

— DIRECTORS MESSAGE —

Another quarter has come and gone, and we're pleased to share that Austin Code has reached a major milestone. With an increase in rainfall this quarter, Austin Code confirmed nearly 4,000 neighborhood nuisance violations. This is the largest number of violations of this nature since we became a standalone department. While we attribute some of the increased call volume to the unusual amount of rain, we also credit the public education effort that reminded the community that "short grass makes happy neighbors."



In May, our City and surrounding areas were impacted significantly by the floods that occurred during the Memorial Day weekend. Austin Code crews led the damage assessment and recovery efforts to assist residents and business owners impacted by the natural disaster.

This report will provide updates on the Memorial Day Floods as well as major highlights that Austin Code experienced this quarter. For information and program updates, visit our website and connect with us on [Facebook](#), [Twitter](#), and now, [Instagram](#). As always if you see a possible code violation, call 3-1-1 and you can always remain anonymous.

Sincerely,

Carl Smart

TALL WEEDS & GRASS

— AUSTIN CODE BY THE NUMBERS —

FY 14/15 | APRIL 1, 2015 - JUNE 30, 2015 | THIRD QUARTER

2015 VIOLATIONS

Q3

YTD

COMPLAINT CASES

7,775

16,324

PROPERTIES THAT RECEIVED ONE OR MORE COMPLAINTS

6,607

N/A

VIOLATIONS FOUND

Nuisance Abatement

1,692

4,171

Structural Condition

1,390

3,365

Land Use / Zoning

710

2,783

TOTAL

3,792

10,319

ENFORCEMENT ACTIONS TAKEN

Notices of Violation Issued

1,996

4,905

Citations Issued

8

38

Orders of Abatement Issued

28

196

Referred to Building and Standards Commission

12

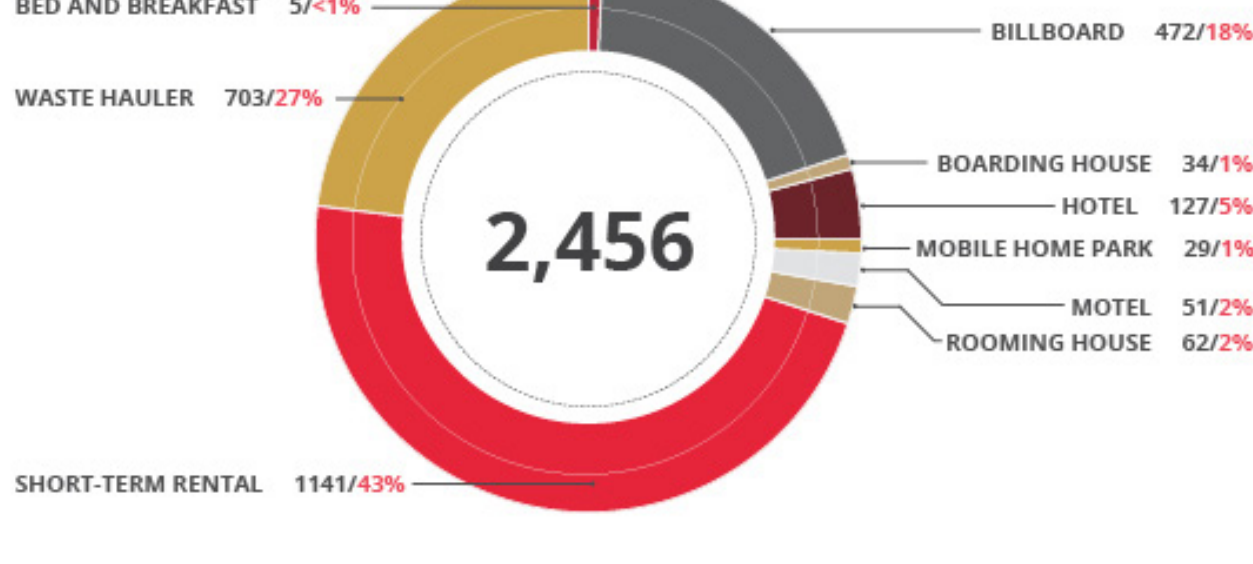
62

TOTAL

2,044

5,201

ACTIVE LICENSES Q3



FY 14/15 | APR. 1, 2015-JUNE 30, 2015 | [Code by the Numbers Report](#)

FY 14/15 | APR. 1, 2015-JUNE 30, 2015 | [Short-Term Rental Report](#)

— AUSTIN CODE PROGRAM UPDATE —

FY 14/15 | APRIL 1, 2015 - JUNE 30, 2015 | THIRD QUARTER

MEMORIAL DAY FLOODS

During the Memorial Day weekend, heavy rainfall caused flash flooding and significant damage across the City of Austin. The Austin Code Department damage assessment city wide following the flooding, as well as educating local business owners and residents on how to stay safe when repairing and securing their properties.

From May 26 - May 28, 2015, Austin Code officers inspected approximately 120 commercial and residential properties for flood damage and identified nine properties with major damage, per FEMA guidelines. An additional 17 properties were found to have minor damage. Currently, Code Officers have responded to the more than 400 flood related service requests provided by 3-1-1.



SHORT TERM RENTAL ENHANCED ENFORCEMENT

Due to an increased number of complaints related to short-term rentals (STRs) in residential neighborhoods, the City of Austin launched a pilot program for enhanced code enforcement on July 3, 2015.

The enforcement program focuses on STRs, or vacation rentals, operating in violation of City codes. Common violations include: over-occupancy of homes, noise disturbances, illegal parking, and operating without a license.

City teams are performing proactive inspections from 10 p.m. to 4 a.m. on Fridays and Saturdays throughout the month of July. In addition to spot inspections, the team is responding to complaints received immediately from Austin 3-1-1, and inspecting known "trouble" properties.

Modeled after the Public Assembly Code Enforcement (PACE) teams deployed during large-scale special events, the enforcement initiative includes members of the Austin Code, Police and Fire departments, working in conjunction with Austin 3-1-1.

Preliminary findings from the first weekend resulted in the following enforcement actions:

- * Notices of Violation: 3 (operating without a license)
- * Verbal Warnings: 1 (noise)
- * Enforcement meetings with Austin Code Director: 2 owners, 3 properties (over occupancy)
- * Denied entry: 2

At the end of the pilot, the City will evaluate the effectiveness of the effort in protecting quality of life in Austin neighborhoods. Results will be shared with the City Council and general public in August.

REPEAT OFFENDER PROGRAM

In a continued effort to advance the success of the Repeat Offender Program (ROP), Austin Code will submit a quarterly report to Council that addresses properties that have registered on the ROP. To date, Austin Code has submitted quarterly reports to Council. The link below provides an overview, current status, and analysis of the ROP as well as the initial and amended ordinance. For a current list of properties registered visit our [Interactive Map](#).

FY15 Repeat Offender Program Follow-Up

COMMUNITY ENGAGEMENT

In a continued effort to connect with the community, Austin Code has participated in a number of events in Q3. Starting in April, volunteers from Austin Code participated in six major events, with over 300 cumulative hours of service and a reach of approximately 30,000 public contacts. Austin Code distributed more than 6,000 promotional materials and educational flyers. The following is a list of events that Austin Code participated in:

Austin Earth Day Festival - April 18, 2015

- Volunteers participated by engaging the community in dialogue regarding Austin Code's role in preserving and protecting the environment in the City of Austin, and how citizens can maintain compliance.

Fiestas Patrias Cinco de Mayo Fiesta, Tenth Anniversary - May 3, 2015

- This was the first year Austin Code participated in the event. Volunteers staffed a booth at the festival to meet the community and share information regarding the department and the City of Austin.

Asian/Pacific American Heritage Month Cultural Celebration - May 27, 2015

- Volunteers met attendees and passed out promotional materials during the cultural celebration.

Austin Community College Juneteenth Event - June 19, 2015

- Austin Code has participated in this event for a number of years. Volunteers from the East District Neighborhood Team grilled hot dogs and provided snacks and lemonade to attendees at ACC's Eastview Campus.

Juneteenth Emancipation Parade and Celebration - June 20, 2015

- Code Officers and staff participated in the parade and festival. Volunteers walked, rode bikes and drove Code vehicles in the parade, passed out promotional items to the community and engaged with them at an Austin Code sponsored booth.

2015 Employee Safety Association Safety Conference - June 30, 2015

- Volunteers staffed a booth during the annual event for City of Austin employees to provide education and engagement internally with other city departments, and to create awareness of who we are and what we do.

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