

Department of Code Compliance

FY 2025 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 2021 Actual	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Output						
Calls received	9,727	9,283	9,000	9,811	9,500	9,350
Web complaints	4,111	4,041	3,900	4,005	4,000	3,900
Service requests processed	7,424	7,216	7,100	7,296	7,100	7,000
Efficiency						
Calls received per staff	1,945	1,856	1,800	1,962	1,900	1,870
Service requests processed per staff	1,484	1,443	1,400	1,459	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 2021 Actual	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Output						
New service requests processed	6,158	6,080	6,000	7,269	7,000	6,500
First inspections concluded	5,736	5,668	5,600	5,226	5,300	5,300
Efficiency						
Service requests per inspector	192	190	189	227	219	203
Service Quality						
Average time to complete first inspection (business days)	3.8	3.8	4.0	7.0	5.5	4.5
Outcome						
Percent of first inspections conducted within 14 business days	98.0%	96.0%	97.0%	75.0%	90.0%	95.0%

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Objective

To resolve non-litigated service requests within 120 days.

Performance Indicators

Indicator	FY 2021 Actual	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Output						
Non-litigated service requests	6,158	5,830	5,800	6,048	6,000	6,100
Efficiency						
Average number of non-litigated service requests per inspector	192	182	180	189	185	191
Service Quality						
Average time to achieve resolution of non-litigated service requests (days)	31	62	60	80	65	68
Outcome						
Percent of non-litigated service requests resolved within 120 days	78.0%	83.0%	83.0%	68.0%	75.0%	77.0%