

# My Gov Report Code Complaints

- **The Code Complaint Module was added to MyGov in October 2019. This module added the ability for anyone in the community to report the following conditions.**

**JUNK & DEBRIS & ILLEGAL DUMPING**

**HIGH GRASS & WEEDS**

**JUNK VEHICLE(S)**

**SUBSTANDARD STRUCTURE(S)**

**MISCELLANEOUS COMPLAINT(S)**

**WORKING WITHOUT BUILDING PERMIT**

- **Between November 2019 and April 2021, there has been a total of 624 citizen complaints logged into the system.**

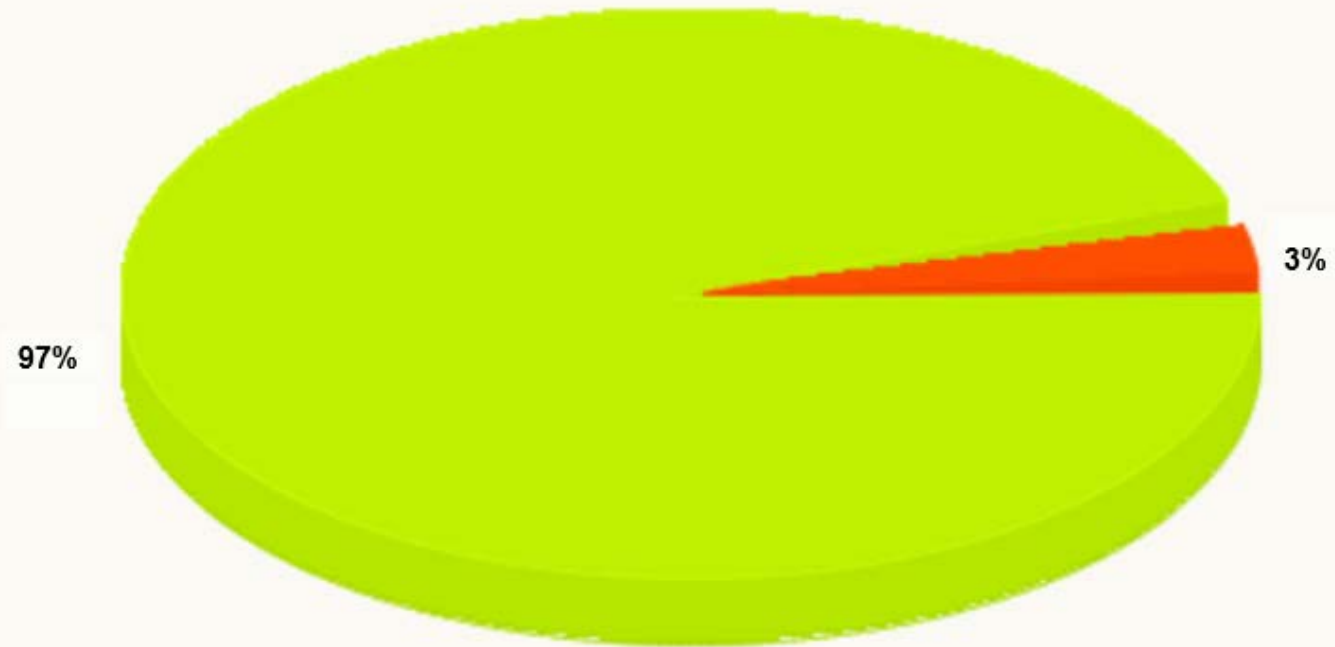
# Code Complaints

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Texas City EST. 1911 Residents Business Visitors Departments  
FIVE Great Things About Texas City  
6th Street  
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Library  
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Voting Dates and Times  
City Charter Amendments Video  
City Charter Amendments  
Upcoming Events  
Veterans Day Salute - November 10  
Hope Festival - November 16  
Christmas Parade Registration - Parade is Dec. 5th  
Santa on 6th Street - December 7th  
Public Meetings  
Election Information  
Community Calendar  
Emergency Notifications  
Employment  
Municipal Court Payments  
Pay Water Bill  
Texas City TV  
Report Code Violations

Home » Submit Request Contact Us - LOG IN  
Texas City  
Citizens Knowledge base Comments and requests Contractors create a log-in  
Submit Request Check your Existing Requests  
\* = required  
1 Your Request  
Select category \* Choose a Category  
Select subcategory \* Choose a Subcategory  
Next Step  
2 Contact Information  
Remain Anonymous  
Name: \*  
E-mail: \* Phone: \*  
Address:  
Address 2:  
City: Texas City State: Texas  
ZIP Code: 77590  
50090 (security code)  
Submit Request

### Code Complaints logged between January 2021 and April 2021

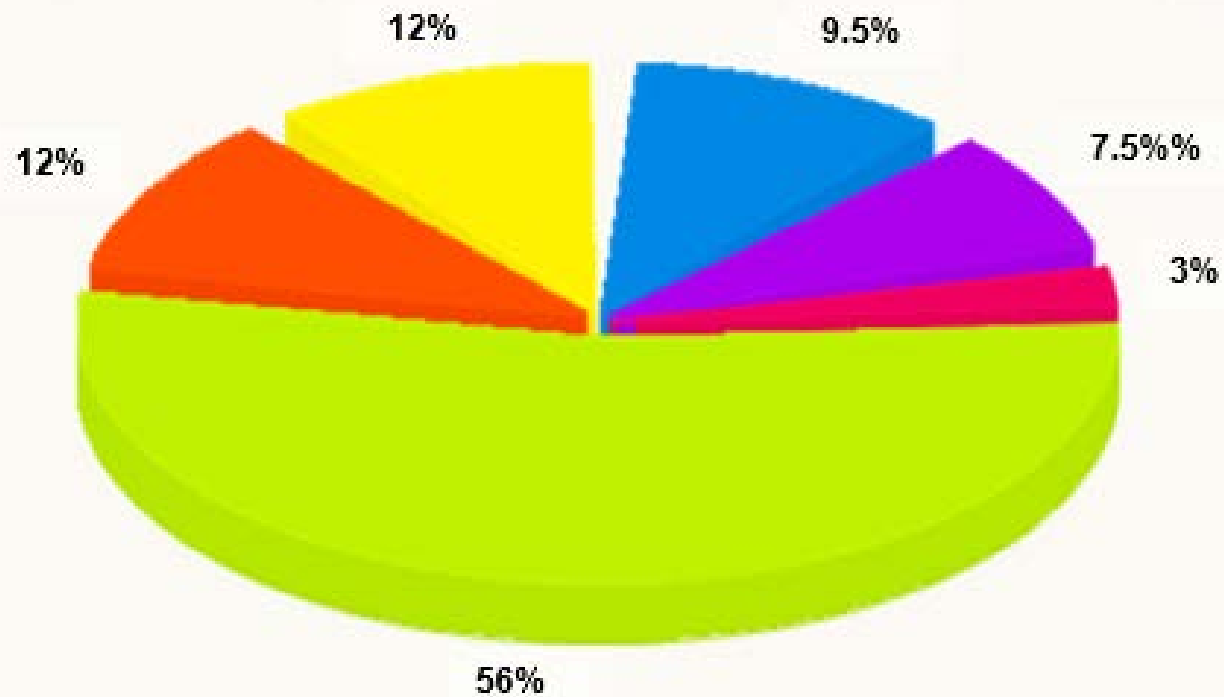
Code Enforcement	160
Buildings Complaints-Working without Permits	5



- Code Enforcement 97%
- Buildings Complaints-Working without Permits 3%

## Complaint category numbers between January 2021 and April 2021

High Grass & Weeds	92
Miscellaneous Complaint(s)	19
Substandard Structure(s)	19
Junk /Abandoned Vehicle(s)	16
Junk & Debris & Illegal Dumping	14
Working Without Building Permit	5



**Current Clearance numbers: 165 total citizen complaints in the last three months (January 2021 to March 2021). Approximately 42 citizen complaints logged into the system have been addressed and mitigated.**

**We have identified several issues that hindered clearance rates, and plotted solutions for those issues.**

➤ The City did not have written standard operating guidelines for Code Enforcement operations.

Guidelines for junk & debris/illegal dumping, high grass & weeds, junk vehicles, substandard structures, miscellaneous complaints, and working without permits.

➤ Specific resources, assignments and manpower to effectively mitigate citizen complaints had not been determined.

We collaborated with the Buildings Department, Legal Department, The Courts, Police Department, Public Works/Solid waste, Community Development, and The City Marshals to determine appropriate mitigation assignments, and the manpower required. We are currently working to fill unstaffed positions, and get new code enforcement officers the required training and State Code Enforcement License.

➤ The processes for removing junk vehicles and high grass had many road blocks and time delays.

We updated and refined the process for removing junk vehicles and high grass, making the process quicker, and easier for the court system and code enforcement officers.

- We hosted a code enforcement workshop as well in March.
- The Lawn Care Bid is up for approval by City Commission
- Constructing a Rental and Lease Registration Ordinance
- Working on a Certificate of Occupancy repository.

All will vastly improve Code Complaints Clearance rates.

# 423 3<sup>rd</sup> Avenue (Before)



# 423 3<sup>rd</sup> Avenue (After)



# 800 3<sup>rd</sup> Avenue (Before)



# 800 3<sup>rd</sup> Avenue (Before)



# 800 3<sup>rd</sup> Avenue (After)



# Active case, undisclosed location



# Active case, undisclosed location



# 401 7<sup>th</sup> Ave N (Before)



# 401 7<sup>th</sup> Ave N (After)

