

Department of Code Compliance

FY 2027 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 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2025 Actual	FY 2026 Estimate	FY 2027 Estimate
Output						
Calls received	9,811	9,811	9,350	9,441	9,350	9,100
Web complaints	4,005	5,523	5,600	3,238	3,500	3,800
Service requests processed	7,296	6,314	6,800	6,875	7,000	7,100
Efficiency						
Calls received per staff	1,962	1,962	1,870	1,888	1,870	1,820
Service requests processed per staff	1,459	1,262	1,360	1,375	1,400	1,420
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 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2025 Actual	FY 2026 Estimate	FY 2027 Estimate
Output						
New service requests processed	7,269	6,763	7,000	6,875	7,000	7,100
First inspections concluded	5,226	4,599	4,760	4,447	4,527	4,700
Efficiency						
Service requests per inspector	227	211	219	215	219	222
Service Quality						
Average time to complete first inspection (business days)	7.0	7.5	7.0	7.7	8.0	9.0
Outcome						
Percent of first inspections conducted within 14 business days	75.0%	89.0%	90.0%	89.0%	90.0%	91.0%

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FY 2027 Adopted Budget Plan: Performance Measures

Objective

To resolve non-litigated service requests within 90 days.

Performance Indicators

Indicator	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2025 Actual	FY 2026 Estimate	FY 2027 Estimate
Output						
Non-litigated service requests	6,048	6,723	6,958	6,759	6,882	6,900
Efficiency						
Average number of non-litigated service requests per inspector	189	210	217	211	215	216
Service Quality						
Average time to achieve resolution of non-litigated service requests (days)	80	116	120	102	90	85
Outcome						
Percent of non-litigated service requests resolved within 90 days	68.0%	78.0%	75.0%	70.0%	75.0%	78.0%