



# Request for Services



***March 23, 2015***  
***Presented by: Carl Smart, Director***

# Service Types

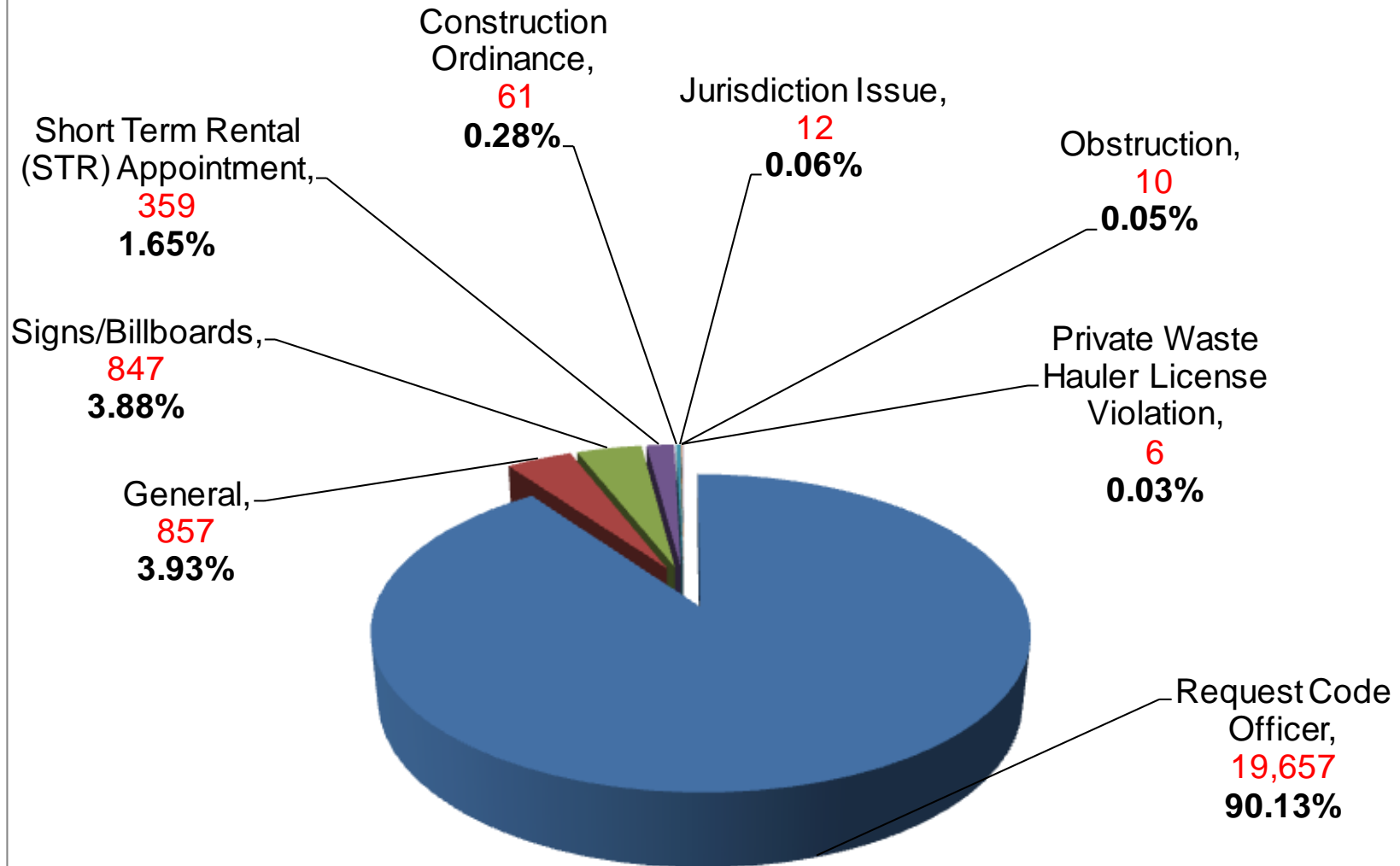
---

## Service Request generated by Austin 3-1-1

- Request Code Officer
- General (Questions)
- Signs/Billboards
- Short Term Rental (STR) Appointment
- Construction Ordinance
- Jurisdiction Issue
- Obstruction
- Private Waste Hauler License Violation

# 21,809 Service Request processed in 2014

---



# Top 5 Violations

---

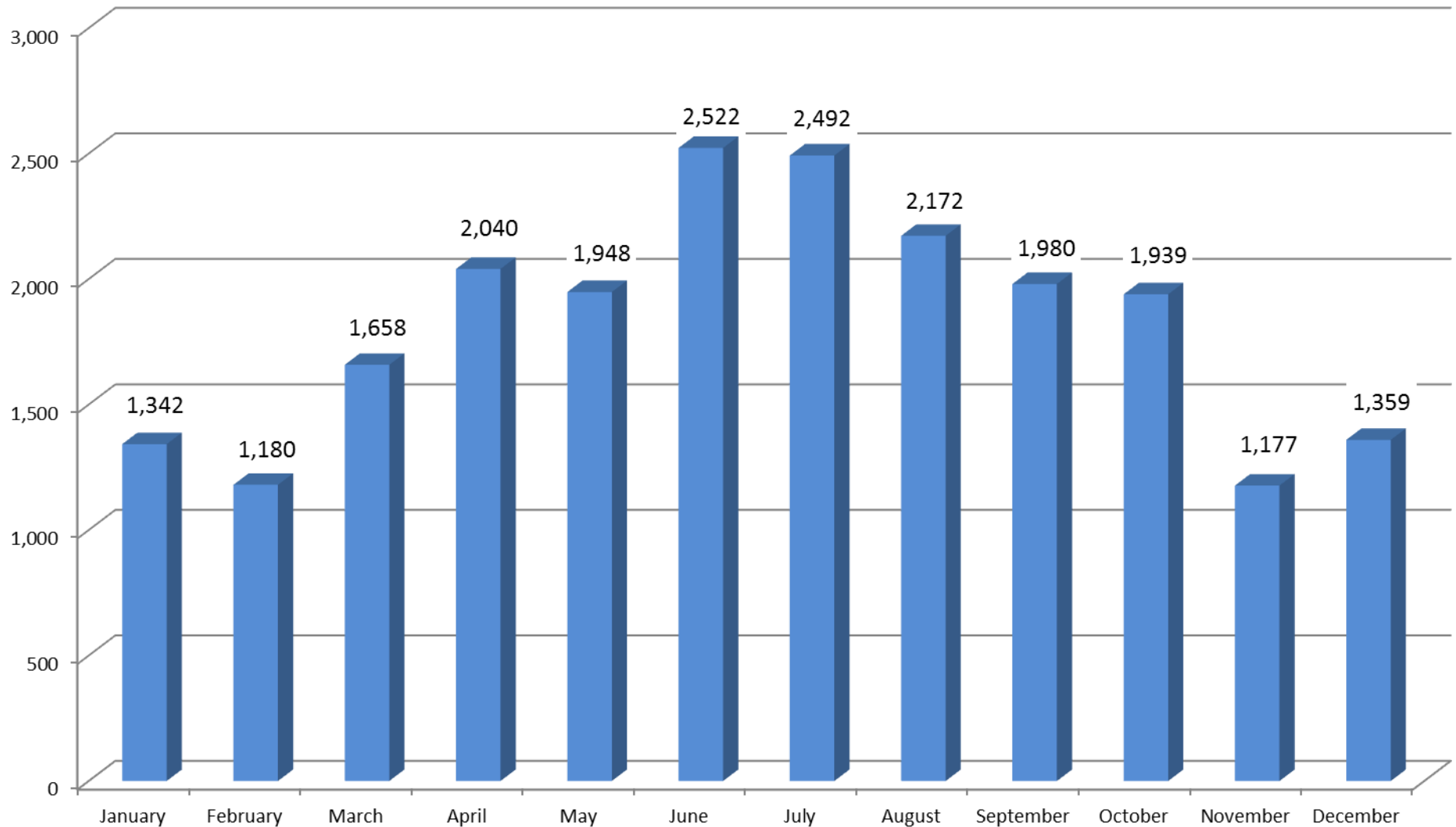
## Residential

- High Weeds and Grass
- Work Without Permit
- Trash and Debris
- Unsanitary Conditions
- Exterior Structure

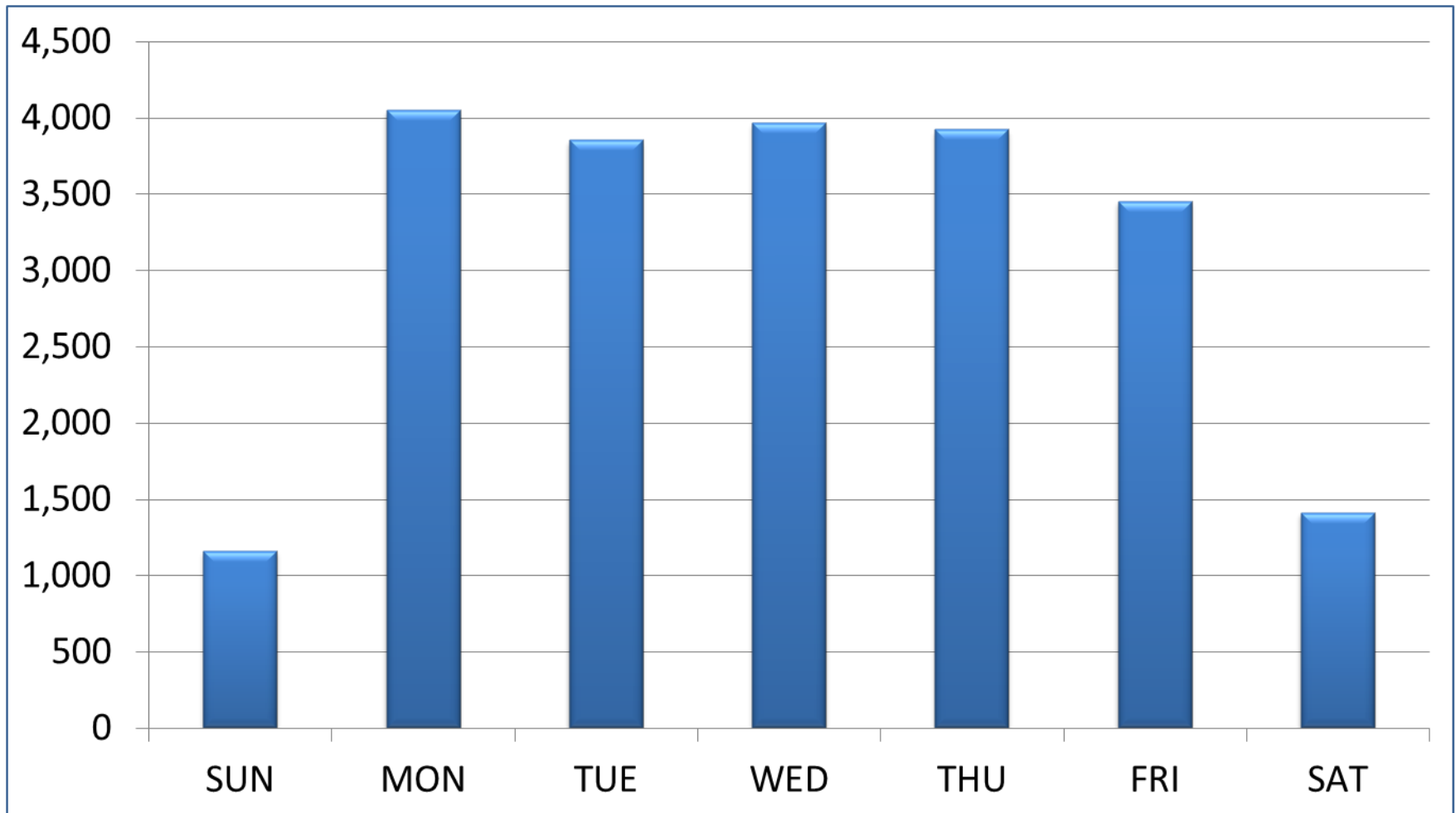
## Commercial

- Unsafe Building Conditions
- Prohibited Signs
- Zoning
- Substandard Interior
- Plumbing

# Request for Service by Month 2014

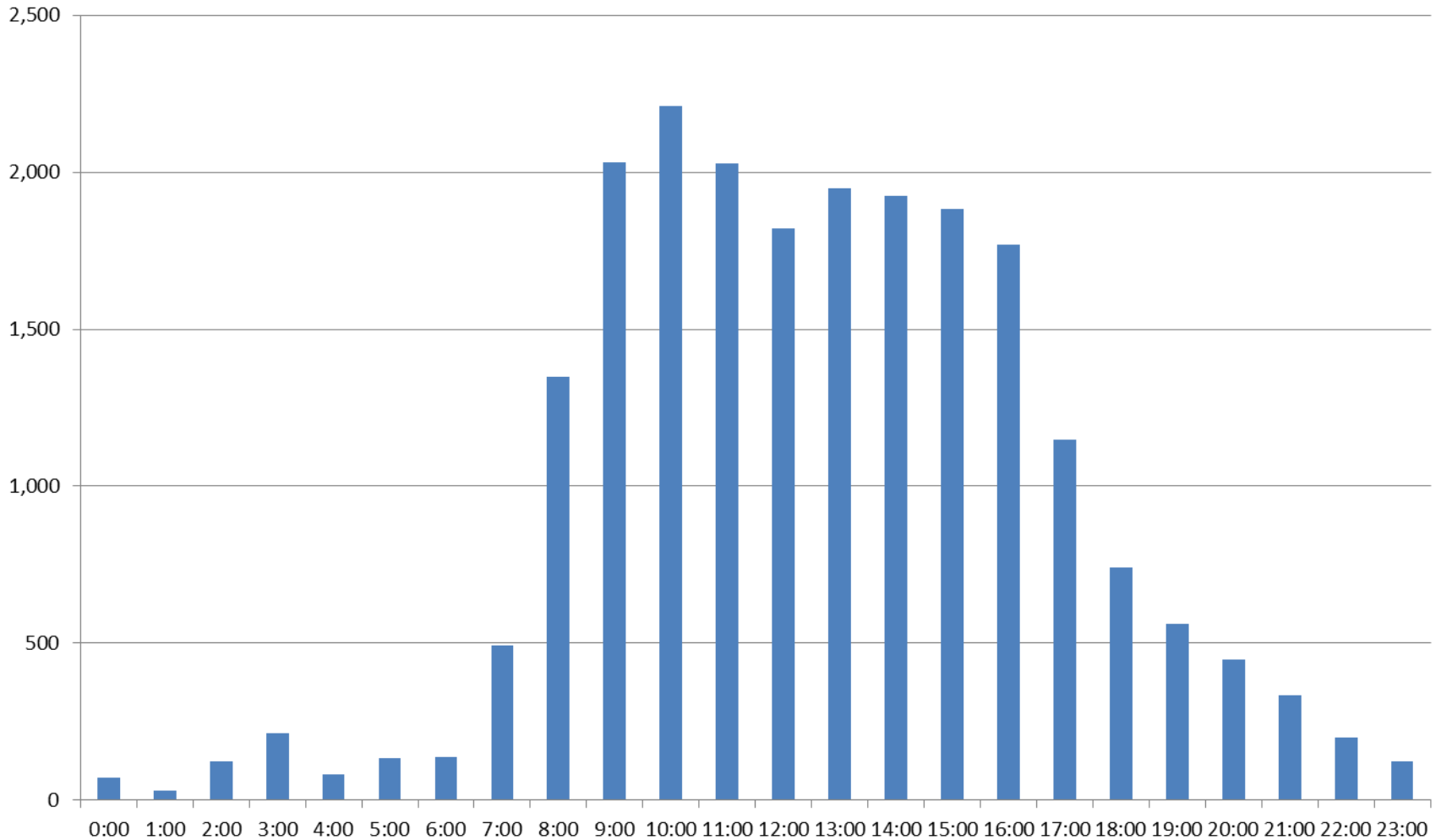


# Request for Service by Week 2014



# Request for Service by Hour 2014

---



# Code Complaints

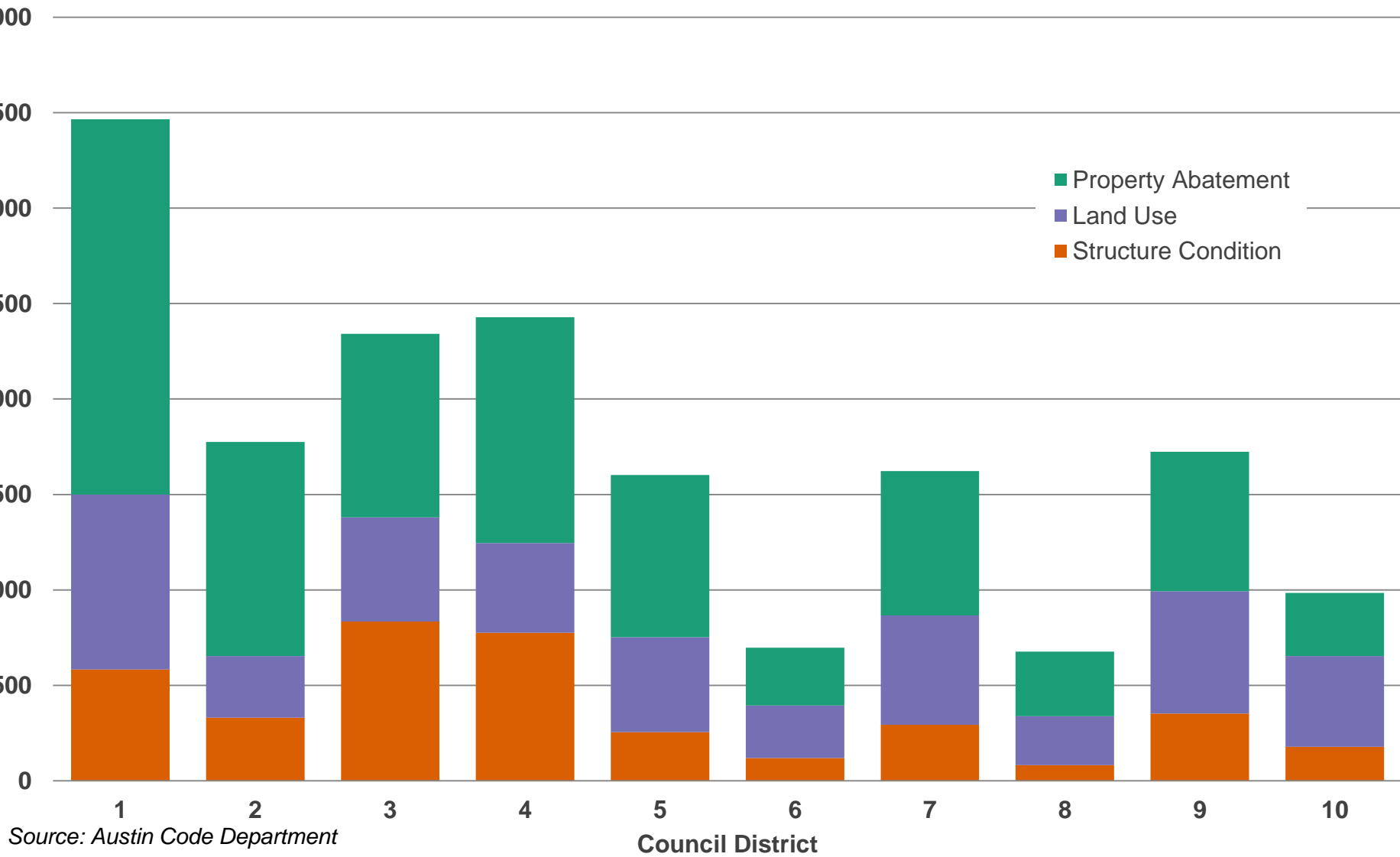
## 10/1/2013 – 9/30/2014

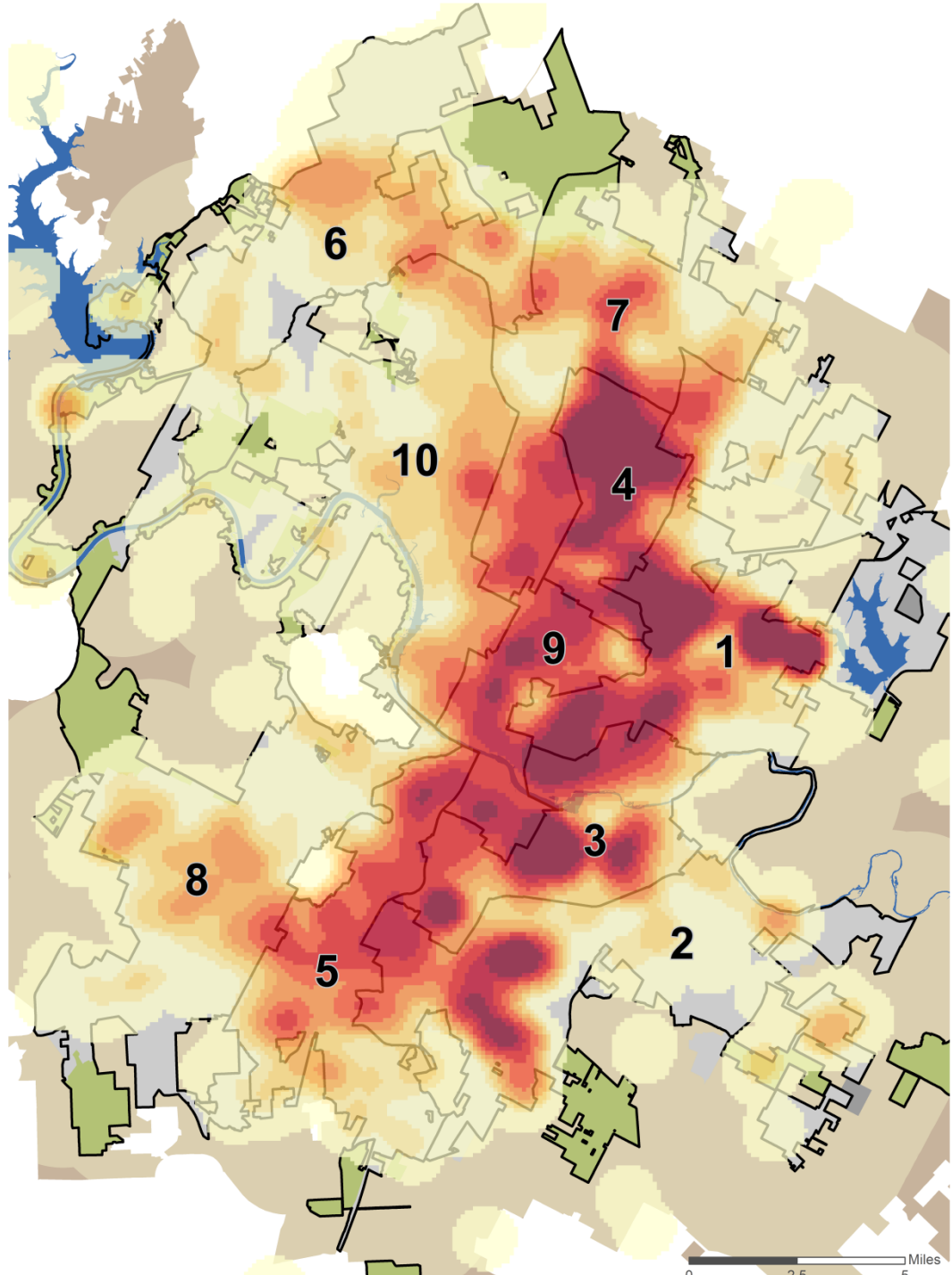
District	Structure Condition	Land Use	Property Abatement	Total
1	917	1,965	583	3,465
2	323	1,121	331	1,775
3	546	961	834	2,341
4	470	1,183	776	2,429
5	498	849	255	1,602
6	275	303	120	698
7	572	757	294	1,623
8	257	338	82	677
9	640	731	353	1,724
10	476	331	178	985
<b>Total</b>	<b>5,047</b>	<b>8,582</b>	<b>3,823</b>	<b>17,452</b>



# Code Complaints

## 10/1/2013 – 9/30/2014

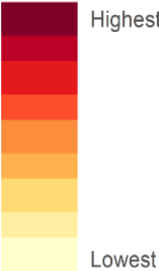




# Code Complaints

10/1/2013 – 9/30/2014

## Case Density



## Jurisdiction

- Austin 2 Mile ETJ
- Austin 5 Mile ETJ
- Austin ETJ Ag Dev
- Austin Full Purpose
- Austin Ltd Purpose

## City Council District

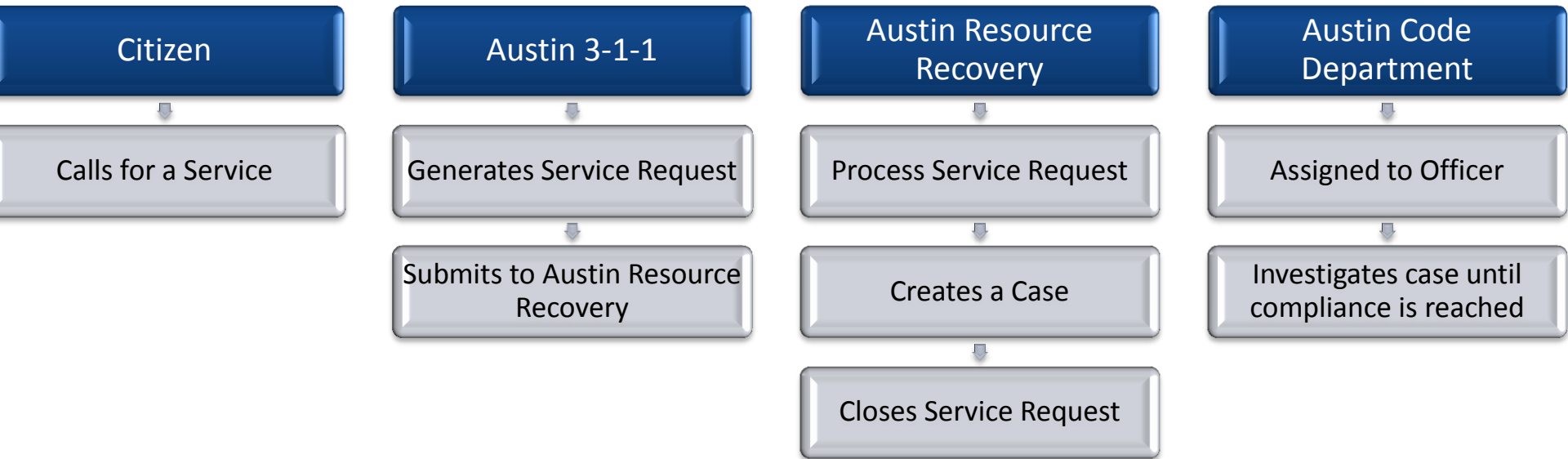


# Partnership

---



# How it Works



Service Request Process 3.28 days

Officer Response  
3.47 days

# Overview

---

- All callers are provided a service request number
- Callers may
  - Request anonymity
  - Call back to obtain status of case
  - Submit a public information request
- Protected Information
  - Pending enforcement action

# Software Integration

---

- Communication and Technology Management (CTM) is the lead department
  - Scope and Development is underway
  - Date for integration has not been established
- Benefits
  - Streamline the call intake process
  - Allow for citizens to utilize the online services such as website and app



# Questions

**Visit us online: [austintexas.gov/Code](https://austintexas.gov/Code)**

**“Together We Make the Community Better”**

**Call 3-1-1, if you see a problem in your neighborhood**

