

# Department of Code Compliance

## FY 2024 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 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
<b>Output</b>						
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
<b>Efficiency</b>						
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
<b>Service Quality</b>						
Average time to process a service request (business days)	1.0	1.0	1.0	1.0	1.0	1.0
<b>Outcome</b>						
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
<b>Output</b>						
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
<b>Efficiency</b>						
Service requests per inspector	195	192	196	190	189	188
<b>Service Quality</b>						
Average time to complete first inspection (business days)	3.9	3.8	4.3	3.8	4.0	3.9
<b>Outcome</b>						
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
<b>Output</b>						
Non-litigated service requests	6,248	6,158	6,350	5,830	5,800	5,750
<b>Efficiency</b>						
Average number of non-litigated service requests per inspector	195	192	198	182	180	178
<b>Service Quality</b>						
Average time to achieve resolution of non-litigated service requests (days)	32	31	30	62	60	58
<b>Outcome</b>						
Percent of non-litigated service requests resolved within 120 days	74.0%	78.0%	82.0%	83.0%	83.0%	85.0%