



Annual Report 2013

Code & Health Compliance



Introduction

It is with great pleasure to present the very first 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 2013 included the hiring of Beau Brabbin as the Senior Code Compliance Officer and Missy Alber as the part-time Administrative Assistant. Chapter 8 of the City Code of Ordinances regarding Health and Sanitation was revised and approved by the City Council. The new revision includes an ordinance addressing the enforcement and abatement of graffiti.

This year we also saw how strong our community can be when it comes together for a common cause. With the efforts of City staff and several volunteers throughout the community, a clean-up effort was conducted in the 300 Block of Sunset Lane. A vacant apartment complex had burned down earlier in the year and the debris pile became an unwanted invitation for others to add trash to the site. When enforcement efforts failed to get the property owner to address the problem, the community came together and took matters into their own hands. It was a true inspiration to the City and an example of what can be accomplished when working together.

The Department did successfully exceeded enforcement efforts over previous years but we know there is still much more work to be done. The support of City Council, City Administration, and our citizens have been invaluable to our success. We thank you for your continued support and look forward to serving the citizens of this great community.

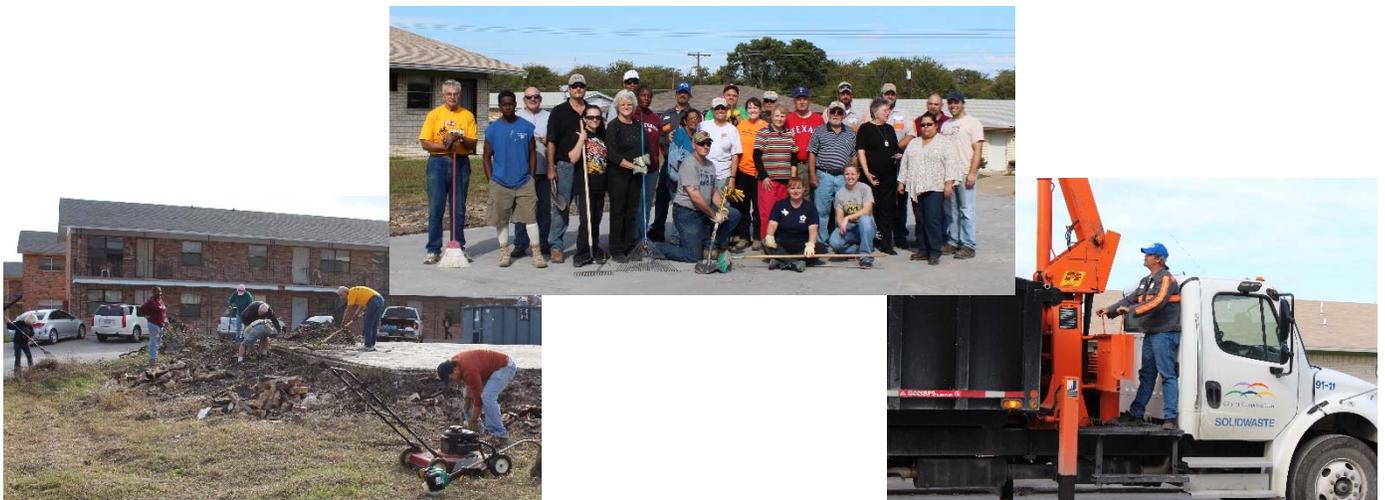


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Department Organization

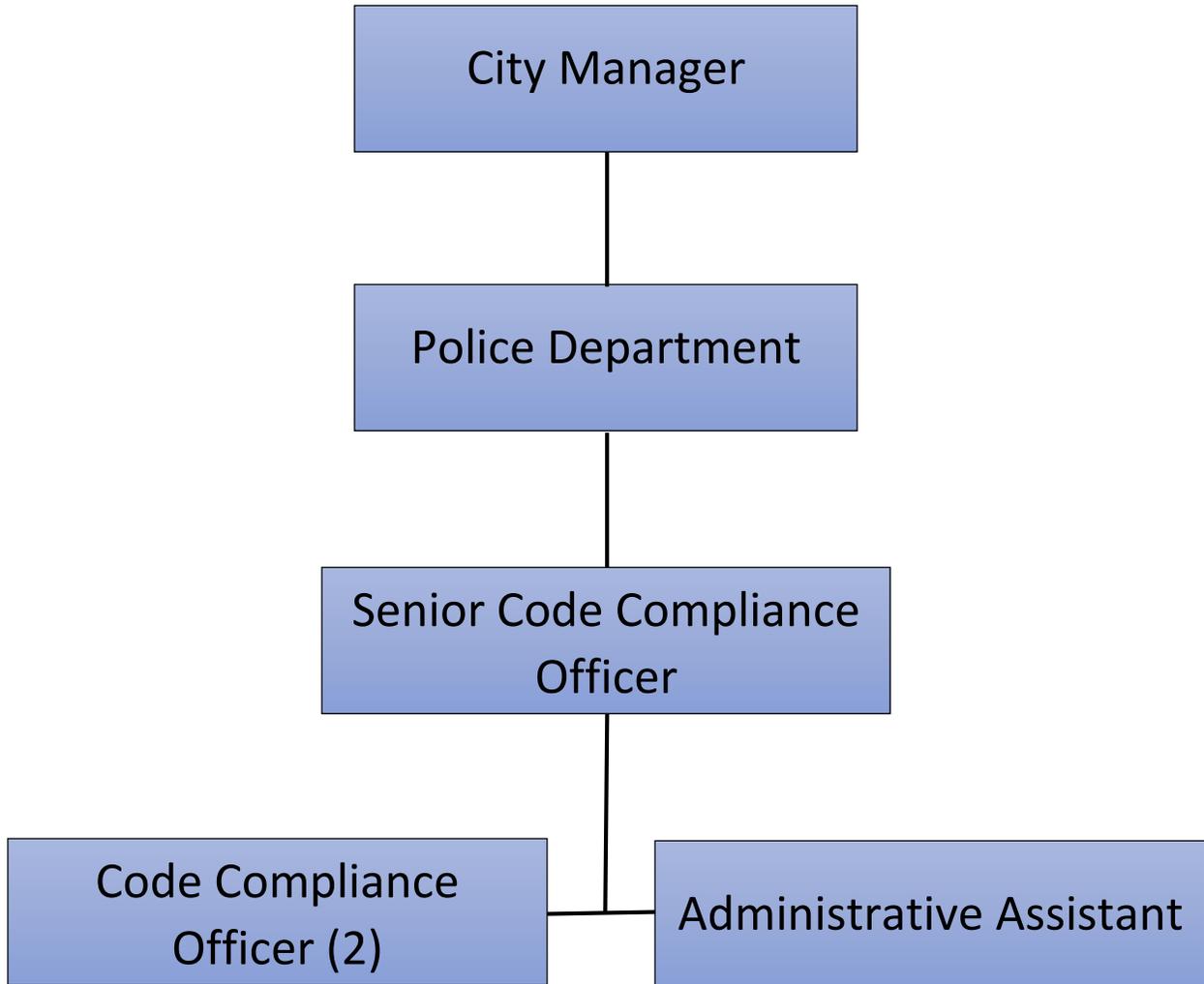
The Code & Health Compliance Department consists of three full-time employees; one Senior Code Compliance Officer and two Code Compliance Officers. They also have one part-time employee who serves as an Administrative Assistant. Normal business and day to day operations are supervised by the Senior Code Compliance Officer. This Department falls within the umbrella and chain of command of the Police Department. The Deputy Police Chief of Uniform Services has direct supervision over Code & Health Compliance.



Code Compliance Officers will work schedules that vary throughout the weekdays and weekend depending on what duties need to be performed. The Code Compliance Office located at 914 South Main Street Suite G is open 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.



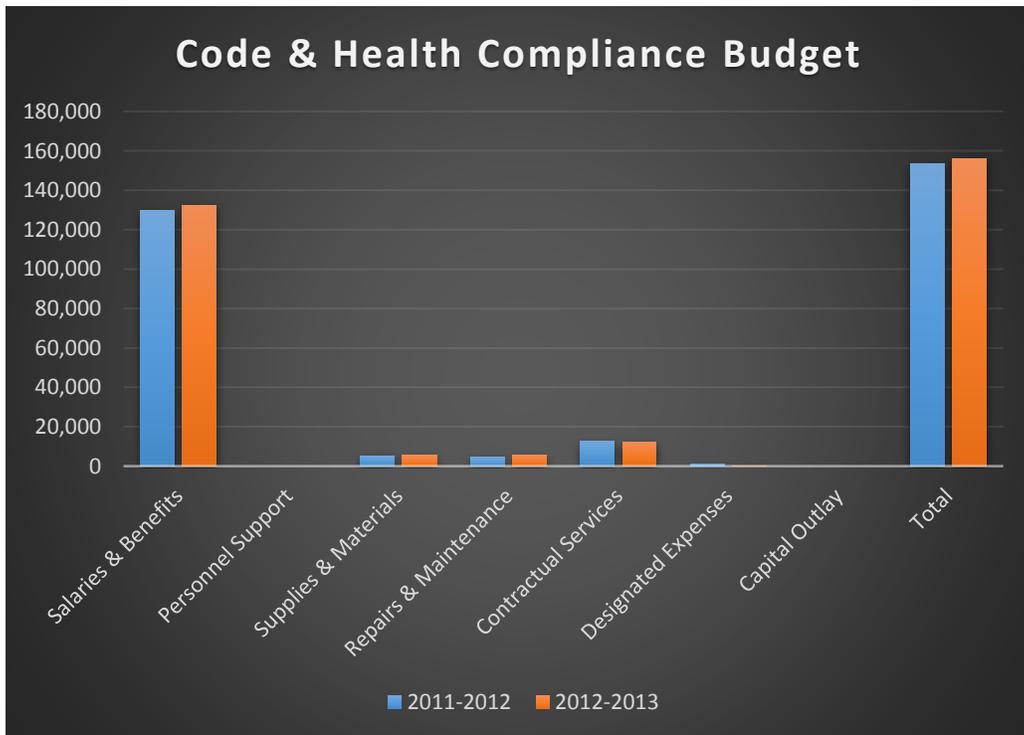
Organizational Chart



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	2011-2012	2012-2013
Salaries & Benefits	129,797	132,470
Personnel Support	0	0
Supplies & Materials	5,312	5,722
Repairs & Maintenance	4,586	5,627
Contractual Services	12,594	12,105
Designated Expenses	1,012	85
Capital Outlay	0	0
Total	153,301	156,009



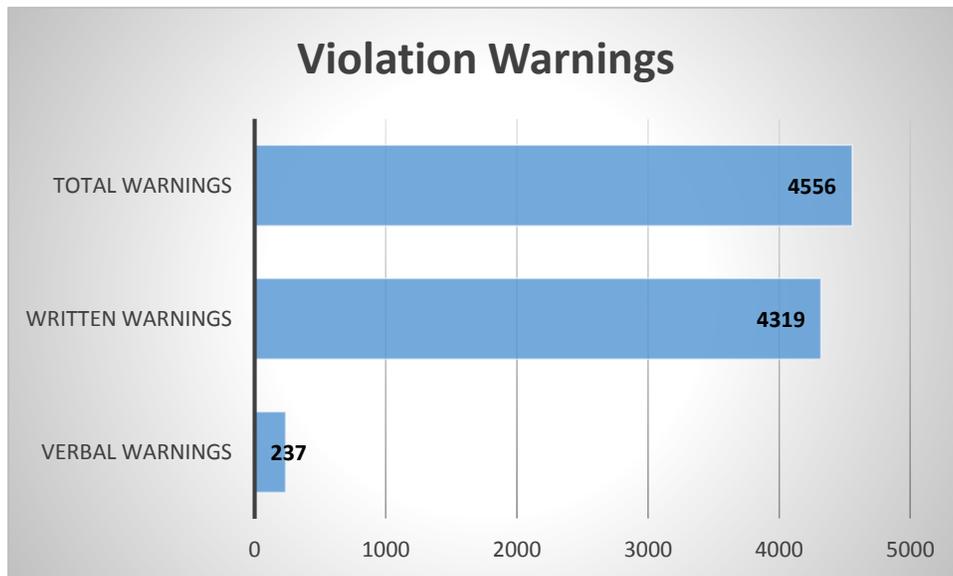
Violation Warnings

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, 873 complaints were received from citizens and other agencies with 103 of the complaints being unfounded. It is the goal of Code Compliance to address complaints with 48 hours of receipt.

The majority of the 4556 code violations in 2013 were generated by Code Compliance officers through proactive enforcement. Proactive enforcement entails a regular patrol of all streets and alleyways within the city. Once an officer notes a violation, a written warning is generated giving a ten day time period for the 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 the one on one opportunity.

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 4556 violations, 4319 written warnings were issued and 237 were managed with a verbal warning.



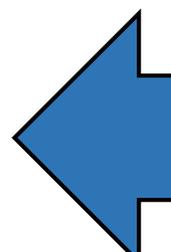
Enforcement Activity

The following chart represents a breakdown of the 4556 warnings along with the state laws and city ordinances that were violated.

Violations	Verbal Warnings	Written Warnings
Alleyway Obstructions	1	377
Appliances-Unsafe	1	23
Basketball Goals	15	85
Bulk/Brush on Curb	16	77
Care of Premise	2	31
Construction Debris	0	2
Dumping	9	1
Fence Maintenance	0	41
Fluid Spills	1	4
Handbills	16	0
Health Code	7	0
High Grass	40	1669
Home Occupations Code	0	2
House Numbers	3	139
International Property Code	1	14
Junk Vehicles	1	84
Junk Vehicle Parts	2	50
Junk/Rubbish/Trash	30	706
Noxious Odors	0	0
Right of Way-Vegetation	12	296
Rodents/Vector	0	8
Sewage	3	10
Signs	38	63
Smoking	1	0
Stagnant Water	1	16
Swimming Pools	1	58
Trash Can-Early/Late	13	78
Vehicle on Grass	15	375
Visual Obstructions	1	23
Water Connections	0	14
Yard Sales	1	20
All Other Violations	6	53
Totals	237	4319

Top Five Most Common Violations

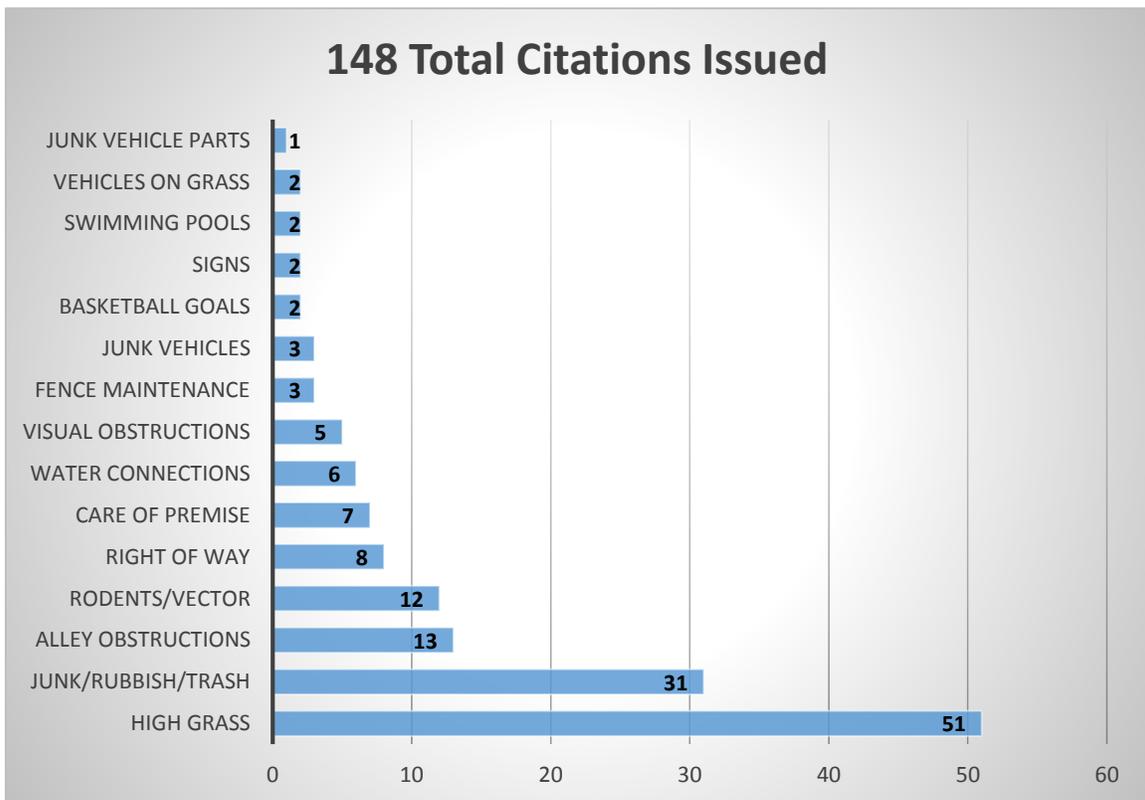
1. High Grass
2. Junk/Rubbish/Trash in Yard
3. Vehicles Parked on Grass
4. Obstructed Alleyways
5. Vegetation in Right of Way



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 45 properties in 2013 at a cost of approximately \$5000. Of the 45 abatements, 22 liens were filed against properties where the expenses could not be recovered.

Citations Issued

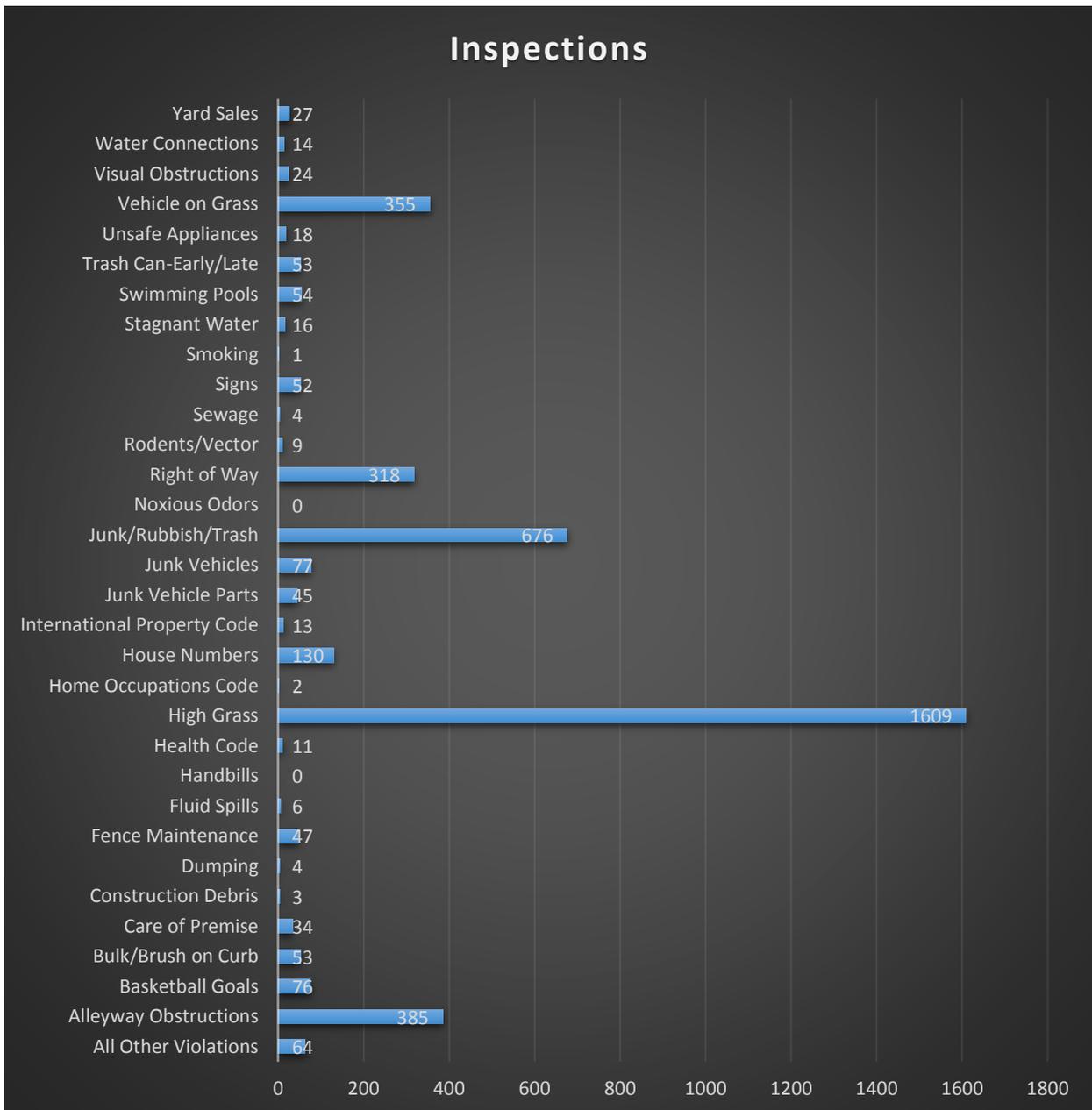
Voluntary compliance is the ultimate goal in resolving violations of state and local laws. Code Compliance officers must resort to issuing citations in extreme cases of code violations or in cases when voluntary compliance cannot be achieved. In 2013, 148 citations were issued in these cases. The following graph reflects which violations were cited and their frequency.



Citations could have been issued in more cases in 2013 but the location and identification of many violators have proved to be challenging.

Inspections

Once a violation has been established, the violator will be given ten days to make the necessary correction(s) and comply with the ordinance. After ten days, a Code Compliance Officer will return to the scene of the violation and conduct an inspection to determine if further enforcement is necessary. A total of 4180 inspections were performed in 2013 with the most common being for high grass.



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 reinspections 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.

241 health inspections were conducted in 2013 with 35 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 also unlawful for any food handler or manager to work in a food establishment after their certification has expired.

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



686 food handler certifications and 8 food manager certifications were issued online.

213 food handler certifications were issued through classes conducted by Code Enforcement Officers for non-profit groups.

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**

