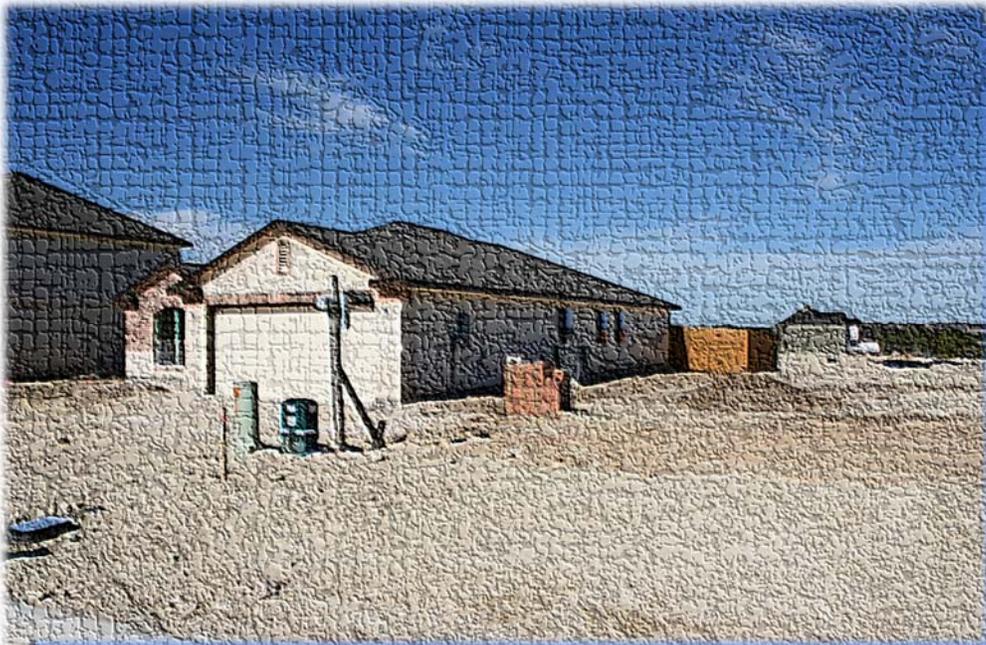




# **CODE & HEALTH COMPLIANCE**



# **ANNUAL REPORT**

## **2014**

# INTRODUCTION

It is with great pleasure to present the Code and Health Compliance Annual Report. The purpose of this report is to provide information and statistical data on the functions and efforts of the Code and Health Compliance Department. It is also our objective to promote health and public safety through education as mentioned in our Mission Statement.

All of our Code Compliance Officers are trained and have received state certifications in code enforcement and health inspections. Our officers also maintain a high expectation of professionalism to meet the needs of the citizens of Copperas Cove. Their duties include responding to complaints received from citizens and other agencies relating to alleged violations of Federal, State, and City laws. Although our Department is very proactive in seeking out violations, we consider the City's residents and business owners an important resource in terms of reporting violations.

Highlights for 2014 included;

- The promotion of George Sinner to the Senior Code Compliance Officer position and the hiring of Tre Cofield as a Code Compliance Officer.
- The Department moved its operations from City Hall to a new location at 221 West Avenue D.
- A Volunteer Food Handlers Program was started for non-profit organizations to train volunteers in food safety.
- Certified all Code Compliance Officers as Texas State Food Managers.

With the assistance of the Solid Waste Department, two properties occupied by hoarders were cleared and cleaned of garbage making a positive impact on the aesthetics of the neighborhoods. Also, the recently adopted graffiti abatement ordinance was put to the test and three commercial properties were cleared of graffiti at no cost to the City or property owners. These are just some of the examples of the commitment and teamwork demonstrated by our City staff on a continual basis.

The support of City Council, City Administration, and our citizens continue to be invaluable to our success. We thank you for your continued support and look forward to serving the citizens of this great community.

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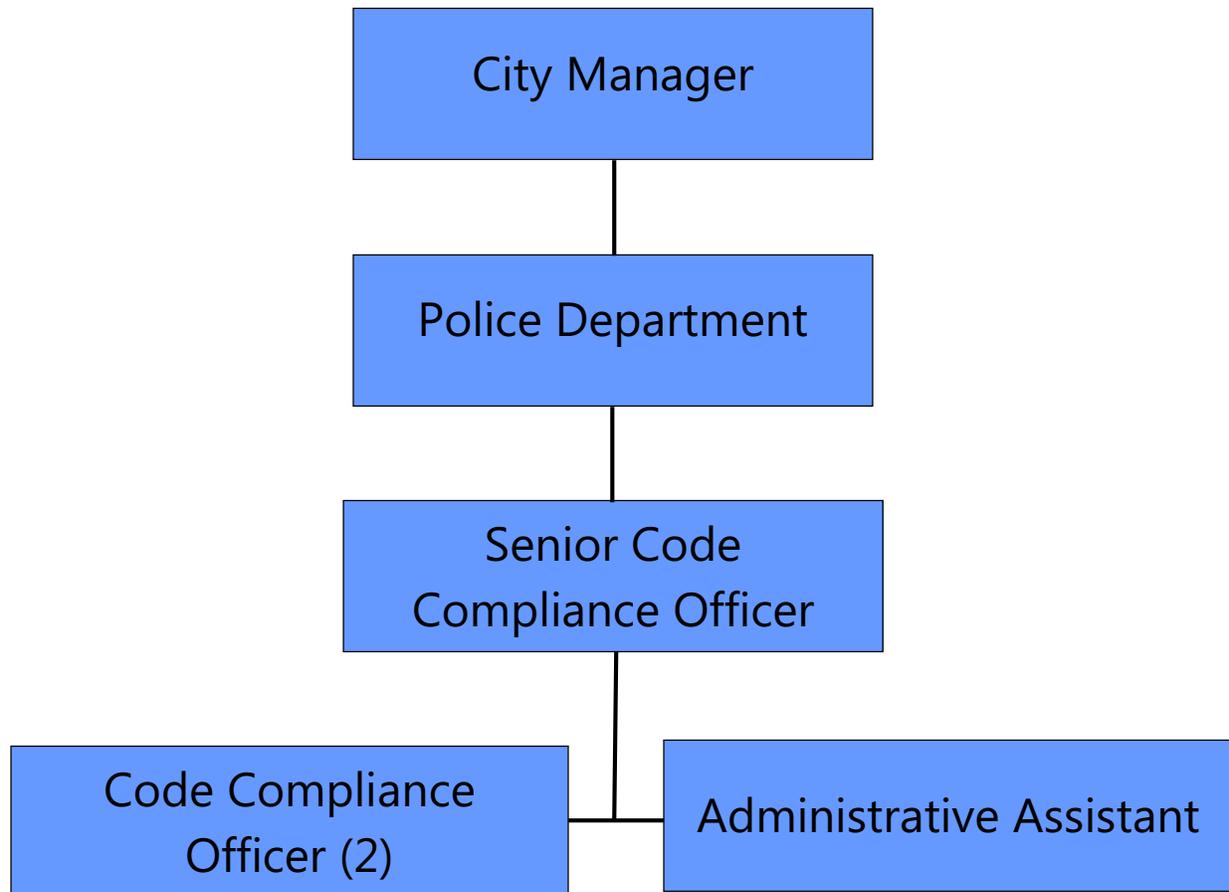
## DEPARTMENT ORGANIZATION

The Code & Health Compliance Department consists of three full-time employees; one Senior Code Compliance Officer and two Code Compliance Officers. A part-time Administrative Assistant is also on staff to assist in managing the day-to-day duties. The Department is supervised by the Senior Code Compliance Officer. Code & Health Compliance operates under the responsibility of the Police Department and is managed by the Deputy Police Chief of Uniform Services.



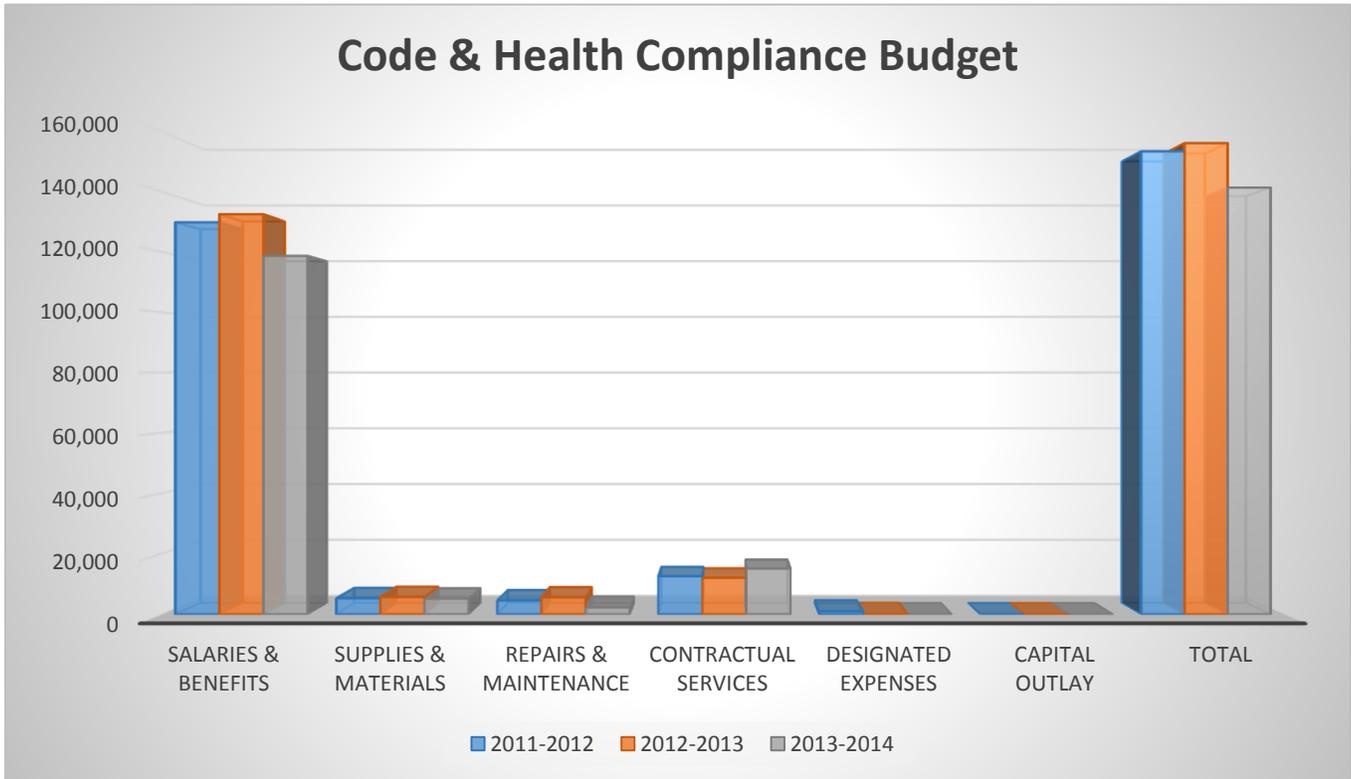
Code Compliance Officers work schedules that vary throughout the weekdays and weekend depending on the needs of the City. The Code Compliance Office located at 212 West Avenue D is open during normal business hours, Monday through Friday from 8:00am to 5:00pm. Citizens are welcome to ask questions or make complaints by calling the office at 254-542-8966, by email, through Facebook, or by walk-in.

# ORGANIZATIONAL CHART



# BUDGET

Budget Expenses	2011-2012	2012-2013	2013-2014
Salaries & Benefits	129,797	132,470	118,656
Supplies & Materials	5,312	5,722	5,193
Repairs & Maintenance	4,586	5,627	2,303
Contractual Services	12,594	12,105	15,121
Designated Expenses	1,012	85	0
Capital Outlay	0	0	0
<b>Total</b>	<b>153,301</b>	<b>156,009</b>	<b>141,273</b>



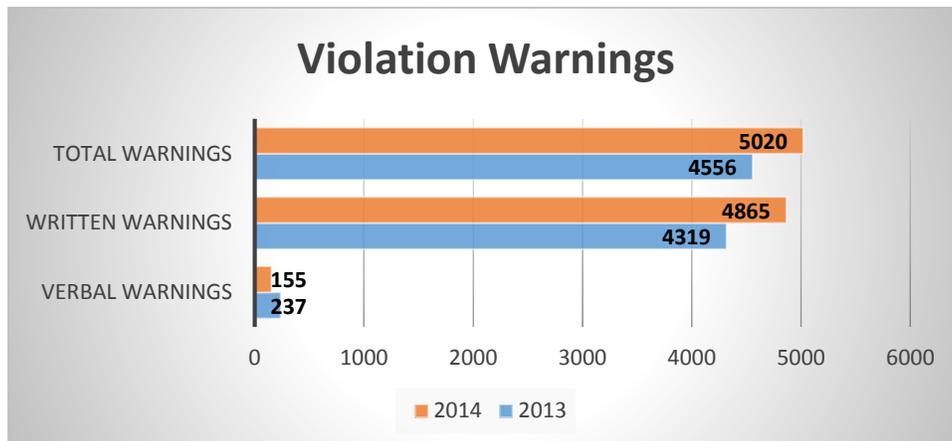
# CODE VIOLATIONS

The Code & Health Compliance Department responds to complaints received from citizens and other agencies relating to alleged violations of state and local laws. Our three Code Compliance officers provide services to over 1777 square miles within the incorporated city limits of Copperas Cove. These officers are professionally trained to meet the needs of the citizens and provide these services. Last year, 1018 complaints were received from citizens and other agencies with 155 of the complaints being unfounded. It is the goal of Code Compliance to address complaints with 48 hours of receipt.

The majority of the 5019 code violations in 2014 were generated by Code Compliance officers through proactive enforcement. Proactive enforcement entails a regular patrol of all streets and alleyways within the City. In most cases, a written warning is generated giving a ten day time period for a violation to be corrected. An attempt to serve the warning in person is always made to provide an opportunity to educate the citizen. In many cases, the violator is unaware of the City ordinance and a higher degree of success is achieved when getting to interact with a citizen. Some violations require a citation to be issued immediately in gaining compliance.

If contact cannot be established with a violator, the warning is posted at the location and a violation letter is sent to the property owner on record or any person having care or control over the property. These letters are sent within one to two business days.

In some instances and at the discretion of the officer, some violations are managed with a verbal warning. Of the 5019 violations, 4865 written warnings were issued and 154 were managed with a verbal warning.



# ENFORCEMENT ACTIVITY

The following chart represents a breakdown of the 5019 warnings along with the State laws and City ordinances that were violated.

Violations	2013	2014
Alleyway Obstructions	378	267
Unsafe Appliances	24	24
Basketball Goals	100	99
Bulk/Brush on Curb	93	101
Care of Premise	33	32
Construction Debris	2	3
Dumping	10	5
Fence Maintenance	41	40
Fluid Spills	5	12
Graffiti	N/A	9
Handbills	16	18
Health Code	7	6
High Grass	1709	1707
Home Occupations Code	2	12
House Numbers	142	178
International Property Code	15	19
Junk Vehicles	85	74
Junk Vehicle Parts	52	121
Junk/Rubbish/Trash	736	956
Noxious Odors	0	0
Right of Way	308	515
Rodents/Vector	8	15
Sewage	13	15
Signs	101	83
Smoking	1	0
Stagnant Water	17	15
Swimming Pools	59	37
Trash Can-Early/Late	91	95
Vehicle on Grass	390	344
Visual Obstructions	24	27
Water Connections	14	21
Yard Sales	21	19
All Other Violations	59	150
<b>Totals</b>	<b>4556</b>	<b>5019</b>

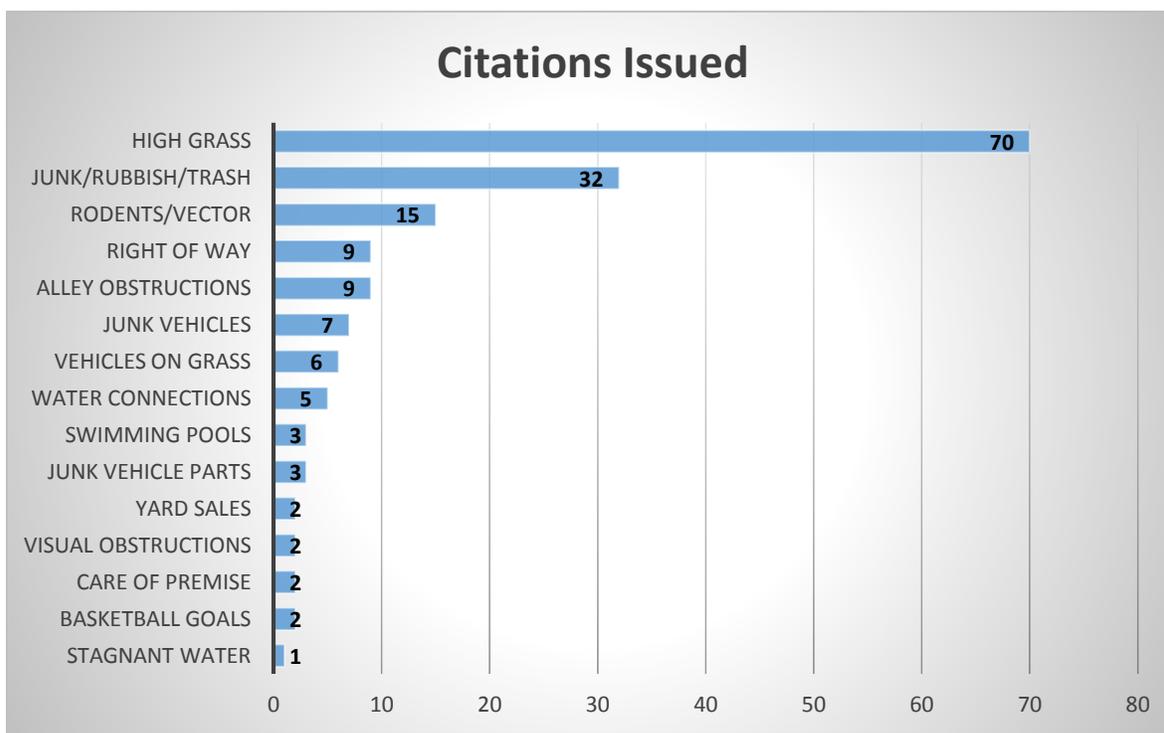
## 2014 Top Five Most Common Violations

1. High Grass
2. Junk/Rubbish/Trash in Yard
3. Vegetation in Right of Way
4. Vehicles Parked on Grass
5. Obstructed Alleyways

An abatement is performed at the City's expense when all other means of getting a violation corrected fails. The City provided abatement services for 55 properties in 2014 at a cost of approximately \$3000. Of the 55 abatements, 16 liens were filed against properties where the expenses could not be recovered.

# CITATIONS ISSUED

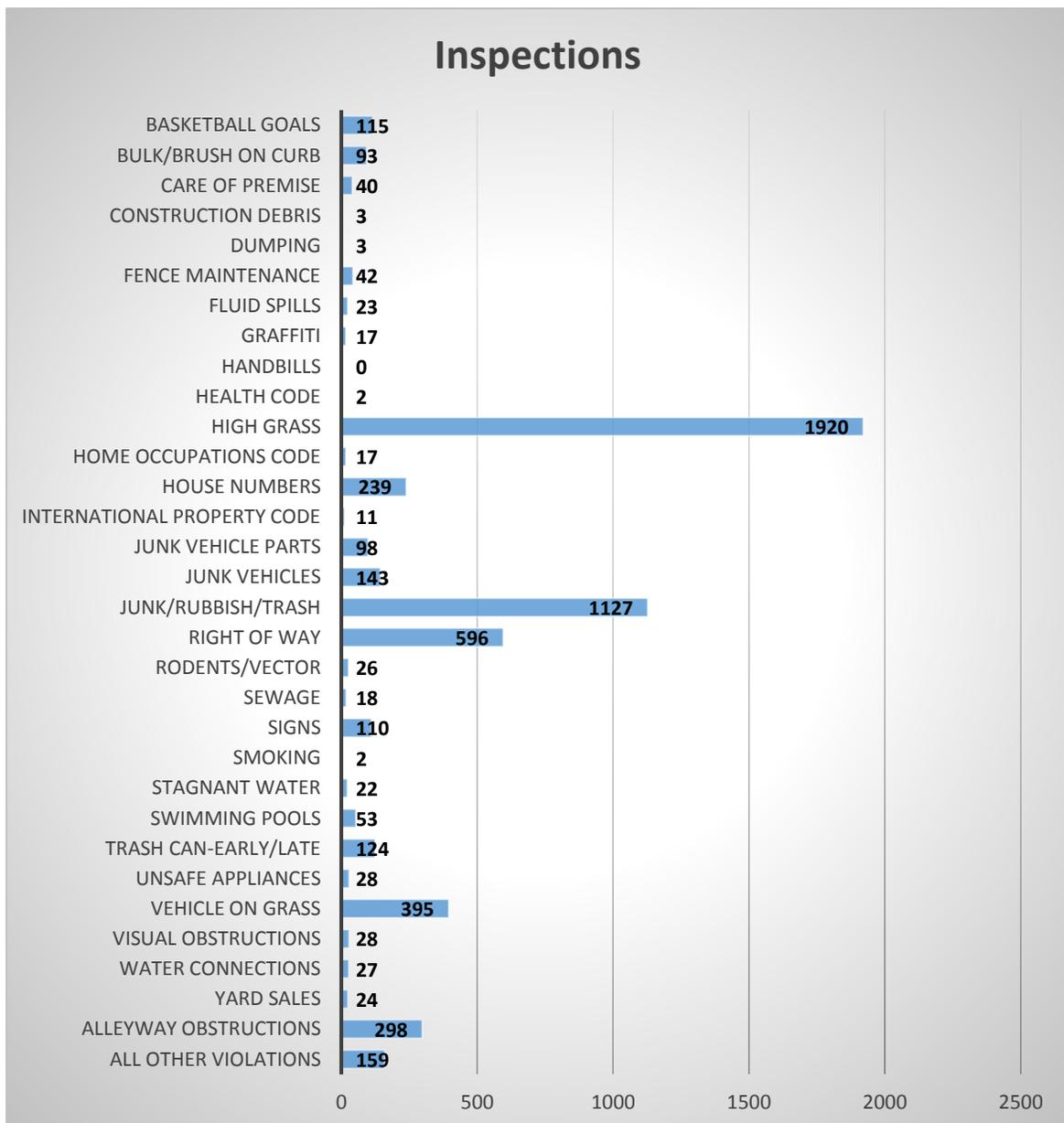
Voluntary compliance is the ultimate goal in resolving violations of State and local laws. Code Compliance officers must resort to issuing citations in extreme cases of code violations or in cases when voluntary compliance cannot be achieved. In 2014, 168 citations were issued in these cases. The following graph reflects which violations were cited and their frequency.



Citations could have been issued in more cases in 2014 but the location and identification of many violators were unknown.

# INSPECTIONS

In most cases, ten days will be given to make the necessary correction(s) and comply with the ordinance once a violation has been established. After ten days, a Code Compliance Officer will return to the property of the violation and conduct an inspection to determine if further enforcement is necessary. Some violations may require multiple follow-up inspections. A total of 5803 inspections were performed in 2014 with the most common being for high grass and trash.



# FOOD SANITATION

In accordance with Chapter 8, Article II of the Code of Ordinances, the Code & Health Compliance Department is tasked with handling the inspections of all food establishments, mobile food vendors, schools, and foster/adoption homes. The inspection sets forth a weighted point value for all requirements which is subtracted from 100 to determine an overall score.

When the rating score of the establishment is less than 70, the establishment shall initiate corrective action on all identified violations within forty-eight (48) hours. One or more re-inspections will be conducted at reasonable time intervals to assure correction. In the case of temporary food service establishments and mobile food vendors, all violations shall be corrected within twenty-four (24) hours. If violations are not corrected within twenty-four (24) hours, the establishment shall immediately cease food service operations until authorized to resume by the regulatory authority.

357 health inspections were conducted in 2014 with 24 inspections being conducted for foster/adoption homes.

Any person working or employed as a food manager or food handler must obtain a certification. It is unlawful for any food handler or manager to work in a food establishment after their certification has expired.

The Code & Health Department is responsible for the regulation and issuance of certifications for food handlers and managers. Both certifications can be obtained online through the City's website.



933 Food Handler Certifications and 20 Food Manager Certifications were issued online in 2014.

267 volunteer food handlers were trained through classes conducted by Code Compliance for non-profit groups in 2014.

# CONTACT INFORMATION

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**THE CITY OF COPPERAS COVE  
IS ALSO ON FACEBOOK**



**GIVE US A "LIKE" TO STAY UPDATED ON CITY  
INFORMATION AND EVENTS**

