



COMMUNITY STANDARDS

COMMUNITY STANDARDS MAJOR ACCOMPLISHMENTS

- Implemented Neighborhood Sustainability Task Force
 - a) W. Industrial Area Charrette
 - b) Convenience Store Inspections
- Improved Complaint Response Time
- Developed Neighborhood Enhancement Program
- Created New Logo for Improved Visibility
- Improved Technological Efficiency of SM Hearings



BEFORE

AFTER



WHAT SUCCESS LOOKS LIKE

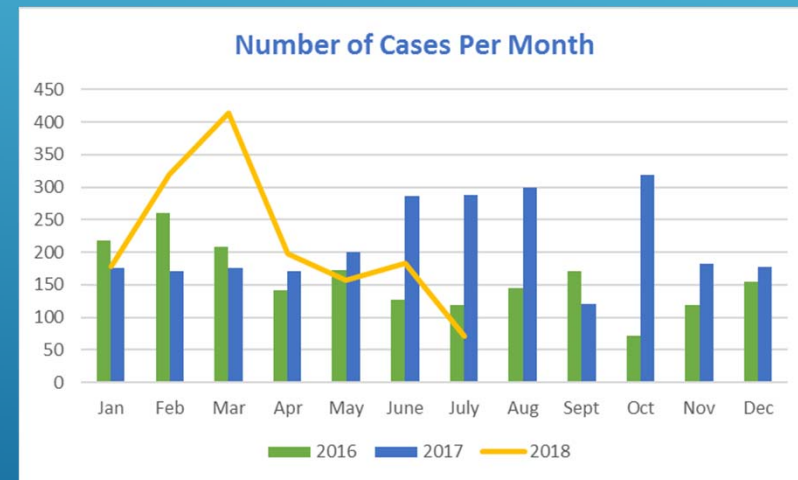
SHIFTING THE FOCUS...

FROM

REACTIVE to PROACTIVE ENFORCEMENT

Year	Total Cases	Complaints	Proactive
2016	1904	1401 (73%)	503
2017	2563	1515 (59%)	1048
2018	1518	759 (50%)	759

...While Maintaining Productivity



FROM THIS...	TO THIS...
Number of Complaints	Percentage of Complaints responded to within 1 day
Number of Cases Complied	Percentage of Cases Complied in 90 days
Total Number of Cases Created	Percentage of Total Cases Created by Complaint

ENHANCED DATA COLLECTION