



CODE & HEALTH COMPLIANCE



ANNUAL REPORT 2021

INTRODUCTION

It is with great pleasure we 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 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 proactive in seeking out violations, we consider the City's residents and business owners an important resource in terms of reporting violations.

Highlights for 2021 included;

- A new Code Compliance Officer was hired and trained to fill a vacancy.
- Streamlined the notice of violation process to decrease the time frame required to resolve identified issues.
- Performed the first demolition/junk abatement on a fire damaged property.
- Code 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 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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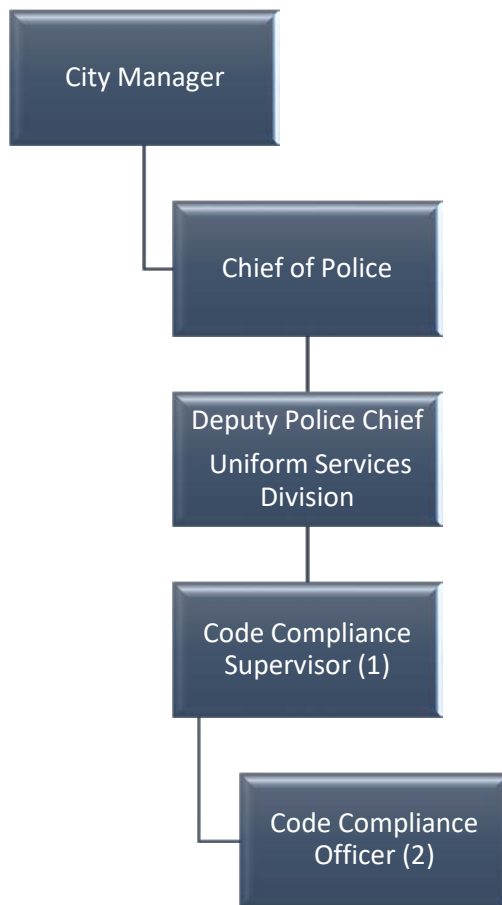
DEPARTMENT ORGANIZATION

The Code & Health Compliance Department consists of three full-time employees; one Code Compliance Supervisor 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 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 A 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.

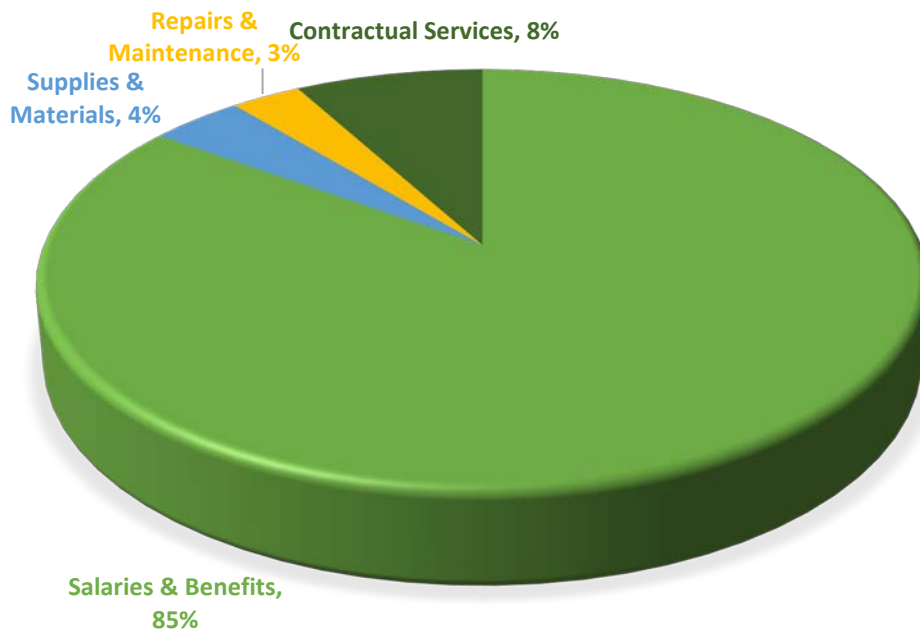


BUDGET

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 2019-20	FY 2020-21
Salaries & Benefits	146,231	153,358
Supplies & Materials	8,237	6,572
Repairs & Maintenance	4,963	4,900
Contractual Services	15,416	14,749
Designated Expenses	0	0
Capital Outlay	0	0



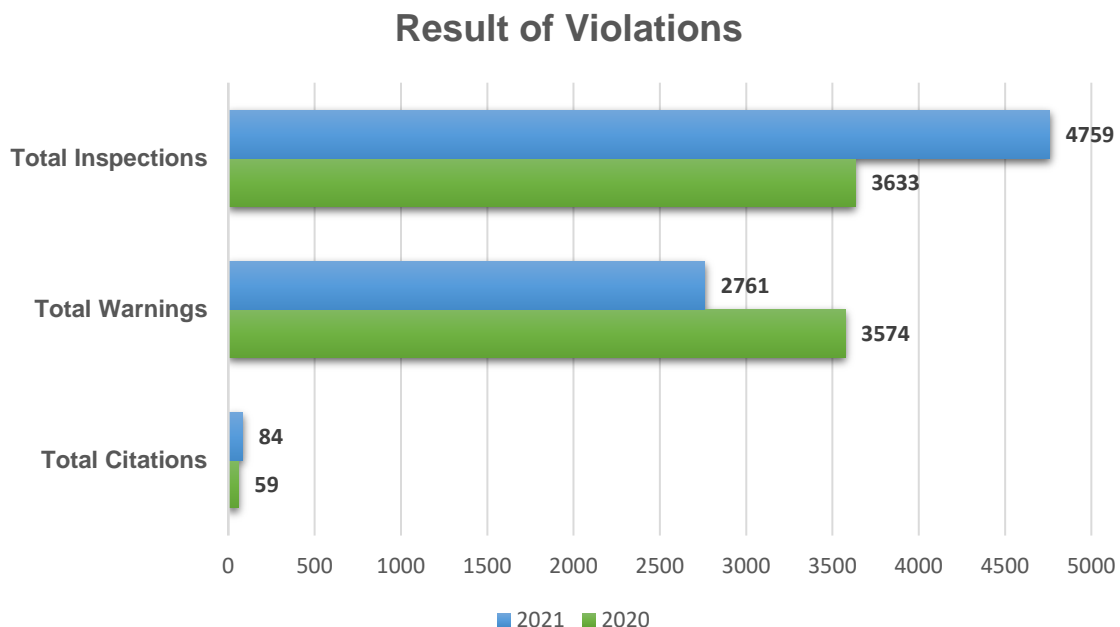
CODE VIOLATIONS

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 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 Compliance to address complaints within 48 hours of receipt.

The majority of the 4759 investigated code violations in 2021 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



ENFORCEMENT ACTIVITY HIGHLIGHTS

Violation Type	2021
Alleyway Maintenance	14
All-Weather Surface Required	232
Basketball Goals	59
Bulk Trash	96
Brush Collection	18
Building Permit Required	11
Fence Maintenance	19
Fluid Spills	4
Health Code	23
High Grass	839
Home Occupations Code	13
Illicit Discharge	11
International Property Code	16
Junk Appliances	23
Junk Vehicles	76
Junk Vehicle Parts	63
Premise Identification	18
Right of Way	95
Rodent Harborage	23
Sewage	15
Sidewalk/Street Obstruction	94
Signs	11
Stagnant Water	13
Stop Work Order	24
Swimming Pools	7
Trash Can-Early/Late	49
Trash/Rubbish/Debris	164
Unsanitary Matter	9
Unsecured Structure	13
Visual Obstructions	12
Water Connections	31
Yard Waste	25

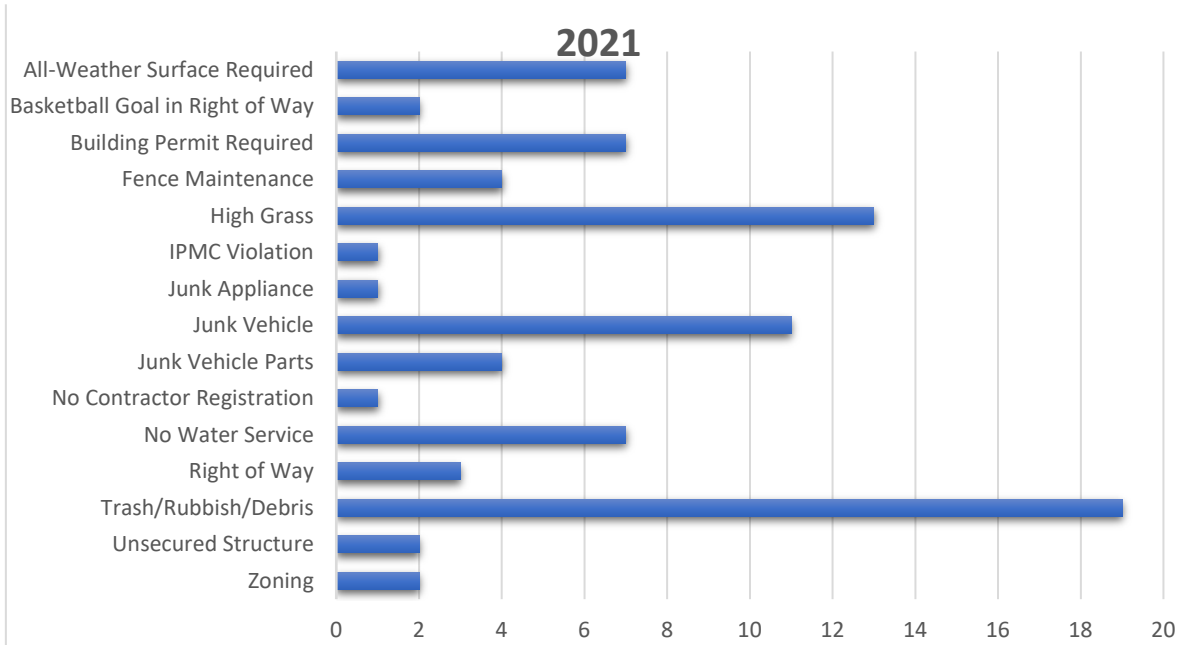
Most Common Violations

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 30 abatement services for properties in 2021 at a cost of \$3592.51.

CITATIONS ISSUED

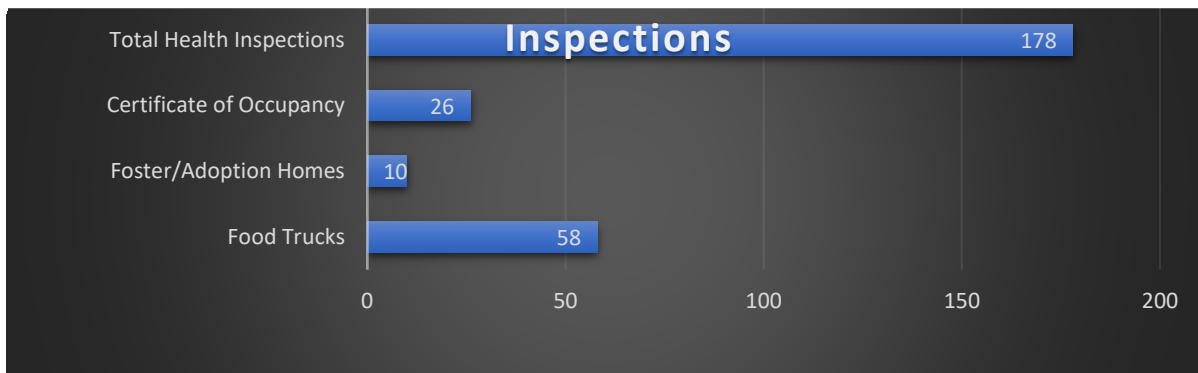
Voluntary compliance is the ultimate goal in resolving violations of State and local laws. Code Compliance Officers must resort to issuing citations in extreme cases of code violations or in cases when voluntary compliance cannot be achieved. In 2021, 84 citations were issued in these cases. The following 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 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 Compliance Officers.

In 2021, a total of 393 people obtained their food handler certification through Code Compliance staff.

CONTACT INFORMATION

Code & Health Compliance Department

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

www.copperascovetx.gov

254-542-8966