Code Compliance Performance Measures Q3 FY 2024

WORKLOAD OUTPUT	Jan-24	Feb-24	Mar-24	Total
Number of new cases	74	55	60	189
Number of Complaints Processed	126	138	133	397
Number of Cases Closed	108	68	230	406
Number of case actions	793	530	922	2245
Number of site visits conducted	170	104	136	410
Number of hours for certification/training	16.0	16.5	2.0	35
Number of outreach hours provided *	0	0	0	0
Number of hours assisting customers at public counter	0	0	0	0

EFFICIENCY	Jan-24	Feb-24	Mar-24	Average
Number of new cases per officer	19	14	12	15
Number of cases closed per officer	27	17	46	30
Number of site visits per day per officer	1.37	0.84	0.88	1.03
Number of actions per officer	198	133	184	172
Number of cases (caseload) per officer	82	95	31	69

EFFECTIVENESS	Jan-24	Feb-24	Mar-24	Average
% of cases acknowledged within 2 days	43%	60%	74%	59%
% of cases resolved within 10 work days	32%	31%	11%	25%
% of cases resolved within 30 days	38%	34%	14%	29%
% of cases over 60 days old	90%	86%	74%	83%

*This workload has been re-assigned to the Community Outreach Division