

*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)

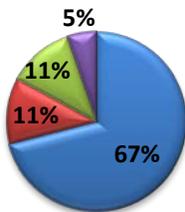
Performance Outcome Measures

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?

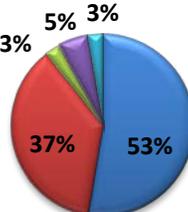
Received: 24 Response Rate: 27%



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

2011 Customer Survey Results: Was Staff Helpful/Knowledgeable?

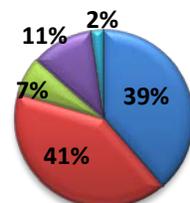
Received: 38 Response Rate: 26%



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

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

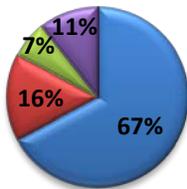
Received: 36 Response Rate: 21%



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

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

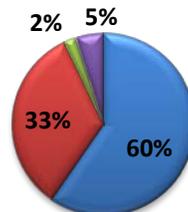
Received: 24 Response Rate: 27%



■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree

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

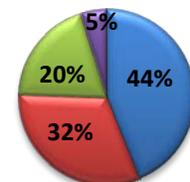
Received: 38 Response Rate: 26%



■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree

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

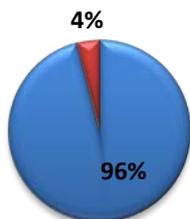
Received: 34 Response Rate: 20%



■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree

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

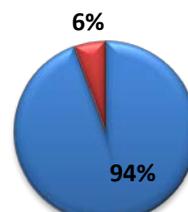
Received: 24 Response Rate: 27%



■ 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?

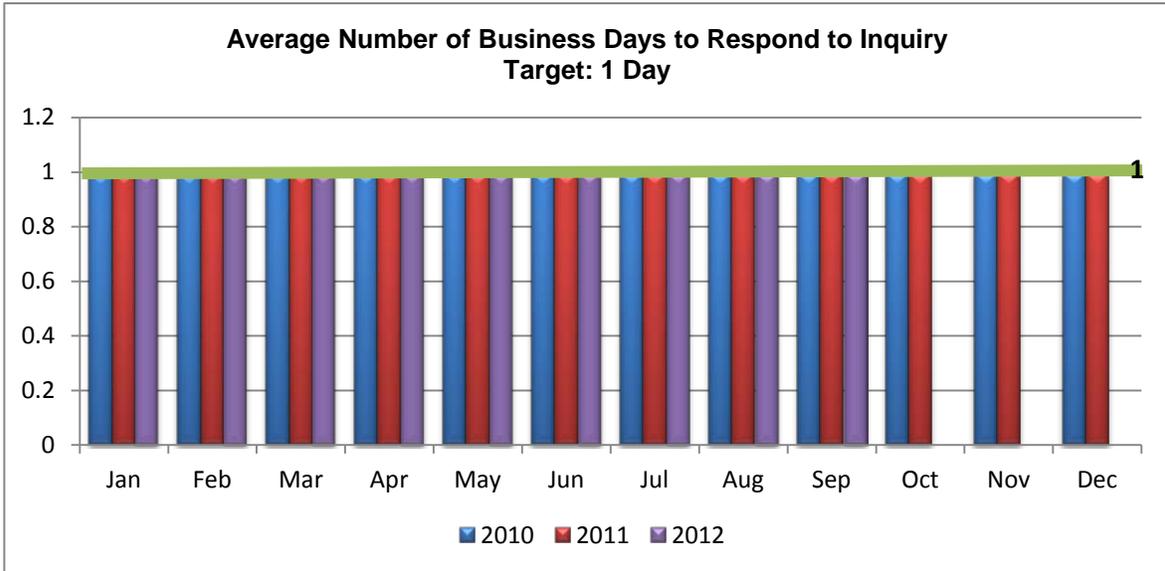
Received: 43 Response Rate: 25%



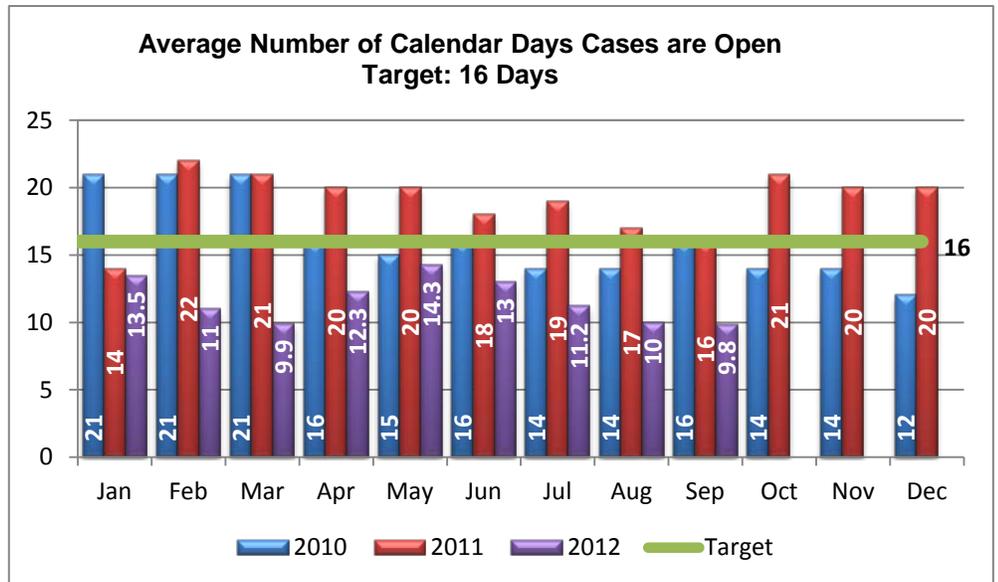
■ Yes ■ No

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.

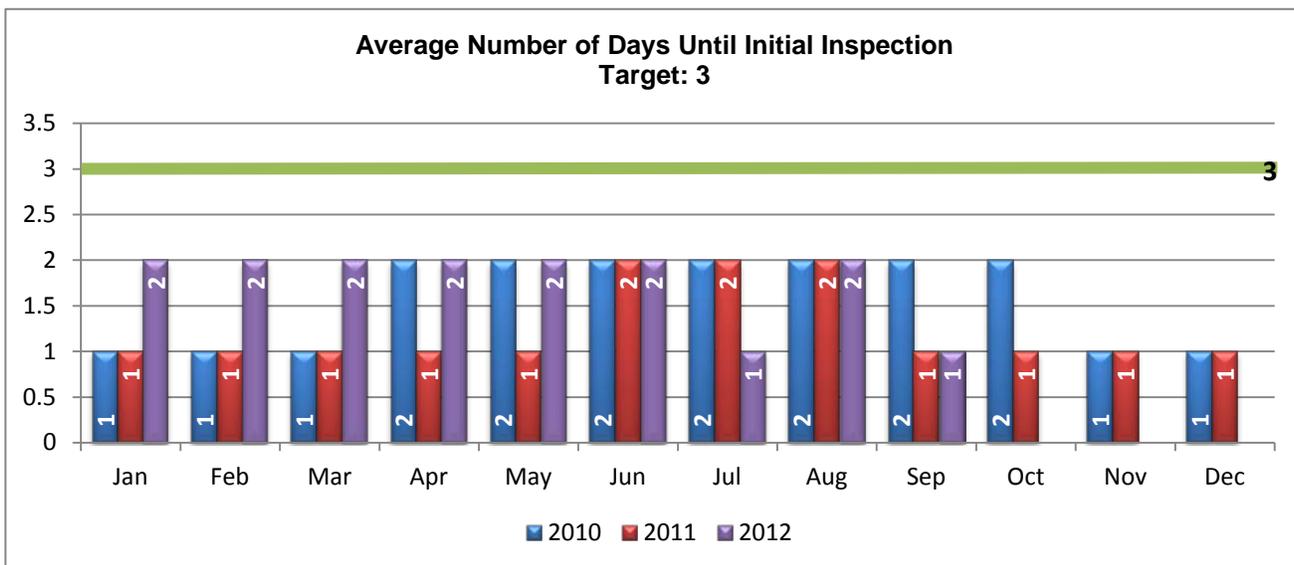


| Month | 2010 | 2011 | 2012 |
|-----------|------|------|------|
| January | 21 | 14 | 13.5 |
| February | 21 | 22 | 11.0 |
| March | 21 | 21 | 9.9 |
| April | 16 | 20 | 12.3 |
| May | 15 | 20 | 14.3 |
| June | 16 | 18 | 13.0 |
| July | 14 | 19 | 11.2 |
| August | 14 | 17 | 10 |
| September | 16 | 16 | 9.8 |
| October | 14 | 21 | - |
| November | 14 | 20 | - |
| December | 12 | 20 | - |

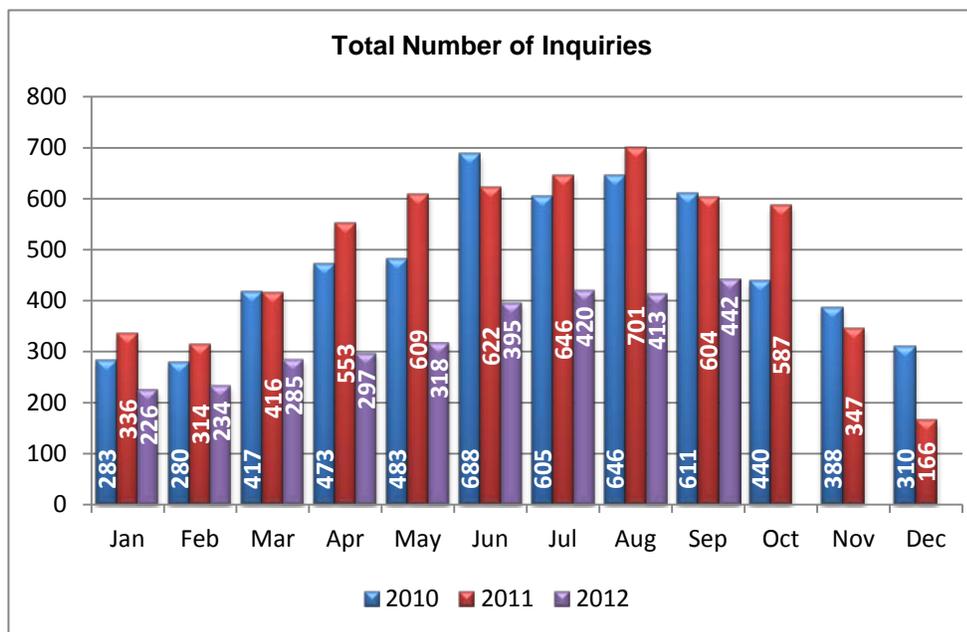


Output Measures

Performance Output Measures indicate the amount of service provided.



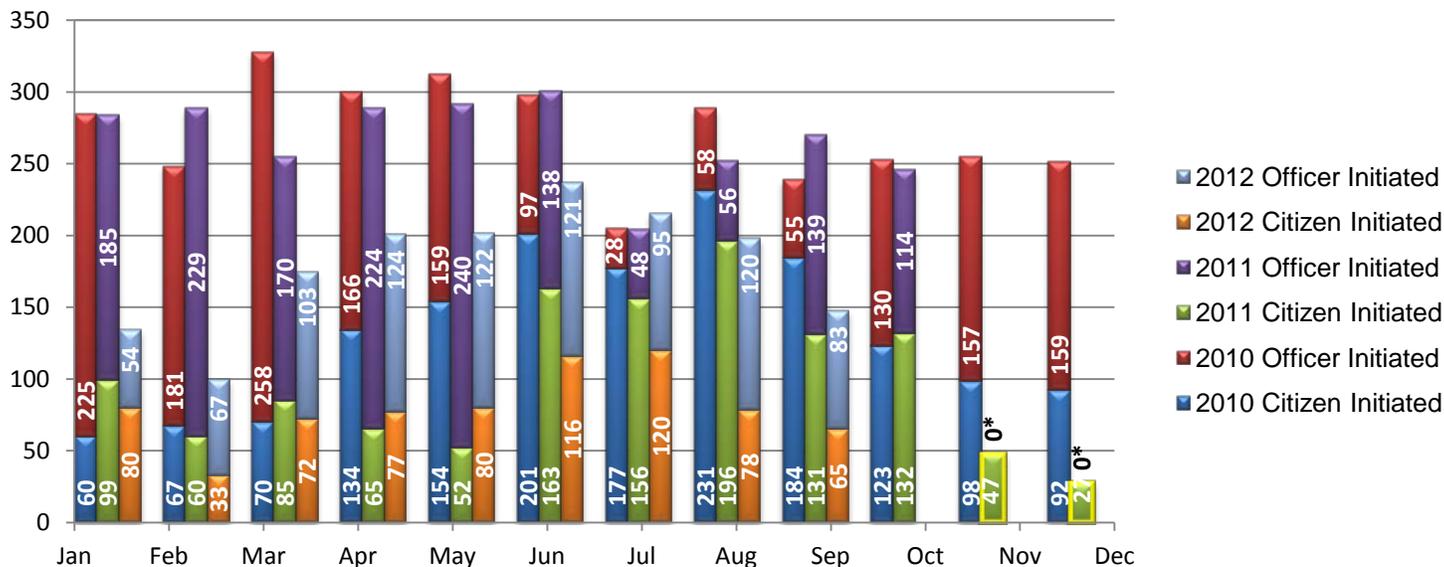
| | 2010 | 2011 | 2012 |
|-----------|------|------|------|
| January | 283 | 336 | 226 |
| February | 280 | 314 | 234 |
| March | 417 | 416 | 285 |
| April | 473 | 553 | 297 |
| May | 483 | 609 | 318 |
| June | 688 | 622 | 395 |
| July | 605 | 646 | 420 |
| August | 646 | 701 | 413 |
| September | 611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



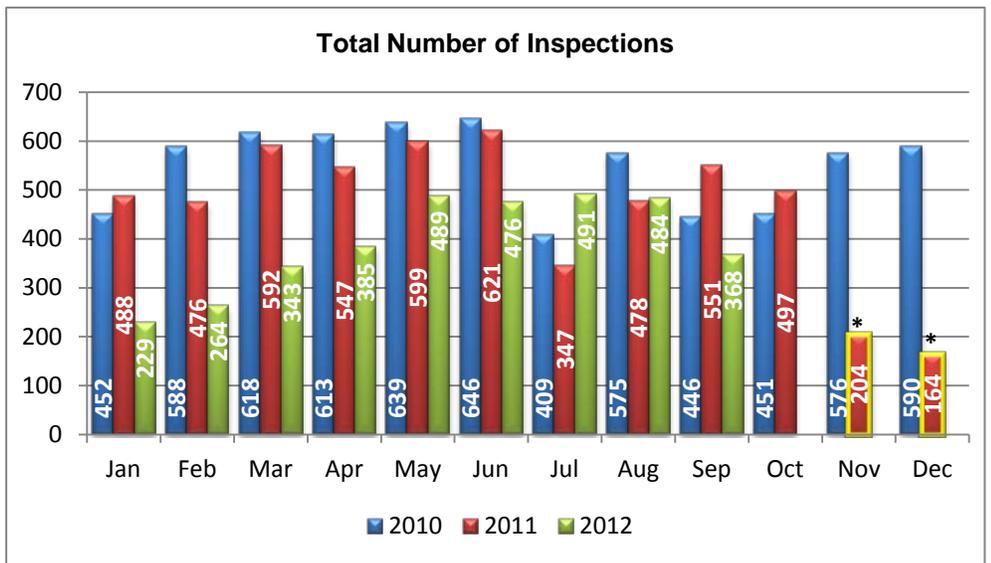
Note: *Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, a reduced number of cases were initiated in November and December 2011.

| 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 | - | - | - |
| Officer Initiated | 54 | 67 | 103 | 124 | 122 | 121 | 95 | 120 | 83 | - | - | - |
| Total | 134 | 100 | 175 | 201 | 202 | 237 | 215 | 198 | 148 | - | - | - |

| 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 |
| Total | 284 | 289 | 255 | 289 | 292 | 301 | 204 | 252 | 270 | 246 | 47 | 27 |

| 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 |
| Total | 285 | 248 | 328 | 300 | 313 | 298 | 205 | 289 | 239 | 253 | 255 | 251 |

| | 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 | - |
| November | 576 | 204 | - |
| December | 590 | 164 | - |
| Total | 6,603 | 5,564 | 3,529 |

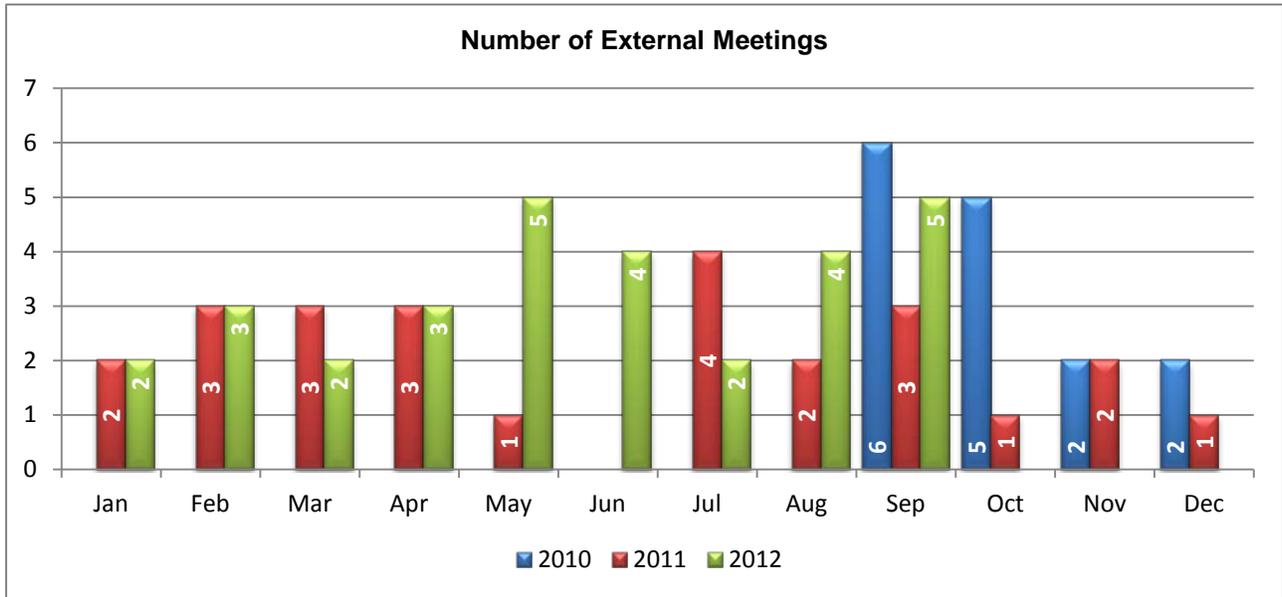


Note: *Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, a reduced number of inspections were initiated in November and December 2011.

| | 2010 | 2011 | 2012 |
|--------------|--------------|------------|--------------|
| January | 0 | 7 | 4 |
| February | 0 | 4 | 1 |
| March | 27 | 3 | 0 |
| April | 50 | 13 | 18 |
| May | 29 | 4 | 20 |
| June | 16 | 0 | 12 |
| July | 0 | 95 | 13 |
| August | 16 | 11 | 36 |
| September | 6 | 12 | 22.5 |
| October | 12 | 9 | - |
| November | 8 | 13 | - |
| December | 6.5 | 80 | - |
| Total | 170.5 | 251 | 126.5 |

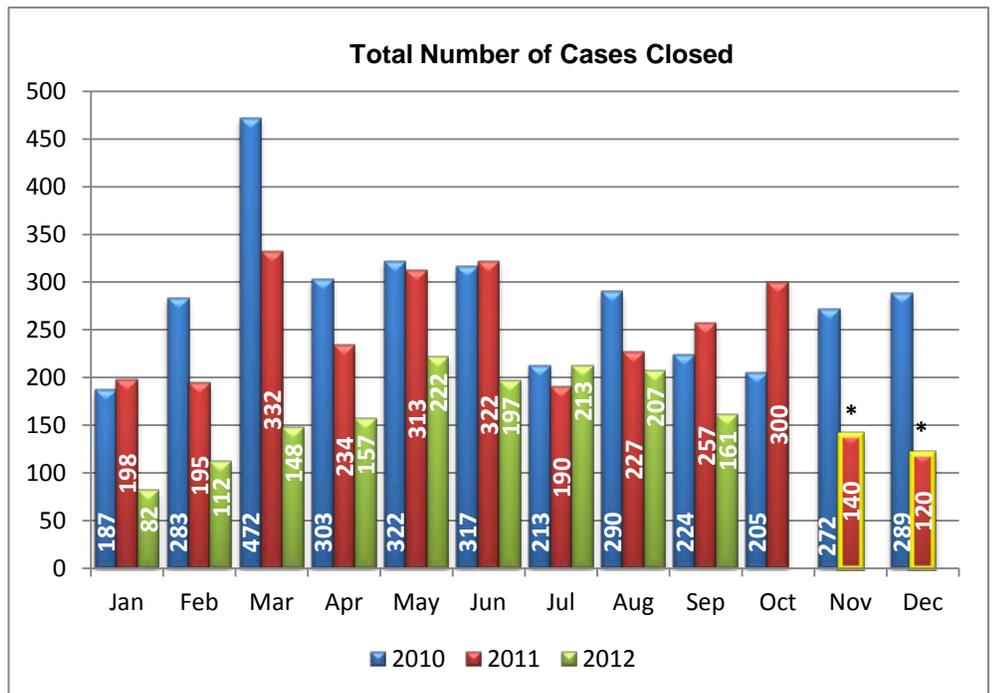


Note: For September 2012, Code Compliance researched codes in other jurisdictions, identified political candidates to send sign information packages, prepared sign information packages, and spent a few hours polishing up Cartegraph reporting.



Notes: Attended two Community Events and participated in CACEO Quarterly Training.

| | 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 | - |
| November | 272 | 140 | - |
| December | 289 | 120 | - |
| Total | 3,377 | 2,828 | 1,499 |



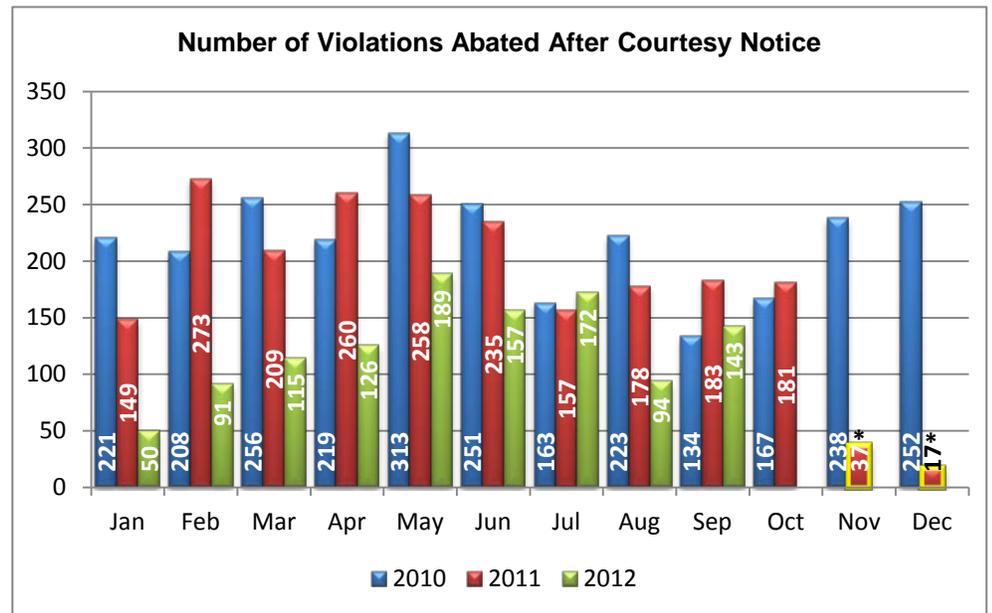
Note: *Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

| | 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 | - |
| November | 33 | 20 | - |
| December | 37 | 15 | - |
| Total | 469 | 512 | 239 |



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.

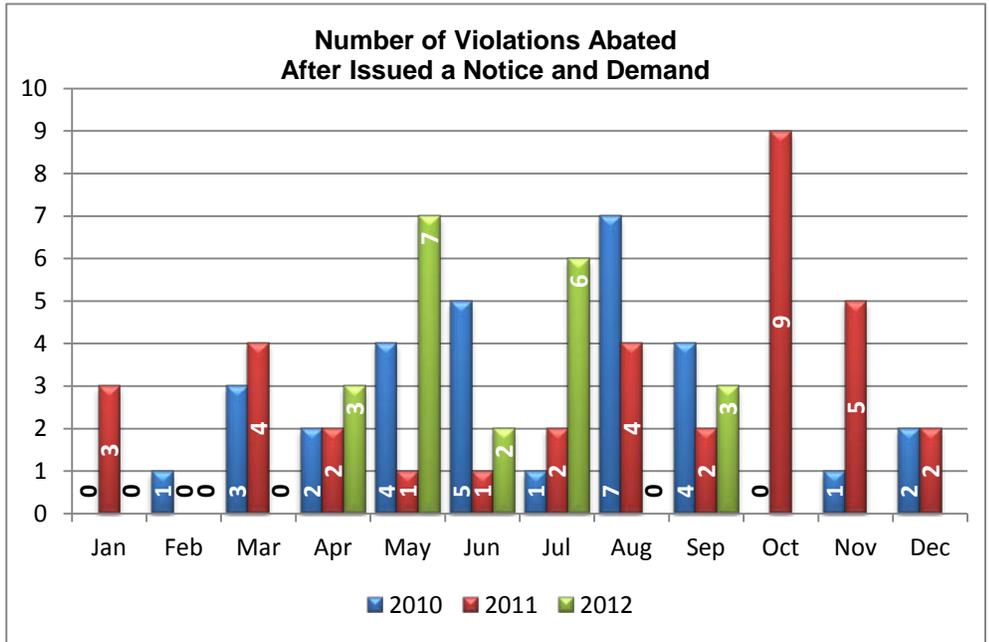
| | 2010 | 2011 | 2012 |
|--------------|--------------|--------------|--------------|
| January | 221 | 149 | 50 |
| February | 208 | 273 | 91 |
| March | 256 | 209 | 115 |
| April | 219 | 260 | 126 |
| May | 313 | 258 | 189 |
| June | 251 | 235 | 157 |
| July | 163 | 157 | 172 |
| August | 223 | 178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



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."

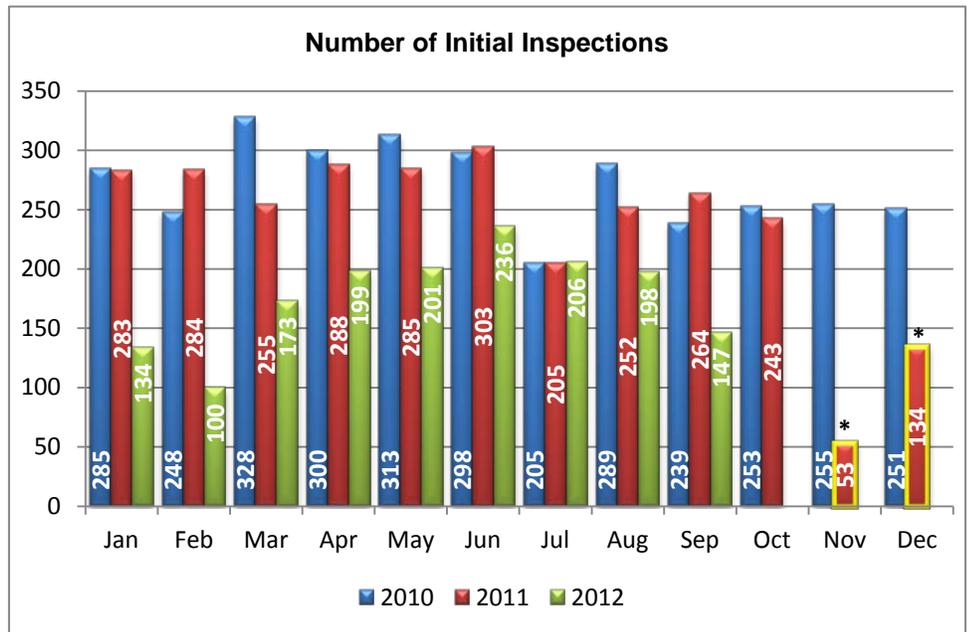
*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

| | 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 | - |
| November | 1 | 5 | - |
| December | 2 | 2 | - |
| Total | 30 | 35 | 21 |



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.

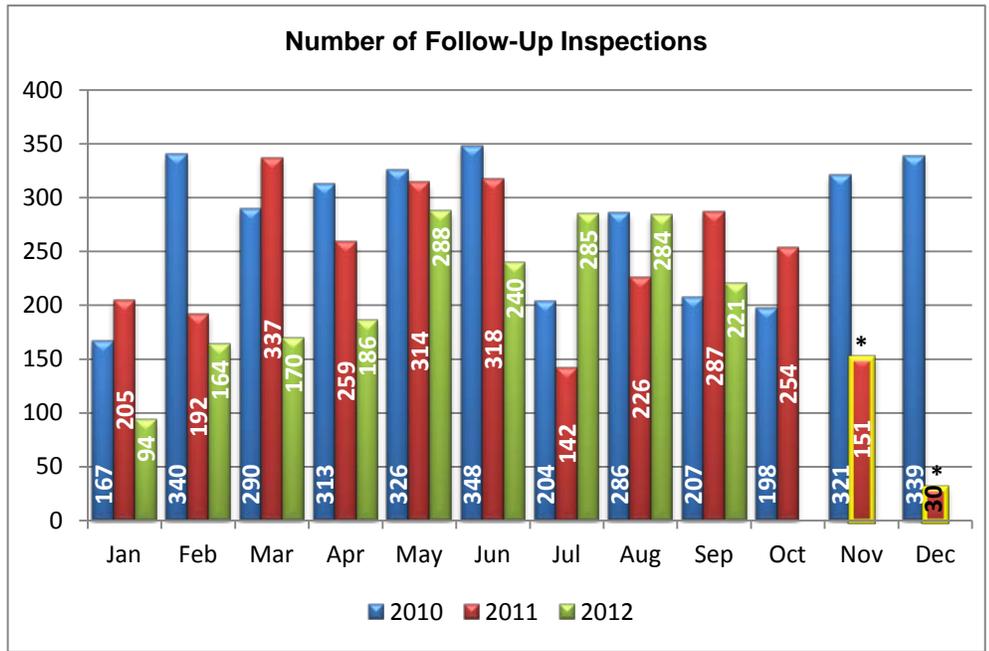
| | 2010 | 2011 | 2012 |
|--------------|--------------|--------------|--------------|
| January | 285 | 283 | 134 |
| February | 248 | 284 | 100 |
| March | 328 | 255 | 173 |
| April | 300 | 288 | 199 |
| May | 313 | 285 | 201 |
| June | 298 | 303 | 236 |
| July | 205 | 205 | 206 |
| August | 289 | 252 | 198 |
| September | 239 | 264 | 147 |
| October | 253 | 243 | - |
| November | 255 | 53 | - |
| December | 251 | 134 | - |
| Total | 3,264 | 2,849 | 1,594 |



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.

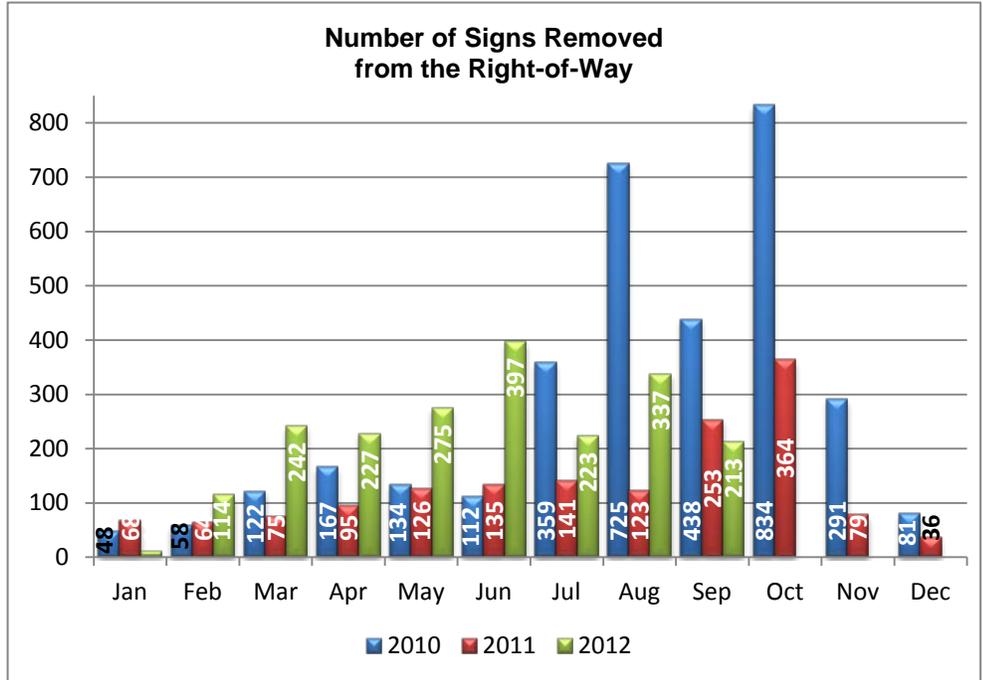
As of July 1, 2012, cases are associated with parcels. Previously, cases were associated with violations. This change has resulted in a decline of initial inspections.

| | 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 | - |
| November | 321 | 151 | - |
| December | 339 | 30 | - |
| Total | 3,339 | 2,715 | 1,932 |

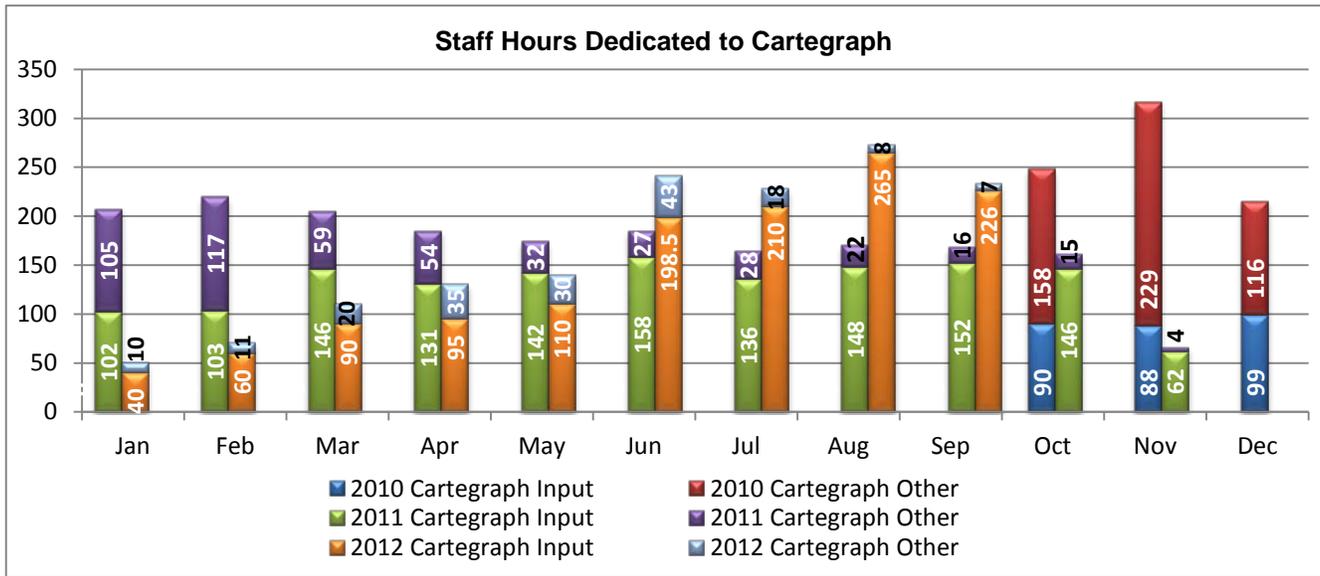


Notes: *Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

| | 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 | - |
| November | 291 | 79 | - |
| December | 81 | 36 | - |
| Total | 3,369 | 1,559 | 2,038 |



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 |
| Total | - | - | - | - | - | - | - | - | - | 248 | 317 | 215 |

| 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 |
| Total | 207 | 220 | 205 | 185 | 174 | 185 | 164 | 170 | 168 | 161 | 66 | 0 |

| 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 | - | - | - |
| Other | 10 | 11 | 20 | 35 | 30 | 43 | 18 | 8 | 7 | - | - | - |
| Total | 50 | 71 | 110 | 130 | 140 | 242 | 228 | 273 | 233 | - | - | - |

* Since we are mobile the cartegraph input hours are a best guess. We added 80% of the field hours and 50% of the office hours to come up with some number.

**Suggest changing this metric to Case Actions. The Cartegraph enhancements include a report that provided a summary of each action an officer makes in Cartegraph.