RESOLUTION NO. 20140306-023

WHEREAS, the mission of the Code Compliance Department is to ensure understanding and compliance with the City Codes and ordinances, playing a valuable role in making Austin a livable city; and

WHEREAS, since Code Compliance became an independent department in FY 2009-10 after previously being a part of Solid Waste Services, its budget has increased by 132% and the staff size has increased by 71%; and

WHEREAS, there have recently been some important changes in the Code Compliance Department including the launch of a repeat offender program, short term rental licensing, reorganization with an increased focus on multi-family rental properties, the establishment of a public relations team, and expanded training with the opening of the City of Austin Code Academy; and

WHEREAS, several items have recently come before Council that demonstrate the importance of consistent and effective enforcement of current codes; and

WHEREAS, under the federally sponsored Uniform Crime Reports (UCR) program, police departments nationwide publish the number of criminal violations and arrests in clear, sensible categories and report them consistently over time; and

WHEREAS, the UCR program has given the public and police agencies themselves a way of measuring how well they are doing at keeping people safe; and

WHEREAS, though the Code Compliance Department recently began providing quarterly reports that include number of complaints received, number of properties inspected, number of properties with voluntary compliance, and licenses issued, some additional information and the ability to follow cases as they progress through the system would provide a clearer picture of activity and enforcement; and

WHEREAS, clear and consistent data can better assist Council in creating appropriate policies and management in implementing them effectively; **NOW, THEREFORE,**

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

The City Manager is directed to provide Council with written quarterly Code Compliance reports that provide activity- and output-based metrics including the following.

1. The number of complaints received and the number of properties complained against.
2. The number and category of Notices of Violation (NOVs) issued. The categories may be by type of violation or by section of the code violated, but should remain consistent over time so that trends can be identified.
3. The number and category of cases where no compliance is obtained and further methods of enforcement, including cases referred to the Building and Standards Commission and Municipal Court.
4. The geographic distribution of violations by category, broken down by Neighborhood Contact Team area, census tract, or other sector that

allows Council and management an opportunity to identify areas of particular concern.

5. The number of open cases.

6. The number and types of licenses issued and the average time to obtain each type of license.

BE IT FURTHER RESOLVED:

The City Manager is directed to develop one or more outcome-based performance measures to include in the annual budget documents for the Code Compliance Department.

BE IT FURTHER RESOLVED:

The City Manager is directed to draft a timetable for development and implementation of these performance measures and provide it to the City Council by March 27, 2014.

ADOPTED: March 6, 2014 **ATTEST:** Jannette S. Goodall
City Clerk