Weeds	6
GRAND TOTAL		108.25

Sign Removal Maps by District

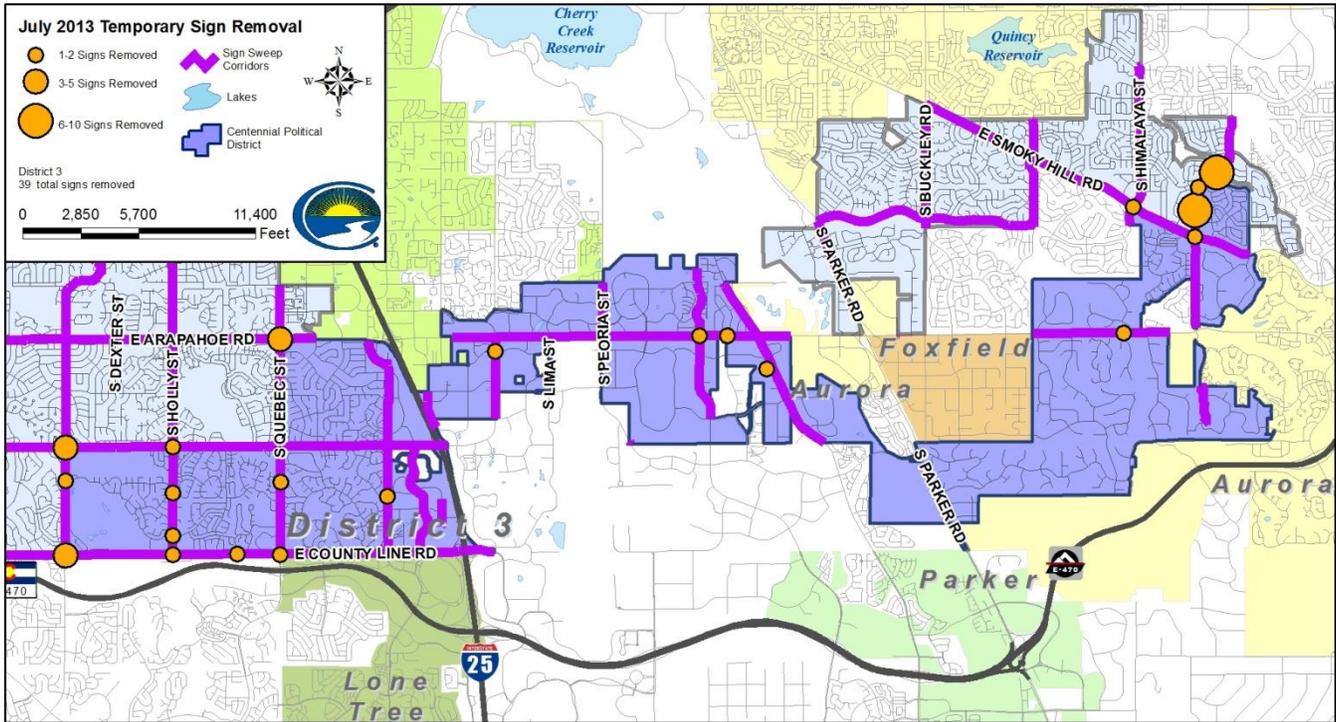
District 1



District 2



District 3



District 4

