Department of Code Compliance
FY 2024 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 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Calls received	9,842	9,727	10,000	9,283	9,000	9,000
Web complaints	3,956	4,111	4,000	4,041	3,900	3,900
Service requests processed	7,572	7,424	7,500	7,216	7,100	7,000
Efficiency						
Calls received per staff	1,968	1,945	2,000	1,856	1,800	1,750
Service requests processed per staff	1,514	1,484	1,500	1,443	1,400	1,350
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 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
New service requests processed	6,248	6,158	6,300	6,080	6,000	5,950
First inspections concluded	5,918	5,736	6,100	5,668	5,600	5,550
Efficiency						
Service requests per inspector	195	192	196	190	189	188
Service Quality						
Average time to complete first inspection (business days)	3.9	3.8	4.3	3.8	4.0	3.9
Outcome						
Percent of first inspections conducted within 14 business days	96.0%	98.0%	97.0%	96.0%	97.0%	98.0%

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Objective

To resolve non-litigated service requests within 120 days.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Non-litigated service requests	6,248	6,158	6,350	5,830	5,800	5,750
Efficiency						
Average number of non-litigated service requests per inspector	195	192	198	182	180	178
Service Quality						
Average time to achieve resolution of non-litigated service requests (days)	32	31	30	62	60	58
Outcome						
Percent of non-litigated service requests resolved within 120 days	74.0%	78.0%	82.0%	83.0%	83.0%	85.0%