

- DIRECTOR'S MESSAGE -

The City of Austin Code Department concluded its third quarter with record breaking short-term rental registration numbers, a full community engagement calendar and a new name. Included in this report you will find an update on increased call volumes, the new Code Community Tour and community events.

In addition, we continue to improve our "Code by the Numbers" to include output-based metrics.

In closing, I would like to invite our partners and friends to view our new public service announcement.



Introducing ...Your Friendly Neighborhood Code Inspectors!

Sincerely,
Carl Smart

AUSTIN CODE BY THE NUMBERS

FY 13/14 | APRIL 1, 2014 - JUNE 30, 2014 | THIRD QUARTER

	3Q FY2014	%
Total Number of Complaint Cases	5,622	100%
Number of Properties That Received One or More Complaints	4,849	100%
Number of Notices of Violation (NOVs) Issued*	1,778	100%
Structural Condition:	403	23%
Zoning:	310	17%
Structural Condition With Zoning:	136	8%
Nuisance Abatement:	929	52%
Cases Where Compliance Is Not Obtained	151	100%
Referred to BSC:	17	11%
Received Citation:	35	23%
Received Order of Abatement:	99	66%

*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 3Q FY2014	%	Active To Date	%
Number of Licenses	502	100%	1,745	100%
Hotel:	4	1%	117	7%
Motel:	0	0.0%	55	3%
Boarding House:	1	0.2%	33	2%
Bed and Breakfast:	1	0%	5	0%
Mobile Home Park:	8	2%	33	2%
Rooming House:	0	0%	59	3%
Short-term Rental:	389	77%	1028	59%
Waste Hauler:	99	20%	415	24%

[View FY 13/14 | APR. 1, 2014-JUN. 30, 2014 | Code by the Numbers Report](#)
[View FY 13/14 | APR. 1, 2014-JUN. 30, 2014 | Short-Term Rental Report](#)

AUSTIN CODE MILESTONES

FY 13/14 | APRIL 1, 2014 - JUNE 30, 2014 | THIRD QUARTER

SHORT-TERM RENTALS

Over One Thousand Registered

To date, Austin Code has registered over one thousand properties.

LICENSE	DESCRIPTION	NUMBER	PERCENT
TYPE I	Owner occupied & secondary structures on property	581	56.7%
TYPE IA	Owner occupied/one room rental	25	2.4%
TYPE II	Non-owner occupied	334	32.6%
TYPE III	Multifamily housing/commercial - condos, townhouses and apartments	84	8.2%
TOTAL	Licenses issued	1024	100.0%
PENDING	Staff Processing or waiting on property owner	83	—

Present identifiable trends include:

- Renewals for STRs expiring in July have been mailed
- Short-Term Rental Hotel Occupancy Tax Revenue collected from October 2013 - April 2014 is totaled at \$588,490.20
- Railyard Condominiums has capped out the number of STRs allowed in the complex. A waiting list has been created for Type 3 (Multifamily housing/commercial) applications. Three people are on the waiting list.

PEAK SEASON FOR CALLS

Record Response Times

The third quarter is the peak season for calls to our Code Customer Care Team. The team responded to over 6,500 calls with an average response time of less than 36 hours. During the month of June, the two person team received the most calls with over 2,500, which breaks down to about 119 calls per work day.

APRIL 1 - APRIL 30

NUMBER OF CALLS

2,040 CALLS

RESPONSE TIME

(IN DAYS)

1.29 DAYS

JUNE 1 - JUNE 30

NUMBER OF CALLS

2,517 CALLS

RESPONSE TIME

(IN DAYS)

1.21 DAYS

- AUSTIN CODE PROGRAM UPDATES -

CODE COMMUNITY TOUR

Ready to Roll

Austin Code in coordination with other City of Austin departments is spearheading a new community engagement series called the Code Community Tour.

The Code Community Tour will launch in September and October in each of the four Code districts (North, South, East and West). The goal of the program is to engage the community in a conversation about code concerns in their neighborhood, introduce each district's friendly neighborhood Code Inspectors, and conclude with a bike tour of the area. The series will be free and open to all.



CODE IN THE COMMUNITY

Austin Code at Juneteenth

From April 1st through June 30th, the Austin Code Department attended over 30 events and met 13,000 people around the city at: conferences, presentations, workshops, educational booths and health and career expos.



Austin Code has a long history of participating in the Juneteenth celebration and this year was no exception. On June 20th, over 20 Code employees represented our department on bikes, in Code UTVs, walking, riding the Code float, and even dancing in the street.

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