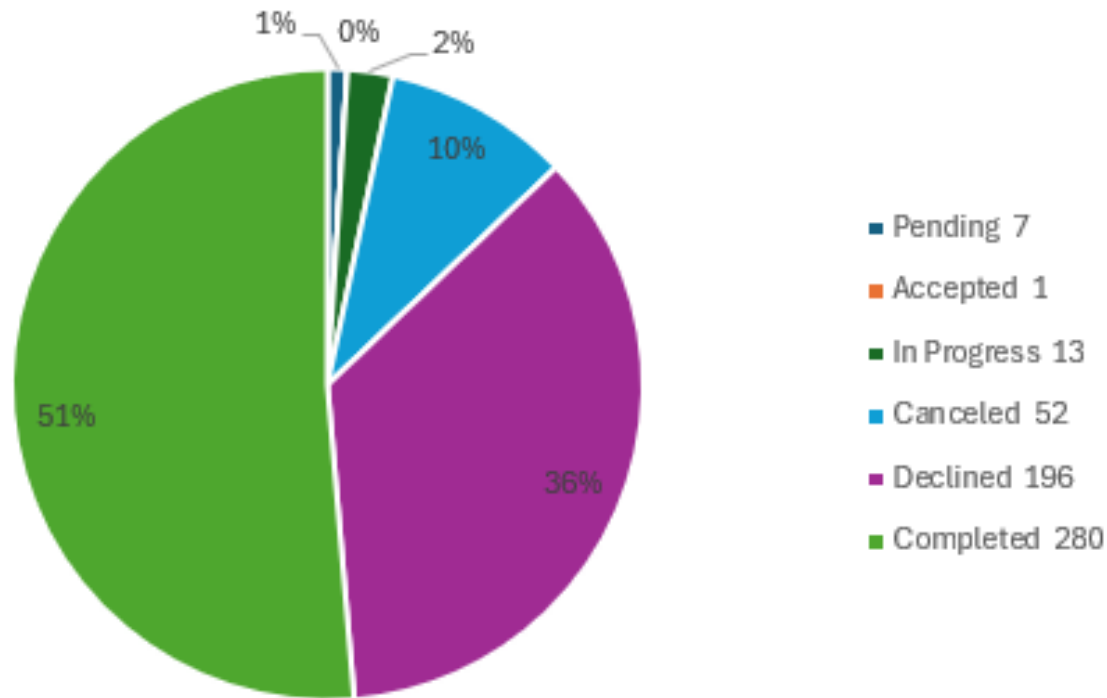


Texas City



NEIGHBORHOOD IMPROVEMENT SERVICES

550 Complaints Received in 2023



Received	550	100%
Pending	7	1%
Accepted	1	0.01%
In Progress	13	2.30%
Canceled	52	9.50%
Declined	196	35.50%
Completed	280	51%

2022 v. 2023 Complaint Comparison

2022

Received	615	100%
Pending	18	3%
Accepted	6	1%
In Progress	39	6%
Canceled	107	17%
Declined	214	35%
Completed	231	38%

2023

Received	550	100%
Pending	7	1%
Accepted	1	0.01%
In Progress	13	2.30%
Canceled	52	9.50%
Declined	196	35.50%
Completed	280	51%

2023 Holdover Complaints to 2024

- 603 Complaints were carried forward to 2022
- 63 Complaints were carried forward to 2023
- 21 Complaints were carried forward to 2024.
 - 96.2 % of the 550 received were completed!



Complaints v. Projects

- A **Complaint** is the initial report of a potential **Improvement Opportunity** received from the Community.
- **Projects** are the active steps a NIS Official takes to resolve an Improvement Opportunity.
 - A Project can be initialed in one of two ways:
 - Community reported **Complaint**, or
 - **Self Initiated** by an NIS Official



Projects: 1,863 in 2023
Projects: 1,666 in 2022
Includes Complaints received & Self-Initiated

Self Initiated Projects

2023	1,313	70%
2022	448	27%

- Self Initiated Projects were primarily from four categories:
 - Junk & Debris,
 - Junk/Abandoned Vehicles,
 - Substandard Structures, and
 - High Grass.



249 Workdays in 2023

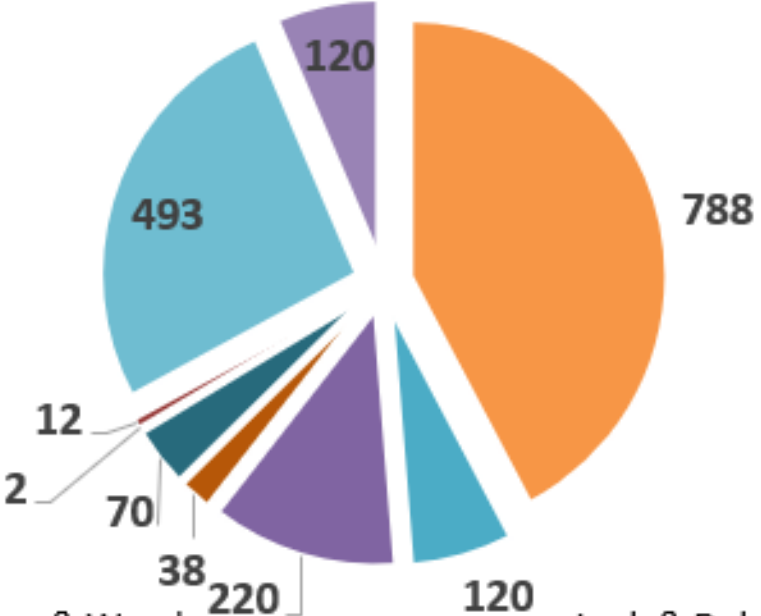
- 1,863 projects in 2023
- Resolved in one of two ways
 - Voluntary Compliance, or
 - Forced Compliance
- Voluntary Compliance is always the Goal
 - High Grass Vol. Compliance – Approx. 41.5%
 - Up 7.5%
 - Paid Invoice = 13% / Up +4%



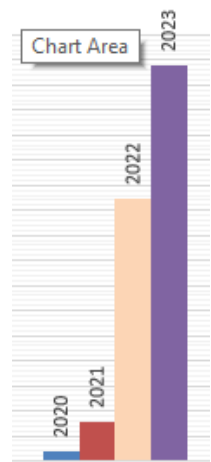
249 Workdays in 2023

- Completed Projects accounted for 93.5% of the 1,863
 - 1,743 projects
 - 1,638 were completed in 2022
 - 9% Improvement
 - 641 projects were completed in 2021
 - 63.2% Improvement since 2021
 - An average of 7 projects completed per day
 - 6.5 in 2022
 - 3.8 in 2021
 - 120 Projects were still in progress at the end of 2023
 - 185 were still in progress at the end of 2022
 - 35% Improvement
 - 603 were still in progress at the end of 2021
 - Overall, 80% Improvement since 2021

2023 Completed Project Types

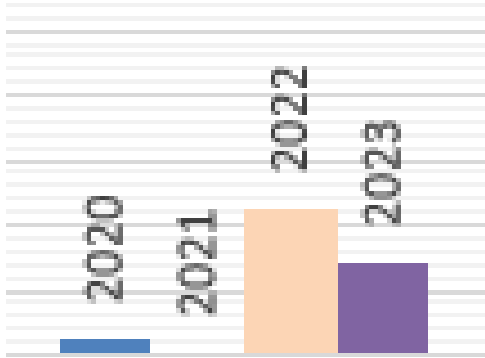


High Grass & Weeds Completed	2020	2021	2022	2023
	18	79	523	788



High Grass & Weeds

Substandard Structures	2020	2021	2022	2023
Completed	11	1	111	70



Substandard Structure(s)





06.09.2023 08:48

Junk Abandoned

Vehicle(s)

2020

2021

2022

2023

Completed

3

62

441

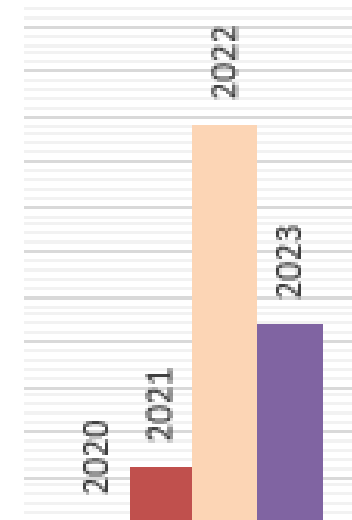
220



06.09.2023 08:48



05.10.2023 08:26



02.09.2023 08:26



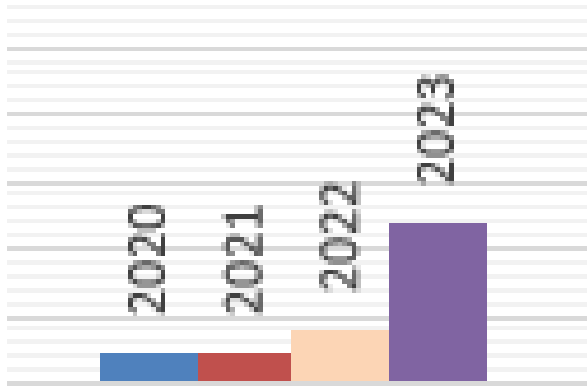
09.06.2023 10:02



12.10.2023 08:41

Junk
/Abandoned
Vehicle(s)

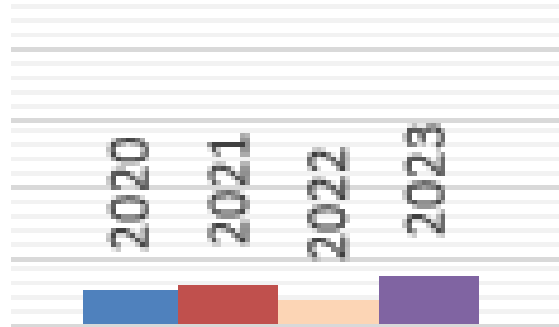
Junk & Debris & Illegal Dumping	2020	2021	2022	2023
Completed	21	23	40	120
	113	91	40	120



Junk & Debris & Illegal Dumping



Miscellaneous Complaint(s)	2020	2021	2022	2023
Completed	25	28	18	38
	91	193	18	38



Miscellaneous
Complaint(s)

	2020	2021	2022	2023
High Grass & Weeds	18	79	523	788
Junk & Debris & Illegal Dumping	21	23	40	120
Junk /Abandoned Vehicle(s)	3	62	441	220
Miscellaneous Complaint(s)	25	28	18	38
Substandard Structure(s)	11	1	111	70
Working Without Building Permit	5	8	6	2
Non-Compliant Junk/Debris	0	10	13	12
Tagged Identified Santation	447	430	486	493
Other	177	426	28	120
Completed Totals	707	1067	1666	1863

Operational Projects:

- Current Project is identifying and categorizing all City owned property:
 - Developed/Currently in Use
 - Undeveloped property
 - IBD Properties
 - Residential and Commercial non-IBD properties













11.01.2023



11.01.2023



11.01.2023



11.01.2023



12.05.2023 10:11

Occasionally Annexation, Zoning, Grandfathering & Retirement converge



Occasionally Annexation, Zoning, Grandfathering & Retirement converge



2024 At a Glance

Completed Projects

- High Grass/Weeds – 112
 - Junk/Abandoned Vehicles – 60
 - Substandard Structures – 14
 - Junk & Debris, Private Property – 18
 - Miscellaneous Complaints – 0
 - Working without a Permit – 0
 - Junk & Debris, Public Property – 113
-
- Total – 317 (+27%)
 - Total – 230 (2023)

March 31, 2024

Contributing to Program Success

Mayor	City Commission	Legal
EDC	Community Development	Communications
IT	Municipal Court of Record	Police
Fire	Public Works	Sanitation
Management Services	Buildings/Planning	City Engineer
Utilities	Water Dept.	Street & Bridge
Purchasing	Finance	Accounting
	United Way and Affiliated Agencies	

Questions?

