Code Compliance

	July	August	Sept	1st Qtr	Oct	Nov	Dec	2nd Qtr
Workload Output								
Number of new cases	88	87	108	**283**	73	91	39	**203**
Number of Complaints Processed	255	218	233	**706**	202	164	128	**494**
Number of Cases Closed	108	94	109	**311**	63	100	82	**245**
Number of case actions	701	788	801	**2290**	767	592	538	**1897**
Number of site visits conducted	201	185	169	**555**	160	136	114	**410**
Number of hours for certification/training	10	0	24	**34**	20	0	0	**20**
Efficiency								
Number of new cases per officer	22	22	27	**71**	18	23	10	**51**
Number of cases closed per officer	27	24	27	**78**	16	25	21	**61**
Number of site visits per day per officer	1.68	1.54	1.41	**1.54**	1.29	1.10	0.92	**1.10**
Number of actions per officer	175	197	200	**190.83**	192	148	135	**158.08**
Effectiveness								
% of cases acknowledged within 2 days	51%	68%	71%	**63.3%**	42%	72%	56%	**56.7%**
% of cases resolved within 10 work days	31%	36%	44%	**37.0%**	40%	37%	27%	**34.7%**
% of cases resolved within 30 days	34%	39%	48%	**40.3%**	44%	37%	29%	**36.7%**
% of cses over 60 days old	70%	67%	81%	**72.67%**	71%	60%	52%	**61.0%**