

Code Compliance Division Update

Development Services Department



Council Briefing
November 28, 2023



Transition

The City of Corpus Christi is committed to creating a more efficient, effective, and functional Code Compliance operation by realigning this group with the Development Services Department (DSD).





Current Staffing Level

Budgeted Staff



The Code Compliance Division consists of 32 Officers; 6 Administrative Staff; 2 Code Compliance Supervisors; 1 Program Manager; and 1 Assistant Director.



Of the 42 staff members eleven (11) were funded through CDBG.



The FY 23/24 Budget moved five (5) staff members from CDBG to the General Fund. CDBG funded positions are limited to certain areas only. The FY 24/25 Budget will request removing the remaining CDBG funded positions into the General Fund.

Actual Staff

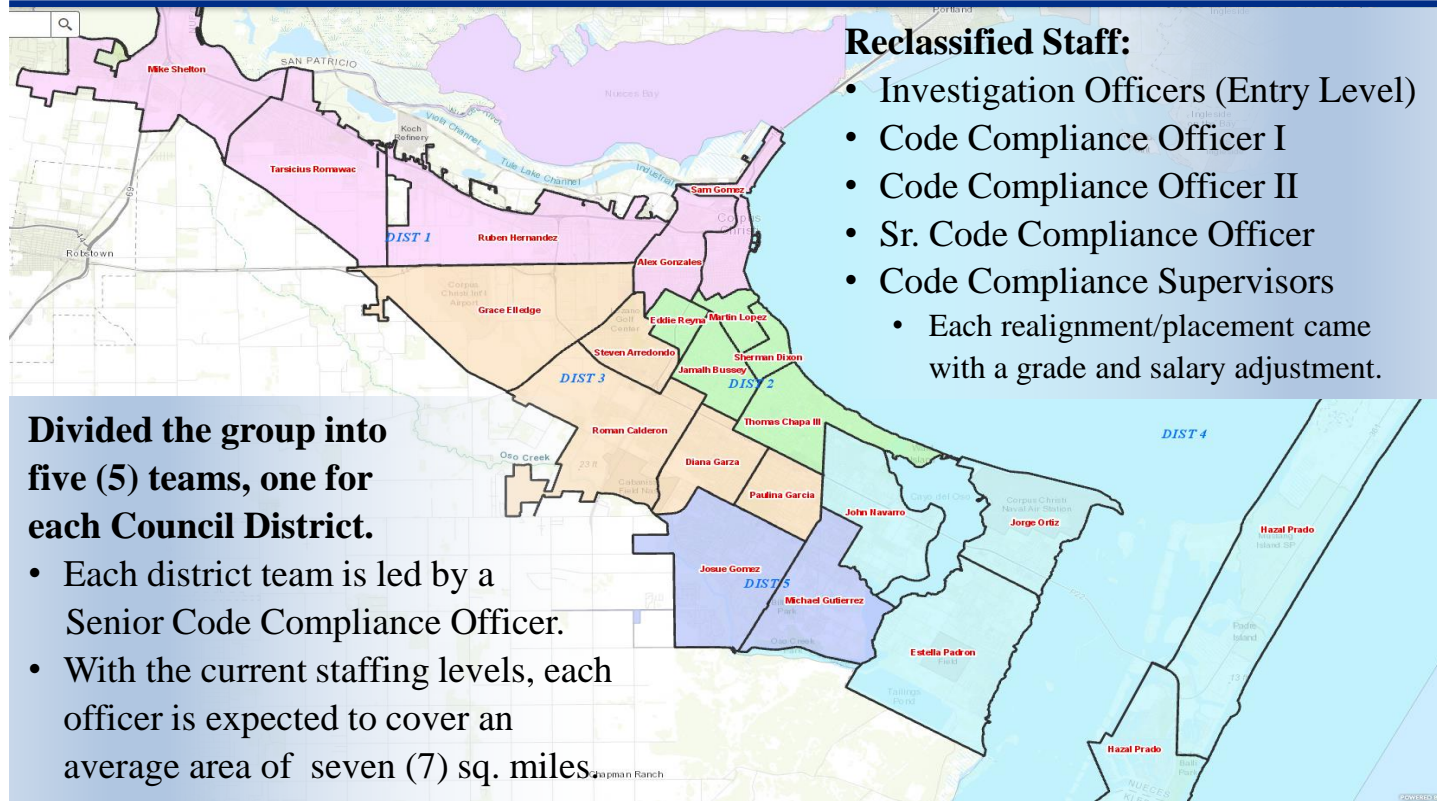
(Current Vacancy Rate 29%)



	District 1	District 2	District 3	District 4	District 5
	Senior Officer	Senior Officer	Senior Officer	Senior Officer	Senior Officer
	Compliance Officer II	Compliance Officer II	Compliance Officer II	Compliance Officer I	Compliance Officer I
	Compliance Officer II	Compliance Officer I	Compliance Officer I	Compliance Officer I	
	Compliance Officer I	Compliance Officer I	Compliance Officer I	Compliance Officer I	
	Compliance Officer I	Compliance Officer I	Compliance Officer I		



Reorganization





Staff Training, Growth and Development

Code Compliance Training

- Code Compliance has a detailed and rigorous new hire training.
- Staff training occurs on the 1st & 3rd Wednesdays of each month.
- DSD provides time each week, along with study materials, to allow team members to study and prepare for their base requirements.
 - Since June 1st, **11 Team Members** have obtained their State Code Officer I & II Certification (Base Certification Requirement and/or an ICC Certification).

Establish IDIQ Contracts (MSA)

- DSD has worked with Procurement to evaluate the current service contracts and have increased the rate of pay for this service and lowered the insurance requirements to increase the number of contractors providing these services to the city.
- The Code Compliance contracts consist of the following:
 - Mowing
 - Property Clean-up
 - Fencing/Securing/Boarding-up Property
 - Demolition
 - Emergency Demolition





Staff Training, Growth and Development (cont'd)

Next Steps....

- The Code Compliance Division consists of 32 Officers and the City of Corpus Christi contains approximately 155 sq. mi., which means each Officer is responsible for covering approximately 5 sq. mi. This is an unreasonable expectation for one (1) Officer to manage effectively.
 - The Code Compliance Division is grossly understaffed.
 - To have an effective, interactive, engaged Code Compliance Program, each team member should cover approximately 3 sq. mi. or less.
 - The smaller areas enable the Officers to stay connected and provide better customer service.
 - For the Code Compliance Division to get to 3 sq. mi. per Officer, the department would need an additional 20 Officers **(FY 24/25 Budget Request):**
 - San Antonio 465sq mi 147 Officers 3.16 sq mi/Officer
 - Dallas 341sq mi 300 Officers 1.14 sq mi/Officer
 - Arlington 100sq mi. 34 Officers 2.9 sq. mi/Officer
 - Austin 272 sq. mi 80 Officers 3.4 sq. mi/Officer
 - To be more flexible and responsive, DSD recommends creating two (2) fully staffed and equipped mowing teams (6 FTE's) **(FY 24/25 Budget Request).**
 - To be more flexible and responsive, DSD recommends creating a Code Compliance Community Tool Shed stocked with tools, lawn equipment, etc. **(FY 24/25 Budget Request).**
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Improvements & Adjustments

Code Compliance “New Appearance”

- Compliance Officer uniforms will be upgraded with Cintas Uniform Service to display a more professional appearance by the first quarter of 2024.
- All Code Enforcement vehicle decals will be replaced with the Development Services Logo.

Code Compliance Monthly Report

- DSD publishes a Report on the previous month’s Code Compliance Division’s activities.
 - This report is distributed to all City Council members and posted on the DSD website.

Adoption of the 2021 International Property Maintenance Code

- Vet and review the 2021 IPMC with BSB and the community.
- Present to City Council by the end of the calendar year.

Build a Code Compliance Module in INFOR (New Code Compliance Software)

- Transition from GovQA to INFOR & Launch Summer of 2024.





Improvements & Adjustments (cont'd)

Implementation of Electronic Citations (Brazos/Tyler Technologies)

- Creates efficiencies for Code Compliance and Municipal Court
 - Software integration automates transmission of citations to Municipal Court
 - Eliminates data entry of handwritten citations to reduce risk of errors



Operational Adjustments

- On November 4, 2023, the Code Compliance Division began working the first Saturday of each month.
 - Primary focus will be the major arterials, collectors, and the local residential streets.
- The Code Compliance Division will be working during the winter closure.





Questions ?