

## Community Development Department – Code Compliance Quarter 3 2013 Report



### Centennial's Vision:

The City of Centennial is dedicated to providing a high quality of life, delivering superior customer service, and achieving the highest professional standards. We strive to uphold our mission by adhering to our organizational values.



### Code Compliance Mission:

The Code Compliance Division promotes a desirable living and working environment through the enforcement of codes to protect property values and quality of life. In a proactive manner, the Code Compliance Division seeks to partner with residents, neighborhood organizations, businesses, public agencies and other City departments to enhance the understanding of local regulations and, in doing so, foster



### Code Compliance Strategic Goals (OVOV Centennial 2030 Alignment)

**Enforce Regulations** - Code Compliance will seek to resolve violations through voluntary compliance. In the absence of cooperation, Code Compliance will pursue other remedies to achieve compliance. (EH 7)

**Education** - Code Compliance will seek to explain the purpose of regulations to foster community support and help identify solutions in an effort to assist individuals with voluntary compliance. (CQL 6.1; CQL 6.4)

**Enhance Regulations** - Code Compliance will seek to proactively identify regulatory enhancements to address local issues and to recommend tailored solutions that fit the expectations of the community. (CS 5.3; CQL 4)

**Efficient and Effective Service** - Code Compliance will maintain an accountable, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements and improving business processes. (CS 3, 3.2; EH 1, 1.2, 3.2; Env. 2)

**Customer Service** - Code Compliance will interact with all customers in a



#### Survey Says...

The 2010 Centennial Citizen Survey provided residents the opportunity to rate the quality of life in the City, as well as the service delivery and overall workings of local government. The survey also permitted residents to provide feedback to the City on what is working well and what is not.

In the Citizen Survey, when asked which method of enforcing City codes best reflected their opinion, the majority of respondents (58%) felt that the City should enforce codes through a combined approach of actively seeking to identify violations and responding to complaints.

#### Citizen's rating of code enforcement in the City

Excellent: 8%  
Good: 38%  
Fair: 33%  
Poor: 22%

#### Citizen's rating of the overall appearance of Centennial:

Excellent: 11%  
Good: 64%  
Fair: 22%  
Poor: 2%

#### Budget:

2013: \$406,850  
2012: \$395,000  
2011: \$477,653

FTE: 4.5

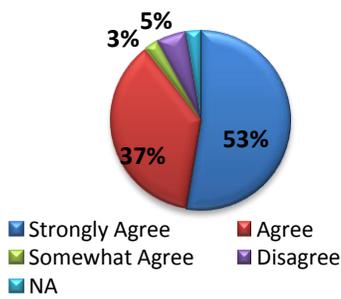
## Performance Outcome Measures

Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service and are usually associated with a goal for each measure.

January 2012 survey email addresses were provided by the previous code compliance service provider. CH2M Hill's, the new provider, survey email addresses began to be reflected in February 2012.

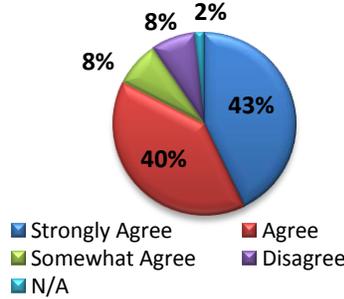
### 2011 Customer Survey Results: Was Staff Helpful/Knowledgeable?

Received: 38 Response Rate: 26%



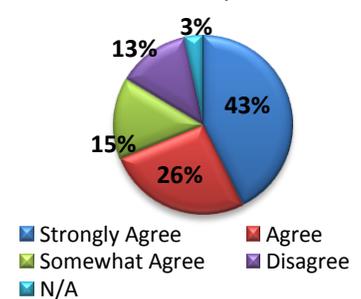
### 2012 Customer Survey Results: Was Staff Helpful/Knowledgeable?

Received: 64 Response Rate: 24%



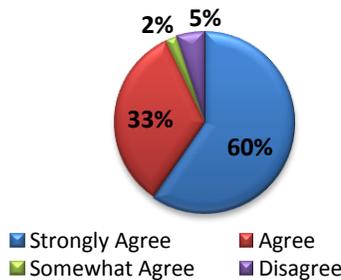
### 2013 YTD Customer Survey Results: Was Staff Helpful/Knowledgeable?

Received: 50 Response Rate: 25%



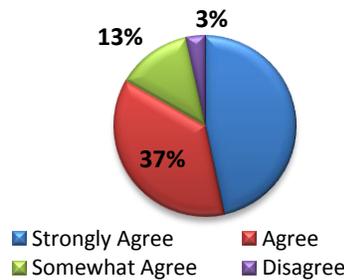
### 2011 Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 38 Response Rate: 26%



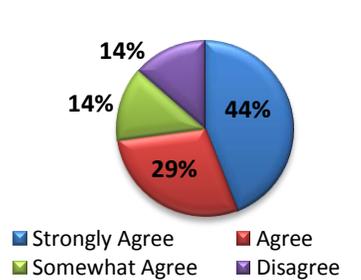
### 2012 Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 64 Response Rate: 24%



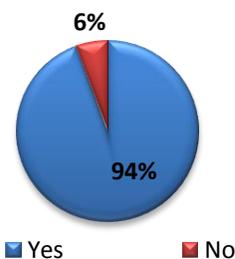
### 2013 YTD Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 59 Response Rate: 25%



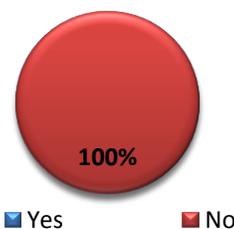
### 2011 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 38 Response Rate: 26%



### 2012 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 64 Response Rate: 24%



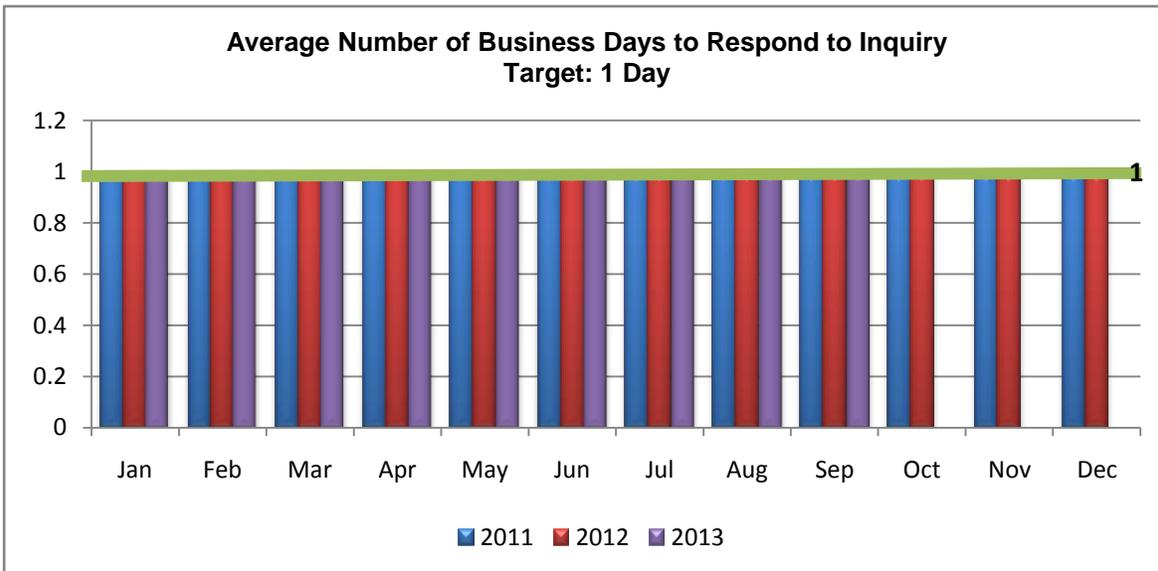
### 2013 YTD Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 56 Response Rate: 25%

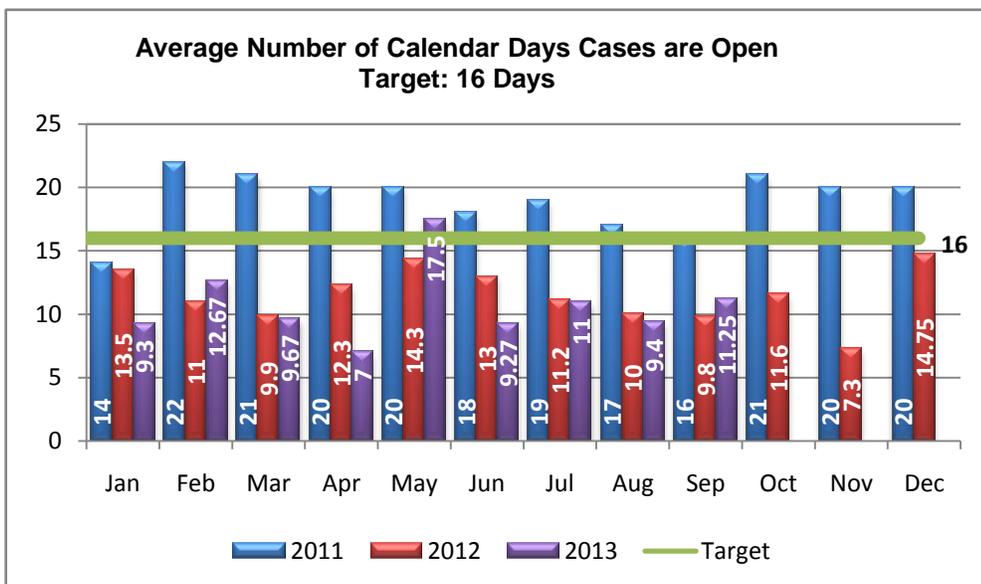


## Service Level Measures

Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.



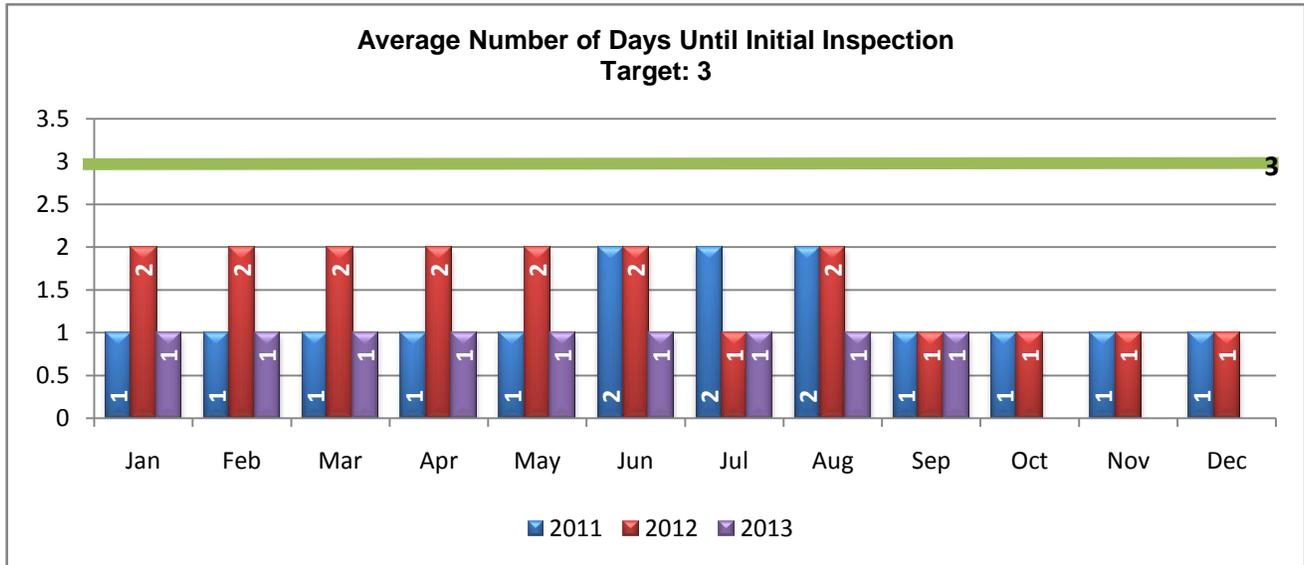
Month	2011	2012	2013
January	14.00	13.50	9.30
February	22.00	11.00	12.67
March	21.00	9.90	9.67
April	20.00	12.30	7.00
May	20.00	14.30	17.50
June	18.00	13.00	9.27
July	19.00	11.20	11
August	17.00	10.00	9
September	16.00	9.80	11
October	21.00	11.60	-
November	20.00	7.30	-
December	20.00	14.75	-



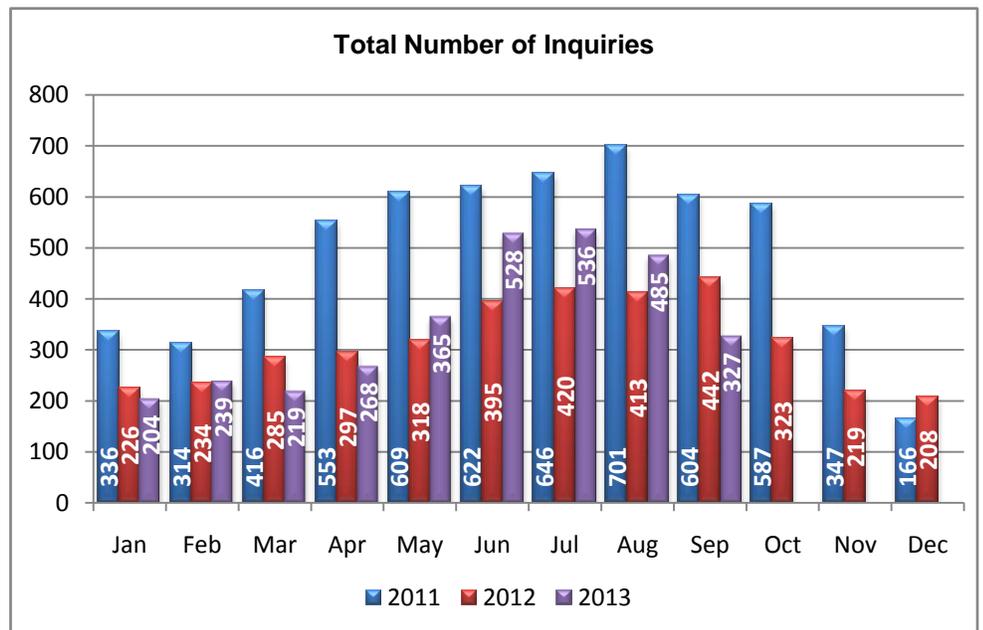
Note: The City's new Code Compliance independent contractor has maintained an average number of calendar days that cases are open below the target since the contract start date.

## Output Measures

Performance Output Measures indicate the amount of service provided.



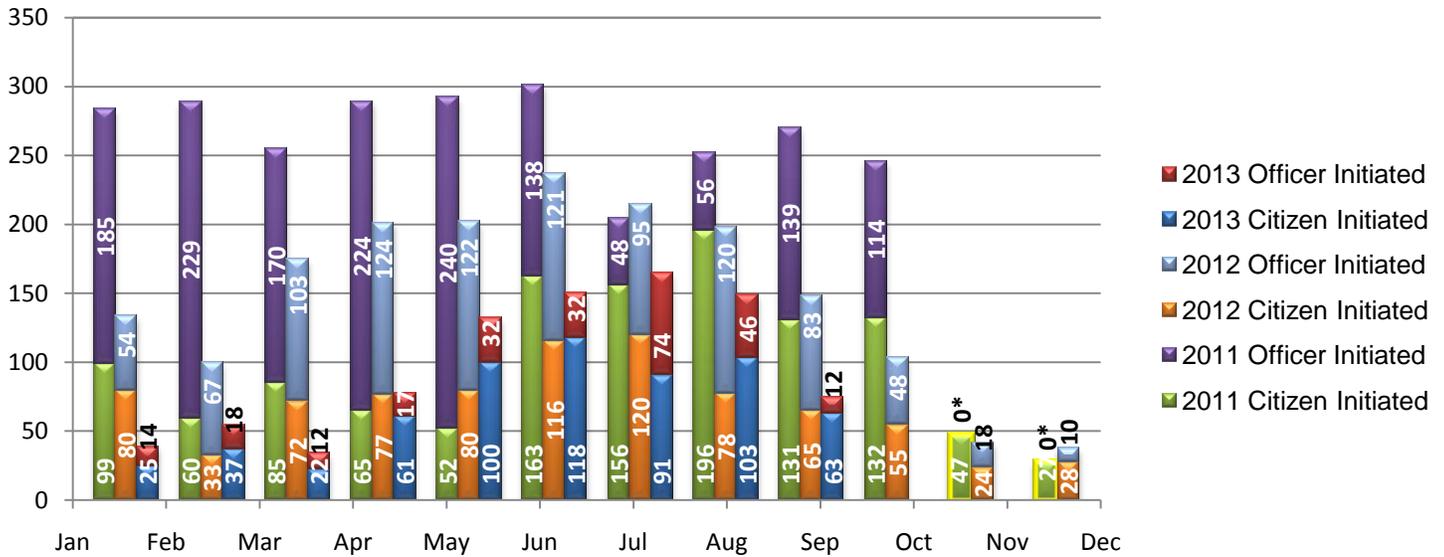
	2011	2012	2013
January	336	226	204
February	314	234	239
March	416	285	219
April	553	297	268
May	609	318	365
June	622	395	528
July	646	420	536
August	701	413	485
September	604	442	327
October	587	323	-
November	347	219	-
December	166	208	-



Note: In 2012 the number of inquiries is defined as all calls and work requests from the call center as well as all phone calls and electronic mail to and from code compliance staff. Prior to 2012, the call and the resulting case were counted as separate inquiries.

Despite the change in definition, Code Compliance is largely seeing a similar trend in inquiries compared to previous years.

Opened Cases by Initiation Type



Note: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, a reduced number of cases were initiated in November and December 2011.

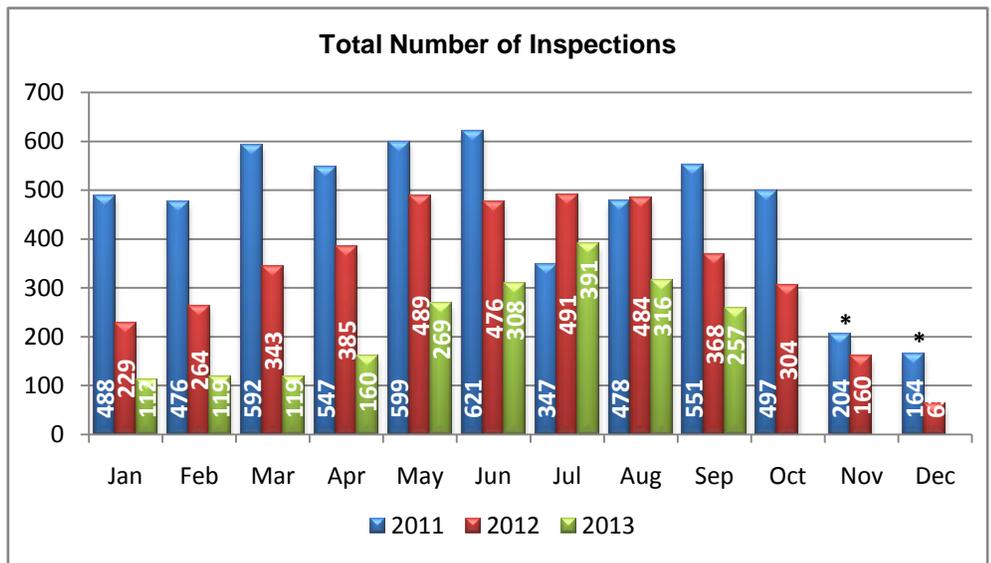
In Quarter 3 2013, 85.9% of cases were initiated by citizens and 12.1% of cases by officers.

2013 Open Cases by Initiation Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Citizen Initiated	25	37	22	61	100	118	91	103	63	-	-	-
Officer Initiated	14	18	12	17	32	32	74	46	12	-	-	-
<b>Total</b>	<b>39</b>	<b>55</b>	<b>34</b>	<b>78</b>	<b>132</b>	<b>150</b>	<b>165</b>	<b>149</b>	<b>75</b>	<b>-</b>	<b>-</b>	<b>-</b>

2012 Open Cases by Initiation Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Citizen Initiated	80	33	72	77	80	116	120	78	65	55	24	28
Officer Initiated	54	67	103	124	122	121	95	120	83	48	18	10
<b>Total</b>	<b>134</b>	<b>100</b>	<b>175</b>	<b>201</b>	<b>202</b>	<b>237</b>	<b>215</b>	<b>198</b>	<b>148</b>	<b>103</b>	<b>42</b>	<b>38</b>

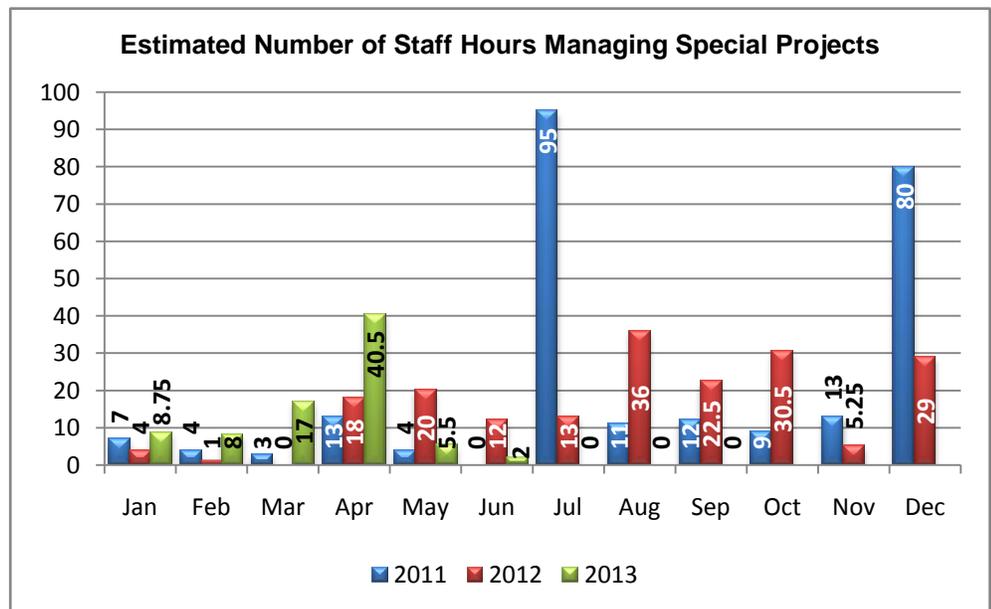
2011 Open Cases by Initiation Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Citizen Initiated	99	60	85	65	52	163	156	196	131	132	47	27
Officer Initiated	185	229	170	224	240	138	48	56	139	114	0	0
<b>Total</b>	<b>284</b>	<b>289</b>	<b>255</b>	<b>289</b>	<b>292</b>	<b>301</b>	<b>204</b>	<b>252</b>	<b>270</b>	<b>246</b>	<b>47</b>	<b>27</b>

	2011	2012	2013
January	488	229	112
February	476	264	119
March	592	343	119
April	547	385	160
May	599	489	269
June	621	476	308
July	347	491	391
August	478	484	316
September	551	368	257
October	497	304	-
November	204	160	-
December	164	63	-
<b>Total</b>	<b>5564</b>	<b>4056</b>	<b>2051</b>

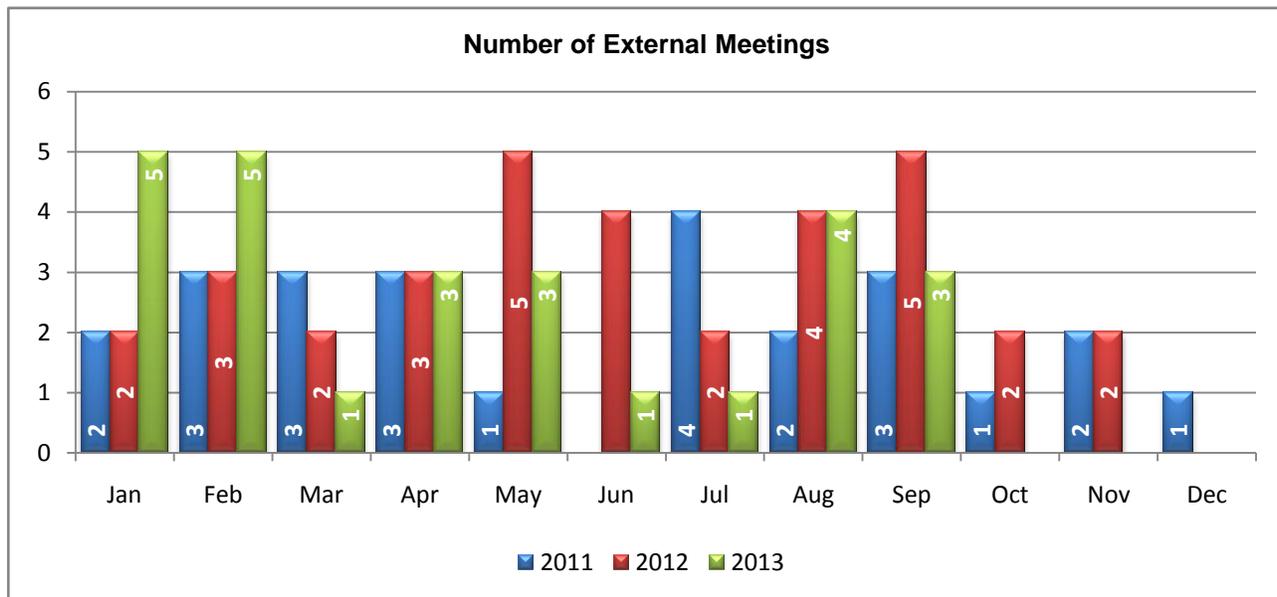


Note: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, a reduced number of inspections were initiated in November and December 2011.

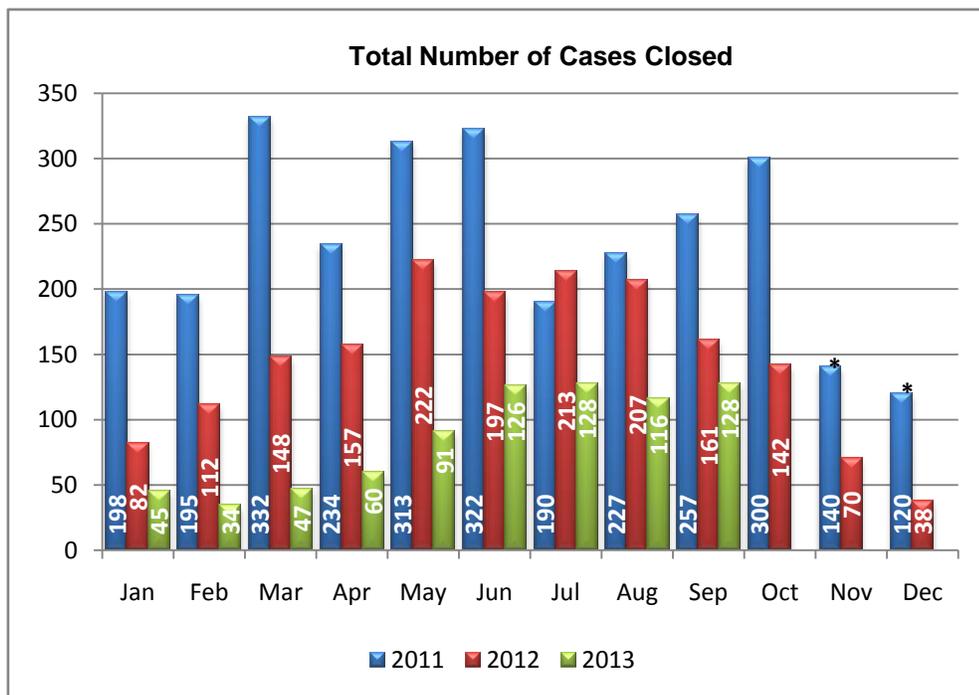
	2011	2012	2013
January	7.00	4.00	8.75
February	4.00	1.00	8.00
March	3.00	0.00	17.00
April	13.00	18.00	40.50
May	4.00	20.00	5.50
June	0.00	12.00	2.00
July	95.00	13.00	0
August	11.00	36.00	0
September	12.00	22.50	0
October	9.00	30.50	-
November	13.00	5.25	-
December	80.00	29.00	-
<b>Total</b>	<b>251.00</b>	<b>191.25</b>	<b>81.75</b>



Notes: Special Projects for Quarter 1 2013 included developing new collateral for proactive compliance.



	2011	2012	2013
January	198	82	45
February	195	112	34
March	332	148	47
April	234	157	60
May	313	222	91
June	322	197	126
July	190	213	128
August	227	207	116
September	257	161	128
October	300	142	-
November	140	70	-
December	120	38	-
<b>Total</b>	<b>2828</b>	<b>1749</b>	<b>775</b>



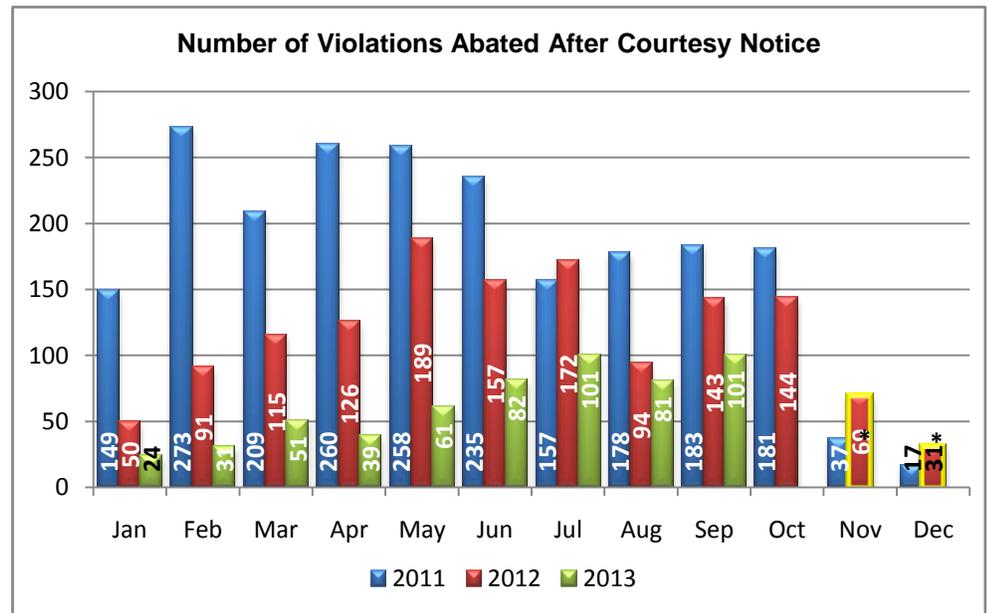
Note: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

	2011	2012	2013
January	46	31	10
February	29	14	10
March	35	30	5
April	37	26	39
May	23	20	28
June	57	26	32
July	56	33	26
August	78	32	28
September	59	27	10
October	57	17	-
November	20	6	-
December	15	12	-
<b>Total</b>	<b>512</b>	<b>274</b>	<b>188</b>



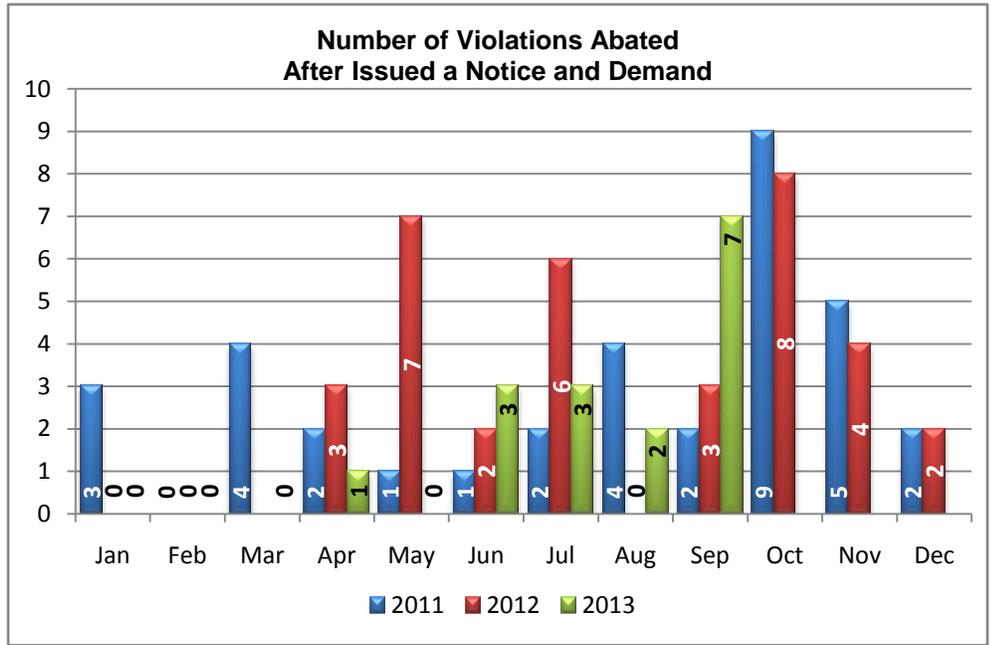
Note: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

	2011	2012	2013
January	149	50	24
February	273	91	31
March	209	115	51
April	260	126	39
May	258	189	61
June	235	157	82
July	157	172	101
August	178	94	81
September	183	143	101
October	181	144	-
November	37	69	-
December	17	31	-
<b>Total</b>	<b>2137</b>	<b>1381</b>	<b>571</b>



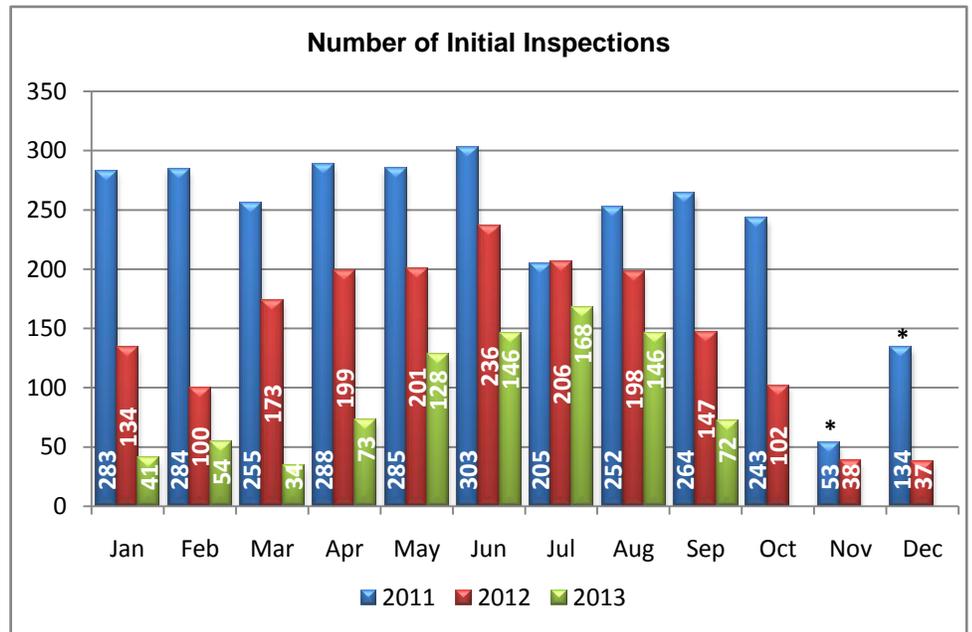
Note: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

	2011	2012	2013
January	3	0	0
February	0	0	0
March	4	0	0
April	2	3	1
May	1	7	0
June	1	2	3
July	2	6	3
August	4	0	0
September	2	3	7
October	9	8	-
November	5	4	-
December	2	2	-
<b>Total</b>	<b>35</b>	<b>35</b>	<b>14</b>



Notes: If a property has a code violation for more than seven days after a friendly reminder, the officer may send out a Notice and Demand to the owner. It is the practice of the Code Compliance Division to use a graduated enforcement process with property owners before issuing a Notice and Demand. If after an additional inspection after a Notice and Demand is issued the property is still not in compliance, the City may issue a summons to court. For failure to correct the violation(s), a resident or business may be subject to fines of up to \$1,000 per day per violation.

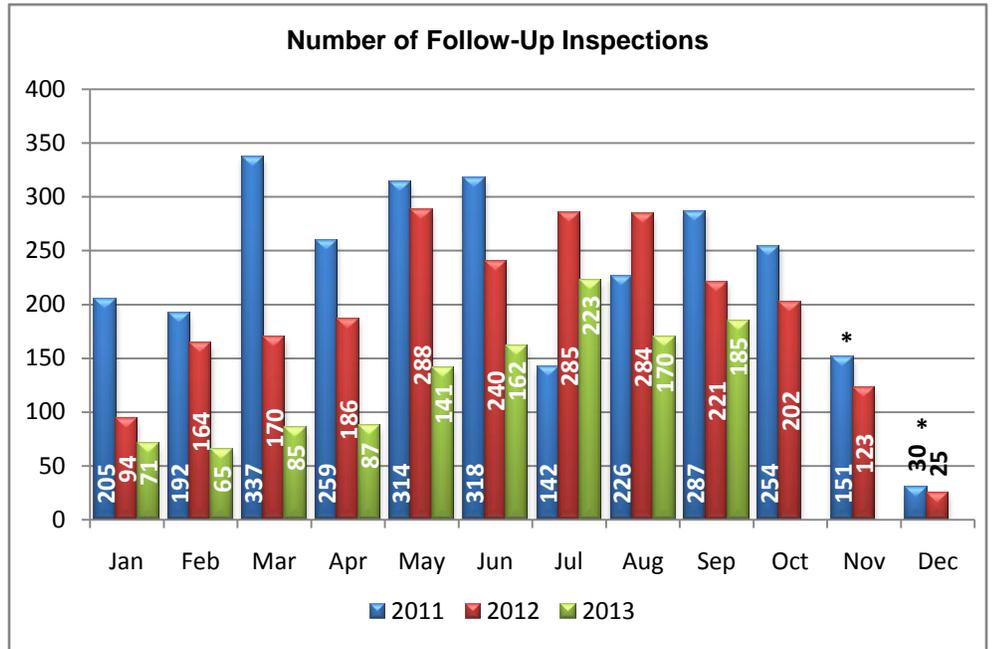
	2011	2012	2013
January	283	134	41
February	284	100	54
March	255	173	34
April	288	199	73
May	285	201	128
June	303	236	146
July	205	206	168
August	252	198	146
September	264	147	72
October	243	102	-
November	53	38	-
December	134	37	-
<b>Total</b>	<b>2849</b>	<b>1771</b>	<b>862</b>



Notes: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of inspections in November and December 2011.

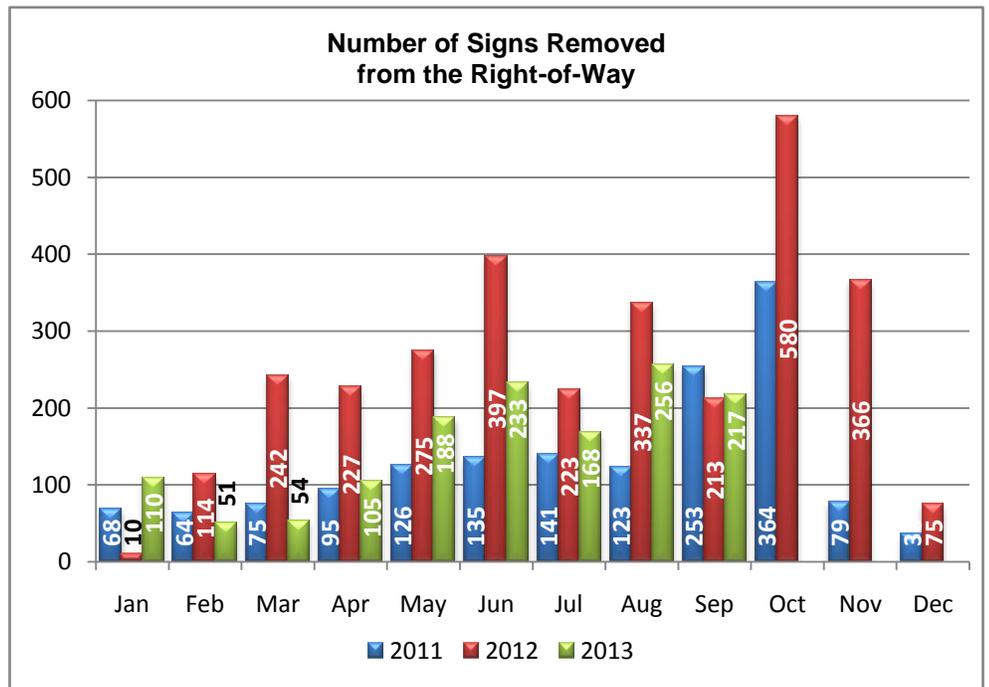
As of July 1, 2012, cases are associated with parcels. Previously, cases were associated with violations. This change has resulted in a decline of initial inspections.

	2011	2012	2013
January	205	94	71
February	192	164	65
March	337	170	85
April	259	186	87
May	314	288	141
June	318	240	162
July	142	285	223
August	226	284	170
September	287	221	185
October	254	202	-
November	151	123	-
December	30	25	-
<b>Total</b>	<b>2715</b>	<b>2282</b>	<b>1189</b>



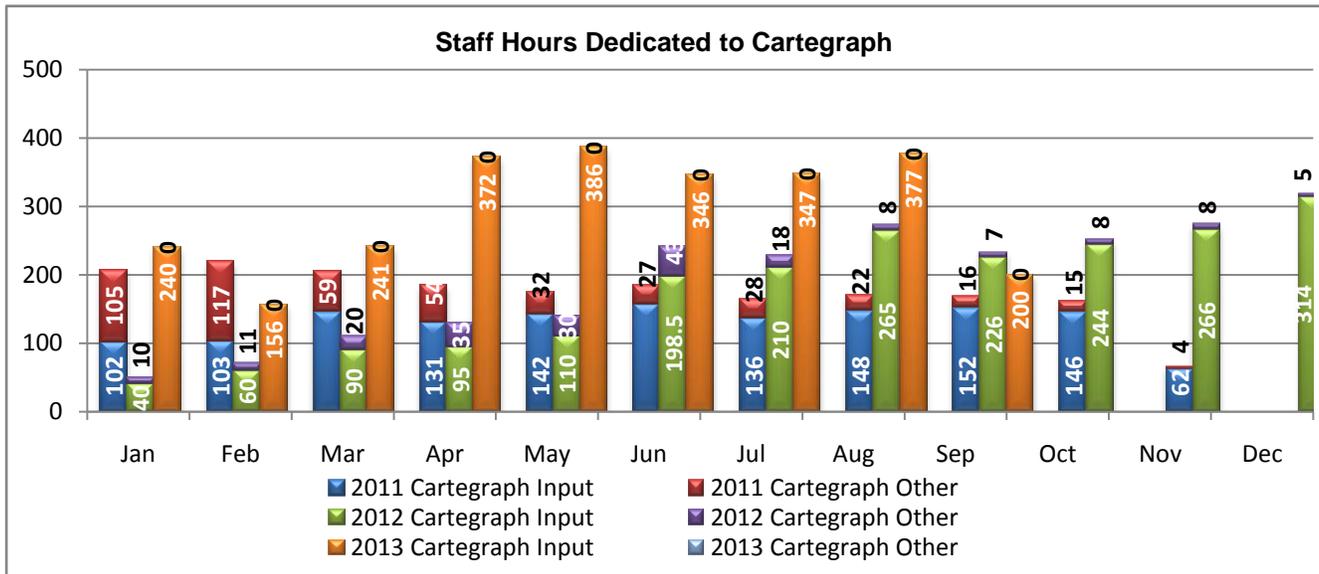
Notes: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

	2011	2012	2013
January	68	10	110
February	64	114	51
March	75	242	54
April	95	227	105
May	126	275	188
June	135	397	233
July	141	223	168
August	123	337	256
September	253	213	217
October	364	580	-
November	79	366	-
December	36	75	-
<b>Total</b>	<b>1559</b>	<b>3059</b>	<b>1382</b>



Notes: Political elections increased the number of right-of-way (ROW) sign violations in 2012.

The current Code Compliance contract requires an average of 15 hours be dedicated to right-of-way sign removal.



Notes: 2012 data for Cartegraph Other includes mobility testing. Total hours dedicated to Cartegraph will be greater than other years as full mobility is implemented.

2011 Cartegraph Staff Hours	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Input	102	103	146	131	142	158	136	148	152	146	62	0
Other	105	117	59	54	32	27	28	22	16	15	4	0
<b>Total</b>	<b>207</b>	<b>220</b>	<b>205</b>	<b>185</b>	<b>174</b>	<b>185</b>	<b>164</b>	<b>170</b>	<b>168</b>	<b>161</b>	<b>66</b>	<b>0</b>

2012 Cartegraph Staff Hours	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Input	40	60	90	95	110	199	210	265	226	244	266	314
Other	10	11	20	35	30	43	18	8	7	8	8	5
<b>Total</b>	<b>50</b>	<b>71</b>	<b>110</b>	<b>130</b>	<b>140</b>	<b>242</b>	<b>228</b>	<b>273</b>	<b>233</b>	<b>252</b>	<b>274</b>	<b>319</b>

2013 Cartegraph Staff Hours	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Input	240	156	241	372	386	346	347	377	200	-	-	-
Other	0	0	0	0	0	0	0	0	0	-	-	-
<b>Total</b>	<b>240</b>	<b>156</b>	<b>241</b>	<b>372</b>	<b>386</b>	<b>346</b>	<b>347</b>	<b>377</b>	<b>200</b>	<b>-</b>	<b>-</b>	<b>-</b>

\* Since Code is mobile the cartegraph input hours are an approximation.

## **Key Performance Measures Report**

### **Code Compliance Quarter 3 2013**

#### **Executive Summary**

##### ***Survey Results***

A total of 21 survey responses were received in Quarter 3, a response rate of 30.9%. Of the responses to the “Helpful” question, 15, or 75%, were in the categories defined as positive. There were an increased number of negative responses as a proportion of the total when compared to Quarter 2 (23.8% to 12.5%).

Of the responses to the “Timely” question, 14, or 70%, were in the categories defined as positive. There were also an increased number of negative responses as a proportion of the total when compared to Quarter 2 (20% to 12.5%).

An increased number of responses to the “Respect” question were received, although three (15.8%) of the responses were negative, the first such responses of 2013.

##### ***Average Number of Business Day to Respond to Inquiry***

All inquiries were responded to within the target time of one day.

##### ***Average Number of Calendar Days Cases are Open***

The average number of calendar days for an open case was 11 for Quarter 3, down 0.26 days, or 2.3% from Quarter 2. Each month for the quarter was below the target of 16 calendar days.

##### ***Total Number of Inquiries / Inspections***

The total number of inquiries for Quarter 3 is up 187, or 16.1%, over Quarter 2. The total number of inspections in Quarter 3 is up 30.8%, or 227 inspections from Quarter 2.

##### ***Opened Cases by Initiation Type***

In Quarter 3, 66.1% of cases opened were Citizen Initiated (33.9% Officer Initiated). For the previous quarter, 77.5% were Citizen Initiated (22.5% Officer Initiated).

##### ***Total Number of Cases Closed / No Violation Found***

The total number of cases closed in Quarter 3 is up 34.3% as compared to Quarter 2.

“No Violation Found” closures for Quarter 3 are down 35.3% as compared to Quarter 2.