

PERFORMANCE MEASURES FY 2022-23

Code Compliance & Park Rangers

Oct- 22

Nov- 22

Dec-
22

2nd Qtr

Workload Output				
Number of new cases	64	117	78	259
Number of Complaints Processed	119	172	125	416
Number of Cases Closed	41	145	75	261
Number of case actions	223	636	363	1222
Number of site visits conducted	51	188	77	316
Number of hours for certification/training	0	11	45	56
Number of outreach hours provided	21	6	0	27
Number of hours assisting customers at public counter	2	3	1	6
Number of non-parking violations addressed	205	132	284	621
Number of parking violations addressed	11	4	2	17
Number of Park & Beach patrols/visits	2158	2296	2507	6961
Number of hours for certification/training	1	5	6	11
Number of hours assisting reservation/rental customers at Parks/Beaches	36	9	17	62
Number of Maintenance issues reported/addressed	5	12	12	29
Number of hours assisting at special events/escorts	0	1	4	5
Number of permit/business license inspections	0	1	0	1
Number of complaints responded to	31	33	49	113

Efficiency				
Number of new cases per officer	21	39	26	86
Number of cases closed per officer	14	48	25	87
Number of site visits per day per officer	0.55	2.09	0.83	53.33
Number of actions per officer	74	212	121	135.78
Number of cases (caseload) per officer	41	42	50	44.33
Number of total violations addressed/week/FTE Ranger	54	39	46	46.33
Number of Park & Beach patrols/week/FTE Ranger	538	628	695	620.33
Average number of hours assisting reservation & rental customers/rental	0.58	0.29	0.71	0.53

Effectiveness				
% of cases acknowledged within 2 days	20%	59%	60%	46.3%
% of cases resolved within 10 work days	34%	48%	57%	46.3%
% of cases resolved within 30 days	34%	50%	57%	47.0%
% of cases over 60 days old	57%	32%	51%	46.7%