Code Services Department: Code Compliance Division

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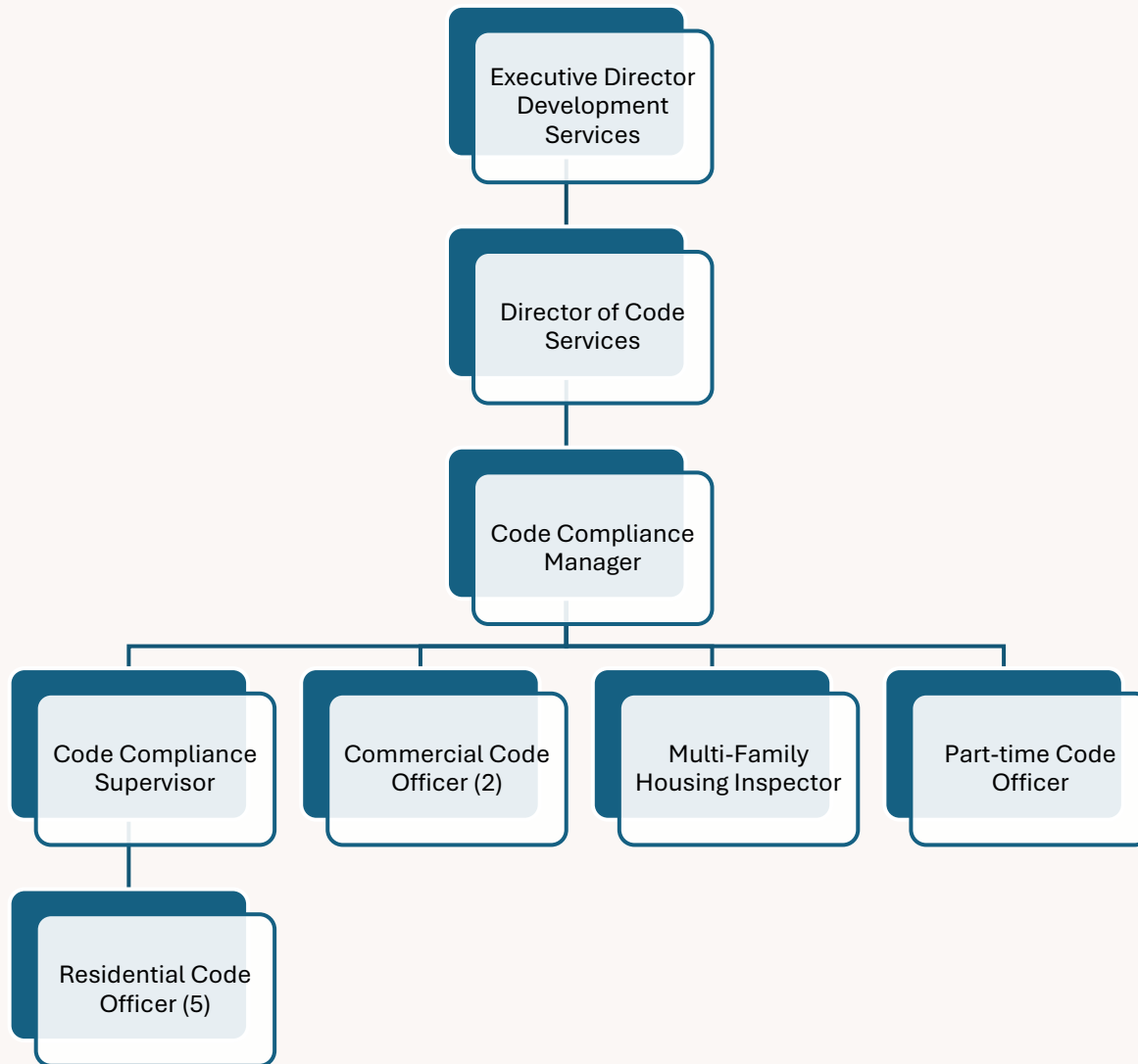
Phillip Hubbard
Code Services Director

Presentation Goals

- **New Director Introduction**
- **Highlight Successes and Focus Areas**
- **Noteworthy Changes**
- **Next Steps**

Code Services Department: Code Compliance Division

MISSION STATEMENT

The Code Compliance Division of the City of McKinney is committed to safeguarding the health, safety, and aesthetic integrity of our community by working collaboratively with residential and commercial property owners and occupants to promote adherence to city ordinances and property maintenance codes; thereby ensuring McKinney remains a premier place to live, work and thrive.

Org chart:

- Executive Director Development Services
  - Director of Code Services
    - Code Compliance Manager
      - Code Compliance Supervisor
        - Residential Code Officer (5)
      - Commercial Code Officer (2)
      - Multi-Family Housing Inspector
      - Part-time Code Officer

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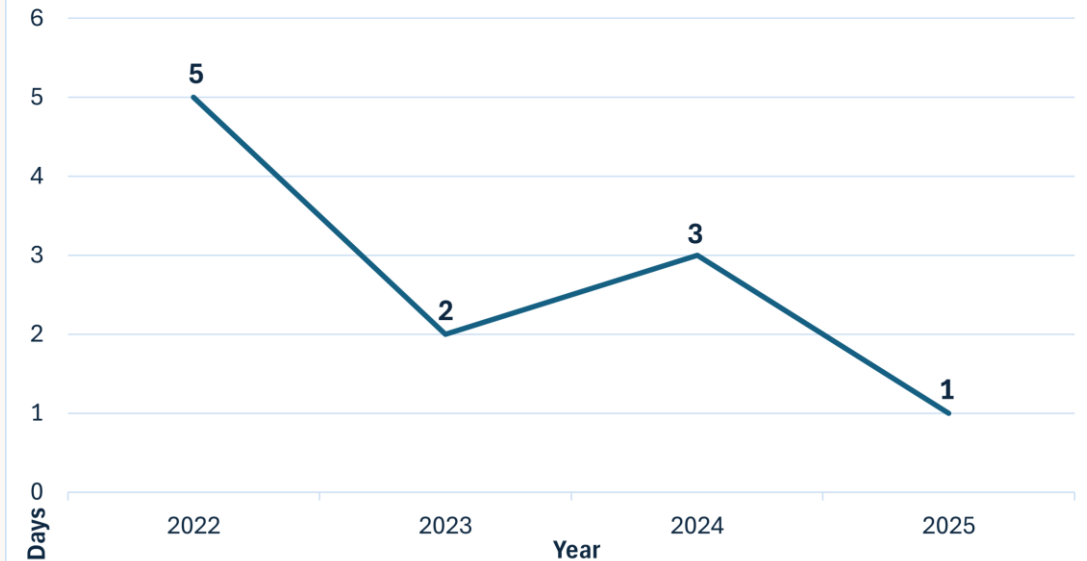# Code Compliance Division Strengths

Division Strengths

- **Timely Response to Concerns**
- Case Duration Reduction
  - Legacy Cases
- **Systematic and Equitable Enforcement**
- **Electioneering Enforcement**
- Utilizing Community Resources
- Vegetation Control
- Public Awareness and Education

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Code Compliance Division Strengths

Case Duration (Days)
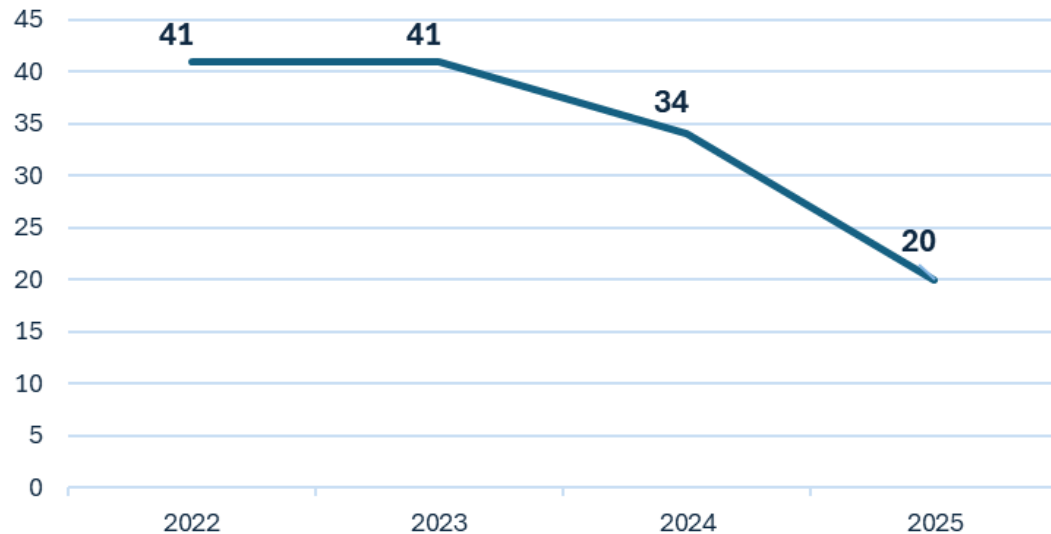
41 — 2022
41 — 2023
34 — 2024
20 — 2025

Complaint Response Time

5 — 2022
2 — 2023
3 — 2024
1 — 2025

Code Compliance Division Strengths
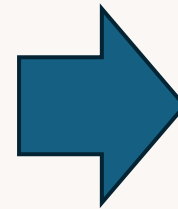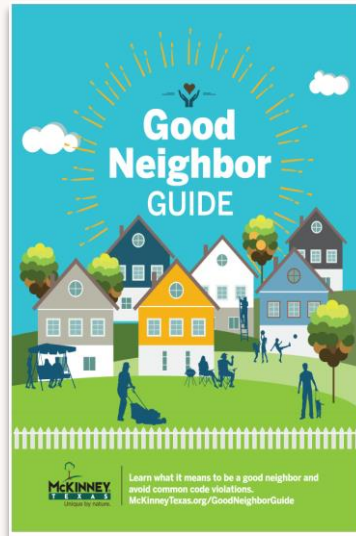
Noteworthy Changes

- Updated Ordinances
  - **High Grass/Refuse/Tree**
  - Electioneering
- **Community Outreach**
  - National Night Out
  - East McKinney Community Conversations
  - Neighborhood Associations
  - HOA's

- Team Improvements
  - Balanced Inspection Districts
  - Performance Metrics
  - **Re-Org**
    - **Commercial**
    - **Multi-family**
    - **Residential**
  - Abatement Contractor
- Operations
  - **New complaint response protocols**
    - **Standard Operating Procedures**
    - **Complainant contact**
  - Uniform extension request protocol
  - **Proactive Commercial Enforcement**

Proactive Commercial Enforcement

Signs

Donation Bins

Proactive Commercial Enforcement

Trash

Lighting

Tall Grass

Landscape Requirements

Next Steps in Code Compliance

Focus Areas

- **"We're the City"**
- Code Amendments/Changes
- Update Website for Usability
- **Educational Material in Spanish**
- Community Engagement
    - HOA's
    - Neighborhood Associations
    - Code Services Workshop (2026)
- Multi-Family/Hotel Motel Inspection Program
- Code Compliance Guide
- **Community Assistance**
    - **Volunteer Assistance Program (VAP)**
    - **Tool Lending Program**

Questions?

Contact Us:

Codeinfo@mckinneytexas.org

Contact-codeservices@mckinneytexas.org

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McKinney, TX 75069

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Ph 972-547-7440
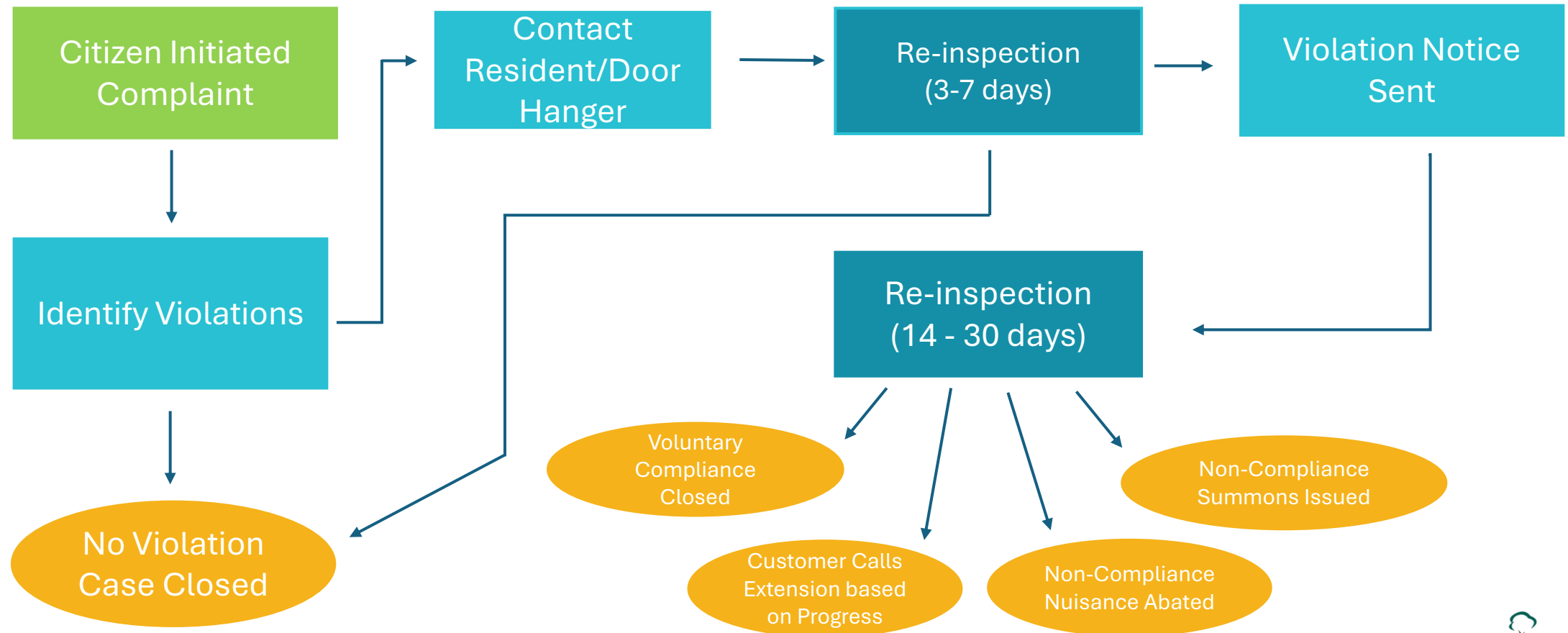F 972-547-2606

THANK YOU

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Code Services – Animal Services

- **Animal Services**
  - **Domestic and Wildlife assistance**
  - **Rabies Control – Domestic Vaccination requirement**
  - **Emergency Response**
    - **Public**
    - **PD**
    - **Fire**
  - **Partners and Collaboration**
    - **Wildlife rehab centers**
    - **Collin County Animal Shelter**

- **2024 Statistics**
  - **3,232 Cases**
  - **702 High Priority (22%)**
    - **Immediate Response**
  - **12 Cases Created Daily (avg.)**
  - **747 Stray Animal reports**
  - **240 Bite Cases**
  - **48 Incidents of Dog on Dog attack or Dangerous Dog**

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Code Services Health Compliance

- **Health Compliance**
  - **Plan Review**
    - **Restaurants**
    - **Commercial Pools**
  - **Inspections and Permitting**
    - **Food Establishments**
    - **Commercial Pools**
    - **Temporary Events**
  - **Education & Collaboration**
    - **MISD**
    - **Collin County Health Care Services**
    - **State Health Services**
    - **Business Community**

- **2024 Statistics**
  - **2071 Food Establishment Inspections**
  - **305 Plan Review Apps.**
    - **Food**
    - **Swimming Pools**
  - **456 Pool Inspections**
  - **245 Temporary Event Inspections**
  - **324 Mosquito Traps Deployed**
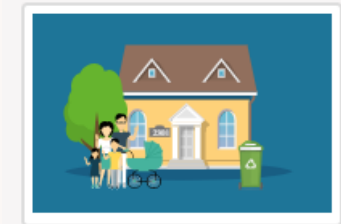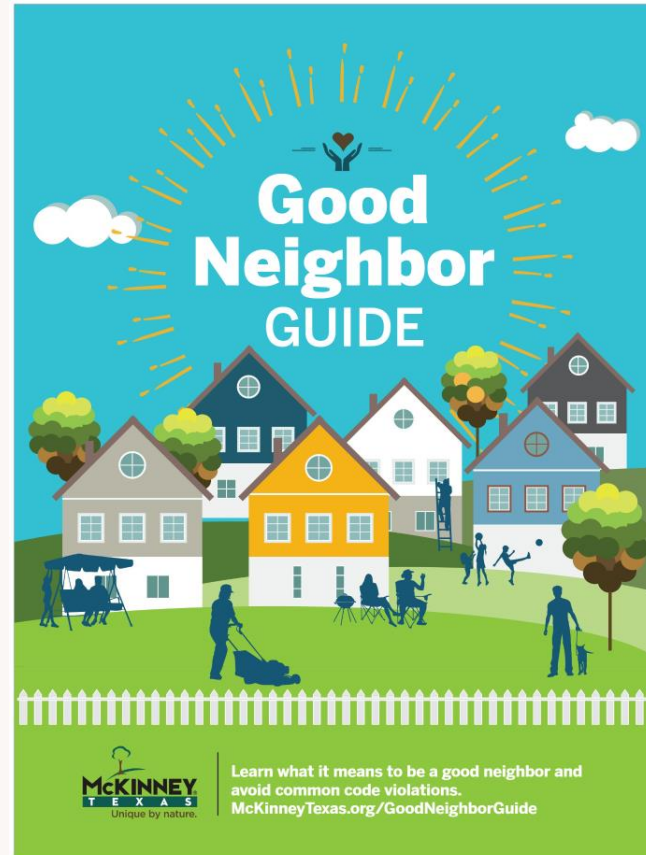   - **17 Spray Events**

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Compliance Case Flow Chart

Citizen Initiated Complaint

Contact Resident/Door Hanger

Re-inspection (3-7 days)

Violation Notice Sent

Identify Violations

Re-inspection (14 - 30 days)

No Violation Case Closed

Voluntary Compliance Closed

Customer Calls Extension based on Progress

Non-Compliance Nuisance Abated

Non-Compliance Summons Issued

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Timelines & processes can be modified based on the complexity of the issue, circumstances of the owner and the amount of progress made.

Educational Resources

RESIDENT RESOURCE

- **Good Neighbor Guide**

- **IPMC Property Maintenance Self-Inspection Checklist**

- **Resident Resource GIS Map**

- **Electioneering Resource Guide**

Property Maintenance Self-Inspection Checklist