Tangible Result: **Quality of Life**

Champion: Tim Morgan **Submitted:** October 25, 2011 **Data for Period :** 4th Quarter 2010 - 2011

Current Overall Rating of This Result:

Green

Yellow

Measures (with Desired Trend / Benchmark / Ultimate Goal)

Measure	Desired Trend	Benchmark	Ultimate Goal
Amenties Index			
# of Activities Attended	Inc	75	100
# of Attendees at Events	Inc	50,000	75,000
Nuisance Index			
# of Responses	Dec	500	<400
# of Warnings	Dec	125	<100
# of Summons	Dec	20	≤10

Current State (for each measure)

Measure	Apr-11	May-11	Jun-11	Rating/Comment	Red	Yell	Green
# of Activities Attended	Unavailable	Unavailable	Unavailable				
# of Attendees at Events	Unavailable	Unavailable	Unavailable				
# of Animal Violations	5	5	7	Quarterly numbers are higher due to seasonal increase			G
# of Trash Violations	3	4	6	Quarterly numbers are up; increase due to increased enforcement efforts			G
# of Weed Violations	0	4	4	Quarterly numbers increaed due to seasonal change and increased enforcement			G
# of Property Maintenance Code Violations	8	4	8	Increased enforcement action has resulted in higher monthly number of violations			G
# of Zoning Violations	2	0	0	Quarterly trend unexpectedly decreased; increased enforcement may have shifted prioirity to those identified violations now on the books			G
# of Development Code Violations:							
Sign Violations	4	3	4	Sign violations trending appears level for the period; banner type sign violations are increasing			G

Future State (If we do not change our strategy, what will the future result look like?)

If strategies used to indicate trends in the ***Amenities Index*** are not changed, the index would continue to show seasonal increases and decreases in the numbers of activities attended and the number of individuals who attend these events. An increasing trend can only be sustained if new strategies are developed and implemented. These strategies should include the development of new and updated facilities. This action would be expected to not only result in a higher number of events attended but should also show an increasing number of attendees across the board. If strategies used to indicate trends in the ***Nuisance Index*** are not changed, the index would show an increasing trend in the numbers of violations in certain categories. Various categories of violation types would show increases and decreases attributed mainly to seasonal trends.

Other categories would be expected to show an increase resulting largely from the method of response to code violations that has been used for a number of years. Specifically, this has been a complaint-based method for investigation of code violations, particularly those in the categories of property maintenance and zoning related violations. Other code violations have been indentified by staff observation as time permitted. The desired trend of decreasing numbers of code violations can be achieved by the implementation of a method of code indentification that is based on a more proactive approach to code enforcement. This would include the establishment of a series of zones to be surveyed by staff on a regular basis with the reporting of observed violations being forwarded to the Property Maintenance and Zoning Inspector for followup. It would be expected that this process would ultimately result in a leveling off and overall decrease in numbers of the trend for new violations. It is important to recognize that overall violations would never decrease to zero due to the influx of new residents and businesses.

Implementation Plan (Green = Task On Time/Ahead - Yellow = Task Running Behind - Red = Task Late - X = Milestone Date)

#	Leader/ Assigned Staff	Tasks	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
1	Inspections Staff	**Property Maintenance Code** Continue survey of properties for possible violations of the Property Maintenance Code.	G	G	Y	Y	G	G						
2	Inspections Staff	**Relocation of Inspections Division to 2nd Floor** Survey and measure City Attorney's office area in preparation for relocation of Inspections Division	Y	Y	Y	G	G	G						
3	Inspections Director	**Staffing** Complete justification for vacant positions to complete staffing needs.	G	Y	G	Y	Y	Y						
4	Development Services Staff	**Code Enforcement - Dangerous Buildings** Apply section of code pertaining to dangerous buildings to list of properties compiled from property maintenance survey	Y	Y	Y	G	Y	G						
5	Inspections Staff	**Development Code** Staff has implemented the issuance of fence and retaining wall permits. Continue to apply all Dev Code provisions to new project submittals.	Y	G	Y	Y	G	G						
6	Inspections Staff	**Adoption of 2009 International Codes** Continue with proposed schedule for review of 2009 International codes by Inspections staff and public hearings before the Board of Appeals	G	G	G	G	G	G			X			
7	Inspections and Public Works Staff	**Right-of-Way and Excavation Permits** Continue to refine process for issuance and tracking of right-of-way permits and coordinate with appropriate departments	Y	Y	G	G	Y	G						
8	Development Services Staff	**Rental Insepction Ordinance** Draft program guidelines and ordinance related to the inspection of rental properties for compliance with all city codes	G	G	G	Y	Y	Y						

Outcome Measures

Measure	Current	After Implementation