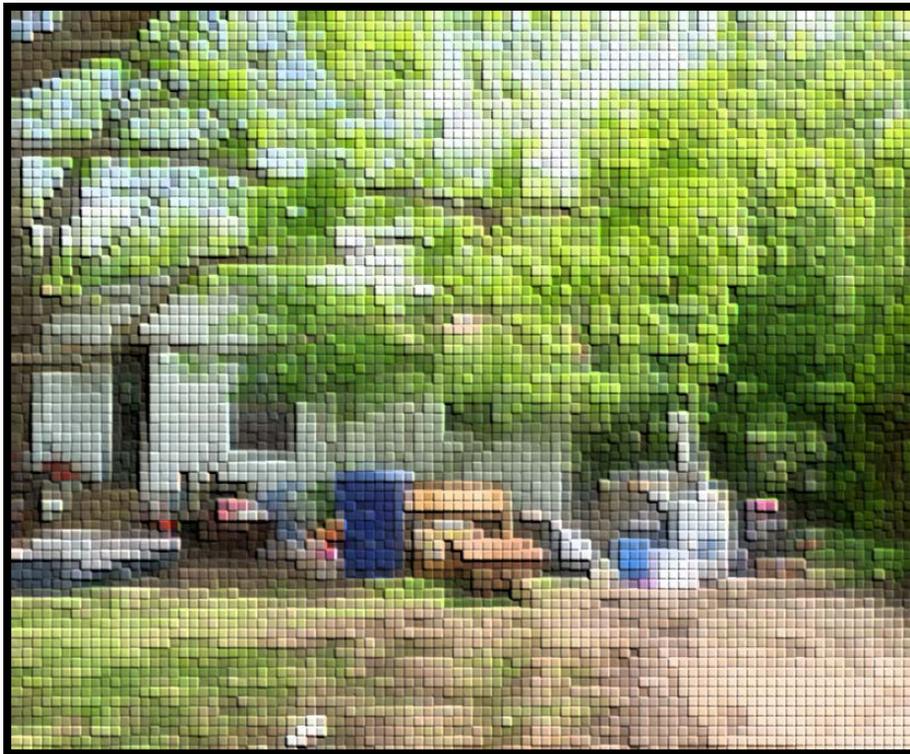




# **CODE & HEALTH COMPLIANCE**



# **ANNUAL REPORT 2018**

# 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 2018 included;

- Code Compliance Officers conducted "ride-alongs" with patrol officers of the Copperas Cove Police Department providing education on code violations and the enforcement process.
- Maintained an efficient level of enforcement with limited staffing throughout the year.
- Certified 37 Food Managers through on-site training courses and certified another 459 volunteer Food Handlers.

Through the commitment and teamwork of the Code Compliance Department, code violations were addressed effectively while working the majority of 2018 with only two code officers. Officers were able to conduct all required annual health inspections. The total number decreased from 2017 due to the manpower shortage.

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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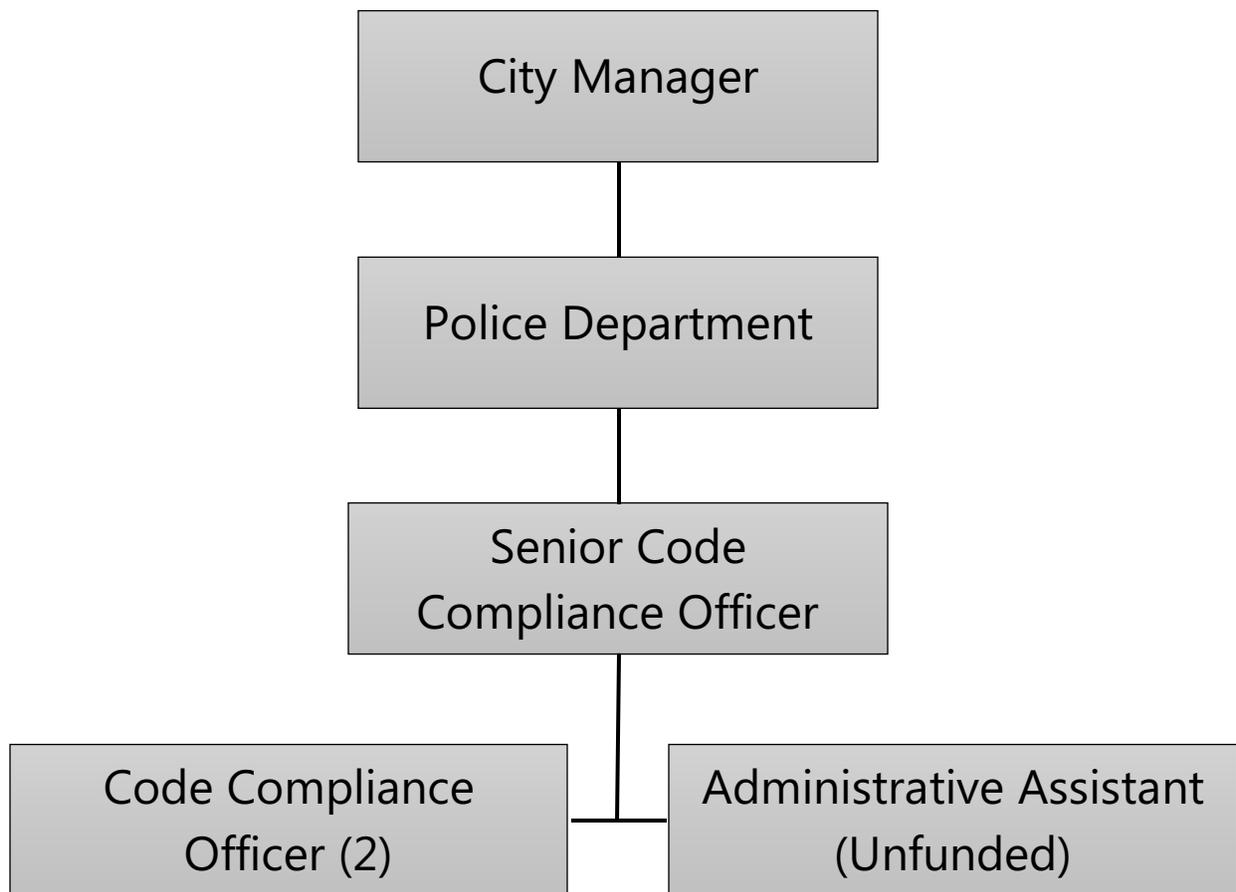
## DEPARTMENT ORGANIZATION

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 position is currently unfunded. 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.



# ORGANIZATIONAL CHART

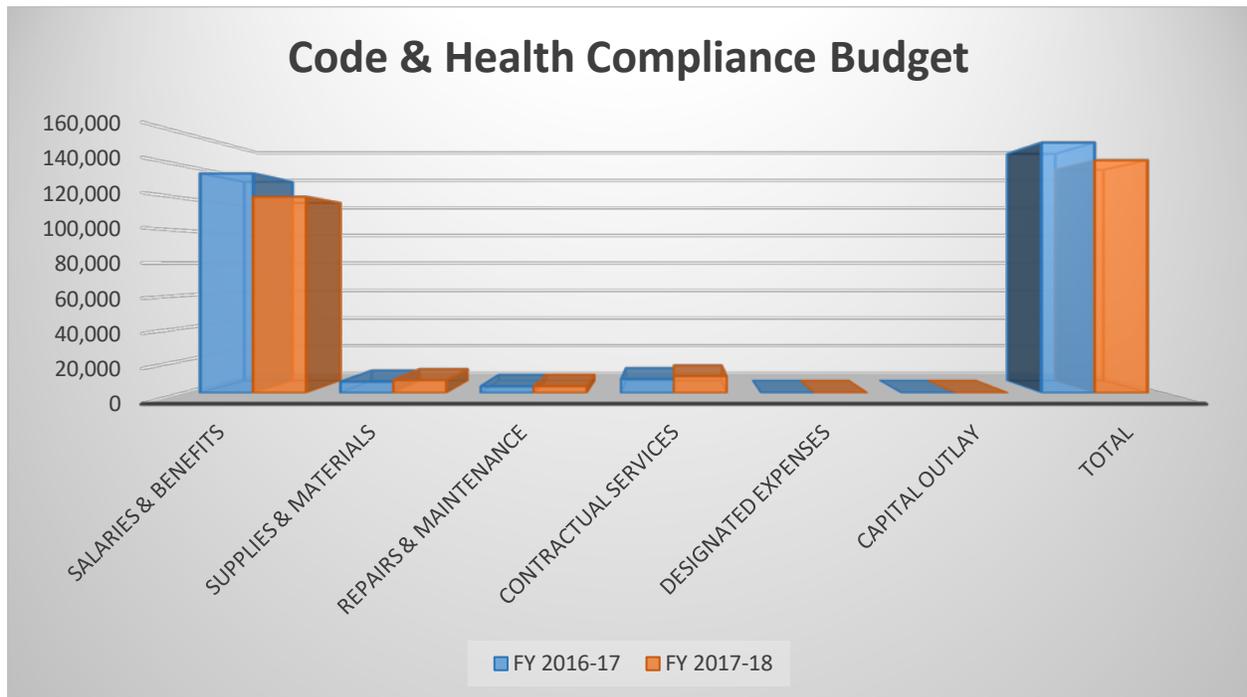
Code Compliance Officers work schedules that vary throughout the weekdays and weekend depending on the needs of the City. The Code Compliance Office located at 914 South Main Street Suite G is open during normal business hours, Monday through Friday from 8:00am to 5:00pm. Citizens are welcome to ask questions or make complaints by calling the office at 254-542-8966, by email, through Facebook, or by walk-in.



# BUDGET

**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 Expenses	FY 2016-17	FY 2017-18
Salaries & Benefits	135,114	120,745
Supplies & Materials	6,924	7,892
Repairs & Maintenance	4,118	4,212
Contractual Services	8,568	10,403
Designated Expenses	0	0
Capital Outlay	0	0
Total	154,094	143,252



# 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, 557 complaints were received from citizens and other agencies with 83 of the complaints being unfounded. It is the goal of Code Compliance to address complaints with 48 hours of receipt.

The majority of the 3462 investigated code violations in 2018 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 3420 violations, 3184 written warnings were issued and 236 were managed with a verbal warning.



# ENFORCEMENT ACTIVITY

Violations	2017	2018
Alleyway Obstructions	155	67
Unsafe Appliances	53	36
Basketball Goals	65	73
Bulk/Brush on Curb	32	34
Care of Premise	6	16
Construction Debris	2	6
Dumping	2	3
Fence Maintenance	20	13
Fluid Spills	11	5
Graffiti	8	10
Handbills	10	10
Health Code	5	4
High Grass	1229	1231
Home Occupations Code	12	14
House Numbers	60	50
International Property Code	2	20
Junk Vehicles	99	89
Junk Vehicle Parts	106	81
Junk/Rubbish/Trash	542	469
Right of Way	464	388
Rodents/Vector	15	22
Sewage	15	32
Signs	46	26
Smoking	0	0
Stagnant Water	23	21
Swimming Pools	24	28
Trash Can-Early/Late	239	204
Vehicle on Grass	270	253
Visual Obstructions	22	15
Water Connections	17	31
Yard Sales	11	6
All Other Violations	142	205
<b>Totals</b>	<b>3707</b>	<b>3462</b>

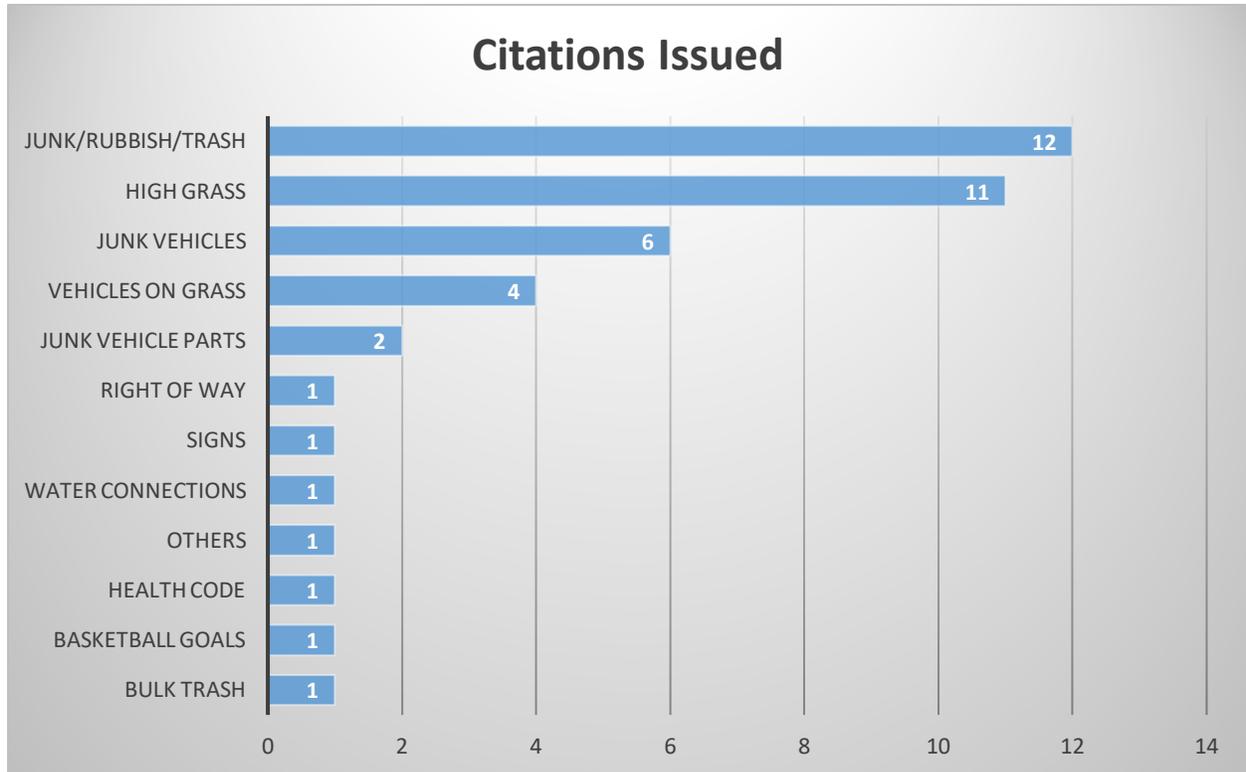
## **2018 Top Five Most Common Violations**

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

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 properties in 2018 at a cost of \$3,020. Of the 37 abatements, 27 liens were filed against properties where the expenses could not be recovered.

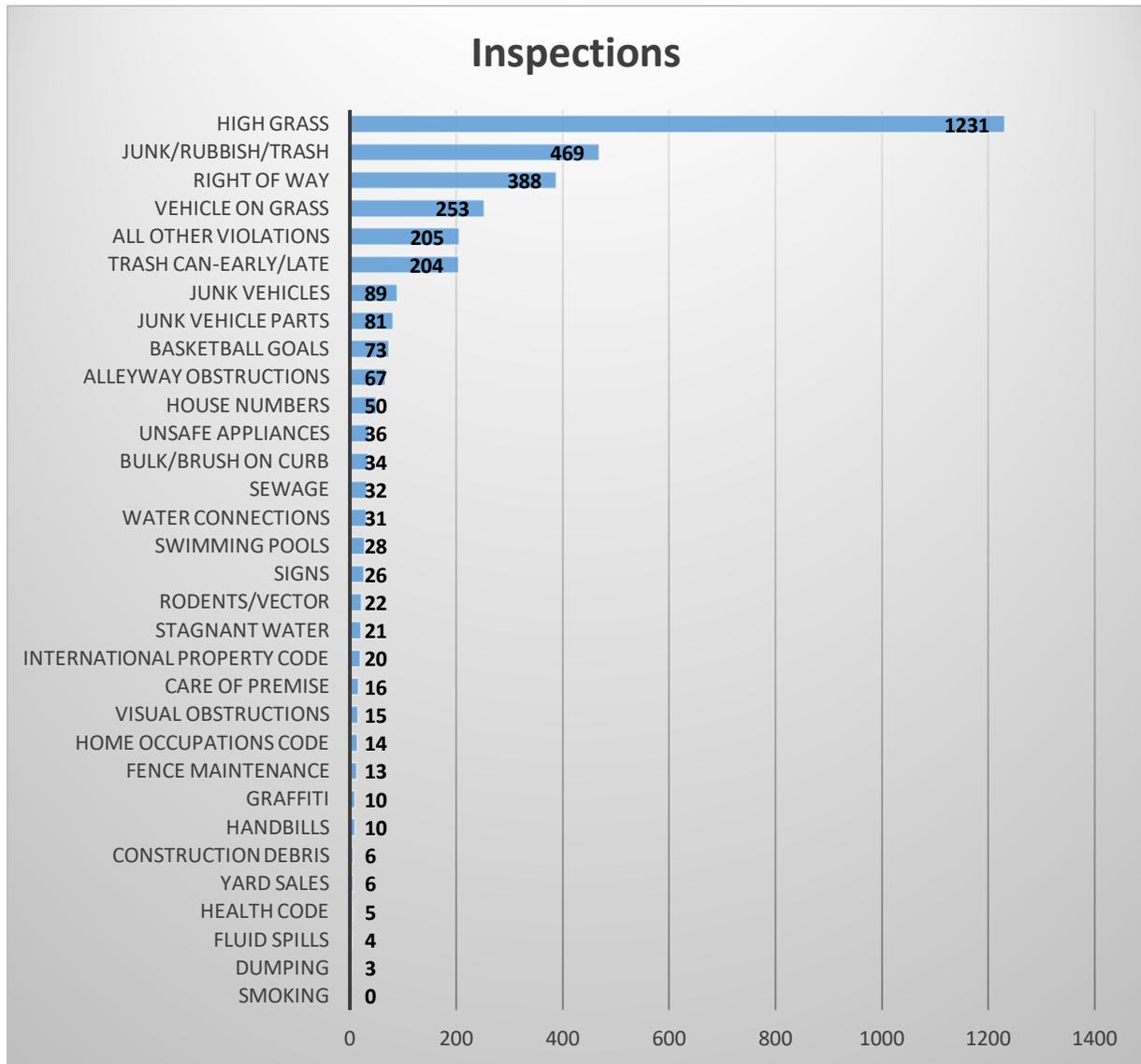
# CITATIONS ISSUED

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 2018, 42 citations were issued in these cases. The following graph reflects which violations were cited.



# 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 7005 inspections were performed in 2018. Of the 7005 inspections, 3462 were initial inspections and 3543 were re-inspections, with the most common being for high grass and trash for both.



# 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.

261 health inspections were conducted in 2018 with 20 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.

- ✓ 292 Food Handlers certified by Code Compliance staff.
- ✓ 430 Food Handlers certified by online web service.
- ✓ 37 Food Managers certified trained by Code Compliance staff.
- ✓ 2 Food Managers certified by online web service.
- ✓ 459 volunteer Food Handlers trained by Code Compliance staff.
- ✓ 23 Blue Plate Awards presented to local businesses.

## CONTACT INFORMATION

**Copperas Cove Code & Health  
Compliance Department  
914 South Main Street Suite G  
Copperas Cove, TX 76522  
[www.copperascovetx.gov](http://www.copperascovetx.gov)**



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



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

