

Department of Code Compliance

FY 2023 Adopted 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 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Output						
Calls received	11,601	9,842	10,000	9,727	10,000	10,000
Web complaints	4,709	3,956	4,000	4,111	4,000	4,100
Service requests processed	8,593	7,572	8,000	7,424	7,500	7,600
Efficiency						
Calls received per staff	2,320	1,968	2,000	1,945	2,000	2,000
Service requests processed per staff	1,718	1,514	1,600	1,484	1,500	1,520
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 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Output						
New service requests processed	6,934	6,248	6,500	6,158	6,300	6,350
First inspections concluded	6,463	5,918	6,100	5,736	6,100	6,300
Efficiency						
Service requests per inspector	216	195	203	192	196	198
Service Quality						
Average time to complete first inspection (business days)	4.7	3.9	4.5	3.8	4.3	4.4
Outcome						
Percent of first inspections conducted within 14 business days	93.0%	96.0%	95.0%	98.0%	97.0%	97.0%

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FY 2023 Adopted Budget Plan: Performance Measures

Objective

To resolve non-litigated service requests within 120 days.

Performance Indicators

Indicator	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Output						
Non-litigated service requests	6,949	6,248	6,950	6,158	6,350	6,450
Efficiency						
Average number of non-litigated service requests per inspector	217	195	217	192	198	201
Service Quality						
Average time to achieve resolution of non-litigated service requests (days)	30	32	30	31	30	28
Outcome						
Percent of non-litigated service requests resolved within 120 days	82.0%	74.0%	85.0%	78.0%	82.0%	83.0%