

Administration Response: Audit of Code Enforcement Management Controls

Item d.1

Neighborhood Services and Education Committee

September 9, 2021

Presenter- Rachel Roberts, Deputy Director, PBCE



*Planning, Building and
Code Enforcement*

Administration Response

14

Green Lit Recommendations: Staff agrees with these recommendations and can be easily implemented

5

Yellow Lit Recommendations: Staff agrees or substantially agrees with the recommendations but will require time and/or staffing and resources to complete

1

Recommendation #2 for Council Consideration

5

5 Recommendations Completed (#10, 14, 15,16, and 20)
Pending City Auditor Approval



Administration Response

- Collaborative Coordinated Effort between SJPD and Code Enforcement with support from Office of Employee Relations, City Attorney's Office and Budget Office.
- Most recommendations can be readily implemented. Several require additional time and/or staffing and resources to implement.
- The Administration will collaborate to clarify roles and responsibilities of SJPD and Code Enforcement with oversight from CMO.
- Resources will be evaluated to inform changes to the Massage Permit Fee. The Administration anticipates bringing forward revisions to the Massage Parlor fee program and corresponding staffing level adjustments as part of the 2022-2023 Proposed Budget development process.

Administration Response

- Staff has implemented five recommendations including:
 - #10/14 Establish procedures for regular supervisory and division manager review of cases in the Massage and Cannabis programs*
 - #16 Maintain confidential complaint log related to inspector conduct, including the date of the complaint and how it was handled*
- The following recommendations will require additional time and/or staffing and resources to implement.
 - #3 Create a roster of businesses and outreach model to inform businesses of the program and ordinance*
 - #5 Procedure for permit renewal notification*
 - #8 Consider backgrounding or partner policy for massage and cannabis programs*
 - #12 Update Code Enforcement policies and procedures*
 - #17 Develop targets and track CE program performance*

Administration Response

- The Administration wants to recognize the San Jose Police Department, City Attorney's Office, the Budget Office, and the Office of Employee Relations for their collaboration and coordination with Planning, Building, and Code Enforcement in developing the response to the Audit.
- The Administration would like to thank the City Auditor's Office for their hard work and professionalism through this process.
- The Administration is committed to implementing all recommendations where feasible to improve overall management and oversight and reduce risk for criminal conduct or other unethical behavior.