

Code Compliance Summit 2005

Presented to: Quality of Life Committee
March 27, 2006

“A Journey to Success”



Company
LOGO



We listened. We heard:

We talked to Neighborhood Reps across the City to obtain feedback about our Dept. They told us:

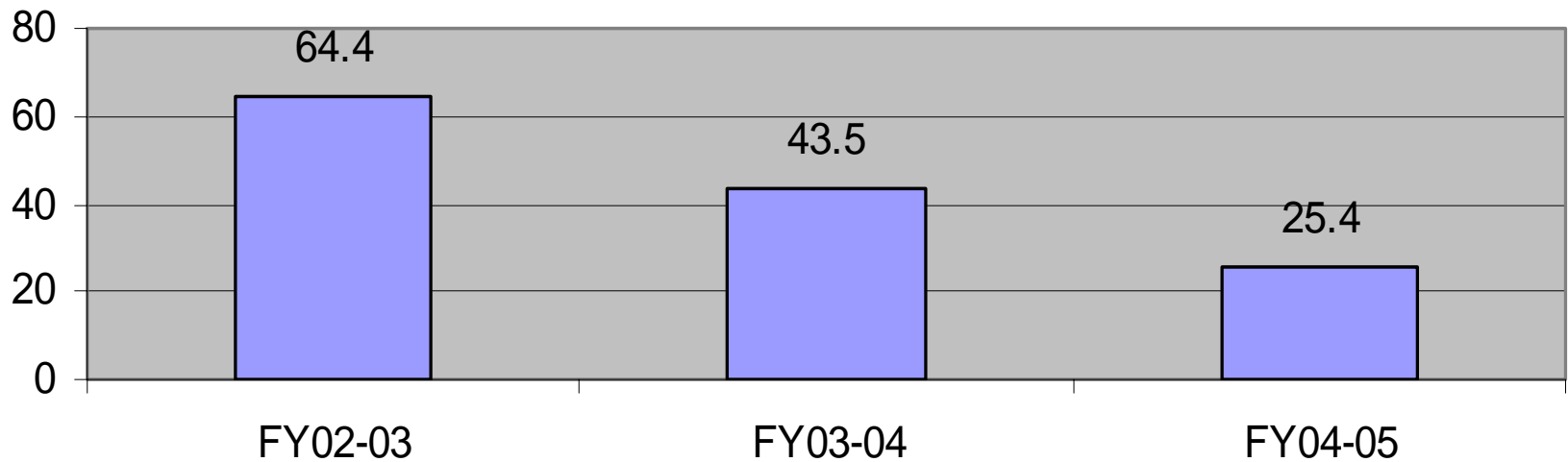
- **Poor Customer Service:**
 - Too Slow to Respond to Complaints
 - Failure to Follow through on Complaints
- “We want visible results, cleaner neighborhoods.”





Customer Service Improvements

Code Compliance Average Response Time* from Complaint to Closure (in days)

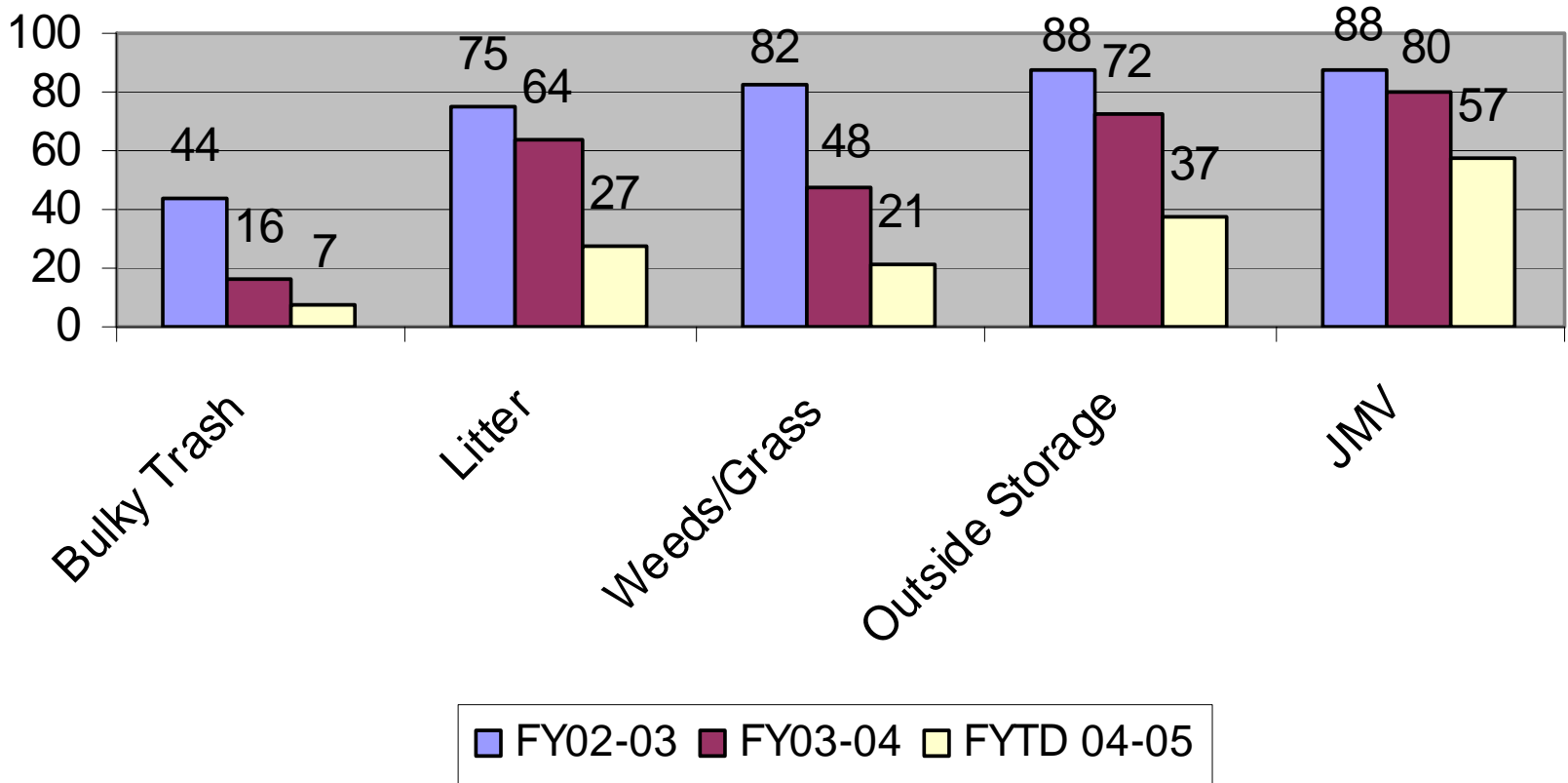


*Includes Premise, Zoning and Substandard Structure Violations



Customer Service Improvements

**Code Compliance Average Response Times
from Complaint to Closure (in days)**





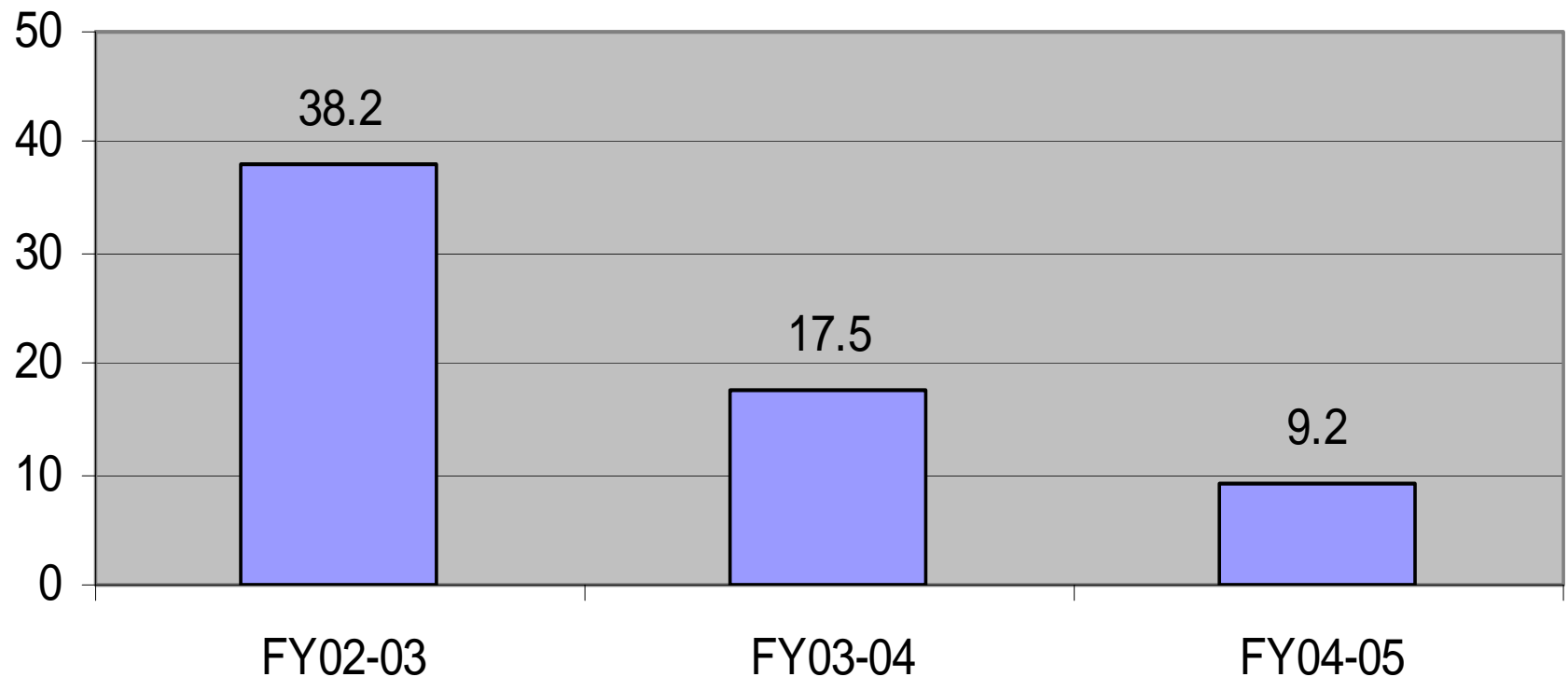
Service Request Volume

- FY 04-05:
- Code: 173,750 or approx. 3,300 service requests per week
- Animal Services: 57,923 or approx. 1,100 service requests per week
- TOTAL: 4,400 service requests per week



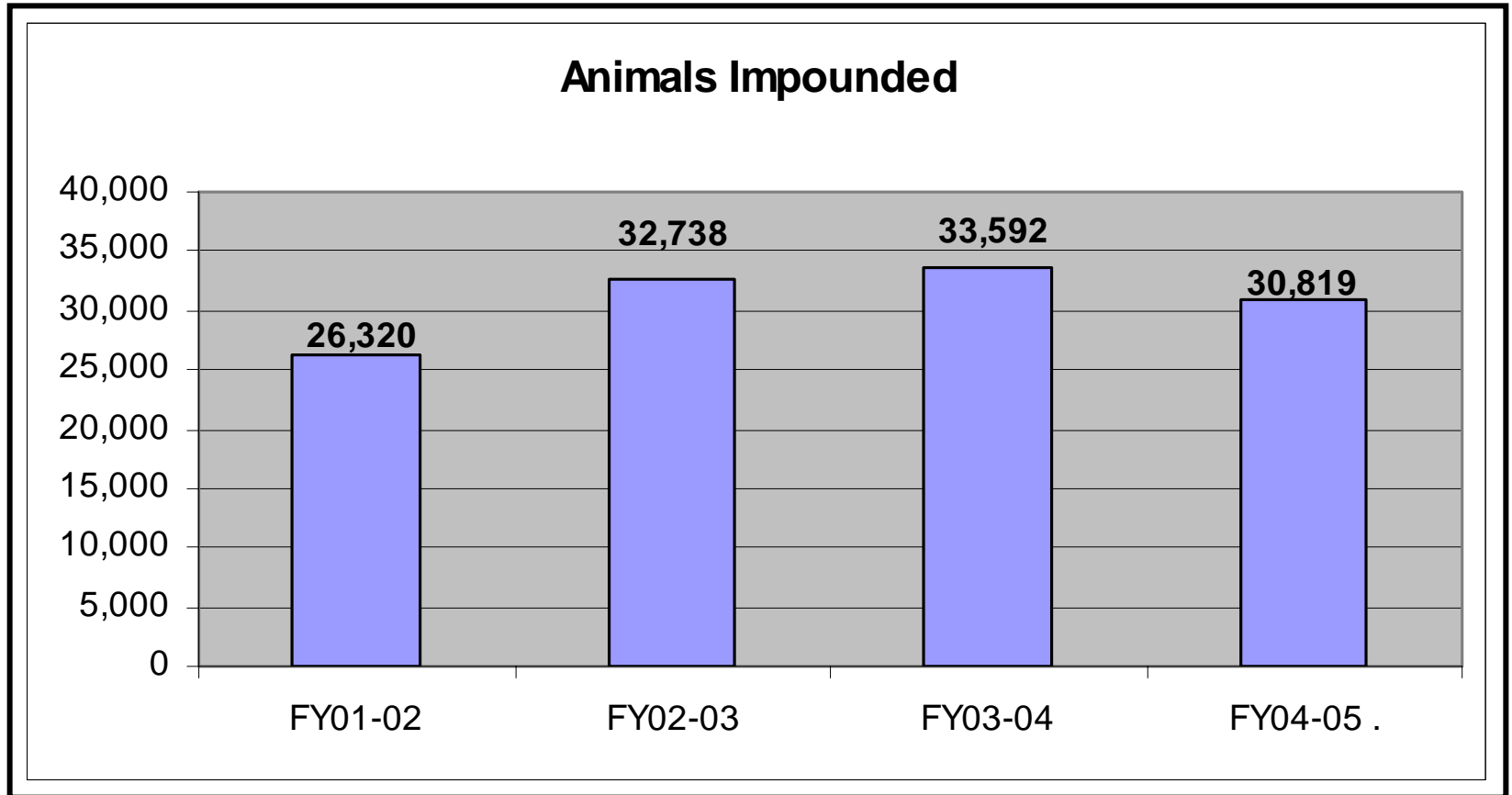
Customer Service Improvements

Animal Services Average Response Time Complaint to Closure (in days)





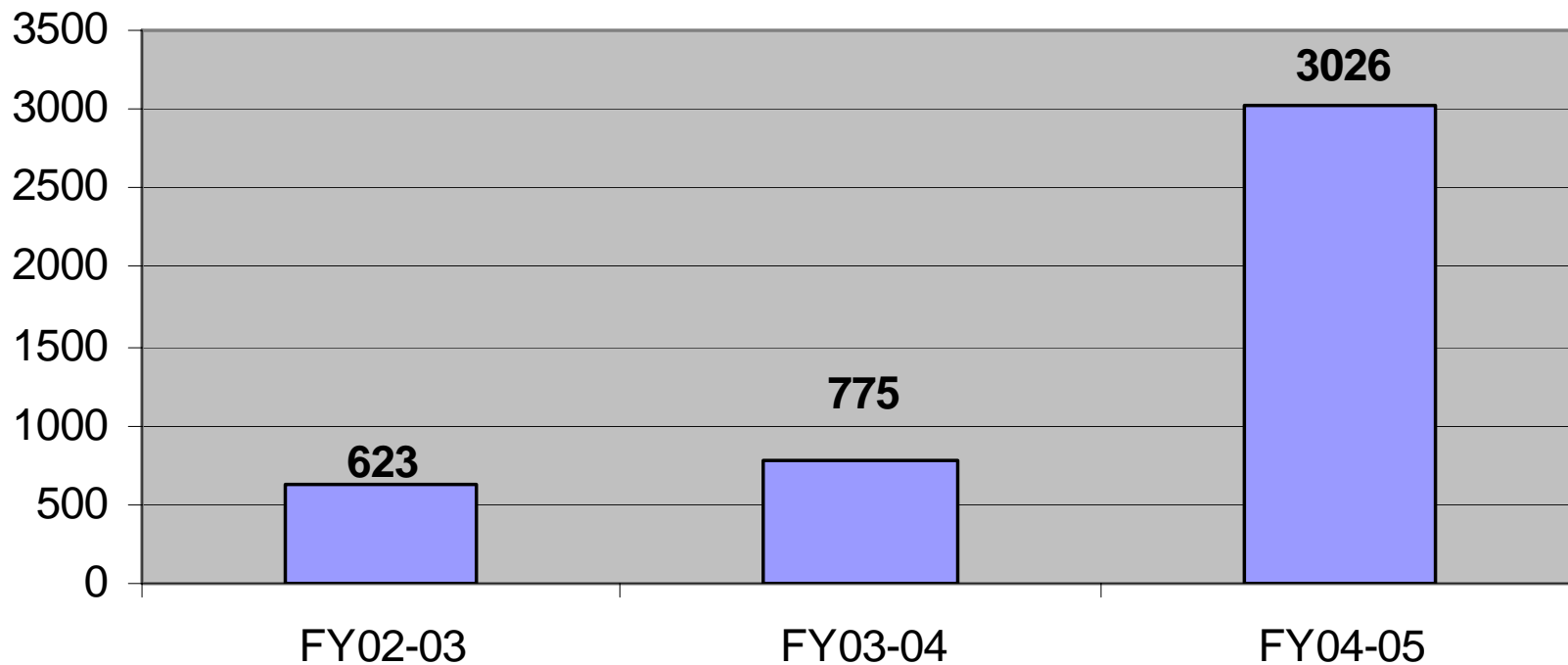
Animal Services





Animal Services

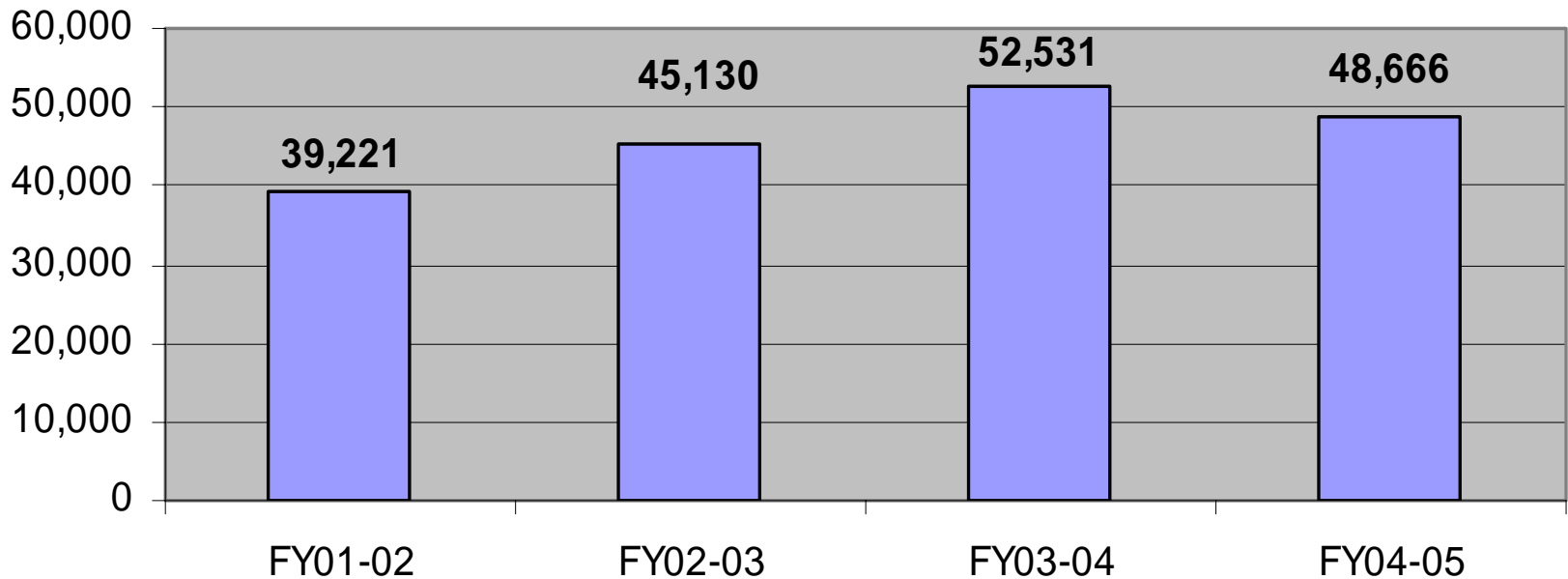
Animal Services Citations Issued





Mow/Clean Division

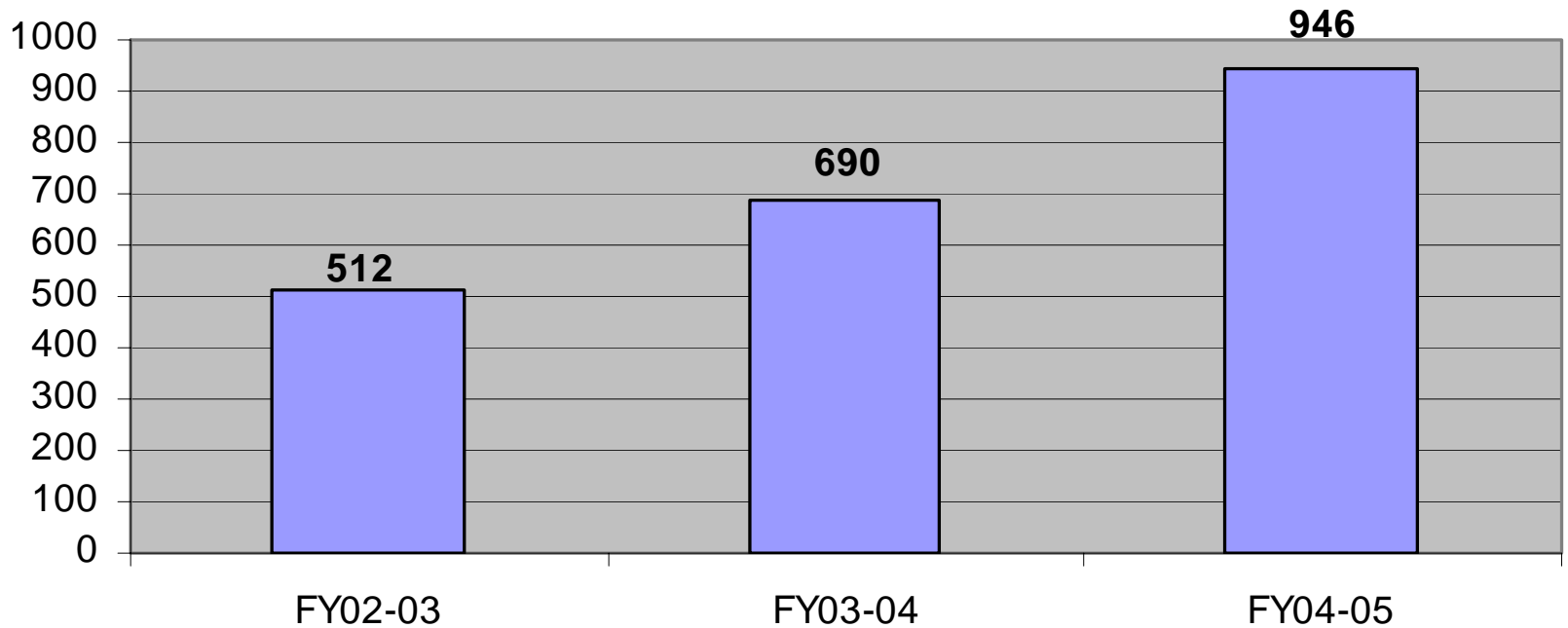
Mow/Clean Jobs Completed
Includes mowing, cleaning and securing





Field Services

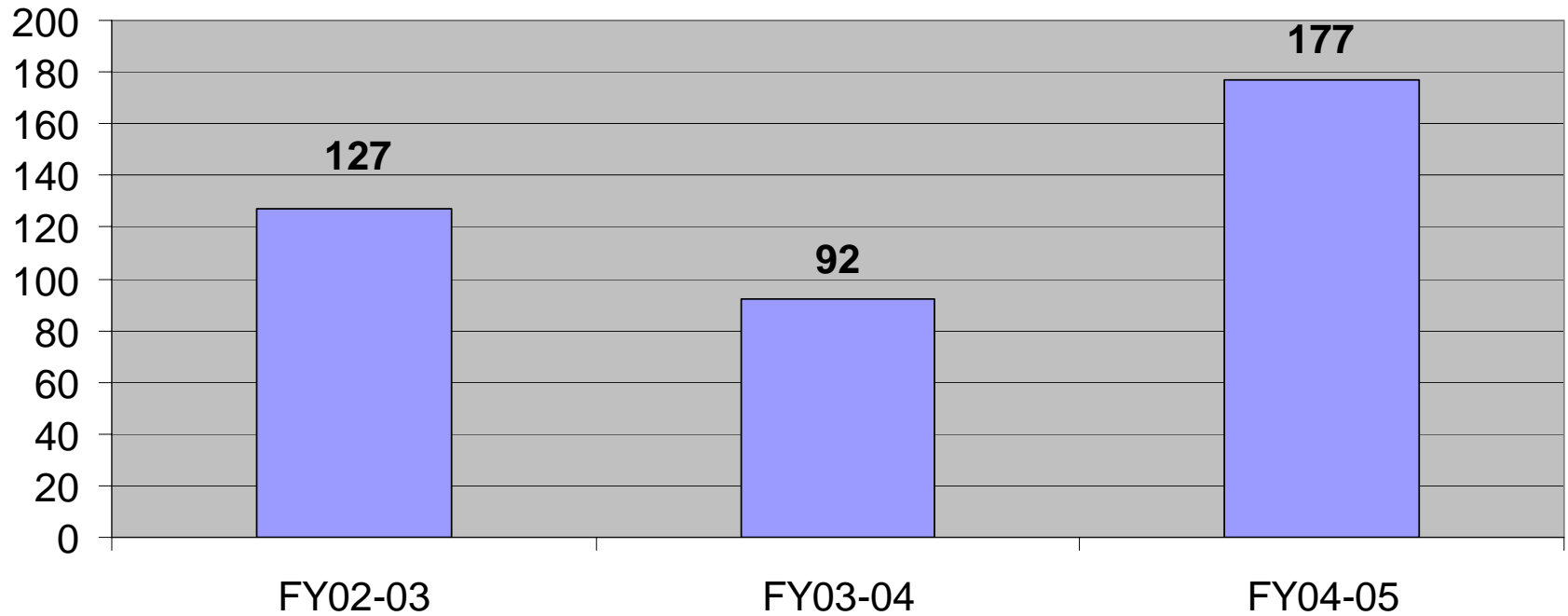
Junk Motor Vehicles Towed





Structural Division

SUBSTANDARD STRUCTURE DEMOLITIONS

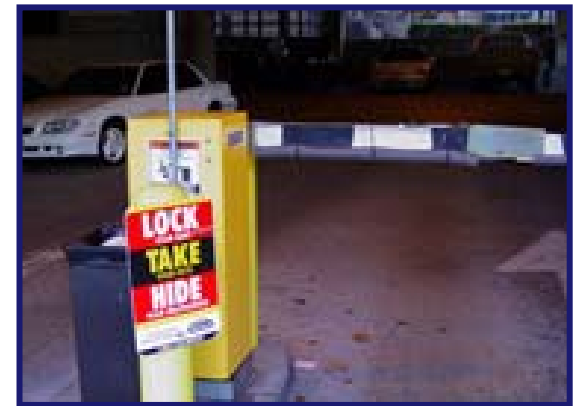




Other Accomplishments

Ordinances Amended

- **Multi-Tenant**
 - ✓ Safe Complex Symposium
 - ✓ Lock, Take and Hide Enforcement
 - ✓ Web site for Inspection Scores
- **Animal Services**
- **Fence Maintenance Standards**



Working on Alley Obstructions, Pools at Apartment Complexes, House numbers, JMV and Commercial Handbills

New Programs Implemented



- Changed Bulk Trash Enforcement Process
- Developed and implemented Scrap Tire Ordinance-collaborative effort to curtail illegal dumping of tires
- Created Structural Team to expedite substandard housing cases
- Implementing Civil Adjudication Process
 - ✓ Less time in Court-More time in the Field
- Created Junk Vehicle Pinwheel Program to expedite removal of inoperable vehicles



Training

- Code Academy
- Historic and Conservation District Training
- Texas Dept. of Health Code Officer registration
- Computer Competency Training
 - ✓ Computer Entry Standards Implemented
- Audit Procedures revised for accountability, competency and common error issues





What's Next?

- Customer Service Focus
 - Customer Service Training for all staff
 - Increased Quantity - Proactively pursuing problems
 - Increased Quality - Quick response with thorough investigation and follow-up

- Education
 - ✓ Internal and external

- Doing “the right thing”

