



# **CODE & HEALTH COMPLIANCE**



# **ANNUAL REPORT 2015**

# INTRODUCTION

It is with great pleasure to once again 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 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 2015 included;

- The City terminated its contract with DSB Worldwide for online food handler classes. The training is now managed directly by our Code Compliance Officers and is more comprehensive to those working in local food establishments. In addition, the change has generated additional revenue for the City and allows for the certification of volunteer food handlers which benefits our local non-profit entities. A total of 307 regular food handlers and 342 volunteers were certified in 2015 with the new training process.
- The Code Compliance Department established new procedures for tracking false alarms and notifying those in violation of the ordinance. Businesses not having alarm permits were identified resulting in higher compliance with the ordinance and an increase in the collection of outstanding fines.
- All three Code Compliance Officers became fully certified as Registered Code Enforcement Officers with the Texas Department of State Health Services.

Through the commitment and teamwork of the Code Compliance Department, more code violations were addressed than any previous year. Officers were able to continue their efforts in managing all of the community's health inspection needs and also provide public education through community events.

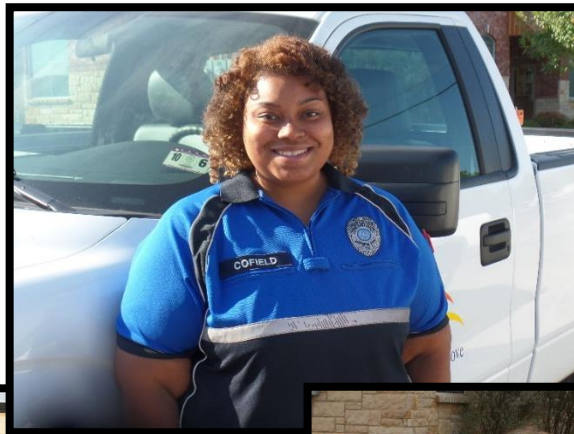
The support of City Council, City Administration, and our citizens continue to be invaluable to our success. We thank you for your continued support and look forward to serving the citizens of this great community.

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# DEPARTMENT ORGANIZATION

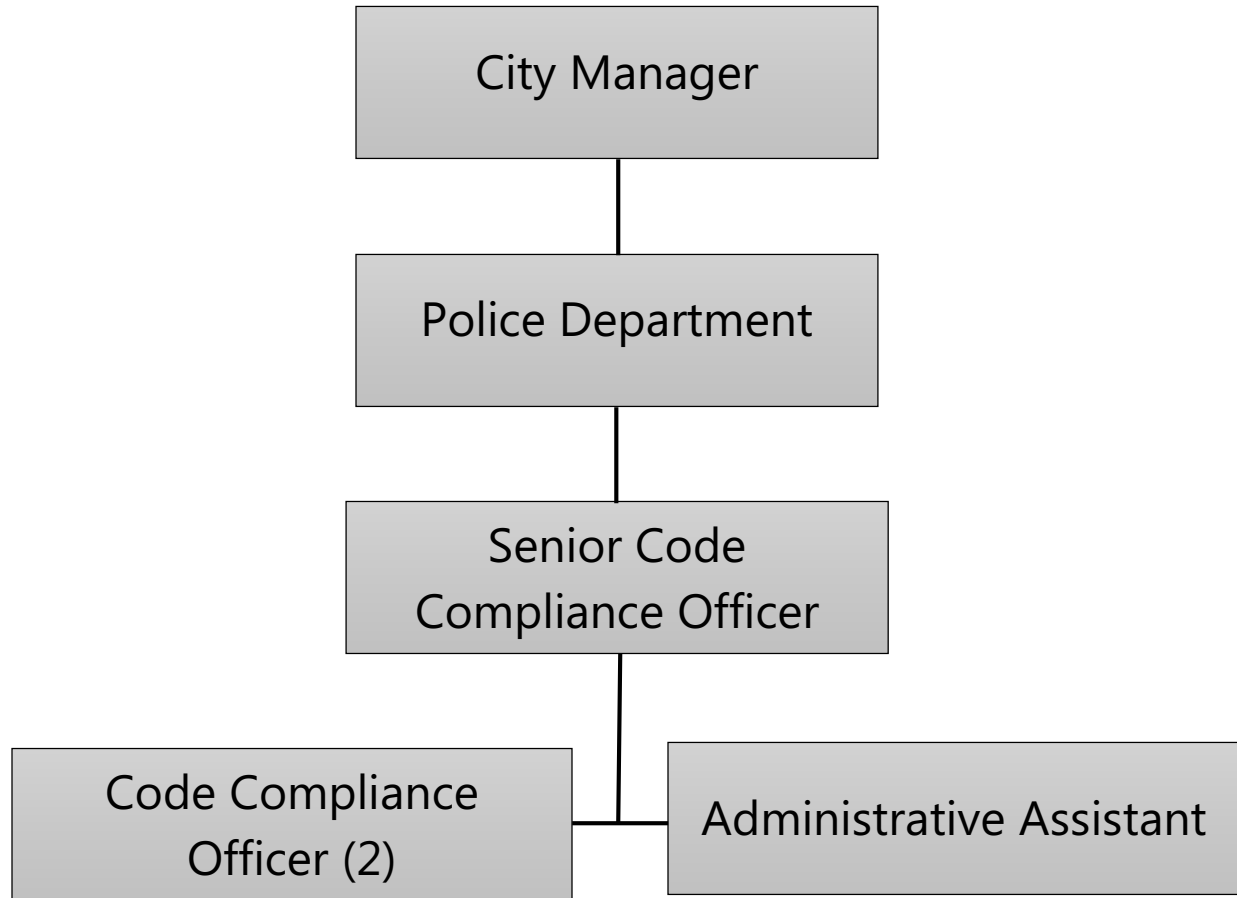
The Code & Health Compliance Department consists of three full-time employees; one Senior Code Compliance Officer and two Code Compliance Officers. A part-time Administrative Assistant is also on staff to assist in managing the day-to-day duties. The Department is supervised by the Senior Code Compliance 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 914 South Main Street Suite G 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.



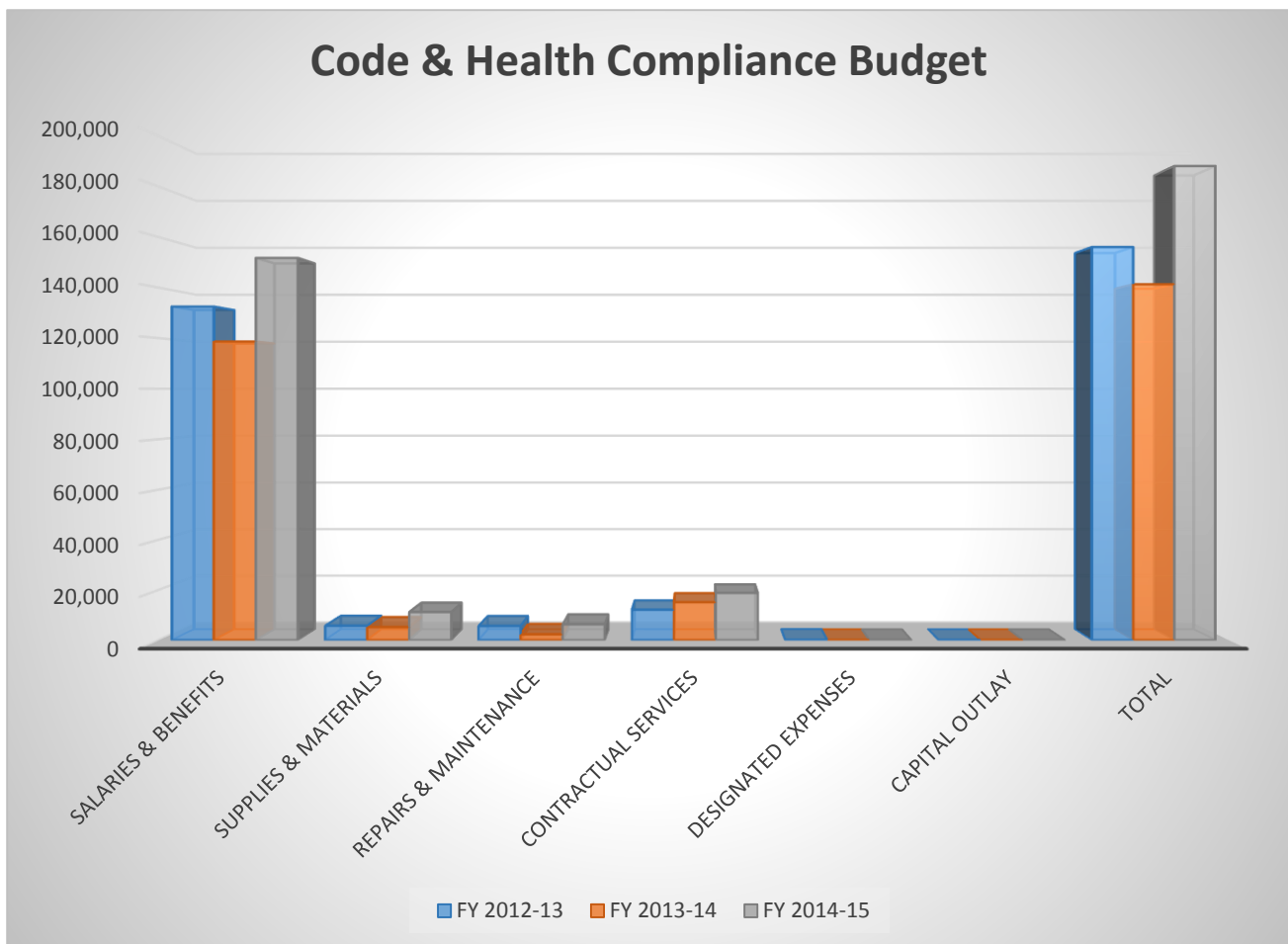
# ORGANIZATIONAL CHART



The mission of the Code and Health Compliance Department is to promote public health and safety through education and training ensuring compliance with Federal, State, and City laws.

# BUDGET

BUDGET EXPENSES	FY 2012-2013	FY 2013-2014	FY 2014-2015
Salaries & Benefits	132,470	118,656	151,724
Supplies & Materials	5,722	5,193	11,200
Repairs & Maintenance	5,627	2,303	6,302
Contractual Services	12,105	15,121	18,819
Designated Expenses	85	0	0
Capital Outlay	0	0	0
<b>Total</b>	<b>156,009</b>	<b>141,273</b>	<b>188,045</b>



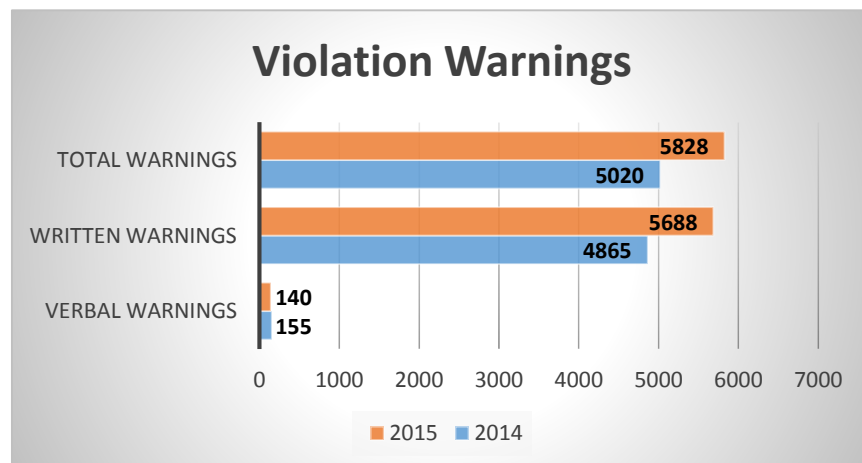
# CODE VIOLATIONS

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 17.84 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, 831 complaints were received from citizens and other agencies with 142 of the complaints being unfounded. It is the goal of Code Compliance to address complaints with 48 hours of receipt.

The majority of the 5828 investigated code violations in 2015 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 5828 violations, 5688 written warnings were issued and 140 were managed with a verbal warning.



# ENFORCEMENT ACTIVITY

The following chart represents a breakdown of the 5828 warnings along with the State laws and City ordinances that were violated.

Violations	2014	2015
Alleyway Obstructions	267	305
Unsafe Appliances	24	34
Basketball Goals	99	77
Bulk/Brush on Curb	101	117
Care of Premise	32	21
Construction Debris	3	0
Dumping	5	2
Fence Maintenance	40	34
Fluid Spills	12	17
Graffiti	9	1
Handbills	18	5
Health Code	6	2
High Grass	1707	1744
Home Occupations Code	12	10
House Numbers	178	204
International Property Code	19	2
Junk Vehicles	74	140
Junk Vehicle Parts	121	162
Junk/Rubbish/Trash	956	1221
Right of Way	515	462
Rodents/Vector	15	24
Sewage	15	26
Signs	83	84
Smoking	0	0
Stagnant Water	15	15
Swimming Pools	37	44
Trash Can-Early/Late	95	349
Vehicle on Grass	344	318
Visual Obstructions	27	30
Water Connections	21	55
Yard Sales	19	16
All Other Violations	150	307
<b>Totals</b>	<b>5019</b>	<b>5828</b>

## 2015 Top Five Most Common Violations

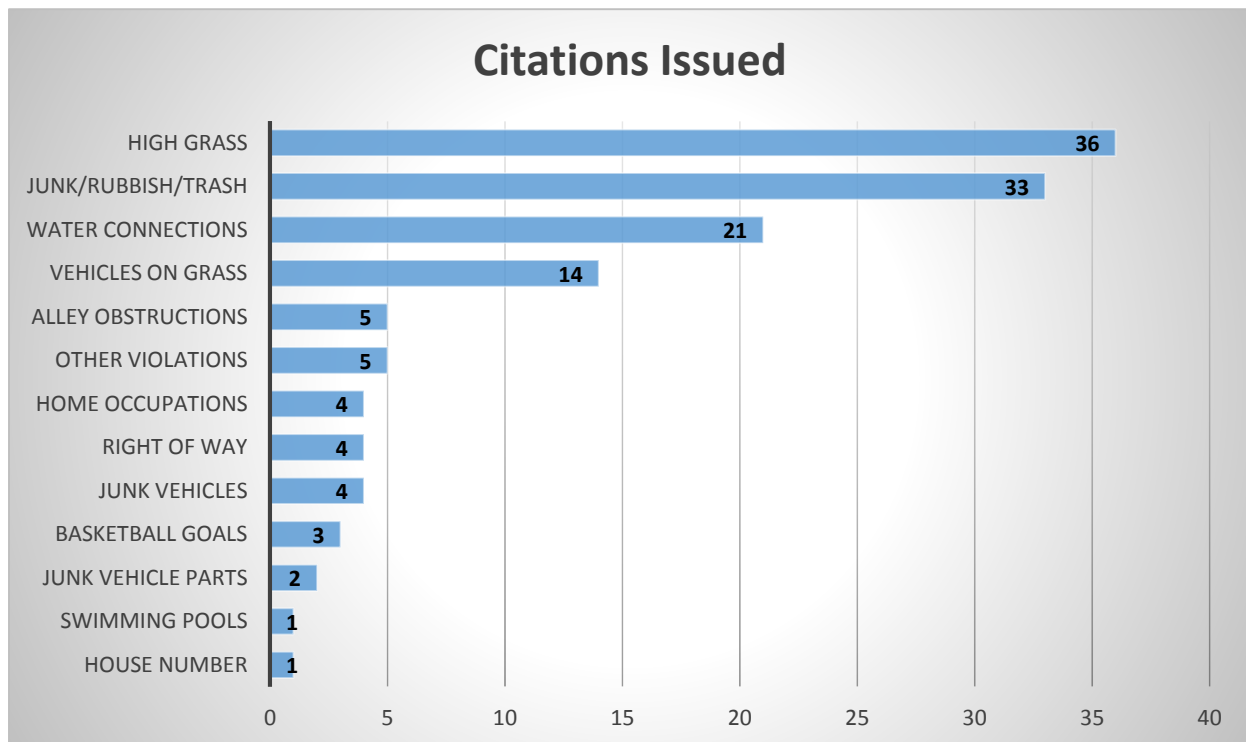
1. High Grass
2. Junk/Rubbish/Trash in Yard
3. Vegetation in Right of Way
4. Trash Can Left Out Early/Late
5. Vehicles Parked on Grass

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 35 properties in 2015 at a cost of \$3335. Of the 35 abatements, 26 liens were filed against properties where the expenses could not be recovered.



# CITATIONS ISSUED

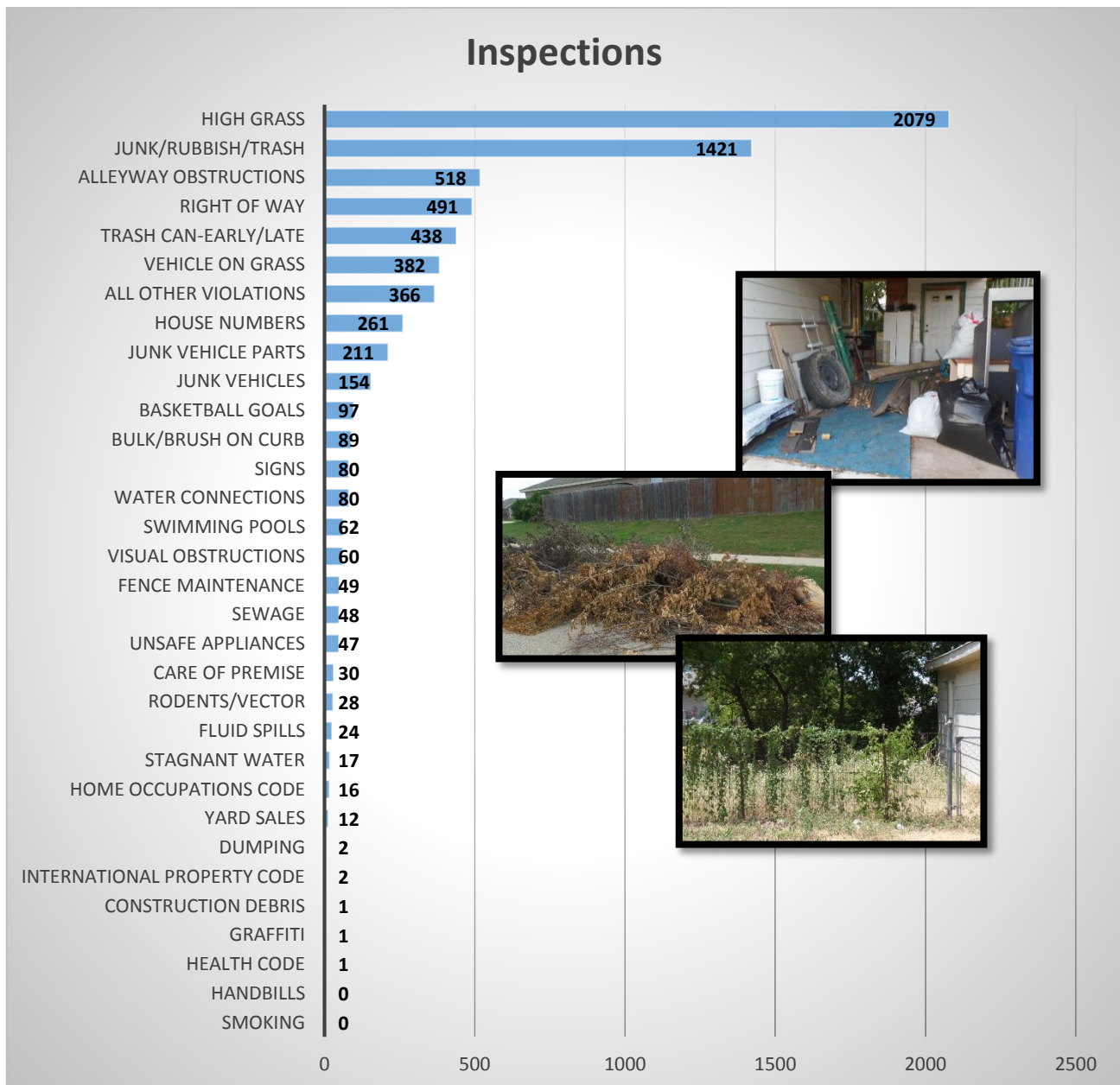
Voluntary compliance is the ultimate goal in resolving violations of State and local laws. Code Compliance officers must resort to issuing citations in extreme cases of code violations or in cases when voluntary compliance cannot be achieved. In 2015, 133 citations were issued in these cases. The following graph reflects which violations were cited and their frequency.



Citations could have been issued in more cases in 2015 but the location and identification of many violators were unknown. Citations were issued approximately once in every 44 violations.

# 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 7067 inspections were performed in 2015 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.



365 health inspections were conducted in 2015 with 30 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 volunteer food handlers, food handlers, and managers. Certification for food handlers and volunteers are obtained through training conducted by the Code Compliance officers and food managers can obtain certification online through the City's website.

- ✓ 307 Food Handlers certified by Code Compliance staff.
- ✓ 430 Food Handlers certified by online web service.
- ✓ 8 Food Managers certified by online web service.
- ✓ 342 volunteer Food Handlers trained by Code Compliance staff.
- ✓ 6 Blue Plate Awards presented to local businesses.

# CONTACT INFORMATION

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IS ALSO ON FACEBOOK**



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INFORMATION AND EVENTS**

