

Code Compliance and Park Rangers Performance Measures FY 2023 Quarter 1

	Jul	Aug	Sep	1st Qtr
Workload Output				
Number of new cases	97	104	59	260
Number of Complaints Processed	230	171	152	553
Number of Cases Closed	127	81	59	267
Number of case actions	610	423	375	1408
Number of site visits conducted	160	112	105	377
Number of hours for certification/training	9	10	6	24
Number of outreach hours provided	2	34	19	54
Number of hours assisting customers at public counter	0	0	0	0
Number of non-parking violations addressed	473	493	206	1172
Number of parking violations addressed	16	57	17	90
Number of Park & Beach patrols/visits	1330	2668	2238	6236
Number of hours for certification/training	16	7	5	28
Number of hours assisting reservation/rental customers at Parks/Beaches	25	26	18	69
Number of Maintenance issues reported/addressed	6	0	2	8
Number of hours assisting at special events/escorts	2	3	1	6
Number of permit/business license inspections	0	0	2	2
Number of complaints responded to	43	38	7	88
Efficiency				
Number of new cases per officer	32	52	30	114
Number of cases closed per officer	42	41	30	112
Number of site visits per day per officer	53.33	56.00	52.50	53.94
Number of actions per officer	203	212	188	201
Number of cases (caseload) per officer	32	52	30	38
Number of total violations addressed/week/FTE Ranger	122	91	44	86
Number of Park & Beach patrols/week/FTE Ranger	333	443	443	406
Average number of hours assisting reservation & rental customers/rental	25	26	18	23.00
Effectiveness				
% of cases acknowledged within 2 days	94%	94%	95%	94.3%
% of cases resolved within 10 work days	64%	50%	54%	56.0%
% of cases resolved within 30 days	45%	54%	32%	43.7%
% of cases over 60 days old	66%	70%	71%	69.00%