

— DIRECTORS MESSAGE —

Wow, time flies! It seems like yesterday, that I was writing our first fiscal year 2014/2015 quarter message, now the year has ended. This year, Austin Code began with a renewed focus on stricter enforcement, increased transparency, and greater public engagement. As I reflect on this year, I am proud that we have exceeded our expectations. Just like our name changed from Code Compliance Department to the Austin Code Department this year brought about a few more changes highlighted below:

- The implementation of new programs such as the Repeat Offender Program.
- Revamping existing policies and procedures.
- Raising the bar to provide a comprehensive Code Officer education and training program.
- Hiring additional Code Officers and implementing a new structure.
- Expanding our east, south, and licensing operation to the RBJ building.
- Establishing a Commercial Unit and Public Information Team.
- While these are just a few highlights, each represents our continued growth and steps toward maintaining Austin as the most livable city in the country.

In closing, I want to express how deeply pleased I am with our successful collaboration with our stakeholder groups. Our stakeholders are a valued resource in assisting us with carrying out our mission. As we transition into another year, I am enthusiastic about continuing to reach across jurisdictional lines and perceived barriers to build lasting partnerships.

Sincerely,

Carl Smart

— AUSTIN CODE BY THE NUMBERS —

FY 13/14 | JULY 1, 2014 - SEPT. 30, 2014 | FOURTH QUARTER

	4Q FY2014	%
Total Number of Complaint Cases	5,378	100%
Number of Properties That Received One or More Complaints	4,630	100%
Number of Notices of Violation (NOVs) Issued*	2,145	100%
<i>Structural Condition:</i>	378	18%
<i>Zoning:</i>	485	23%
<i>Structural Condition With Zoning:</i>	278	13%
<i>Nuisance Abatement:</i>	996	46%
Cases Where Compliance Is Not Obtained	274	100%
<i>Referred to BSC:</i>	116	42%
<i>Received Citation:</i>	7	3%
<i>Received Order of Abatement:</i>	151	55%

*NOVs issued includes all NOVs issued during the 2nd quarter, regardless of the date the complaint case originated. One code violation case may receive more than one NOV.

	Issued 4Q FY2014	%	Active To Date	%
Number of Licenses	382	100%	2,023	100%
<i>Hotel:</i>	3	1%	119	6%
<i>Motel:</i>	1	0.3%	56	3%
<i>Boarding House:</i>	1	0.3%	34	2%
<i>Bed and Breakfast:</i>	0	0%	5	0%
<i>Mobile Home Park:</i>	2	1%	30	1%
<i>Rooming House:</i>	2	1%	61	3%
<i>Short-term Rental:</i>	337	88%	1180	58%
<i>Waste Hauler:</i>	36	9%	538	27%

[FY 13/14 | JULY 1, 2014-SEPT 30, 2014 | Code by the Numbers Report](#)

[FY 13/14 | JULY 1, 2014-SEPT 30, 2014 | Short-Term Rental Report](#)

— AUSTIN CODE PROGRAM UPDATE —

FY 13/14 | JULY 1, 2014 - SEPT. 30, 2014 | FOURTH QUARTER

CODE INDUSTRY SUMMIT

Leading the Way

More than 100 Code Officials from across the state gathered at the Asian American Resource Center to attend the Code Industry Summit hosted by the Austin Code Department on Sept. 25-26. Cities represented included: El Paso, Dallas, San Antonio, Corpus Christi, and Killeen, to name a few.



The Summit offered Code Officials an opportunity to share best practices, and discuss challenges and innovative ideas to enhance public engagement while balancing compliance and enforcement.



COMMUNITY COLLABORATION

Engaging Local and Small Businesses

The Austin Independent Business Alliance (AIBA) represents locally owned businesses in Austin. One of AIBA's goals for 2014 was to "improve the approach and implementation of code enforcement". After fully understanding the needs of AIBA, the Austin Code Commercial Investigation Team, representative from Economic Development, and the Small and Minority Business Departments took the first steps in establishing a series of casual "Getting to Know You" meetings with local business owners. The goal being to listen to the needs of the community, and change the existing relationship from reactive to proactive.

The next step will be organizing district meetings between area local businesses and their Code Officer in early 2015.



AUSTIN CODE ACADEMY GRADUATION

9th Graduating Class

The Austin Code Department is dedicated to the ongoing training and education of Code Officers. On Sept. 19, eleven employees became the 9th graduating class to complete the Austin Code Academy.

The Austin Code Academy is a six-week program designed to introduce each new Code employee to the many aspects of the Austin Code Department and the City of Austin's codes and ordinances. Each academy consists of 45 classes that total 120 hours. The instruction is comprehensive and covers: property issues, equipment use, legal proceedings, proper uniform wear, personal conduct, public relations and several hands-on exercises, including field experience.



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