Department of Code Compliance
FY 2022 Advertised Budget Plan: Performance Measures

Central Services

Goal

To provide an effective intake process to receive the community's service requests and concerns for appropriate and efficient resolution.

Objective

To process service requests within two business days.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
Calls received	14,274	11,601	12,500	9,842	10,000	11,000
Web complaints	5,073	4,709	4,800	3,956	4,000	4,500
Service requests processed	8,933	8,593	8,750	7,572	8,000	8,500
Efficiency						
Calls received per staff	3,568	2,320	2,500	1,968	2,000	2,200
Service requests processed per staff	2,233	1,718	1,750	1,514	1,600	1,700
Service Quality						
Average time to process a service request (business days)	1.0	1.0	1.0	1.0	1.0	1.0
Outcome						
Percent of service requests processed within two business days	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%

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Field Operations

Goal
To provide efficient and effective investigation and resolution of all service requests.

Objective
To conduct the first inspection within 14 business days.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
New service requests processed	7,245	6,934	7,100	6,248	6,500	6,850
First inspections concluded	6,711	6,463	6,550	5,918	6,100	6,400
Efficiency						
Service requests per inspector	226	216	221	195	203	214
Service Quality						
Average time to complete first inspection (business days)	4.3	4.7	4.5	3.9	4.5	4.6
Outcome						
Percent of first inspections conducted within 14 business days	95.0%	93.0%	95.0%	96.0%	95.0%	95.0%

Department of Code Compliance
FY 2022 Advertised Budget Plan: Performance Measures

Objective
To resolve non-litigated service requests within 120 days.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
Non-litigated service requests	7,077	6,949	6,950	6,248	6,950	7,000
Efficiency						
Average number of non-litigated service requests per inspector	221	217	217	195	217	219
Service Quality						
Average time to achieve resolution of non-litigated service requests (days)	36	30	29	32	30	28
Outcome						
Percent of non-litigated service requests resolved within 120 days	84.0%	82.0%	85.0%	74.0%	85.0%	85.0%