

- DIRECTOR'S MESSAGE -

Greetings, from the Austin Code Department.

This has been a busy second quarter for our department. This quarter has had its fair share of challenges, but we hope to use those challenges to create opportunities for continuous improvement of our policies and practices, as well as our customer service to residents.

This spring, the Office of the City Auditor conducted a consistency audit of the department and the newly-created Office of Performance Management also reviewed how we conduct our business. The Austin Code Department agreed with some of issues in both the audit and the OPM review. Some of the suggestions for improvement were already underway, and we have a plan of action for how to move forward on other improvements suggested by the offices.

For example, we are working on our strategic plan, we have an action plan for how our code officers can get all of their needed certifications, and we are reviewing and revising our standard operating procedures (SOPs).

The department held an all-day Pathway to Excellence Training that allowed us to get feedback from staff on how we could resolve the issues raised in the audit, as well as how to make the department a better place to work. ACD also conducted an employee survey to listen to get additional ideas from our workforce. Management intends to keep these important lines of communication open as we move forward together to improve the department.

Also this quarter, the Austin City Council passed a resolution that directs the City Manager to study a possible consolidation of Austin Code Department with Development Services Department. Meetings have been taking place, and a report is due to Council by August 4.

This review of the two departments is timely, given that one of issues acknowledged in the OPM review is that our department suffers from "scope creep" and being "overcommitted." We agree. Although enforcement of the rest break ordinance, gender neutral bathroom signs, deer feeding ordinance, universal recycling ordinance, and work without permits enforcement are all worthwhile functions, the responsibility for enforcing some of these ordinances might make more sense in other departments.

On May 6, we graduated 12 Code Officers from Austin Code Academy. Congratulations to everyone for your hard work and dedication. We are proud of you.

While these are only a few highlights for this quarter, we are continuing to improve and help our department be better at achieving our mission.

To get more information about our department, please connect with us on Twitter, Facebook, or Instagram or by email to codecommunications@austintexas.gov. To report a violation,

please call Austin 3-1-1. And remember, you can call anonymously. This report includes a more in-depth look at our performance this quarter. If you have any questions regarding its content, please feel free to contact us at (512) 974-1970.

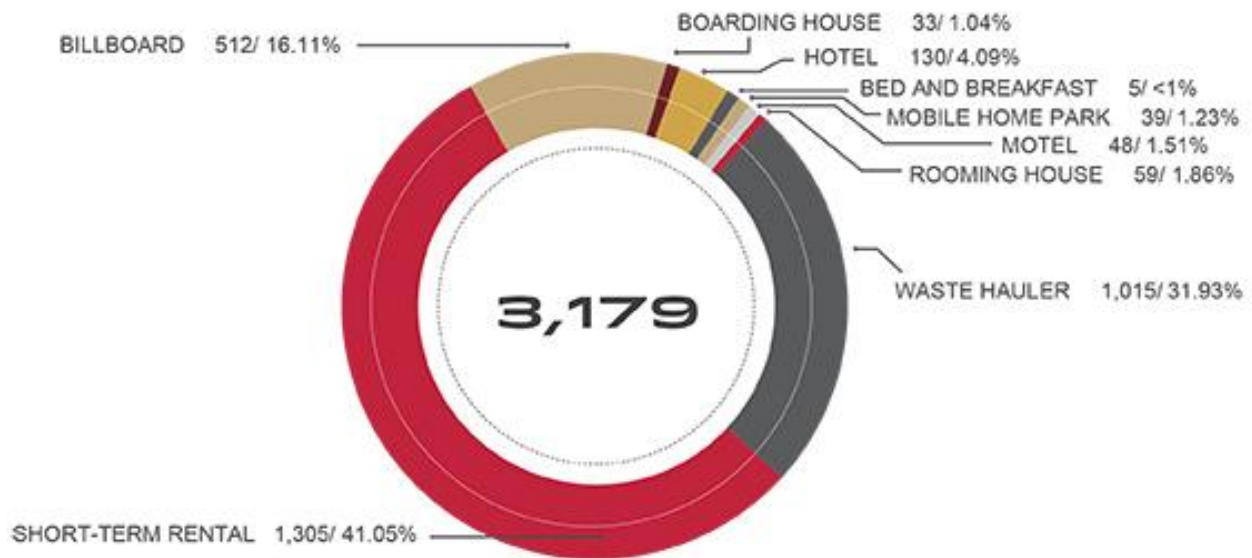
Sincerely,
Carl Smart



- AUSTIN CODE BY THE NUMBERS -
FY 15/16 | APRIL 1, 2016 - JUNE 30, 2016 | THIRD QUARTER

COMPLAINT CASES		
	6,883	17,051
PROPERTIES THAT RECEIVED ONE OR MORE COMPLAINTS		
	5,728	14,700
VIOLATIONS FOUND		
Nuisance Abatement	1,523	3,192
Structural Condition	868	2,025
Land Use / Zoning	694	2,203
TOTAL	3,085	7,420
ENFORCEMENT ACTIONS TAKEN		
Notices of Violation Issued	1,631	4,345
Citations Issued	46	123
Orders of Abatement Issued	36	116
Referred to Building and Standards Commission	6	22
TOTAL	1,719	4,606

ACTIVE LICENSES Q3



- [FY 15/16 | April 1, 2016-June 30, 2016 | Code by the Numbers Report](#)
- [FY 15/16 | April 1, 2016-June 30, 2016 | Short-Term Rental Report](#)

- AUSTIN CODE PROGRAM UPDATE -

FY 15/16 | APRIL 1, 2016 - JUNE 30, 2016 | THIRD QUARTER

REPEAT OFFENDER PROGRAM UPDATE

- [FY 15/16 | April 1, 2016-June 30, 2016 | Repeat Offender List](#)
- [FY 15/16 | April 1, 2016-June 30, 2016 | Repeat Offender Report](#)

VOLUNTEER PROGRAM

This past quarter saw the Austin Code Community Volunteers program continue its recruitment and training efforts. Events such as the Neighborhood Enhancement Team's Phase II Kickoff and the Juneteenth Emancipation Celebration provided opportunities to engage face-to-face with members of the community, answer their questions and tell them about our vision for a successful and effective code volunteer program. These two events resulted in 20 new contacts and prospective volunteers.



As more volunteers have gotten on board, we've started to see the impacts of their presence in the community. One volunteer reported the area around a bus stop in his neighborhood that was so overgrown with grass and weeds that his neighbors were afraid to use the stop. A Code case was opened to address the issue. Volunteer Coordinator Jeff Libby contacted CapMetro to find out if their Adopt a Stop program was still active. Though the Adopt a Stop program is currently not active, we were able to alert CapMetro about the conditions around this stop and they abated the overgrown property. We look forward to partnering with CapMetro again in the future once their Adopt a Stop program is relaunched.

COMMUNITY ENGAGEMENT

April

- ACD had a booth at the 2016 Austin Urban Fest and distributed giveaway items.
- ACD South District attended Flood Task Force meeting.
- Two ACD Volunteer trainings were conducted by Volunteer Coordinator Jeff Libby.
- ACD had a booth at the 2016 Earth Day Festival and distributed giveaway items.
- ACD attended the District 1 Town Hall Meeting hosted by Council Member Ora Houston.
- ACD hosted a NET Phase II Community Meeting and Resource Fair in the Rundberg area.

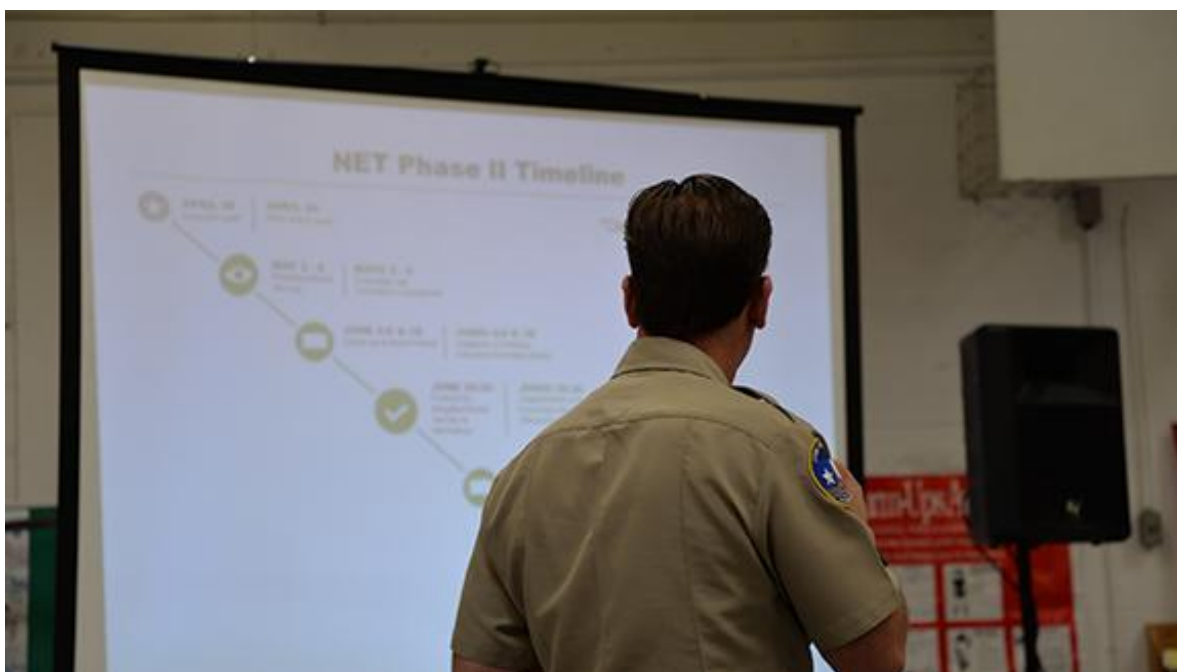
May

- ACD staffed a booth at the Cinco De Mayo Celebration at Perez Elementary School and distributed giveaway items.
- ACD partnered with LifeWorks and ChatID for a West Campus Cleanup.
- ACD South Team attended flood meetings.

June

- ACD participated in the Juneteenth Parade and Festival.
- ACD East Team conducted a cleanup.
- ACD East Team participated in a BBQ. Hotdogs, chips and drinks were provided.





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