

MEMORANDUM

2/11/2013

TO: Rick Nelson, Director, Department of Housing and Community Affairs
Patrick Lacefield, Director, Office of Public Information

FROM: CountyStat

SUBJECT: DHCA Performance Review

The following items were identified for follow-up during the 2/5/2013 CountyStat meeting:

Determine whether there are any departments in the County currently using electronic filing, billing, etc. which offer a paperless (100% “green”) option to residents.

Responsible parties: CountyStat
Other parties involved none
Deadline: 2/22/2013

Track the number of inspections per day performed by their inspectors who are now outfitted with iPads in the field, and developing baselines for the inspectors to be measured against moving forward.

Responsible parties: DHCA
Other parties involved none
Deadline: 3/8/2013

Work with departments identified by DHCA to incorporate their data into the e-property database.

Responsible parties: CountyStat
Other parties involved none
Deadline: 8/1/2013

Provide CountyStat with a list of departments/violation types that can or should be added to the list of participants in the e-property database that is posted online.

Responsible parties: DHCA
Other parties involved none
Deadline: 2/11/2013

Ensure that all emails to DHCA (Landlord-Tenant Complaints, etc.) are logged as SRs in Siebel. If possible, log any emails received since 1/1/13.

Responsible parties: DHCA
Other parties involved none
Deadline: 2/6/2013

Provide CountyStat with read-only access to their SQL database (login, password, and training) so that CountyStat may run reports violation types, length of time cases are open, etc. with much more specificity than what Siebel can provide at this time.

Responsible parties: DHCA
Other parties involved none
Deadline: 3/1/2013

C311 and DHCA will work together to assign a Vacant Property KBA with a new and more appropriate SLA for better tracking of this issue.

Responsible parties: DHCA, PIO
Other parties involved none
Deadline: 3/1/2013

Look at the 46 SRs under the “Complaint or Compliment Regarding DHCA Housing Code Enforcement Staff” category (opened from 7/2012 – 1/2013) to determine why the average closure rate was 24 days above the SLA of 3 days.

Responsible parties: CountyStat
Other parties involved none
Deadline: 2/22/2013

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer