

Code Compliance Monthly Report for November 2011

Summary

In November 2011, the Code Compliance Division continued its efforts to maintain and improve the quality of life throughout the residential and business communities by responding to citizen concerns. In November the Code Compliance Division began a transition process in an effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012. Due to this transition, monthly figures will be much lower than normal. Over the course of the month, the division **opened 47 new cases, maintained 96 active cases** (previously open and new combined), **conducted 204 inspections, handled 347 inquiries** by phone, **removed 79 signs** from the City Right-of-Way and **assisted with 14 other calls for service.**

Activity

- Responded to 7 cases resulting in a violation through the call center
- Investigated 47 violations
 - 47 violations brought to our attention through citizen complaints
 - 0 violations initiated through proactive enforcement
- Conducted 53 initial inspections and 151 follow-up inspections for a total of 204 inspections
- Responded to 100% of complaints within 24 hours
- Inspected 100% of all complaints within 72 hours
- 2011 Compliance rate
 - 100% January 2011
 - 100% February 2011
 - 100% March 2011
 - 100% April 2011
 - 100% May 2011
 - 100% June 2011
 - 100% July 2011
 - 99% August 2011
 - 99% September 2011
 - 97% October 2011
- Cases requiring 3 or more inspections – 0
- Cases beyond 60 days – 5 (foreclosures & sight triangles)
- Cases beyond 90 days – 0
- Issued 37 Friendly Reminders
- Summons and Complaints/Citations issued - 0
- Notice and Demands issued – 5
- Cease and Desists issued - 0
- On average gained voluntary compliance within 20days of the initial complaint

Other Activities

- Assisted SEMSWA with 1 environmental violations
- Assisted Public Works with 5 streets and infrastructure concerns
- Assisted Tri-County Health with 1 health and welfare concern
- Assisted Building Division with 4 permit concerns
- Assisted Licensing with 2 licensing violations
- Assisted Animal Services with 1 animal issues

- Assisted Sheriff's Office with 0 traffic control assists
- Continued teamwork on 4 City improvement committees: Eco Committee, Customer Service Committee, Committee and VIP Committee, LEED Committee

Budget

Through the eleventh month (91%) of the year, Code Compliance is within budget with accumulated expenditures of \$437,822 of the 2011 annual budget of \$487,653. Expense categories are as follows:

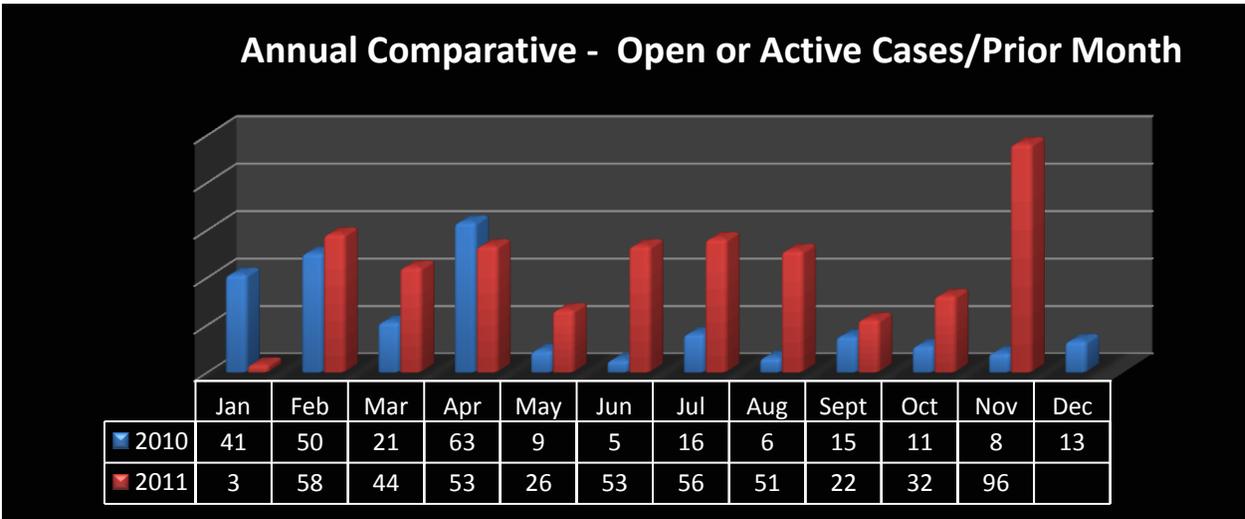
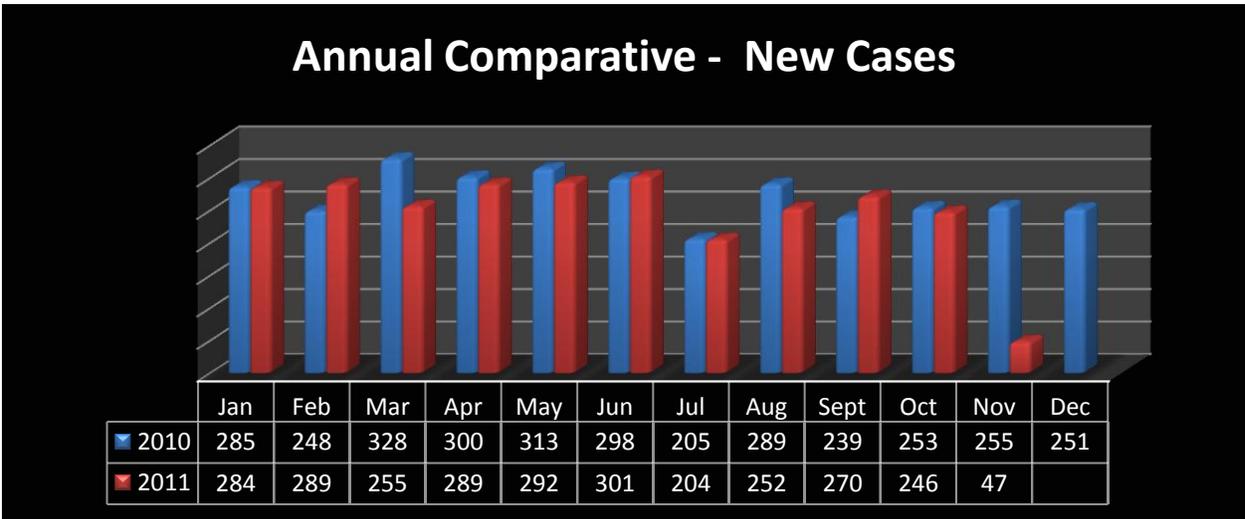
Comprehensive Code Compliance Services

Budgeted	\$477,653
November Expenses	\$ 39,802
Expenses to date	\$437,822 (91%)

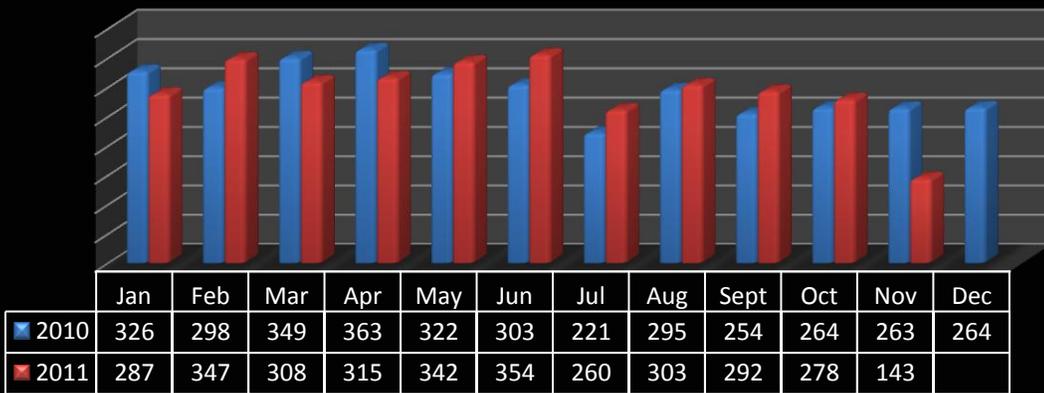
Prof. Services Budget	\$ 10,000
November Expenses	\$ 0
Expenses to date	\$ 0 (0%)

Accumulated Expenses to Date **\$437,822 (89.7%)**

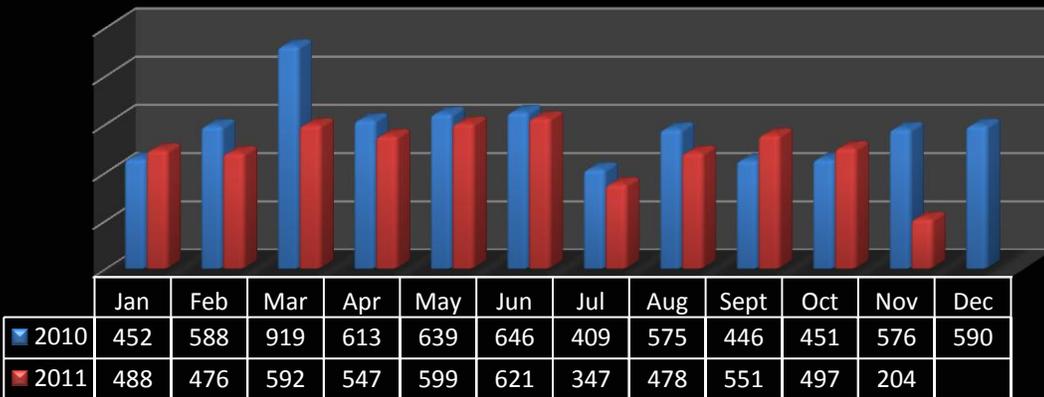
Annual Comparatives



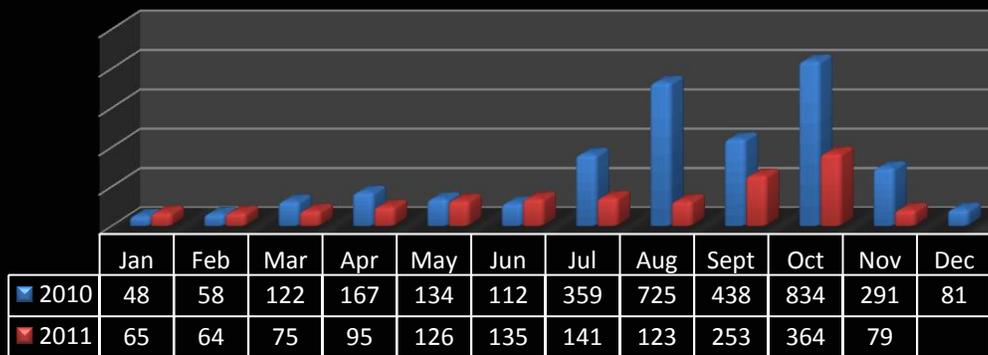
Annual Comparative - Active Cases Current Month



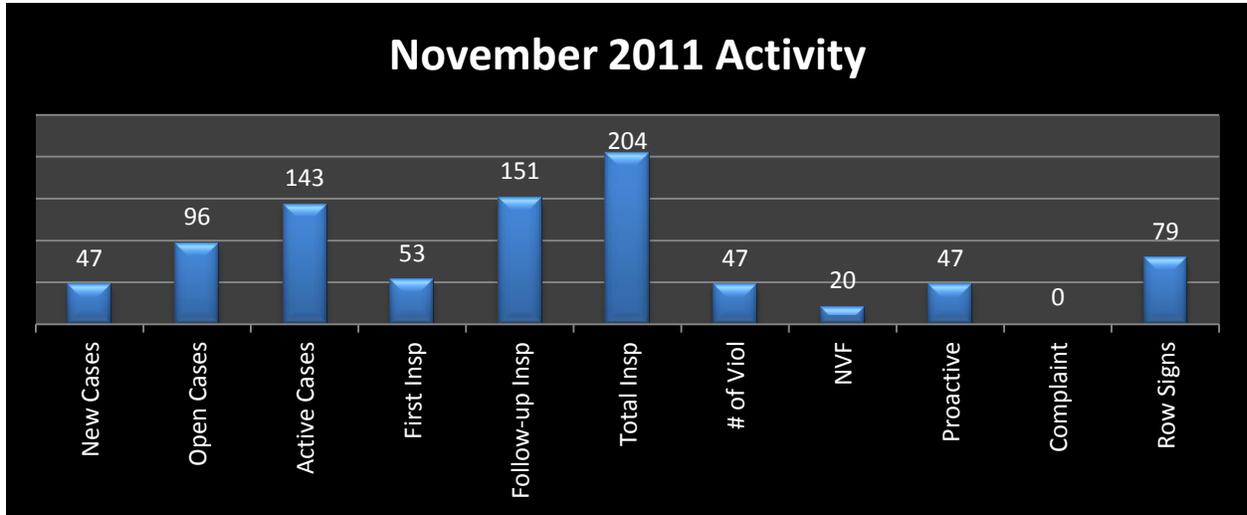
Annual Comparative - Number of Inspections



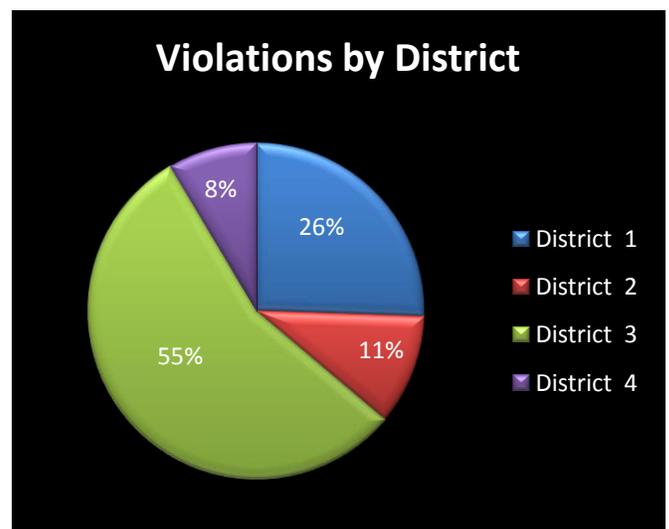
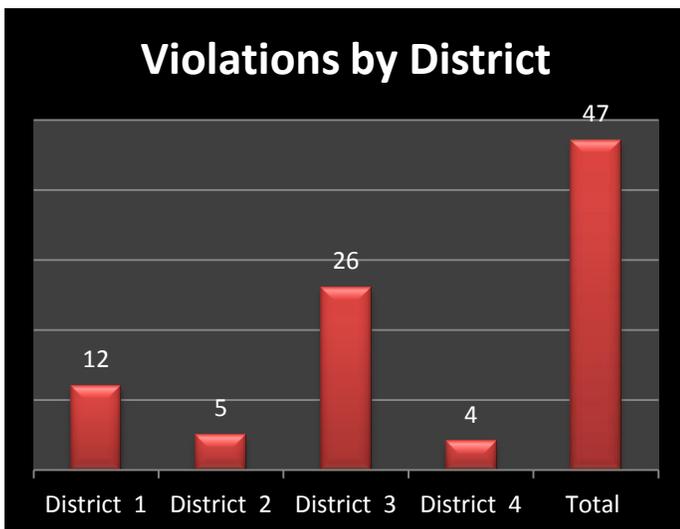
Annual Comparative ROW Signs



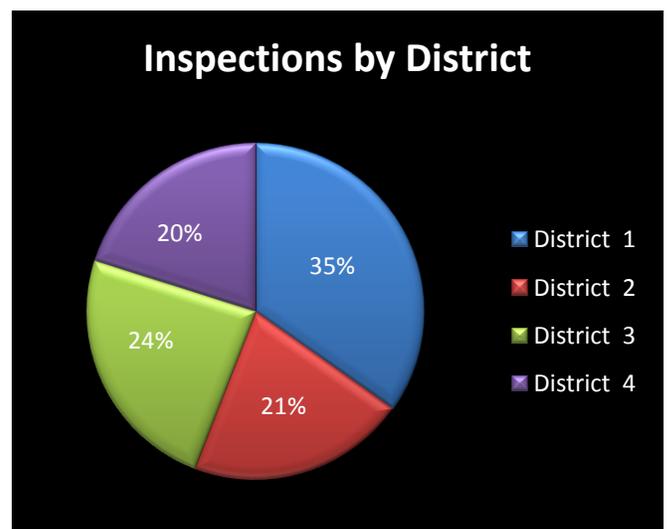
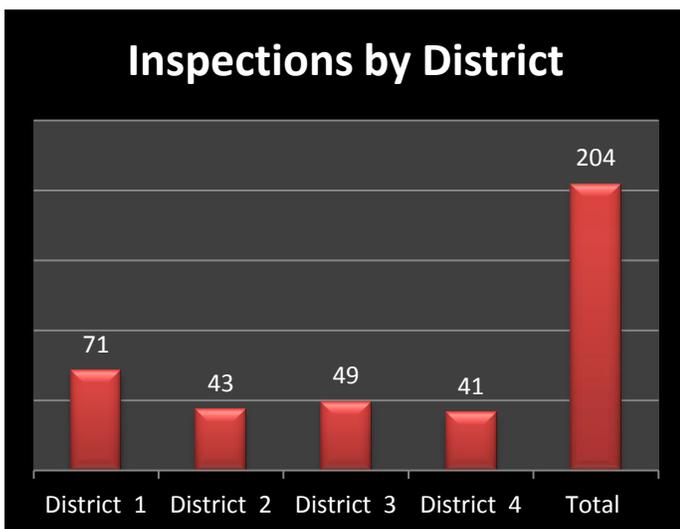
Monthly Activity



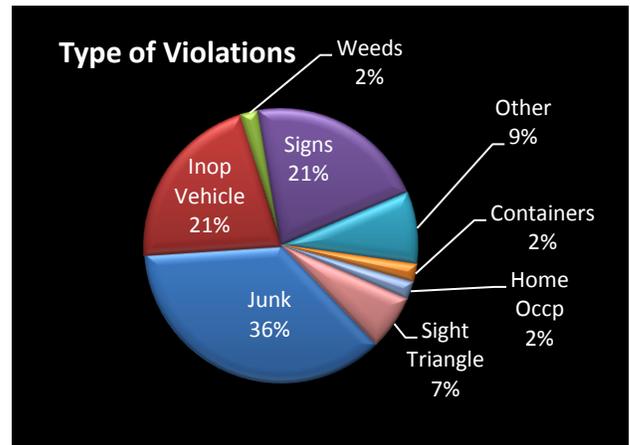
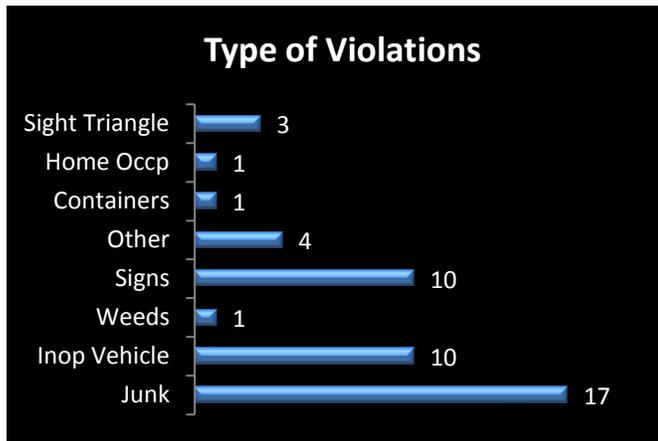
Violations by District



Inspections by District



Types of Violations



Right-of-Way Signs Removed

