



Memorandum

TO: RULES AND OPEN
GOVERNMENT COMMITTEE

FROM: Chris Burton

SUBJECT: Code Enforcement
Operations Study Session

DATE: October 31, 2024

Approved

Date

11/1/2024

RECOMMENDATION

Set a City Council Study Session entitled *Code Enforcement Operations* for Friday, December 6, 2024, from 9:30 a.m. to 12:00 p.m. in the City Council Chambers and approve the Study Session agenda.

PURPOSE

Provide City Council a comprehensive overview of the Planning, Building, and Code Enforcement Department's Code Enforcement Division operations and functions.

OUTCOME

City Council will:

1. Have a comprehensive understanding of the Code Enforcement Division, including its structure, functions, scope, and programs.
2. Gain insight into the enforcement process, tools, and the Code Enforcement Division's role of intervention in the continuum of prevention, intervention, and restoration.
3. Have a renewed perspective of service delivery challenges and potential opportunities to streamline, prioritize, and/or invest in improving code enforcement operations.

BACKGROUND

On June 5, 2024, the Rules and Open Government Committee approved a recommendation from Mayor Mahan and Councilmembers Foley, Torres, and Jimenez to hold a City Council Study Session on the Code Enforcement Process and Blight Abatement of Properties. The goal was to inform City Council about code enforcement operations, allow them to ask questions, and discuss potential improvements for dealing with neglected and blighted buildings.

Also, as part of the Adopted Budget for Fiscal Year 2024-2025, City Council directed staff to evaluate code enforcement operations through an operational assessment, including how to modernize the code enforcement process and organizational structure and a review of the fees and fines structure to allow for a more rapid and effective resolution of code enforcement issues throughout the City.. Additionally, discussions about the Code Enforcement Division's role in addressing challenges like blight, illegal dumping, vape and smoke shops, and vacant properties have been ongoing in various City Council Committee and City Council meetings.

To provide a comprehensive understanding of code enforcement, staff has expanded the Study Session scope to include not only the code enforcement process and blight abatement of properties, but also an overview of the Code Enforcement Division, details on the enforcement process and tools, a summary of the current service delivery environment, and future opportunities to improve operations. This expanded Study Session aims to lay a solid foundation ahead of the operational assessment report due in February 2025.

ANALYSIS

The Study Session will cover the following topics:

1. Comprehensive Overview of the Code Enforcement Division
 - Mission and core values
 - Division structure and functions, authority, and roles
 - Overview of key programs and services
2. Code Enforcement Process and Tools
 - Detailed overview of the enforcement process and tools in achieving compliance
 - Role of the Code Enforcement Division in intervention in the prevention, intervention, and restoration continuum
3. Current State of Code Enforcement and Future Opportunities for Operational Improvements
 - Current operational environment, service delivery landscape, and pain points
 - Opportunities for streamlining, technology and reporting improvements, and service delivery prioritization- streamline, prioritize, invest
4. City Council Questions and Discussion

/s/
Chris Burton
Director, Planning, Building, and Code
Enforcement

For questions, please contact Rachel Roberts, Deputy Director, at rachel.roberts@sanjoseca.gov.

Attachment: Study Session Agenda



City Council Meeting Agenda

Study Session Code Enforcement Operations

**Friday, December 6, 2024
9:30 a.m. -12:00 p.m.**

**LOCATION:
Council Chambers-200 E Santa Clara Street**

MATT MAHAN, MAYOR
ROSEMARY KAMEI, VICE MAYOR, DISTRICT 1
SERGIO JIMENEZ, DISTRICT 2
OMAR TORRES, DISTRICT 3
DAVID COHEN, DISTRICT 4
PETER ORTIZ, DISTRICT 5
DEV DAVIS, DISTRICT 6
BIEN DOAN, DISTRICT 7
DOMINGO CANDELAS, DISTRICT 8
PAM FOLEY, DISTRICT 9
ARJUN BATRA, DISTRICT 10

- **Call to Order and Roll Call**

9:30 a.m. – 12:00 p.m. - Code Enforcement Operations Study Session
200 East Santa Clara Street, Council Chambers, City Hall

CITY COUNCIL STUDY SESSION

Purpose:

Provide City Council a comprehensive overview of the Planning, Building, and Code Enforcement Department's Code Enforcement Division operations and functions.

Outcome:

City Council will:

- (a) Have a comprehensive understanding of the Code Enforcement Division, including its structure, functions, scope, and programs.
- (b) Gain insight into the enforcement process, tools, and the Code Enforcement Division's role of intervention in the continuum of prevention, intervention, and restoration.
- (c) Have a renewed perspective of service delivery challenges and potential opportunities to streamline, prioritize, and/or invest in improving code enforcement operations.

1. Comprehensive Overview of the Code Enforcement Division

2. Code Enforcement Process and Tools

3. Current State of Code Enforcement and Future Opportunities for Operational Improvements

4. City Council Questions and Discussion

- **Public Comment**

- **Adjournment**