**Code Enforcement QI Project Update**

•Code Enforcement responds to reports of solid waste and on-site sewage issues. Our role is a function of state law and Board of Health regulations. Issues range from illegal dumping or improper storage of solid waste to septic systems that are actively failing and discharging sewage to streets, neighborhoods, and waterways.

•Timely response and resolution of these issues is important for public health reasons—few things are more fundamental to public health than proper waste and sewage management. Timely response is also quite important to complainants, the community, and elected officials.

•The Code Enforcement group consists of four field staff, a team lead, and <1 support staff position.

•EH/Code Enforcement participated in a 2010 QI project to increase the rate of timely first inspections for *solid waste* complaints. The project supported the performance measure ‘**80% of first inspections occur within 20 days [of receipt of a solid waste complaint**]**’**.

•As reported to QIC Spring 2010 we were able to develop and implement process changes and meet/exceed this performance measure.

•NOTE: Performance regarding on-site sewage complaints is assessed via other departmental/divisional and WA Dept. of Health metrics.

•Since Spring 2010 program staff have continued to meet this performance measure, although performance has decreased from the peak of 99% achieved in the first quarter of 2010.

•This performance has been maintained despite (1) increased number of cases received and (2) increased overall number of inspections. Concurrently, we have been able to decrease solid waste complaint ‘case open’ time.

•Key program metrics and performance measures are shown on the following pages.

**Solid Waste Code Enforcement cases inspected w/in 20 days**

**New Code Enforcement Cases by Year (2005-2010)**

**New Code Enforcement cases by type, by Year (2005-2010)**

**Code Enforcement inspections by type, by year (2005-2010)**

**Avg. days to solid waste case resolution (2005–2010)**