



CODE & HEALTH COMPLIANCE



ANNUAL REPORT 2020

INTRODUCTION

It is with great pleasure to present the Code and Health Compliance Annual Report. This report serves 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 & Health 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 proactive in seeking out violations, we consider the City's residents and business owners an important resource in terms of reporting violations.

Highlights for 2020 included;

- Upgraded to new records management system (MyGov) to enhance capability in the field and improve efficiency of case management.
- Notice of violation updated to communicate more concisely and effectively with citizens.
- Access to database (through Police Department) for better offender identification and location leading to more timely resolution of violations.
- Add new link to City website allowing citizens to report violations directly to Code & Health Compliance.
- Code & Health Compliance Officers continued to provide individual instruction on code violations during "ride alongs" with patrol officers of the Copperas Cove Police Department.

Through the commitment and teamwork of the Code & Health Compliance Department, code violations were addressed effectively throughout the year. Officers were able to conduct all required annual health inspections.

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.

Code & Health Compliance Team

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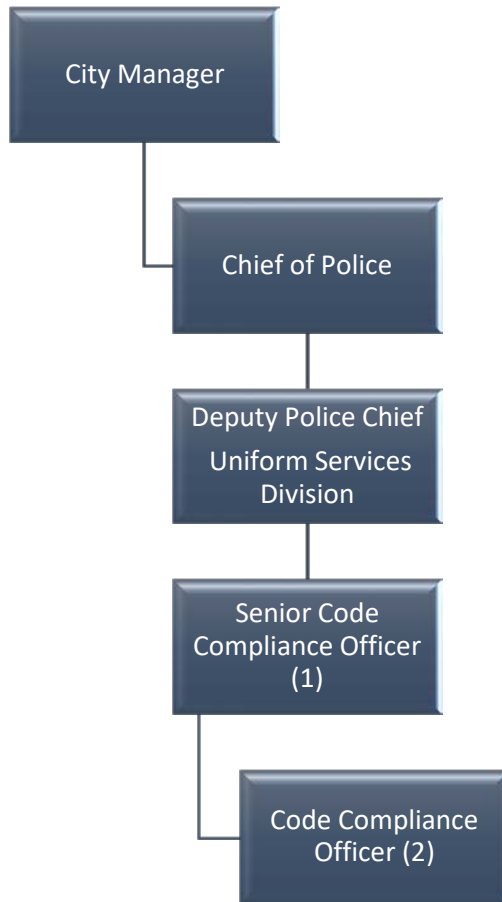
DEPARTMENT ORGANIZATION

The Code & Health Compliance Department consists of three full-time employees; one Senior Code Compliance Officer and two Code Compliance Officers. 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 & Health Compliance Officers work schedules vary throughout the weekdays and weekend depending on the needs of the City. The Code & Health 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 the City website and Facebook, or by walk-in.

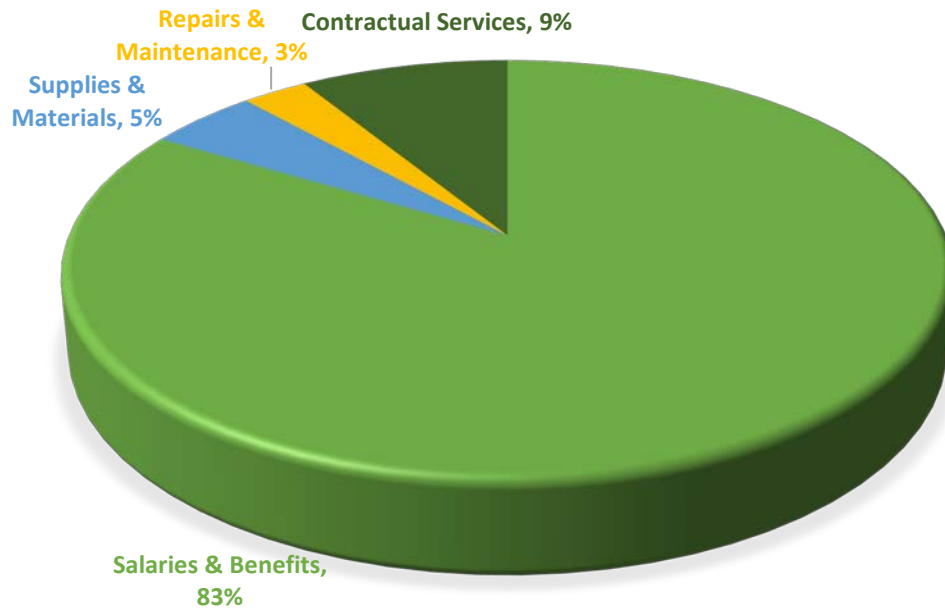


BUDGET

MISSION STATEMENT

WORKING IN PARTNERSHIP WITH THE CITIZENS OF OUR CITY TO IMPROVE THE HEALTH AND SAFETY OF OUR COMMUNITY, BY RAISING PUBLIC AWARENESS OF CITY CODES AND ENCOURAGING VOLUNTARY COMPLIANCE.

Budget Expenses	FY 2018-19	FY 2019-20
Salaries & Benefits	135,641	146,231
Supplies & Materials	6,468	8,237
Repairs & Maintenance	6,314	4,963
Contractual Services	13,801	15,416
Designated Expenses	0	0
Capital Outlay	0	0



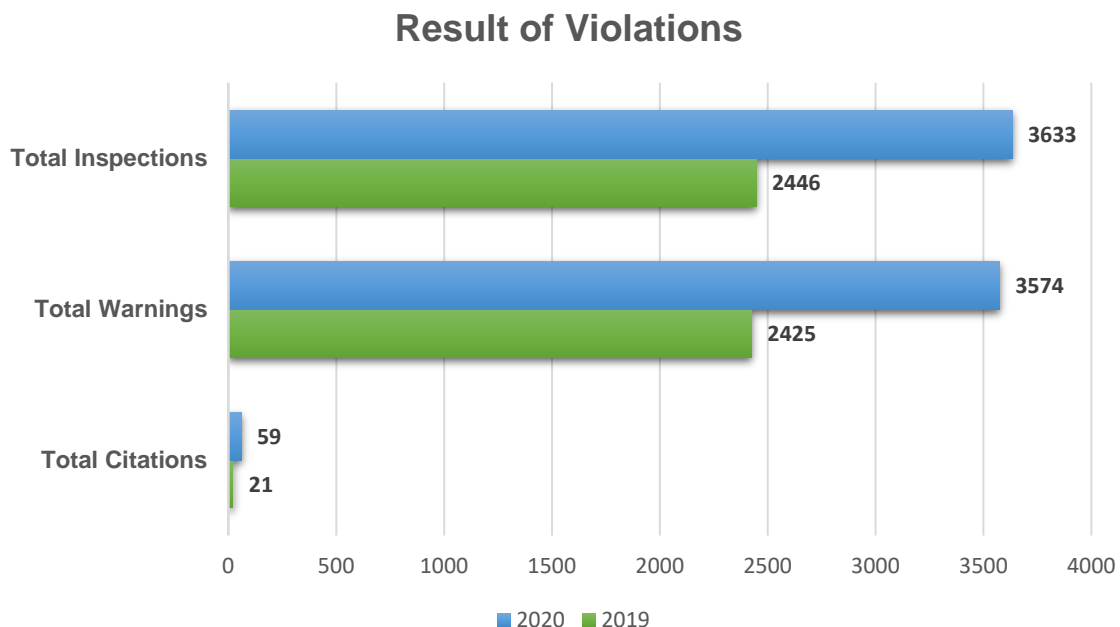
CODE VIOLATIONS

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 & Health Compliance Officers provide services to 18 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. It is the goal of Code & Health Compliance to address complaints within 48 hours of receipt.

The majority of the 3,633 investigated code violations in 2020 were generated by Code & Health 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



ENFORCEMENT ACTIVITY

Violation Type	2019	2020
Alleyway Maintenance	42	88
All-Weather Surface Required	262	407
Basketball Goals	66	87
Brush Collection	-	32
Care of Premise	37	-
Construction Debris	2	-
Dumping	1	13
Fence Maintenance	12	26
Fluid Spills	7	5
Garage Sale	-	3
Graffiti	-	1
Health Code	1	48
High Grass	823	1311
Home Occupations Code	8	7
International Property Code	12	45
Junk Appliances	34	18
Junk Vehicles	83	147
Junk Vehicle Parts	111	86
Noxious Odors	1	-
Premise Identification	29	27
Right of Way	426	471
Rodent Harborage	25	29
Setback	3	-
Sewage	7	13
Sidewalk/Street Obstruction	-	61
Signs	31	36
Stagnant Water	17	10
Swimming Pools	5	15
Trash Can-Early/Late	53	134
Trash/Rubbish/Debris	220	270
Unsanitary Matter	-	5
Visual Obstructions	7	11
Water Connections	25	11
Yard Sales	6	-
All Other Violations	89	216
Totals	2446	3633

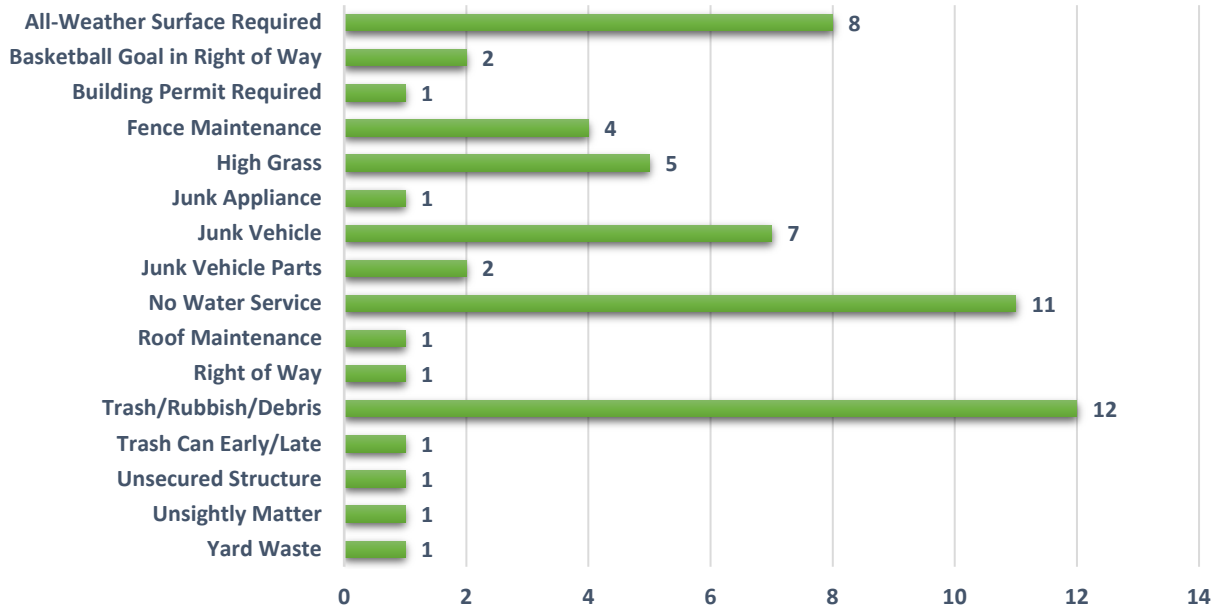
Most Common Violations

1. High Grass
2. Right of Way
3. All-Weather Surface

An abatement is performed at the City's expense when all other means of getting a violation corrected fails. The City provided 31 abatement services for properties in 2020 at a cost of \$2,918.

CITATIONS ISSUED

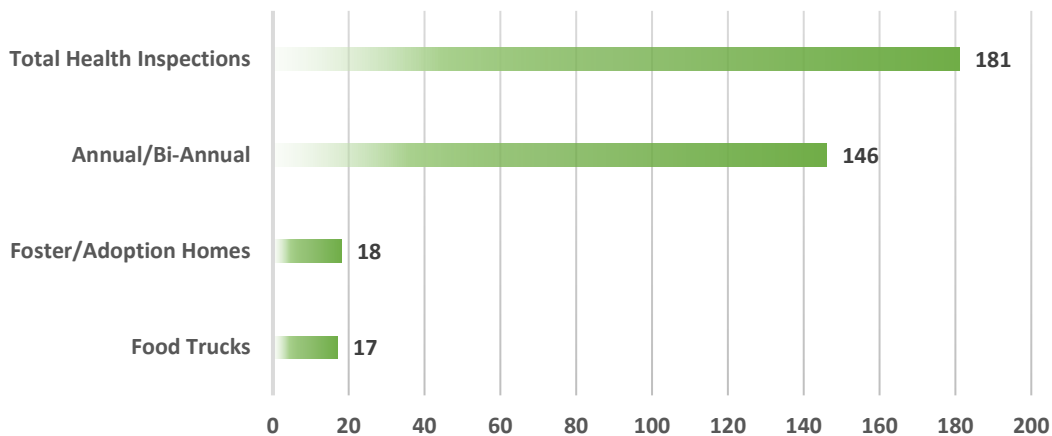
Voluntary compliance is the ultimate goal in resolving violations of State and local laws. Code & Health Compliance Officers must resort to issuing citations in extreme cases of code violations or in cases when voluntary compliance cannot be achieved. In 2020, 59 citations were issued in these cases. The following chart reflects which violations were cited.



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.



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

The Code & Health Compliance Department is responsible for the regulation and issuance of certifications for volunteer food handlers and food handlers. Certification for food handlers and volunteers are obtained through training conducted by the Code & Health Compliance Officers.

In 2020, a total of 168 people obtained their food handler certification through Code Compliance staff.

CONTACT INFORMATION

Code & Health Compliance Department

**914 South Main Street Suite G
Copperas Cove, Texas 76522**

www.copperascovetx.gov

254-542-8966