DIRECTOR'S MESSAGE

The City of Austin Code Compliance Department concluded its second quarter with new and continued enforcement programs and community-engagement activities. Included in this report, you will find an update on the Repeat Offender Program, SXSW, and community events.

In response to Resolution No. 20140306-023, we have revamped our "Code by the Numbers" to include output-based metrics that provide data on the following:

1. The number of complaints received and the number of properties complained against.

2. The number and category of Notices of Violation (NOVs) issued. The categories may be by type of violation or by section of the code violated, but should remain consistent over time so that trends can be identified.

3. The number and category of cases where no compliance is obtained and whether those cases were referred to the Building and Standards Commission (BSC), received a citation, or received an order of abatement.

4. The geographic distribution of violations by category, broken down by Neighborhood Contact Team area, census tract, or other sector that allows Council and management an opportunity to identify areas of particular concern.

5. The number and types of licenses issued and the average time to obtain each type of license.

In closing, I would like to invite our partners and friends to the Austin Code Academy Eighth Graduating Class Celebration on Tuesday, April 22, 2014, at 10 a.m. at Austin City Hall, Council Chambers (301 West Willie Nelson Blvd.).

Sincerely,
Carl Smart

AUSTIN CODE COMPLIANCE BY THE NUMBERS
FY 13/14 | DEC. 31, 2013-APR. 1, 2014 | SECOND QUARTER

	2Q FY2014	%
Total Number of Complaint Cases	3,471	100%
Number of Properties That Received One or More Complaints	2,983	100%
Number of Notices of Violation (NOVs) Issued*	1,479	100%
Structural Condition:	695	47%
Zoning:	206	14%
Structural Condition With Zoning:	140	9%
Nuisance Abatement:	438	30%
Cases Where Compliance Is Not Obtained	108	100%
Referred to BSC:	28	26%
Received Citation:	14	13%
Received Order of Abatement:	66	61%

NOVs issued includes all NOVs issued during the 2nd quarter, regardless of the date the complaint case originated. One code violation case may receive more than one NOV.

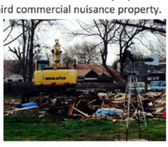
	Issued 2Q FY2014	%	Active To Date	%
Number of Licenses	1,107	100%	1,535	100%
Hotel:	33	3%	113	7%
Motel:	2	0.2%	55	4%
Boarding House:	1	0.1%	32	2%
Bed and Breakfast:	0	0%	4	0%
Mobile Home Park:	20	2%	27	2%
Rooming House:	4	0%	59	4%
Short-term Rental:	574	52%	854	56%
Waste Hauler:	391	35%	391	25%

View FY 13/14 | DEC. 31, 2013-APR. 1, 2014 | Code by the Numbers Report
View FY 13/14 | DEC. 31, 2013-APR. 1, 2014 | Short-Term Rental Report

AUSTIN CODE COMPLIANCE MILESTONES
FY 13/14 | DEC. 31, 2013-APR. 1, 2014 | SECOND QUARTER

STRICTER ENFORCEMENT
Demolitions for the Better

To date, Austin Code Compliance has demolished two nuisance properties and supported owner demolition of a third commercial nuisance property.



The demolition of 201 West Applegate was a particularly significant accomplishment as it was a community nuisance and hub for criminal activity. Approximately 216 incidents of criminal activity were reported to the Austin Police Department from 2006 to 2014, ranging from narcotics and theft to aggravated assault and cruelty to animals. The demolition took place on February 18, 2014, creating positive feedback from the community and media exposure. Following the Applegate demolition, Austin Code oversaw the demolition of 2100 13th Street. Austin Code was present on-site for owner demolition of 1600 Montopolis, a commercial property with back walls that were falling. This had been an on-going issue since 2012. Austin Code plans on sending more cases to the BSC and is making a stronger move towards enforcement in 2014 as the department moves towards proactivity.

CODE PARTICIPATES IN SXSW
Enforcement and Education

Austin Code Compliance took part in the Public Assembly Code Enforcement (PACE) Team during SXSW 2014. The team worked to reduce numerous hazards and City Code violations associated with the event. There were 852 reported incidents and 350 PACE service requests. Code gave 53 verbal and 31 written warnings, issued five citations, and shut down 18 businesses due to lack of Temporary Use Permit or Certificate of Occupancy. Code was also featured in a CityView report regarding SXSW 2014.

Along with this, the Code Public Relations Team attended multiple workshops and sessions during SXSW Interactive that addressed the use of real time communication and innovation in order to enhance transparency and reach. Session highlights included The Perfect Storm: Technology and Disaster Education and Building Relationships Through Real Time Relevance.

AUSTIN CODE COMPLIANCE
PROGRAM UPDATES

REPEAT OFFENDER PROGRAM
2-5-2 Conditions

All rental properties that have received numerous health and safety complaints within 12 consecutive months are now required to register with the City of Austin Repeat Offender Program. This ordinance requires inspections and other guidelines for rental properties falling under the "2-5-2" conditions. The Repeat Offender Program will include a comprehensive public education campaign including: a Twitter Q&A, targeted online advertisements, and radio public service announcements.

INTERDEPARTMENTAL TEAM
Coordination, Collaboration, and Communication

Austin Code in coordination with other City of Austin departments is spearheading a new interdepartmental team at the direction of the City Manager.

The team will evaluate processes for addressing code compliance health and safety issues and crime at multi-family rentals, research best practices from other cities, consider greater enforcement of crime and code violations through the courts system, propose options for low-interest financing to help owners rehab their properties, explore the creation of programs to inform tenants of their rights to identify substandard properties, provide prevention strategies for property owners, and determine if funding from the Restore Rundberg federal grant can be used for any of the elements in the resolution in that area. The team will report back to Council later this April.

CODE IN THE COMMUNITY
Austin Code Illuminates Austin Urban Music Festival

As part of the department's community engagement initiative, Austin Code was a proud sponsor of the Austin Urban Music Festival held on March 28-29, 2014. The department had a booth with a number of Code inspectors providing insightful information into what Code Compliance does to keep the community safe. Code inspectors gave away promotional items such as Code ponchos and illuminating Code branded fans to participants. One participant shared via Twitter that "Austin Code gives the most memorable swag gifts. Thx (sic) for illuminating..." Austin Code looks forward to new events and engagement opportunities in the months ahead.

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