

# Administration Response: Audit of Code Enforcement Management Controls

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Item 3.3

October 5, 2021

Presenter- Rachel Roberts, Deputy Director, PBCE

Lieutenant Brian Spears , SJPD



*Planning, Building and  
Code Enforcement*

# Code Enforcement Key Improvements: Management and Oversight

- Implementation of Partner System for Massage Program Inspections
- Body Worn Camera Pilot
- Mandatory Supervisor/Inspector Ride-alongs included as part of Supervisor Performance Standards
- Random customer audits, intermittent case review by Supervisors and Division Managers- all programs
- Inspector Rotations and cross training opportunities
- Information on Reporting Inappropriate Employee Conduct Added to Code Website, Documents, Business Cards, etc.
- Addition of 0.5 FTE Code Overstrength Inspector and 1.0 FTE Code Overstrength Supervisor

# Administration Response

14

**Green Lit Recommendations:** Staff agrees with and can easily implement these recommendations.

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**

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



# Administration Response

- Collaborative Coordinated Effort
- Most recommendations can be readily implemented
- Several recommendations will require additional time/staffing/resources to implement.
- The Administration will collaborate to further clarify roles and responsibilities
- Resources will be evaluated to inform changes to the Massage Permit Fee as part of the 2022-2023 Proposed Budget development process.

# Administration Response

Five (5) Recommendations Implemented including:

- #10/14 *Establish procedures for regular supervisor/division manager review*
- #16 *Maintain confidential complaint log*

Recommendations that require additional time/staffing/resources to implement:

- #3 *Create a roster of businesses and outreach model*
- #5 *Procedure for permit renewal notification*
- #8 *Consider backgrounding or partner policy*
- #12 *Update Code Enforcement policies and procedures*
- #17 *Develop new targets and track Code Enforcement Massage and Cannabis 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.
- The Administration would like to thank the City Auditor's Office
- 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.