



# Memorandum

**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Chris Burton

**SUBJECT:** See Below

**DATE:** January 15, 2025

Approved

Date

1/15/25

**SUBJECT: Code Enforcement Operations 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:

1. Have a comprehensive understanding of the Code Enforcement Division, including its structure, functions, scope, programs, and history.
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 the 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 an overview of code enforcement, 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 planned for spring 2025.

## **ANALYSIS**

The Study Session will cover the following topics:

1. Comprehensive Overview of the Code Enforcement Division
2. Code Enforcement Process and Enforcement Tools
3. Reengineering for Operational Improvements
4. Operational Assessment and Next Steps

Following the Study Session, staff will continue the reengineering work already in progress as well as develop long-term goals and strategies to reach key improvement milestones including, but not limited to, the following.

- A. Near Term Reengineering:
  - a. Operational Assessment Status Report
  - b. Leverage insights from the Focus Area Service Team Pilot Program to enhance outreach and education citywide
  - c. Enhanced Vacant Buildings and Storefront Program, including Inter-department Working Group and stakeholder engagement
- B. Long Term Reengineering
  - a. Implement Operational Assessment Recommendations
  - b. Launch new Code Enforcement Case Management System
  - c. Prioritize services
  - d. Invest in partnerships, staff training, community engagement, and reducing case backlog

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