

*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:**

2012: \$395,000  
2011: \$477,653  
2010: \$450,449

FTE: 4.5

**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 civic pride.

**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 respectful, responsive, accountable and trustworthy manner to achieve customer satisfaction. (CS 3, 3.6; CQL 6.5)

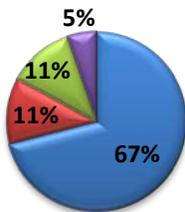
## Performance Outcome Measures

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.

### 2010 Customer Survey Results: Was Staff Helpful/Knowledgeable?

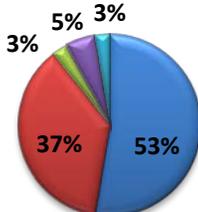
Received: 24 Response Rate: 27%



■ Strongly Agree    ■ Agree  
■ Somewhat Agree    ■ Disagree  
■ NA

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

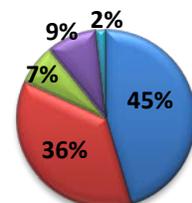
Received: 38 Response Rate: 26%



■ Strongly Agree    ■ Agree  
■ Somewhat Agree    ■ Disagree  
■ NA

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

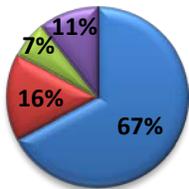
Received: 36 Response Rate: 21%



■ Strongly Agree    ■ Agree  
■ Somewhat Agree    ■ Disagree  
■ NA

### 2010 Customer Survey Results: Did Centennial's Staff Provide Timely Service?

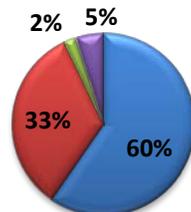
Received: 24 Response Rate: 27%



■ Strongly Agree    ■ Agree  
■ Somewhat Agree    ■ Disagree

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

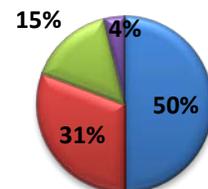
Received: 38 Response Rate: 26%



■ Strongly Agree    ■ Agree  
■ Somewhat Agree    ■ Disagree

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

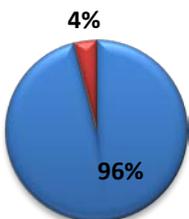
Received: 34 Response Rate: 20%



■ Strongly Agree    ■ Agree  
■ Somewhat Agree    ■ Disagree

### 2010 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

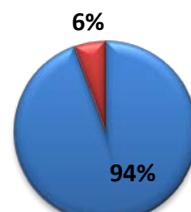
Received: 24 Response Rate: 27%



■ Yes    ■ No

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

Received: 36 Response Rate: 24%



■ Yes    ■ No

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

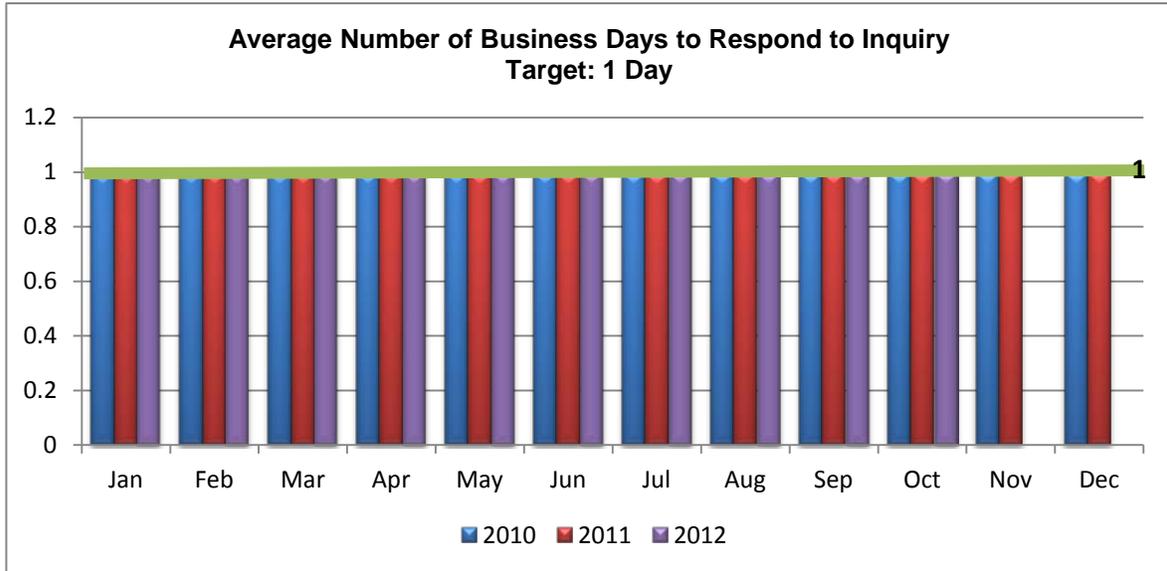
Received: 43 Response Rate: 25%



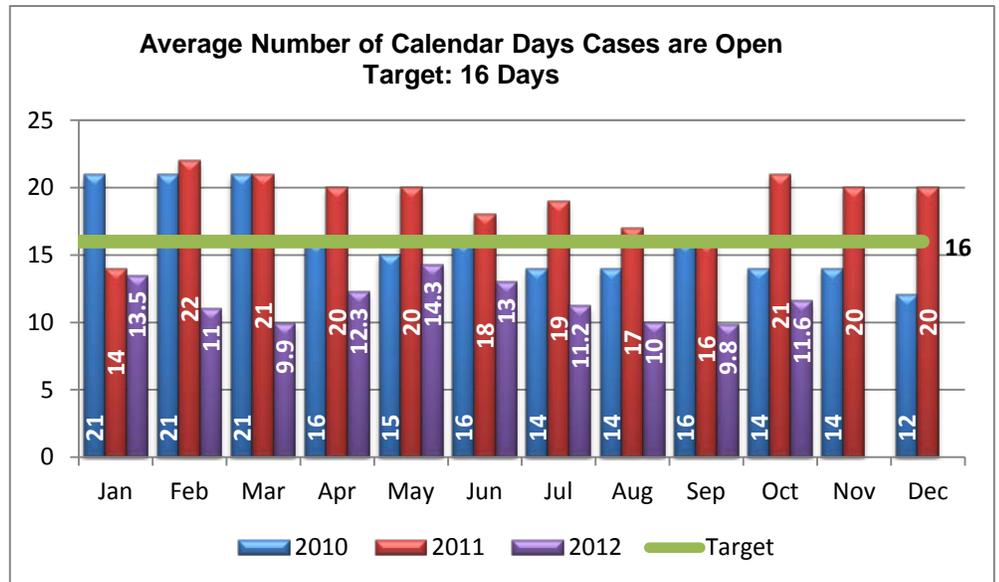
■ Yes    ■ No

## 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.



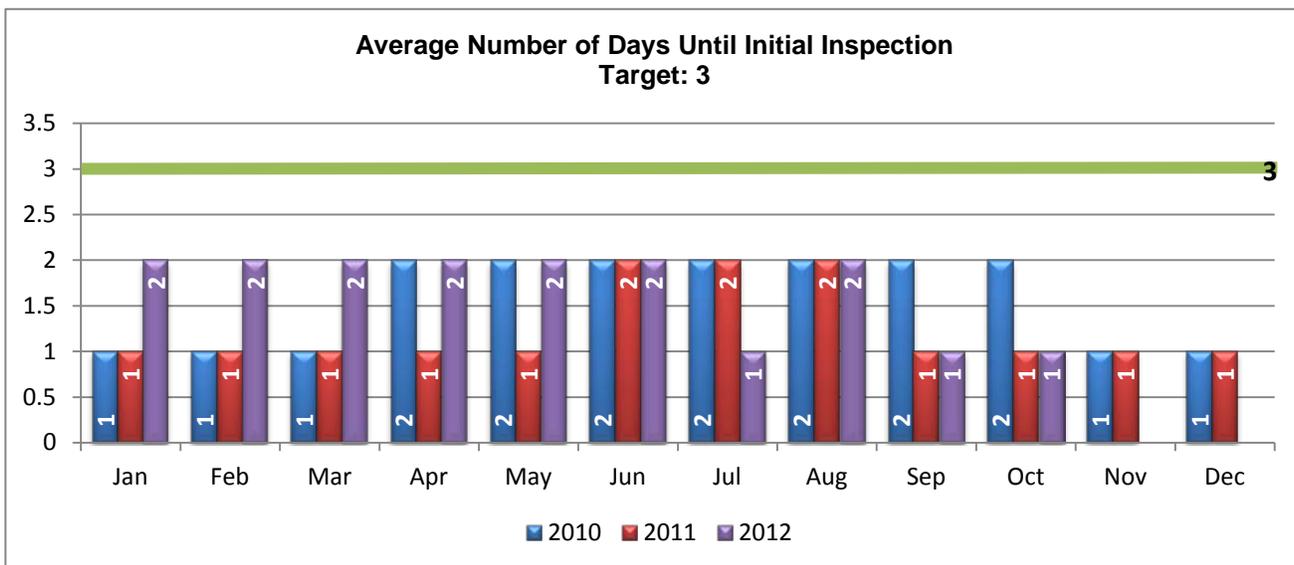
Month	2010	2011	2012
January	21.0	14.0	13.5
February	21.0	22.0	11.0
March	21.0	21.0	9.9
April	16.0	20.0	12.3
May	15.0	20.0	14.3
June	16.0	18.0	13.0
July	14.0	19.0	11.2
August	14.0	17.0	10.0
September	16.0	16.0	9.8
October	14.0	21.0	11.6
November	14.0	20.0	-
December	12.0	20.0	-



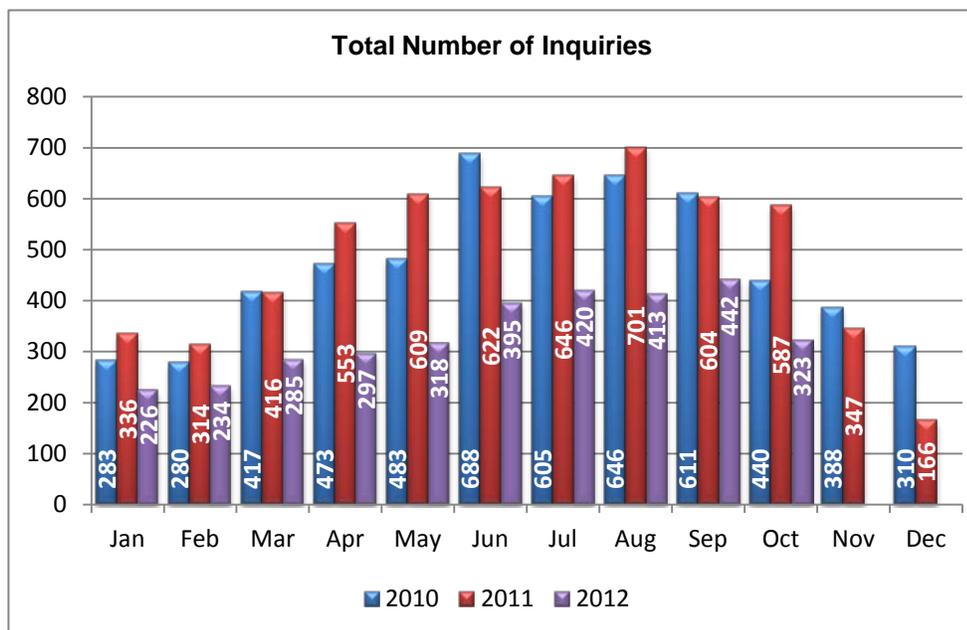
Note: The City's new Code Compliance independent contractor has maintained an average number of calendar days that cases are open below the target since their start date.

## Output Measures

Performance Output Measures indicate the amount of service provided.



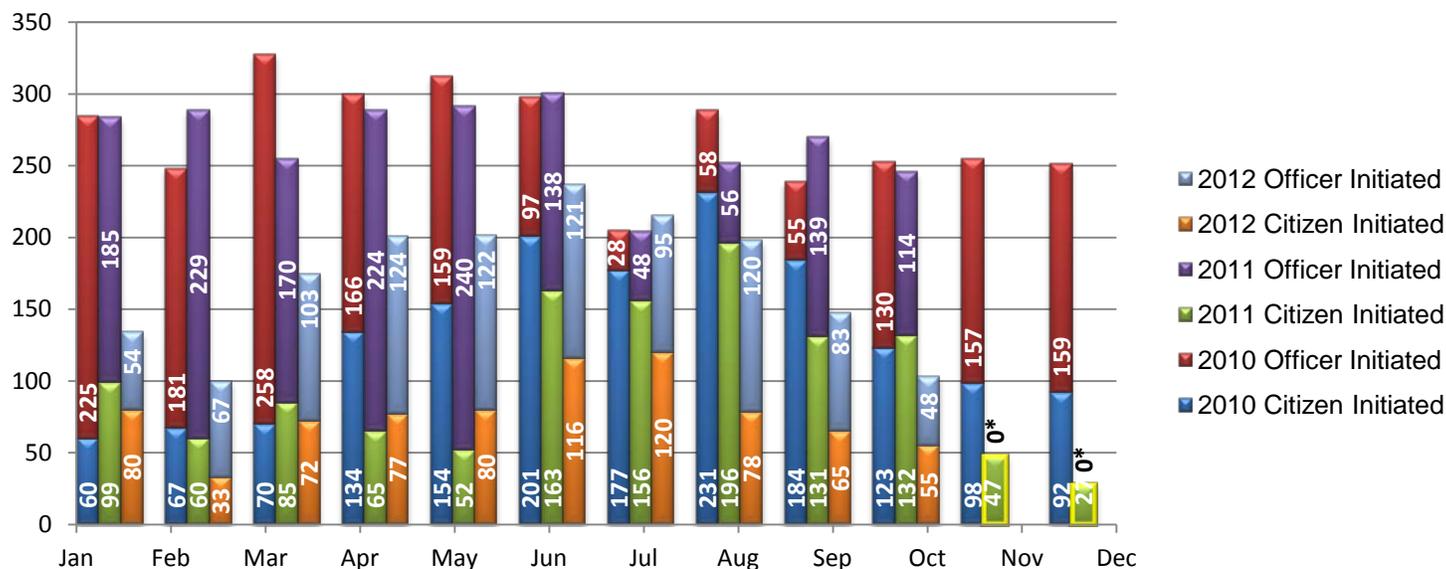
	2010	2011	2012
January	283	336	226
February	280	314	234
March	417	416	285
April	473	553	297
May	483	609	318
June	688	622	395
July	605	646	420
August	646	701	413
September	611	604	442
October	440	587	323
November	388	347	-
December	310	166	-



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.

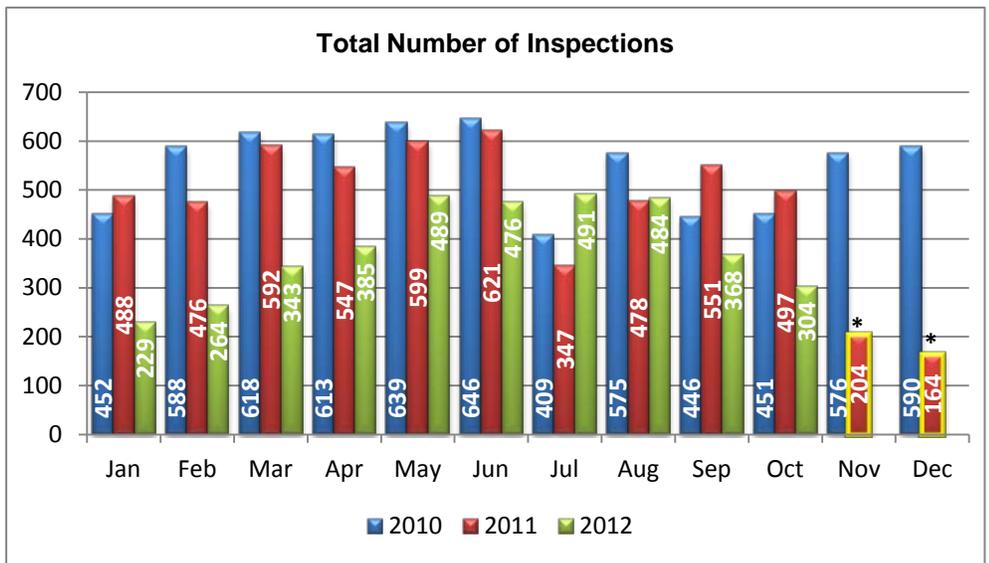
Year to date, 45.3% of cases have been initiated by citizens and 54.7% of cases by officers.

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	-	-
Officer Initiated	54	67	103	124	122	121	95	120	83	48	-	-
<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>-</b>	<b>-</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>

2010 Open Cases by Initiation Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Citizen Initiated	60	67	70	134	154	201	177	231	184	123	98	92
Officer Initiated	225	181	258	166	159	97	28	58	55	130	157	159
<b>Total</b>	<b>285</b>	<b>248</b>	<b>328</b>	<b>300</b>	<b>313</b>	<b>298</b>	<b>205</b>	<b>289</b>	<b>239</b>	<b>253</b>	<b>255</b>	<b>251</b>

	2010	2011	2012
January	452	488	229
February	588	476	264
March	618	592	343
April	613	547	385
May	639	599	489
June	646	621	476
July	409	347	491
August	575	478	484
September	446	551	368
October	451	497	304
November	576	204	-
December	590	164	-
<b>Total</b>	<b>6,603</b>	<b>5,564</b>	<b>3,833</b>

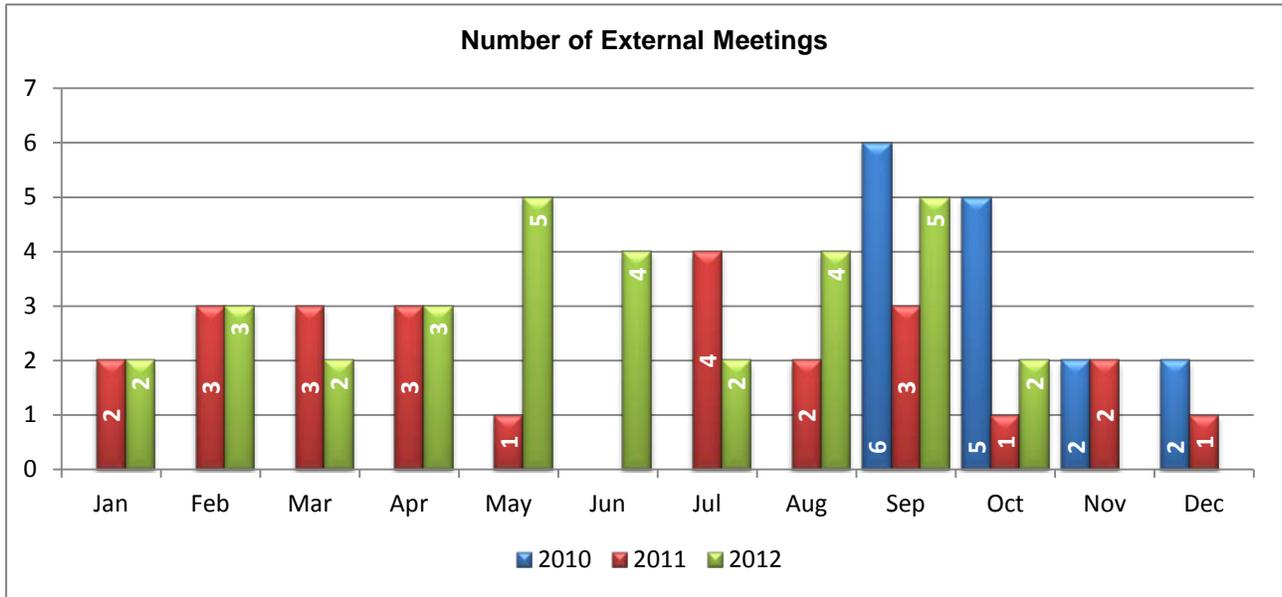


Note: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, a reduced number of inspections were initiated in November and December 2011.

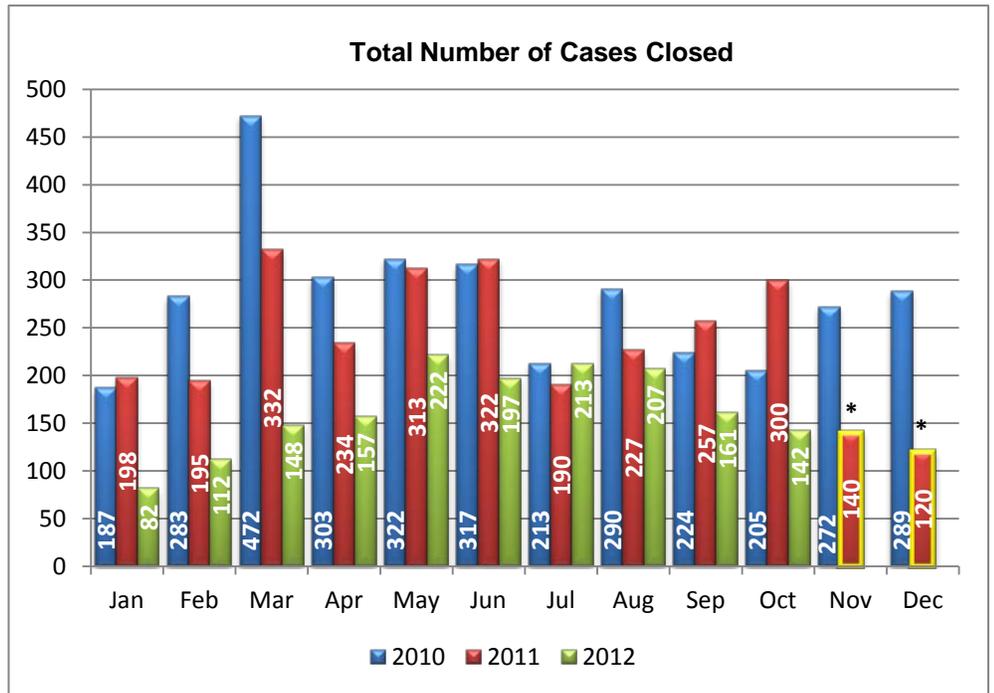
	2010	2011	2012
January	0.0	7.0	4.0
February	0.0	4.0	1.0
March	27.0	3.0	0.0
April	50.0	13.0	18.0
May	29.0	4.0	20.0
June	16.0	0.0	12.0
July	0.0	95.0	13.0
August	16.0	11.0	36.0
September	6.0	12.0	22.5
October	12.0	9.0	30.5
November	8.0	13.0	-
December	6.5	80.0	-
<b>Total</b>	<b>170.5</b>	<b>251</b>	<b>157</b>



Note: October special projects included: Code SOP; Noxious Weeds versus overgrown weeds summary, abatement summary, HOA sign outreach materials, reconciliation of sign removal statistics from prior years; record audit for destruction; briefings and meetings for case management until 3rd officer is replaced.



	2010	2011	2012
January	187	198	82
February	283	195	112
March	472	332	148
April	303	234	157
May	322	313	222
June	317	322	197
July	213	190	213
August	290	227	207
September	224	257	161
October	205	300	142
November	272	140	-
December	289	120	-
<b>Total</b>	<b>3,377</b>	<b>2,828</b>	<b>1,641</b>



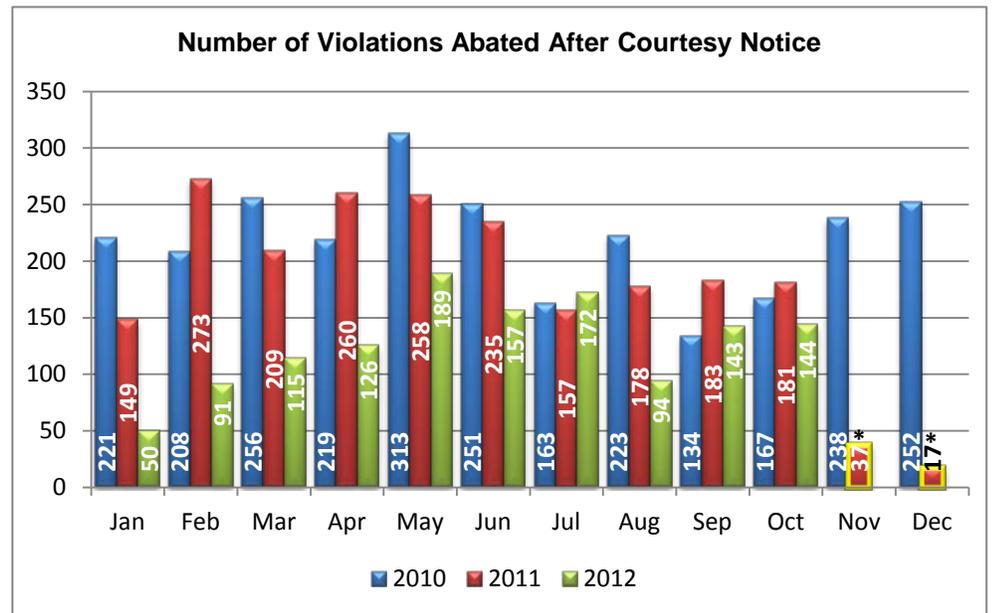
Note: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

	2010	2011	2012
January	27	46	31
February	1	29	14
March	24	35	30
April	55	37	26
May	5	23	20
June	61	57	26
July	49	56	33
August	60	78	32
September	79	59	27
October	38	57	17
November	33	20	-
December	37	15	-
<b>Total</b>	<b>469</b>	<b>512</b>	<b>256</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.

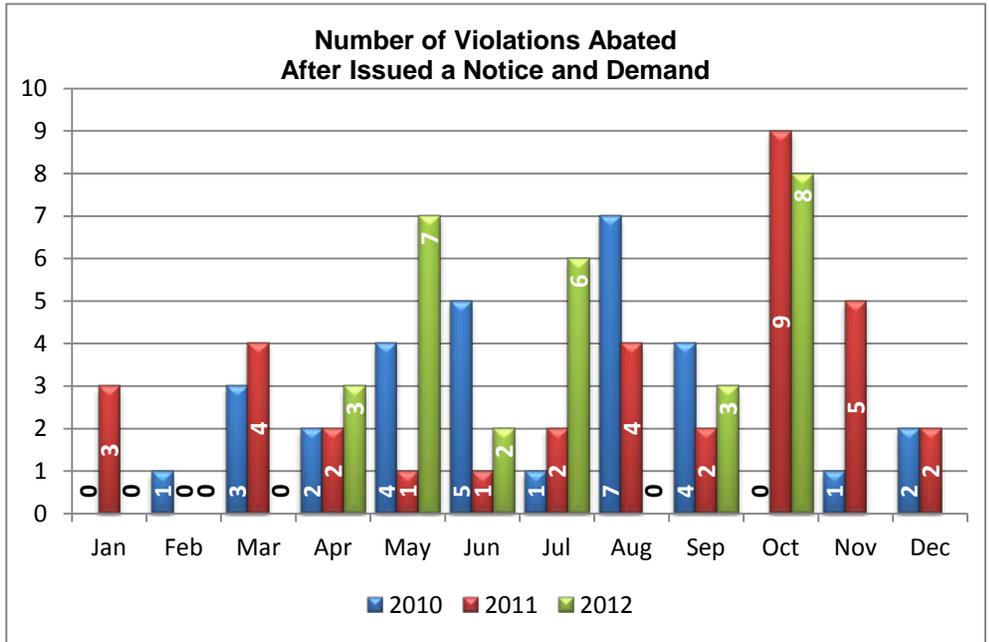
	2010	2011	2012
January	221	149	50
February	208	273	91
March	256	209	115
April	219	260	126
May	313	258	189
June	251	235	157
July	163	157	172
August	223	178	94
September	134	183	143
October	167	181	144
November	238	37	-
December	252	17	-
<b>Total</b>	<b>2,645</b>	<b>2,137</b>	<b>1,281</b>



Note: Since February 2012, officers have consistently closed over 75% of new violations through a Courtesy Notice. Courtesy Notice was previously referred to as a "Friendly Reminder."

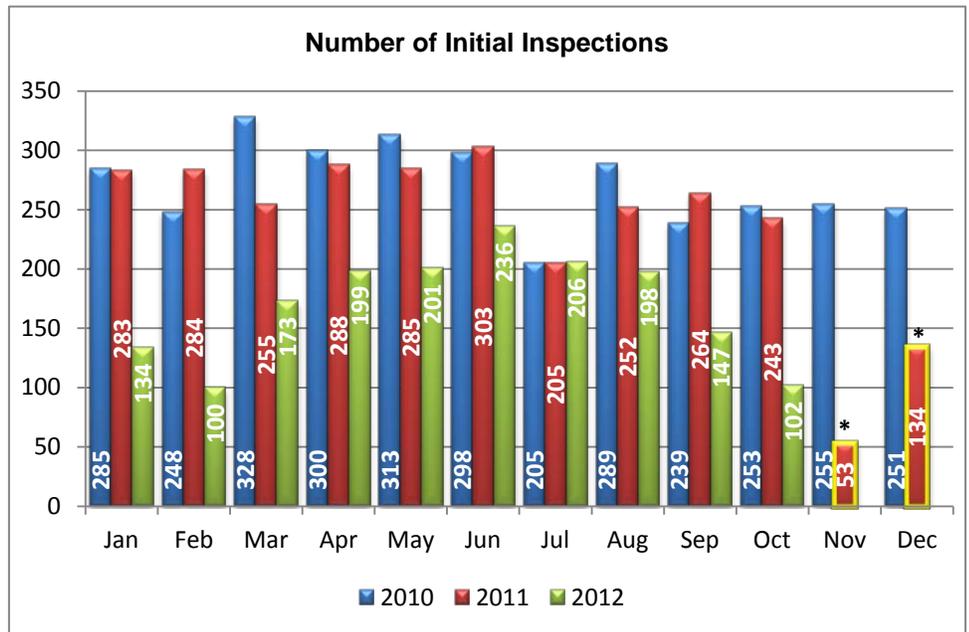
\*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

	2010	2011	2012
January	0	3	0
February	1	0	0
March	3	4	0
April	2	2	3
May	4	1	7
June	5	1	2
July	1	2	6
August	7	4	0
September	4	2	3
October	0	9	8
November	1	5	-
December	2	2	-
<b>Total</b>	<b>30</b>	<b>35</b>	<b>29</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. If after an additional inspection 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.

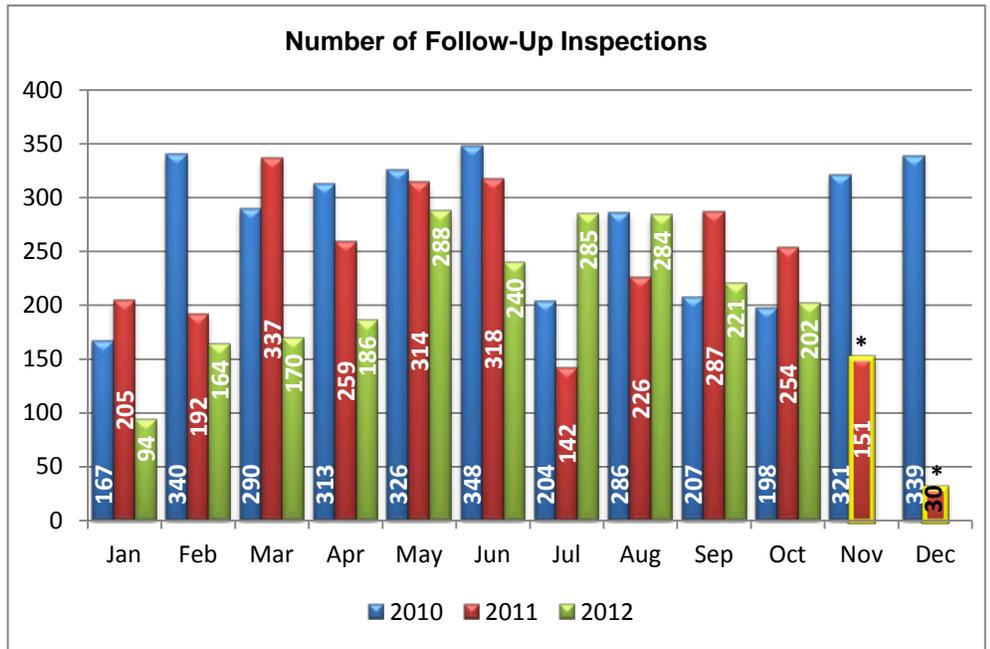
	2010	2011	2012
January	285	283	134
February	248	284	100
March	328	255	173
April	300	288	199
May	313	285	201
June	298	303	236
July	205	205	206
August	289	252	198
September	239	264	147
October	253	243	102
November	255	53	-
December	251	134	-
<b>Total</b>	<b>3,264</b>	<b>2,849</b>	<b>1,696</b>



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.

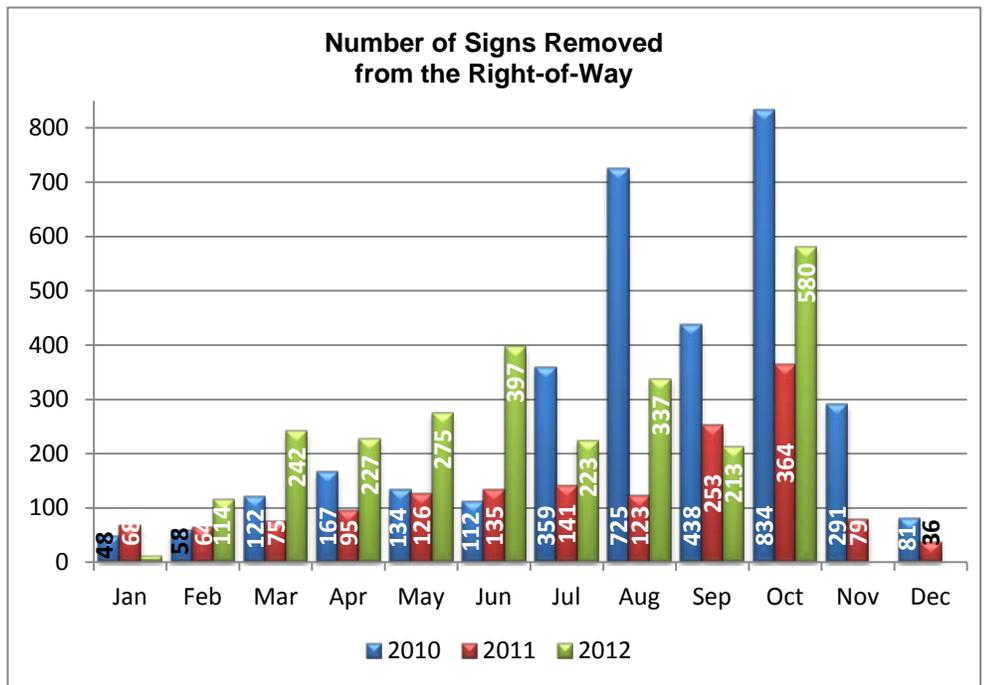
As of July 1, 2012, cases are associated with parcels. Previously, cases were associated with violations. This change has resulted in a decline of initial inspections.

	2010	2011	2012
January	167	205	94
February	340	192	164
March	290	337	170
April	313	259	186
May	326	314	288
June	348	318	240
July	204	142	285
August	286	226	284
September	207	287	221
October	198	254	202
November	321	151	-
December	339	30	-
<b>Total</b>	<b>3,339</b>	<b>2,715</b>	<b>2,134</b>

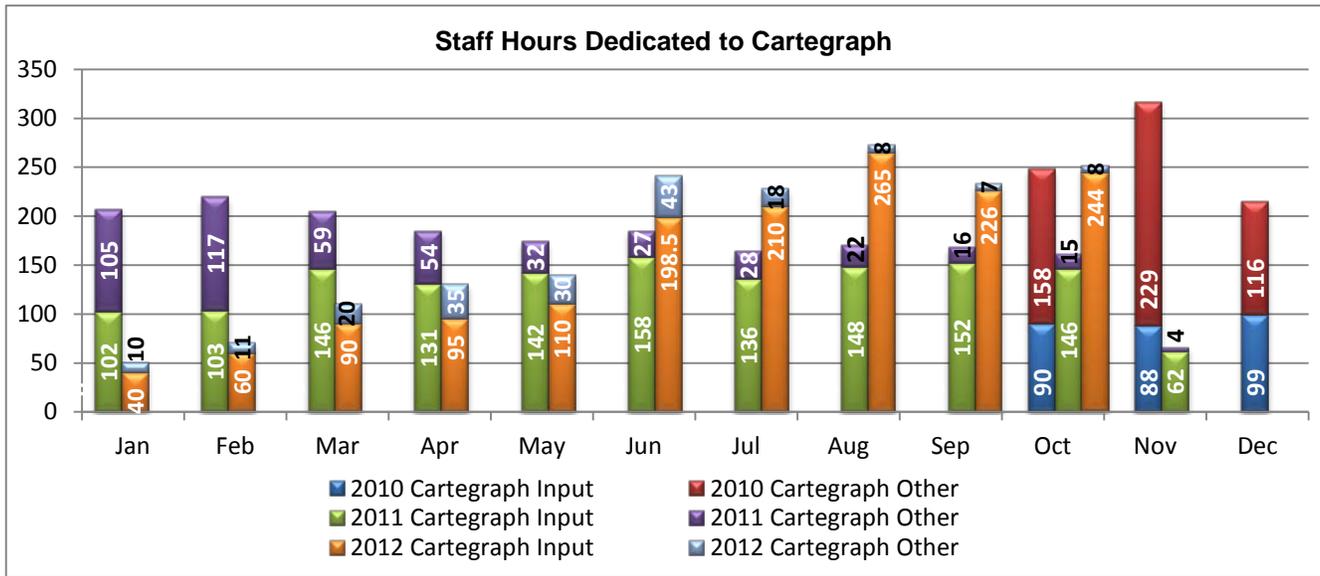


Notes: \*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

	2010	2011	2012
January	48	68	10
February	58	64	114
March	122	75	242
April	167	95	227
May	134	126	275
June	112	135	397
July	359	141	223
August	725	123	337
September	438	253	213
October	834	364	580
November	291	79	-
December	81	36	-
<b>Total</b>	<b>3,369</b>	<b>1,559</b>	<b>2,618</b>



Notes: Political elections increase the number of right-of-way (ROW) sign violations, as seen in August through October. The current Code Compliance contract requires an average of 15 hours be dedicated to right-of-way sign removal. Staff has taken a pro-active approach by reaching out to the candidates with information regarding sign placement restrictions and allowances.



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

2010 Cartegraph Staff Hours	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Input	-	-	-	-	-	-	-	-	-	90	88	99
Other	-	-	-	-	-	-	-	-	-	158	229	116
<b>Total</b>	-	-	-	-	-	-	-	-	-	<b>248</b>	<b>317</b>	<b>215</b>

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	386	-	-
Other	10	11	20	35	30	43	18	8	7	8	-	-
<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>394</b>	<b>-</b>	<b>-</b>

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