

15 MUST-HAVE CODE ENFORCEMENT KPIS

&What They Mean for Your Agency

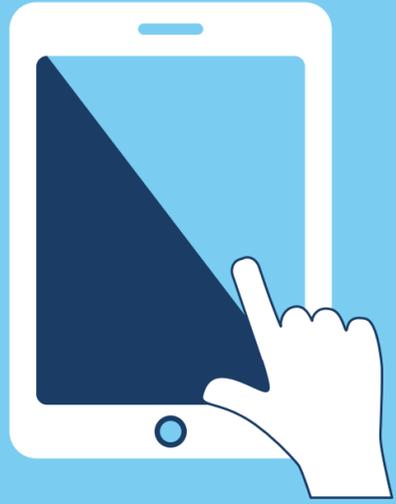


PROACTIVE ENFORCEMENT

Allow officers to act on issues they observe in the field, versus responding only to complaints.

Officers are more responsive to community needs addressing issues before they escalate.

Quick action is key because the sooner a violation is observed, the more likely it will be brought into compliance.



ACTIVITIES PERFORMED

Shows initiatives are being addressed. Look for an initial increase and then sustained activity over time.

CASES CLOSED

Shows that agency is achieving greater compliance. Look for an increase in closed cases, and a decrease in forced abatements.

PROACTIVE VS. REACTIVE CASES

Shows that code enforcement is active. Look for proactive cases to increase and citizen reported (reactive) cases to decrease.

NOTICES ISSUED

Shows proper documentation of abatement activities. Look for the consistent creation of notices.

VIOLATIONS BY CATEGORY

Show trends to executive team to support county/city wide decision making. Look for new initiatives and programs to reflect trends.

VOLUNTARY COMPLIANCE

When a violator responds positively to an officer's initial actions. Versus forced compliance when authority is exercised e.g. issuing a citation.

Saves local governments time and money while preserving good will.

Moving to forced compliance too quickly leads to negative return on investment but is a valuable tool used correctly.



VOLUNTARY VS. FORCED VIOLATIONS CLOSED

Shows a focus on council led initiatives and informs future programs. Look for voluntary compliance to increase and forced compliance to decrease.

FORCED ABATEMENTS INITIATED

Shows that SOPs are being followed when voluntary compliance is not achievable. Look for the consistent escalation of cases that have been open for a long time.

REDUCING EFFORT TO COMPLIANCE

Reducing time and effort towards compliance increases officers' ability to tackle more quality of life issues.

Work to free officers from outdated policies, procedures, and software that waste time.

Status-quo service delivery in code enforcement leads to stagnant communities.



AVERAGE TIME TO CLOSE

Shows initiatives are being addressed. Look for an initial increase and then sustained activity over time.

AVERAGE RESPONSE TIME

Shows proper documentation of abatement activities. Look for the consistent creation of notices.

AVERAGE CASE AGE

Shows that agency is achieving greater compliance. Look for an increase in closed cases, and a decrease in forced abatements.

EFFORT TRACKING

Shows managers where to focus by benchmarking performance, uncovering time-wasting activities, and assessing individual performance. Look for coaching and streamlining opportunities.

INSPECTIONS COMPLETED

By on-time vs late & initial vs follow-up. Show trends to executive team to support county/city wide decision making. Look for new initiatives and programs to reflect trends.

Hours logged by employee

Cases by employee by assigned, closed, and amount of time to close

Activities by employee by inspections, notices issued, and forced abatements

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