

**Stephanie Rawlings-Blake**  
*Mayor*



Room 250  
City Hall  
Baltimore, MD 21202

July 8<sup>th</sup>, 2016

**TO:** The Honorable Stephanie Rawlings-Blake, Mayor  
Kaliopé Parthemos, Chief of Staff  
Colin Tarbert, Deputy Mayor  
Sameer Sidh, Director of CitiStat

**FROM:** CitiStat Team

**SUBJECT:** DHCD Briefing

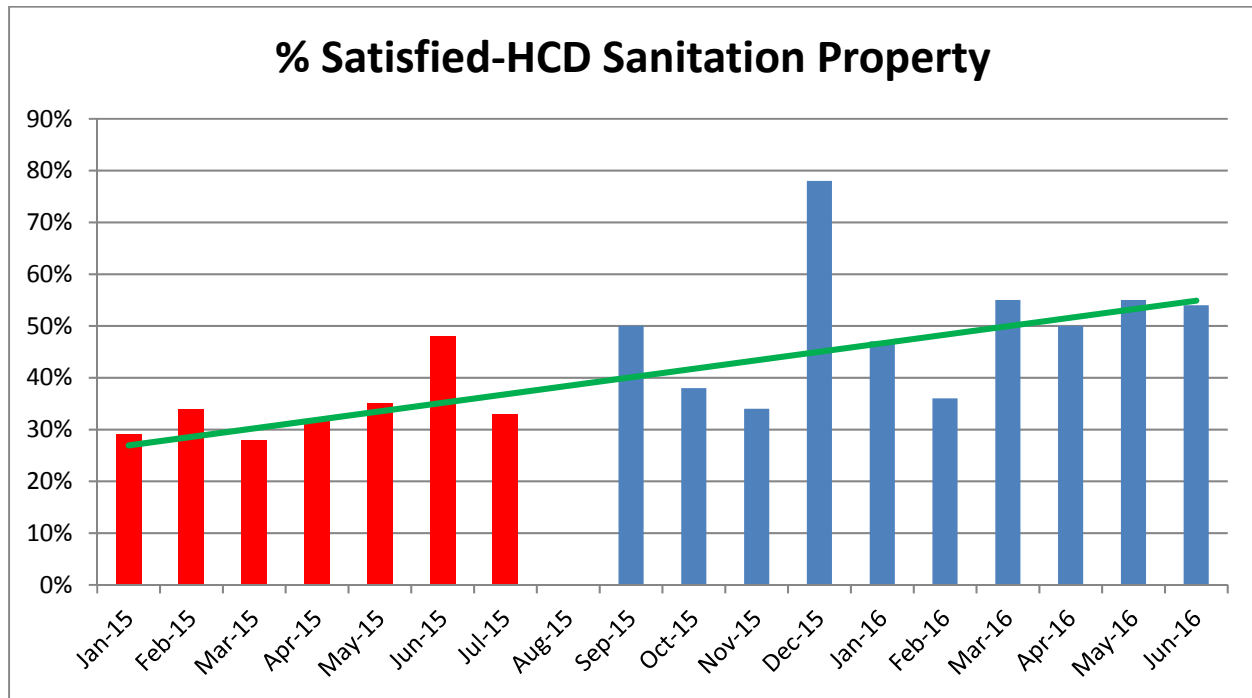


- **Making Progress**

- **SR Survey Results.** Last Summer, CitiStat and HCD reconfigured the outgoing emails after a HCD-Sanitation Property SR was closed. The old emails simply stated that the SR had been closed. The new emails listed one of the outcomes below, as long with an explanation of the outcome. The hope was that with better understanding of what work was being done by inspectors, citizens would be more satisfied overall.

<u>Outcome</u>	<u>Code</u>
Violation Issued	VIOLISSU
Citation Issued	CITATION
Work Order Pending	NCAWOOP
Not Enough Evidence	NOTENOEV
No Violation Found	NOVIOL
Invalid Address - Unable to Locate	INADUNTL
Wrong Location	WRNGLOCM

- The chart below displays the overall satisfaction level of citizen survey results after an SR is closed by the city. The red in the chart indicates the period of time before the new changes were implemented, and the blue indicates after the new changes were implemented. The satisfaction level has been generally higher after the changes were implemented in August 2015.



- **Needs Improvement**

- **Code Enforcement.** To maintain safe and attractive neighborhoods throughout the city, Baltimore Housing's Code Enforcement Division enforces the city's housing, zoning, building and related code. There are 4 Housing Code Enforcement districts, (NW, NE, SE, SW) which are further divided into sub districts.
- Below is a chart displaying the number of interior notices open dating back to the start of FY15. The % of notices open more than 90 days hovers between 3%-4%, however the average number of days open for all interior notices never goes below 500 days.

