



Staffing, Operations, and Service Delivery
ZND July 7th, 2026

ENHANCING DEVELOPMENT • ENGAGING NEIGHBORHOODS • ENSURING SAFETY

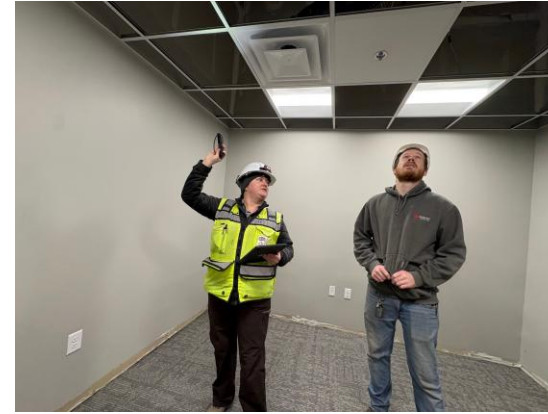
Department of Neighborhood Services

Mission

Through the enforcement of Building, Zoning, Fire, Environmental, Property Maintenance and other ordinances, DNS protects the value of investments in neighborhoods and commercial properties while supporting community goals of building safe and healthy neighborhoods and increasing investment and economic vitality throughout the City.

Plan Review- Permit Issuance- Building Inspections- Occupancy-Property Maintenance

Total staff: 290 Field Inspectors: 113 Annual approx. budget: \$27,000,000 Annual approx. revenue: \$28,000,000





Inspector Staffing

Code Enforcement Inspector Profile

Office Hours: 2-3 hrs daily

Field Hours: 5-6 hrs daily

Average Stop Per day: 6 to 8

Equipment: Ipad, laptop, safety gear

Certifications:

- **International Property Maintenance Code (IPMC)**
- **International Fire Code – Fire Inspector I (IFC1)**

Salary range: \$57,000 - \$95,000



Inspector Staffing Levels 2020-Current

Data collected from department vacancy reports

	2020	2021	2022	2023	2024	2025	2026
Commercial Inspection							
Approved Positions	15	14	14	14	14	14	14
Retire/Term/Resignations	3	5	8	1	0	2	2
Hires	1	4	7	1	0	0	2
Positions Filled at EOY	14	12	13	14	14	11	11
Average Filled	93%	86%	93%	100%	100%	79%	79%
Vacancy Rate	7%	14%	7%	0%	0%	21%	21%

Environmental Inspection							
Approved Positions	4	4	4	4	4	4	4
Retire/Term/Resignations	0	0	1	0	1	1	1
Hires	0	0	0	1	0	1	2
Positions Filled at EOY	4	4	3	4	3	3	4
Average Filled	100%	100%	75%	100%	75%	75%	100%
Vacancy Rate	0%	0%	25%	0%	25%	25%	0%

Residential Inspection							
Approved Positions	30	30	30	30	30	30	30
Retire/Term/Resignations	5	10	8	5	5	4	1
Hires	1	6	7	1	7	4	1
Positions Filled at EOY	27	24	25	27	28	27	27
Average Filled	90%	80%	83%	90%	93%	90%	90%
Vacancy Rate	10%	20%	17%	10%	7%	10%	10%

Special Enforcement (Zoning & Court)							
Approved Positions	18	16	16	16	16	12	10
Retire/Term/Resignations	2	2	4	3	0	2	1
Hires	0	0	0	0	0	2	0
Positions Filled at EOY	17	14	10	8	8	8	7
Average Filled	94%	88%	63%	50%	50%	67%	70%
Vacancy Rate	6%	13%	38%	50%	50%	33%	30%

Promotions and Transfers

- 2021

1 promotion, 1 transfer

- 2022

4 promotions, 3 transfers

- 2023

2 promotions, 1 transfer

- 2024

4 promotions, 3 transfers

- 2025

3 promotions, 1 transfer

- 2026

1 promotion YTD. – Currently recruiting for 2 super, 1 mgr, and 3 insp.

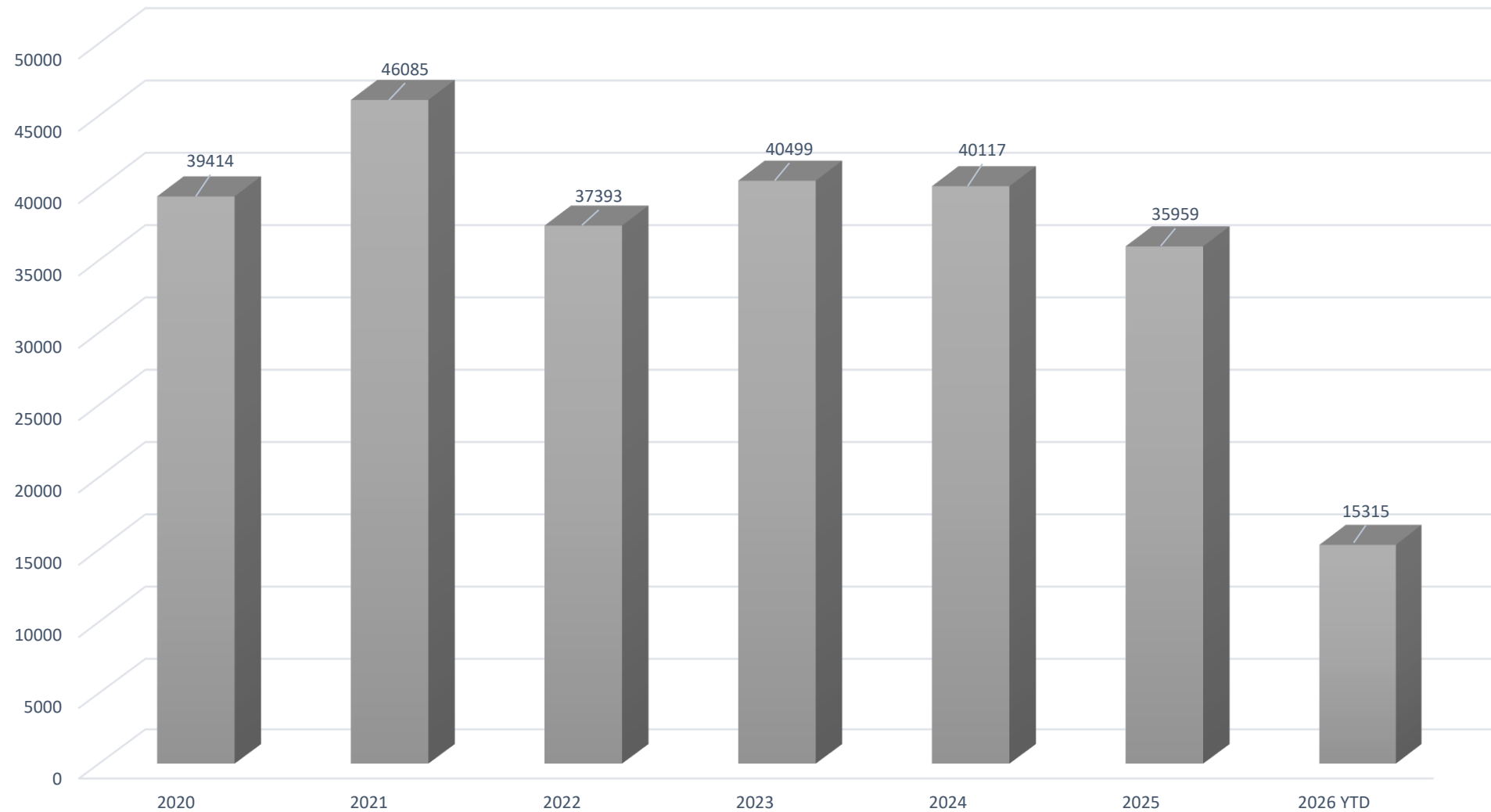
Inspector Average Years of Service

- **Commercial Code Enforcement** **5.63**
- **Environmental Code Enforcement** **11.00**
- **Neighborhood Improvement Program** **9.37**
- **Residential Code Enforcement** **9.24**
- **Special Enforcement Inspectors** **14.85**
- **Construction Trades** **9.32**

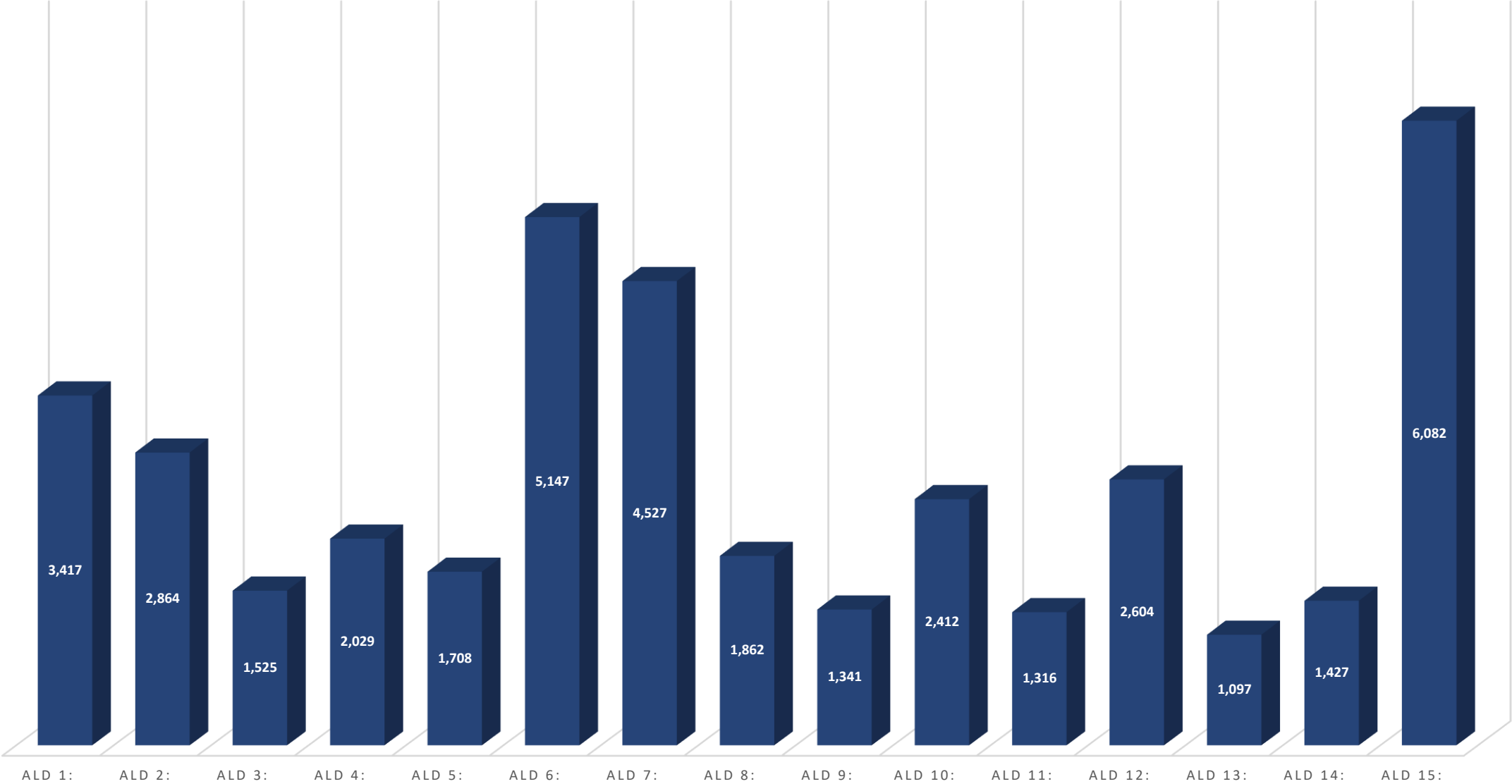


Complaint Volume

Annual Complaint Volume



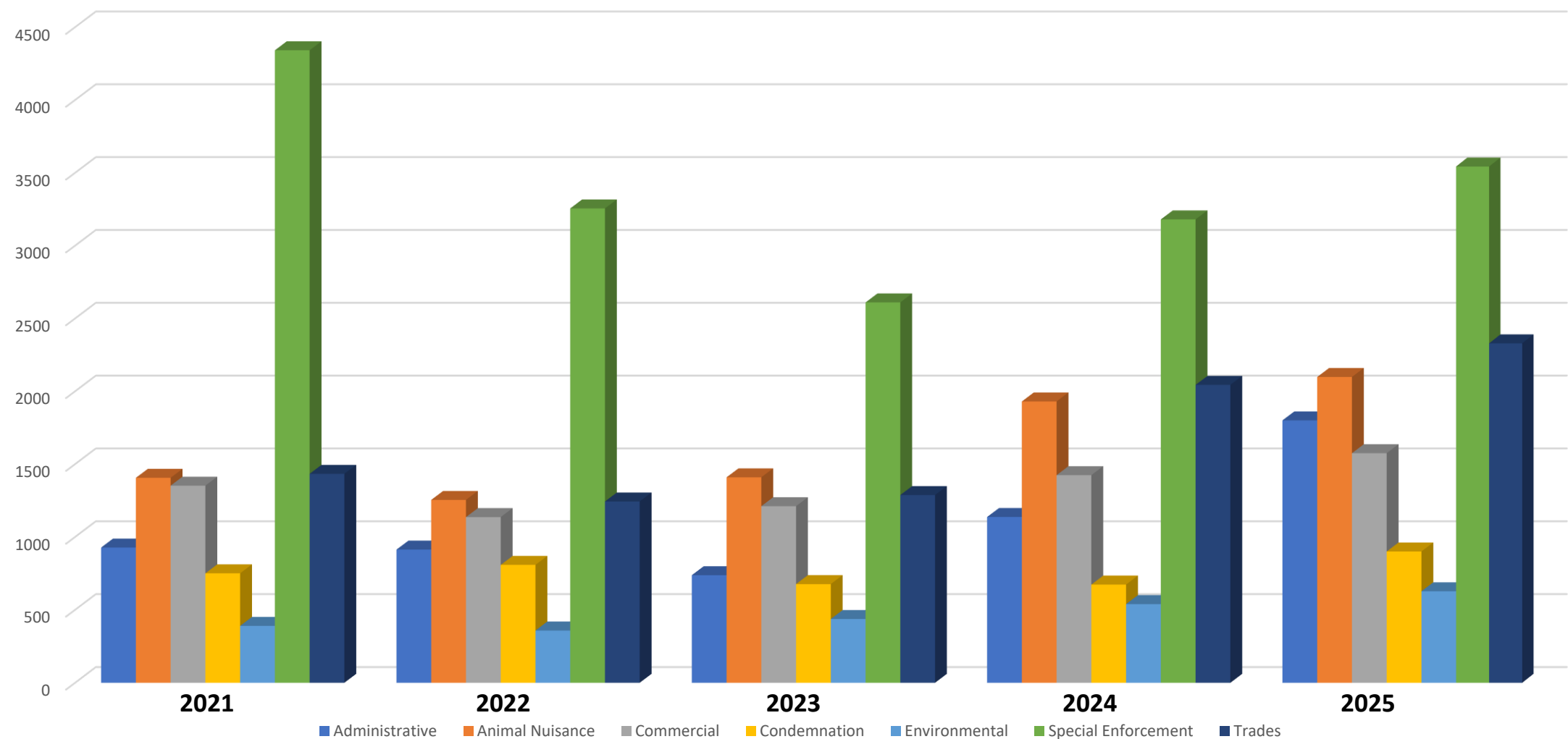
Complaints by Aldermanic District – 6yr. average



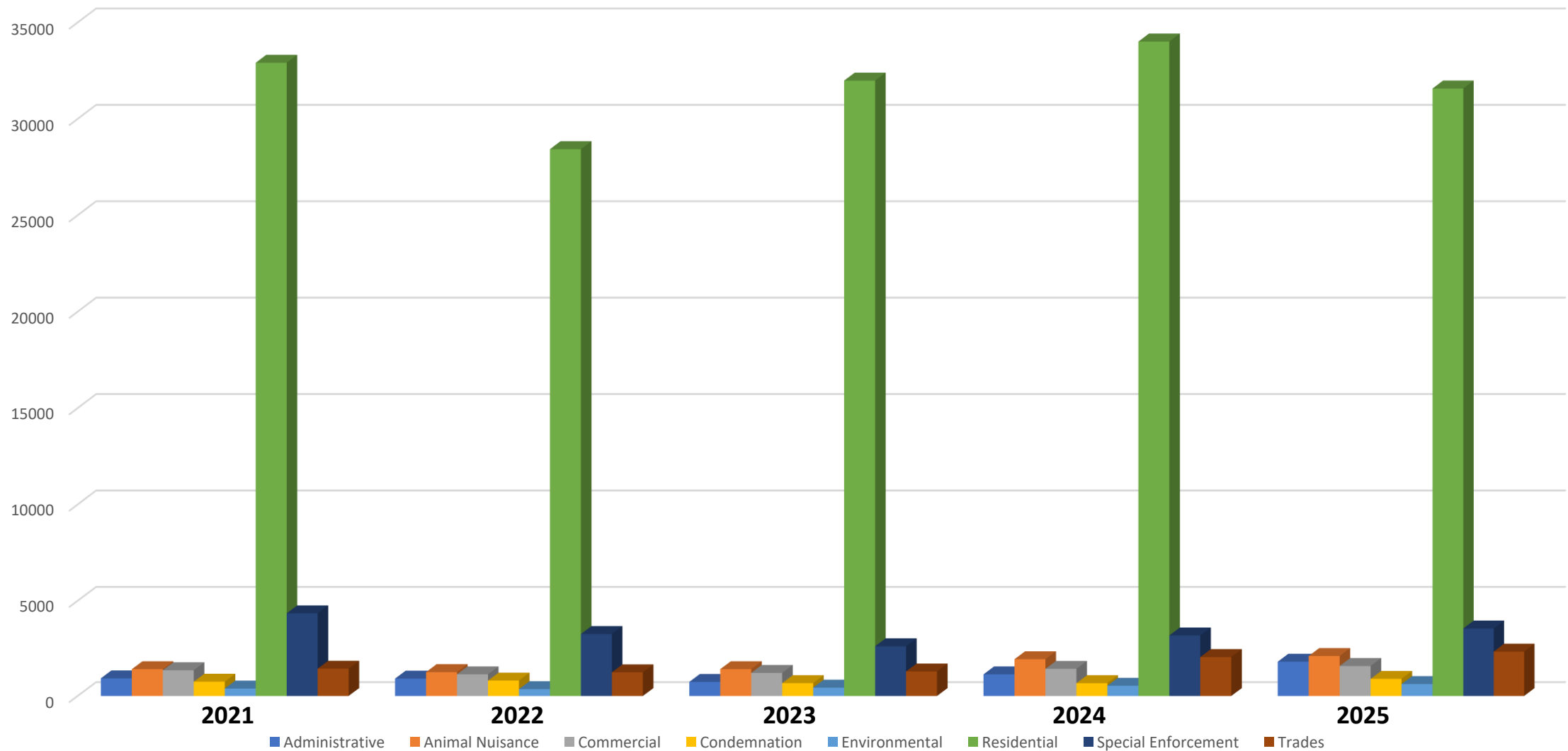
Complaint Volume Increases 2025 – Over 6yr avg.

- **Administrative** **39%**
- **Animals** **23%**
- **Commercial** **15%**
- **Condemnation** **15%**
- **Environmental** **14%**
- **Residential** **-1% (7% increase 2024)**
- **Special Enforcement** **4%**
- **Trades** **28%**

Complaints by Type 2021-2025 (no residential)



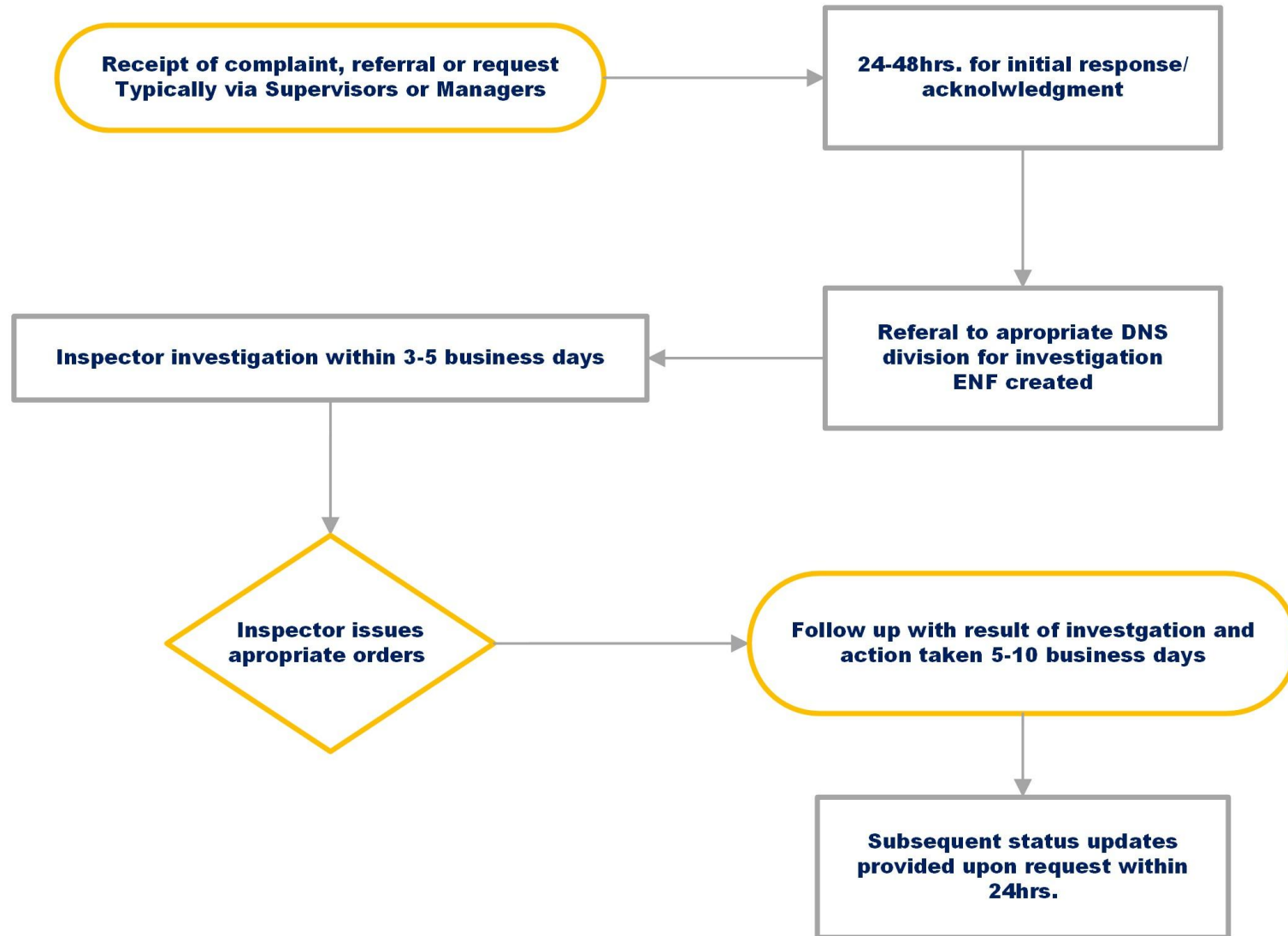
Complaints by Type (with residential)





Complaint Tracking and Accountability

Department response to ASR (Aldermanic Service Requests)



Inspection Metrics and Key Performance Indicators

Performance Measures

- **Number of average daily stops** – How many inspections are we performing daily?
- **Complaint response time** – How long is it taking us to respond to complaints?
- **Percentage of fire inspections complete** – Are we hitting our percentage targets?
- **Volume of overdue orders** – Are we performing timely follow up and enforcement?
- **Order review prior to mailing/court referral** – Are we issuing orders correctly?
- **Inspection result tracking** – Advisory issued, no entry, partial, etc.

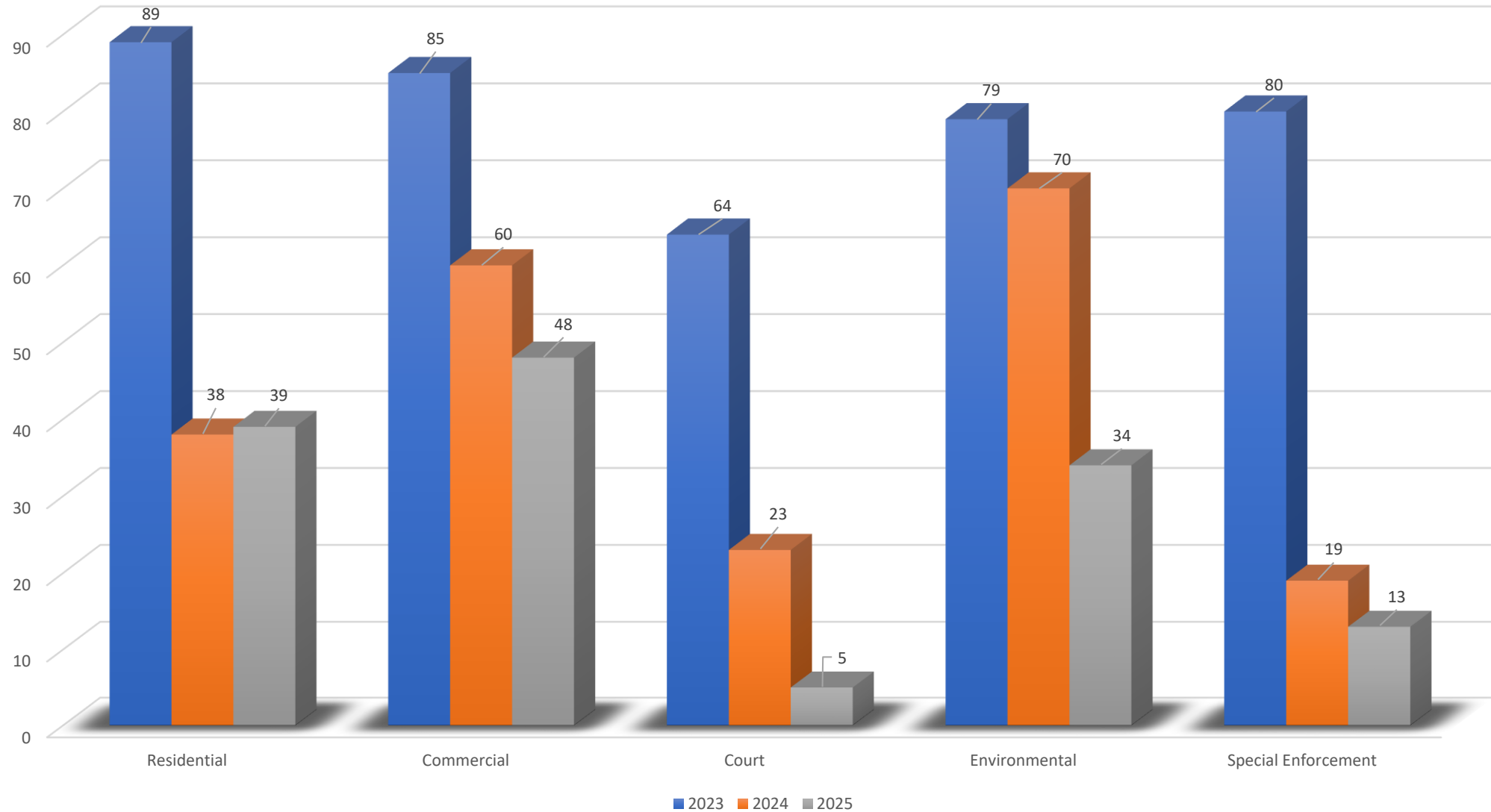
*Monthly and quarterly report provided for each Aldermanic district

Inspection Metrics and Key Performance Indicators

Code Enforcement	2023	2024	2025	2026
Total complaints received	36,341	37,540	33,000	10,836
Average days to inspection	14	7	6	6
Overdue orders	75-85%	60-70%	30-60%	20-40%

*Monthly and quarterly report provided for each Aldermanic district

Overdue Orders 2023-2025 (%)



Workload Volume and Service Delivery

- **Animals** – Significant increase in bites, investigations, and appeals
- **Biannual fire inspections** – 650 additional fire inspections
- **Vacant building inspections** – 2,141 biannual exterior inspection
- **Short Term Rental-** 325 licensed, 422 letters sent
- **Community Partners/Neighborhood efforts** – Additional outreach and inspection volume
- **Targeted enforcement/prosecution** – Work with CA's office to prosecute noncompliant property owners.

Moving Forward – Ongoing Process Improvements

- **Broader training opportunities on DNS operations and processes**
- **Streamlining programs inspections processes is a continuous effort**
- **Being mindful of inspection staffing capacity**
- **Explore technology to create, process, store, retrieve and transmit information**



Thank you!