

## Information Item

**Date:** October 12, 2021

**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

**From:** Patrice Y. Toney, Assistant City Manager  
Marla Y. Newman, Community Development Director

**Subject:**  
Pilot program instituting new response process for inquiries by City Council, Community Assistance Liaisons, and the public concerning Code Enforcement and Rehabilitation Lending

**Strategic Focus Area:** Livable Neighborhoods

**Strategic Objective:** No

**Strategic Plan Action Item:** No

**Key Work Item:** No



The Community Development Department routinely reviews operations and processes as part of continuous improvement efforts. The department's ability to respond to inquiries by City Council ("Council"), Community Assistance Liaisons ("CALs"), and the public is the latest process for which a new approach is necessary, particularly in matters dealing with Code Enforcement and Rehabilitation Lending. Labor market shortages of qualified candidates to fill open positions within the department, as well as adjustments necessary to achieve full functionality with the new CityLink software, presented an opportunity for a process change.

On October 4, 2021 the department instituted the following process changes:

1. A report is run daily for each Council ward and emailed to the respective CALs, detailing the cases opened in Code Enforcement the previous day; this enables CALs to review the reports to determine if complaints brought to their attention have already been received by Code Enforcement;
2. A monthly report detailing all Code Enforcement cases opened in each ward will be sent to the respective Council member to communicate the level of enforcement activity taking place in that ward;
3. A department team member became the "clearinghouse" for inquiries from Council Members, CALs, and the public regarding Code Enforcement and Rehabilitation Loans; the team member is responsible for fielding calls and emails, researching inquiries, and reporting findings back to Council Members, CALs, and the public; and
4. Established, in partnership with CityLink, a quarterly meeting with CALs to discuss updates/modifications to the OneView system, troubleshoot issues, answer functionality questions, and review protocols for proper use of the system to report Code Enforcement and Rehabilitation Lending concerns.