

# Department of Code Compliance

## FY 2015 Adopted Budget Plan: Performance Measures

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### Central Services

#### Goal

To provide an effective intake process to receive the community's complaints and concerns for appropriate and efficient resolution.

#### Objective

To process service requests within two business days.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimate/Actual	FY 2014	FY 2015
<b>Output</b>					
Calls received	19,409	20,463	18,500 / 18,313	18,500	18,500
Web complaints	4,074	4,985	5,000 / 5,039	5,100	5,100
Service requests processed	8,845	9,228	9,000 / 8,756	9,000	9,000
<b>Efficiency</b>					
Calls received per staff	3,235	3,411	3,100 / 3,052	3,100	3,100
Service requests processed per staff	1,474	1,538	1,500 / 1,459	1,500	1,500
<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	97.0%	97.0%	97.0% / 97.0%	97.0%	97.0%

# Department of Code Compliance

## FY 2015 Adopted Budget Plan: Performance Measures

### Field Operations

#### Goal

To provide efficient and effective investigation and resolution of all service requests.

#### Objective

To conduct the first inspection within 20 business days.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimate/Actual	FY 2014	FY 2015
<b>Output</b>					
New service requests processed	7,667	8,090	8,100 / 7,600	8,000	8,000
First inspections concluded	7,209	7,670	7,800 / 7,139	7,500	7,500
<b>Efficiency</b>					
Service requests per inspector	226	279	270 / 254	270	270
<b>Service Quality</b>					
Average time to complete first inspection (business days)	9.5	6.2	8.0 / 4.2	6.0	6.0
<b>Outcome</b>					
Percent of first inspections conducted within 20 business days	80.0%	90.0%	92.0% / 96.1%	93.0%	93.0%

#### Objective

To resolve non-litigated service requests within 120 days.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimate/Actual	FY 2014	FY 2015
<b>Output</b>					
Non-litigated service requests	7,409	7,755	7,500 / 7,292	7,500	7,500
<b>Efficiency</b>					
Average number of non-litigated service requests per inspector	218	267	250 / 243	250	250
<b>Service Quality</b>					
Average time to achieve resolution of non-litigated service requests (days)	43	41	45 / 39	41	41
<b>Outcome</b>					
Percent of non-litigated service requests resolved within 120 days	77.0%	84.0%	84.0% / 86.0%	85.0%	85.0%