

Code Compliance: 2014 2nd Quarter

Mission: To promote a desirable living and working environment through the enforcement of codes to protect property values and quality of life.

Annual Budget: \$419,869

Contractor: CH2M Hill

	12 Month Trend	Apr	May	June	YTD Actual to Expected
Average Number of Calendar Days Cases are Open* <i>Measures Staff effectiveness in completing a case</i> *Revised Measure		30.9	16.8	38.1	16.0 Expected 48.7 Actual
Average Number of Days Until Initial Inspection <i>Measures the response time from call received to Staff inspection</i>		0.43	0.97	0.97	3.00 0.90
Cases Initiated by a Citizen <i>Demonstrates where a case originated</i>		44	69	121	335
Cases Initiated by an Officer <i>Demonstrates where a case originated</i>		45	20	16	102
Percentage of Violations Closed After Friendly Reminder <i>Percent of cases resolved by courtesy notice or initial contact</i>		83%	71%	64%	60% 67%
Customer Satisfaction Rating <i>Measures satisfaction of individuals with provision of Code Compliance</i>		75%	60%	91%	80% 79%

— Current Year
— Previous Year



Key Performance Measures Report

Code Compliance Quarter 2 2014

Executive Summary

Average Number of Calendar Days Cases are Open

As discussed previously, Staff altered how cases are measured in order to capture the accurate length of time in which cases are open. The average number of calendar days cases are open is now reported in the month in which they close. The average number of calendar days cases were open in Quarter 2 was 28.6 days. This is lower than the Quarter 1 average of 68.7 days.

The months of April and June have higher than expected averages because of several large outliers. The practice of the City is to work extensively with homeowners and avoid court proceedings until every last effort for voluntary compliance has been made. As such, several cases can take months to close. In April, there were four cases that closed that took, from initiation to completion, over 120 calendar days. In June there were six cases that closed that took over 120 calendar days. Omitting the large outliers, the average number of calendar days that cases were open for April and June dropped significantly to 12.57 days (lower than the expected range) and 16.91 days (slightly higher than the expected range) respectively.

Average Number of Calendar Days Until Initial Inspection

The average number of calendar days from when a call is received by Code Compliance to when an inspection occurs is under one day. The monthly fluctuations within the year are due to seasonable variation.

Opened Cases by Initiation Type

In Quarter 2 about 74% of cases opened were Citizen initiated while about 26% were Officer initiated. The two year trending data demonstrates that as the weather warms and people spend more time outdoors, the total number of cases initiated by citizens, and the total number initiated, increases from the previous colder months. As such, it is expected that the total number of Citizen initiated cases, and the total number initiated, will remain high in the next quarter.

Percentage of Violations Closed After Friendly Reminder

The percentage of violations closed after receiving a courtesy notice or after initial contact from Code Compliance continues to trend higher than the expected rate of 60%. The rate for Quarter 2 was 73% bringing the 2014 total to 67%. These higher-than-expected rates are due to violations being brought into compliance after receiving a courtesy notice, rather than allowing them to become major issues.

Survey Results

Code Compliance received 24 completed surveys for Quarter 2 and had an overall customer satisfaction rating of 75%, bringing the 2014 total to 79%.