

# Snapshot



To help improve transparency and accountability, the Community Development Department prepared a Case Prioritization and Process Guide for the Code Enforcement Division. The guide not only helps the public better understand how complaints are received, prioritized and processed, the guide sets forth the responsibilities and expectations of Division staff when investigating and processing enforcement actions. The guide is not intended to be a comprehensive description of the day-to-day operations of the department, but rather an overview of the key elements of our workflows to help explain the customer-serving aspects of our job. This handout acts as a companion document to the service delivery guide to highlight certain key expectations of staff. This document is not intended to replace the guide, but rather supplement its use.

## Quality Customer Service

- All phone calls and emails shall be returned by staff within one business day
- All correspondences shall be complete, accurate, responsive and timely
- Ensure that responsible party and complaining party clearly understand the violation and path forward
- Be responsive and communicate regularly with responsible party and complaining party throughout the compliance process
- All established processing protocols detailed in the guide shall be used in addition to good professional judgement
- Maximize opportunities to engage directly with responsible party and complaining party to educate and inform about enforcement as a preventative measure

## Navigating the Process

- The assigned Code Enforcement officer will be responsible for the following:
  - Act as point of contact for all internal and external inquires
  - Coordinate with other divisions to ensure progress is made to achieve compliance
  - Ensure ongoing understanding of compliance is clear and understandable
  - Ensure that timelines are established and communicated throughout the process
  - Document case work with time / date stamped photos clearly illustrating confirmed violations and their resolution once compliance is achieved
- Update the Code Enforcement Program Manager weekly on status of case work
- If there are discrepancies between code officer's interpretation of code and responsible party and / or complaining party, immediately notify Code Enforcement Program Manager and the City Attorney's Office
- Upon case closure, staff will communicate with responsible party and complaining party to confirm the violation was sufficiently remediated and the case closed

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## Timeliness Matters

- Meet established initial response and resolution target timelines assigned to each violation category
- Staff is responsible for updating and maintaining case status via the department's tracking system (EnerGov)
- Staff will update the Code Enforcement Program Manager daily on Category I cases / complaints until resolved