

ACTION CALENDAR September 20, 2022

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Peter Radu, Assistant to the City Manager

Subject: Audit Status Report Response: Code Enforcement Resources Significantly

Constrained and Improvements Needed in Case Management and

Oversight

INTRODUCTION

On June 26th, 2018, the City Auditor submitted a Code Enforcement Unit (CEU) audit report¹, with recommendations to improve operational efficiencies and implement a resource analysis process. The purpose of this report is to update City Council on the status of implementing the audit report's recommendations. This is the fourth status report regarding this audit.²

CURRENT SITUATION AND ITS EFFECTS

The audit report contains twelve recommendations. During the previous update presented to Council on February 25, 2020, five of the recommendations were implemented, five were partially implemented, and two not implemented. As of this report, there are two updates: two recommendations that had been partially implemented are now fully implemented, and one recommendation that had not been implemented is now partially implemented. Very shortly after the last staff report on implementation progress, the COVID-19 pandemic led the declaration of a local emergency, which had the effect of dramatically re-prioritizing staff resources and time. As a result of this (as well as ongoing staffing challenges and staff turnover), no additional audit recommendations have updates at this time. The attachment provides a detailed table of audit report recommendations, corrective action plans, and implementation progress updates.

The next status report to Council is expected to be presented in March of 2023.

¹ Audit: Code Enforcement Resources Significantly Constrained and Improvements Needed in Case Management and Oversight: https://berkeleyca.gov/sites/default/files/2022-01/Code%20Enforcement%20Resources%20Significantly%20Constrained_Fiscal%20Year%202018.pdf
² For the most recent status report to Council, please see: <a href="https://records.cityofberkeley.info/PublicAccess/api/Document/Acyyy0z%C3%89f6BGxygYOKilwnT5xY%C3%81vvTsWjQcJOn8rLKhGzqxHKZqhnd6zucp3%C3%81MkrR3HB1Rs4ykdL%C3%815PMYmmf2iA%3D/Document/Acyyy0z%C3%815P

ACTION CALENDAR September 20, 2022

Audit Status Report Response: Code Enforcement Resources Significantly Constrained and Improvements Needed in Case Management and Oversight

BACKGROUND

The Neighborhood Services Code Enforcement Unit's goal is to provide a clean and safe environment for all Berkeley residents, workers, and visitors. The CEU is responsible for the enforcement of administrative violations of the Berkeley Municipal Code and some provisions of California State codes related to building, zoning, and housing. The City Manager's Office oversees the CEU, which now consists of three full-time staff: one Code Enforcement Supervisor and two Code Enforcement Officer IIs. As of this writing, one of the two Code Enforcement Officer II positions is vacant and hiring is underway.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental effects or opportunities associated with the subject of this report.

POSSIBLE FUTURE ACTION

The City Manager's Office will continue to work with the Code Enforcement Unit to address the recommendations. This includes exploring third-party services for outsourcing administrative functions of the CEU (such as citations), which would create efficiencies and free up staff time to focus on field inspections, follow up with property owners, etc.

CONTACT PERSON

Jeff Conner, Neighborhood Services Code Enforcement Supervisor, 510-981-2492.

Attachments:

1: Audit Findings, Recommendations, and Management Response Summary Table

Andia Tialon Codo Fufor	D.	Circuiti and Constant and and Insurance to Norded in Con-	B4=======		alaka			
Audit Title: Code Enfor	Recommendatio	rces Significantly Constrained and Improvements Needed in Case	ivianagem	ent and Over	signt			
Finding	Number	Recommendation	Issue Date	Closed Date	Department	Last Period: Status	This Period: Status	This Period: Update
		Implement a resource analysis process by which proposed legislation is discussed with City management to evaluate the impact on current City resources and determine the feasibility of making the intended impact. The analysis should take place before the policy is presented to Council for adoption						Council continues to utilize the standing policy committees to consider the impact of select proposed legislation on City resources; City staff regularly attend the committee meetings and advise Council on the city staff time and opportunity cost
		 and include considerations of: Staff time and other City resource needs, including the fiscal impact of those resource needs 						implications of proposed policies. To the extent this process has now become a regular feature of
Code Enforcement Unit		Opportunity cost, i.e., consideration of other activities that will be						Council policy development, we
resources are insufficient to meet demand.		deprioritized in order to meet new demands 1.1 • Feasibility impact to determine how best to rollout out new legislation	6/26/2018	6/30/2022	Mayor and Council	Partly Implemented	Implemented	consider the recommendation fully implemented at this time.
meet demand.		1.1 • reasibility impact to determine now best to follout out new registation	0/20/2018	0/30/2022	Council	raitly implemented	implemented	runy impiemented at this time.
		Require that the Agenda Committee ensure ordinances have undergone a						
Code Enforcement Unit		resource analysis as described in Recommendation 1.1 when necessary and, if						
resources are insufficient to		not, are returned to the appropriate City Council member for further			Mayor and			
meet demand.		1.2 assessment before being passed into local law.	6/26/2018	1/29/2019	Council	Implemented		
								Due to continued significant staff turnover and the reprioritization of city resources and efforts during the COVID-19 pandemic, this work has not been
								completed. Ongoing vacancies in
		Conduct a staffing analysis to determine the appropriate staffing level needed						the unit have prevented
		for the Code Enforcement Unit to effectively enforce City codes. In conducting						commencement of this work.
Code Enforcement Unit		the analysis, include an assessment of the workload impact created by the						Staff plan to revisit the
resources are insufficient to		codes for which the CEU is solely responsible as well as those created by the 1.3 codes for which CEU shares responsibility with other enforcement units.	6/26/2018		City Manager	Not Started	Not Started	recommendation after vacant
meet demand.		1.5 codes for which CEO shares responsibility with other enforcement units.	0/20/2018		city ivianager	NOT Started	NOT Started	existing positions are backfilled.

the statistic recommend of a Recommendation 1.3 port r
recorded inforcement Unit Code Enforcement U
Code Enforcement Unit For provided in the staffing analysis, performed in response to Recommendation 1.3 to: - Quantify the full burden cost of additional staffi response as resuminicent to - Request additional staffing response to the Code Enforcement Unit - Report and En
effects that this has bad on NSCU spoul for his metic is Doday everge or acquire cases crosted. As of large 2022, our TID average or acquire cases crosted. As of large 2022, our TID average or acquire cases crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted. As of large 2022, our TID average or acquire case crosted or acquire case crosted or acquire case crosted with the the transfer or acquire case crosted or acquire
MSCU response times. NSCU's goal for this metric is 10 CU's goal for this metric is 10 CU's year-get to acquire cases created. As of lunc 2012, or 170 base goal for this metric is 10 CU's year-get to acquire cases created. As of lunc 2012, or 170 base goal for this metric is 10 CU's year-get to acquire cases created. As of lunc 2012, or 170 base goal for this metric is 10 CU's year-get to acquire cases created. As of lunc 2012, or 170 base goal for this delivery is 10 cut and 10
goal for its restrict. 10-days are goal and response to 10-days the search of the 20-days th
were the acquire cases created. A follow 2012, or UP average days to acquire cases 12 days. These swareges are whoth being fully staffed two Code Officers, the average was so low as 15-day average. With this resources are insufficient to great immediate of the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed in response to Recommendation 1.1 to: Output the staffing analysis performed to With the CUI to a share of the Recommendation 1.1 to: Output the staffing analysis performed to With the CUI to a share of the Recommendation 1.1 to: Output the staffing analysis performed to With the CUI to a share of the Recommendation 1.1 to: Output the staffing analysis performed to With the CUI to a share of the With the CUI to a share of
As of Jave 2022, our TD varrage days to acquire creams is 39 days. These averages are without being fully staffed (two code) offices in the Unit) in May and Jave; prior to these last two months when on the when the very fully staffed with the code of fires are the code of the code
tays to arquire cases is 2 days. These averages are without being fully saffed (two Code Officers in the Lural) in May and June; print to these lest two months when we vere fully saffed with two Code Officers in the Lural) in May and June; print to these lest two months when we vere fully saffed with two Code Officers, the average was as low as 15-day everage. With the code of officers in the Lural in May and June; print to these lest two months when we vere fully saffed with two Code Officers, the average was as low as 15-day everage. With the code of officers position of the code of of
These averages are without being fully staffed (two Codes Offices in the limit) is May and Jame; prior to these lest but on months when we were fully staffed with two Codes Offices, the average was as the limit is May and Jame; prior to these lest but on months when we were fully staffed with two Codes Offices, the average was as the staffing analysis performed in response to Recommendation 1.3 to: Lise the staffing analysis performed in response to Recommendation 1.3 to: Lose this staffing analysis performed in response to Recommendation 1.3 to: Lose this staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed analysis performed in response to Recommendation 1.3 to: Lose the staffing analysis performed analysis
fully saffer (two Code Officers in the Lunit) in May and June prior to these last two months when we were fully saffer divinit to the Code Officers, the average was a low as 15-day average. With this in mind, the City Manager has code inforcement Unit and the City of Saffer (two Code Officers) and the Code Conditions as far recommendation 1.3 to: - Quantify the full burden cost of additional staff or earning its available for additional staff or exercise are insufficient to exercise are insufficient to the code fundamental of the Council form multiple supervisor and supervisors are insufficient to approximate the full process of the Code Control of Code Code Code Code Code Code Code Code
the fulli) in May and June; prior to Repair and State of Health State of Healt
to these last two months when were fully staffed with to work code Officers, the average was as the commendance of the City Manager has recommended to the City Manager has re
we ver fully staffed with two Code Officers, the average was as low as 15-day average. With this in mind, the CIV and appropriations regularly, for example, and any appropriation regularly, for example, and appropriation regularly, for example, and appropriation regularly, for example, and any appropriation regularly, for example, annually a part of the budget and those process, to resource are insufficient to approve the budget needed to fund additional staffing or if Council does not approve the budget needed to fund additional staffing or if Council does not approve the budget needed to fund additional staffing or if Council does not approve the budget needed to fund additional staffing or if Council does not approve the budget needed to fund additional staffing report to Council the restrictions placed on the Code Enforcement Units' ability to effectively enforce City code, include information explaining the information e
Code Enforcement Unit resources are insufficient to spring based on the Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing response to Recommendation 1.3 to: ***Determine if sufficient budgetary funding is available for additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing of Council does not sprow the budget needed to fund additional staffing needed needed needed needed needed needed needed needed nee
low as 15-day average. With this in mind., the City Manager but the City
In mind, the City Manager has recommended to the Council, for inclusion in the PT23-24 Biennial Budget, no additional STE Code Enforcement Unit espense to Recommendation 1.3 to: - Quantify the full burden cost of additional staff resources are insufficient to element Unit espense to Recommendation 1.3 to: - Quantify the full burden cost of additional staff resources are insufficient to enterprise additional staffing from Council during the annual appropriations meet demand. 1.4 process If budgetary constraints prevent additional staffing or if Council does not approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit's ability to effectively enforce City codes. Include information explaining the information regularly, for example, annualisy apart of the budget process, to keep Council informed of the CEU's capacity restrictions. See also Local Enforcement Unit information regularly, for example, annualisy apart of the budget process, to keep Council informed of the CEU's capacity restrictions. See also Assess Berkeley municipal codes to identify the codes for which the CEU is as altered describing work unit responsibilities Code Enforcement Unit Assess Berkeley municipal codes to identify the codes for which the CEU is as altered relevant to resources are insufficient to work units. See the results of the assessment to: - Create process workflows showing shared work unit responsibilities - Create process workflows showing shared work unit seponsibilities - Create process workflows showing shared work unit unit exponsibilities - Create process workflows showing shared work unit seponsibilities - Create process workflows showing shared work unit the companies of the companies o
recommended to the Council, for recommendation 1.3 to: Use the staffing analysis performed in response to Recommendation 1.3 to: **Quantify the full burden cost of additional staff **Outsine in the Tys23 All Bennial Burdget, one additional FTC Code Enforcement Unit **Outsine in the Tys23 All Bennial Burdget, one additional staff **Outsine in the Tys23 All Bennial Burdget, one additional staff **Outsine in the Tys23 All Bennial Burdget, one additional staff **Outsine in the Tys24 All Bennial Burdget, one additional staff **Outsine in the Code Enforcement Office in the Gestary funding is available for additional staff ing from Council during the annual appropriation in the Tys24 All Propriets **If burdgetary constraints prevent additional staffing or if Council does not approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit in the Edulation space of the Code Information explaining the Inindrance this will cause for any new ordinances the City Council may want to pass in the future. Provide this information regularly, for example, annually as part of the Budget provide in the Code Enforcement Unit in the Code E
Lise the staffing analysis performed in response to Recommendation 1.3 to Outanity the full burden cost of additional staff resources are insufficient to Perfuse in Sufficient budgetary notating is available for additional staff resources are insufficient to Perfuse in Sufficient budgetary notating is available for additional staffing report to Council during the annual appropriations meet demand. If budgetary constraints prevent additional staffing or if Council does not approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Inforcement Unit's ability to effectively enforce City Council the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction placed on the Code Inforcement Unit's ability to effectively enforce the restriction of Information regularly, for example, amountly as part of the budget process to expend the placed to information explainly, for example, amountly, as part of the budget process to explain the code inforcement Unit's ability to effectively enforce the enforcement Unit's ability to effectively enforce the enforcement Unit's ability to enforce the Unit's ability to enforce the enforcement Unit's ability to enforce the enforcement Unit's ability to enforce the enforcement Unit's ability to enforce the budget process to enfor
Budget, one additional FITE Code Enforcement Unit control for Code Enforcement Unit presures are insufficient to approve the budget needed for fund additional staffing or if Council does not approve the budget needed for fund additional staffing or if Council does not approve the budget needed for fund additional staffing or if Council does not approve the budget needed for fund additional staffing or if Council does not approve the budget needed for fund additional staffing or if Council does not approve the budget needed for fund additional staffing or if Council does not approve the budget needed for fund additional staffing report to Council the restrictions placed on the Code Enforcement Unit's ability to effectively enforce City codes. Include information explaining the hindrance this will cause for any new orlinances the Code Information regularly, for example, annually as part of the budget process, to resources are insufficient to meet demand. 2. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU is solely responsible and those for which the CEU is solely responsible and those for which the CEU is solely responsible and those for which the CEU is assessment to: 2. Code Enforcement Unit work units. We then results of the assessment to: 2. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU is assessment to: 2. Code Enforcement Unit work units. We the results of the assessment to: 3. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU is assessment to: 3. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU is assessment to: 4. Create process workflows showing shared work unit responsibilities 4. Create written guidance describing work unit responsibilities 5. (26/2018 1/1/2018 City Manager Implemented Implemented Implem
Use the staffing analysis performed in response to Recommendation 1.3 to: - Quantify the full burden cost of additional staff resources are insufficient to - Request additional staffing from Council during the annual appropriations - Request additional staffing from Council during the annual appropriations - Request additional staffing from Council during the annual appropriations - Request additional staffing from Council during the annual appropriations - Request additional staffing report to Council during the annual appropriations - Approve the budget needed to fund additional staffing report to Council the restrictions placed on the Code Enforcement Unit approve the budget needed to fund additional staffing report to Council the restrictions placed on the Code Enforcement Unit approve the budget needed to fund additional staffing report to Council the restrictions placed on the Code Enforcement Unit approve the budget needed to fund additional staffing report to Council the restrictions placed on the Code Enforcement Unit approve the budget needed to fund additional staffing report to Council the restrictions placed on the Code Enforcement Unit approve the budget needed to fund additional staffing report to Council the restrictions placed on the Code Enforcement Unit approve the budget needed to fund additional staffing report to Council the restrictions on the Code Enforcement Unit approve the budget needed to fund the Staff to Provide this information regulating the hindrance the Will cause for any new ordinances the City Coapacity restrictions. See also resources are insufficient to keep Council information regulating the hindrance the Will cause for any new ordinances the City Coapacity restrictions. See also resources are insufficient to expect the sassessment to: - Create process workflows showing aband your kind the CEU is as a shared role with other work units. - Implement Code enforcement software that: - Identifies case assignment to CEU officers and other work units - Prioritizes cases,
- Quantify the full burden cost of additional staff resources are insufficient to - Request additional staffing from Council during the annual appropriations meet demand. 1.4 process - Request additional staffing from Council during the annual appropriations - Request additional staffing from Council does not approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit's ability to effectively enforce - City codes. Include information explaining the hindrance this will cause for any new ordinances the City Council may want to pass in the future. Provide this code Enforcement Unit - Assess Berkeley municipal codes to identify the codes for which the CEU is as a shared role with other work units. Use the results of the assessment to: resources are insufficient to meet demand. 2. Sees Serkeley municipal codes to identify the codes for which the CEU is as a shared role with other work units. Use the results of the assessment to: resources are insufficient to meet demand. 2. Assess Berkeley municipal codes to identify the codes for which the CEU is as a shared role with other work units. Use the results of the assessment to: resources are insufficient to meet demand. 2. Assess Berkeley municipal codes to identify the codes for which the CEU is as a shared role with other work units. Use the results of the assessment to: resources are insufficient to meet demand. 2. City Manager Partly Implemented Implemented Implement Code enforcement software that: 2. Implement code enforcement software that: 3. Implement code enforcement software that: 4. Identifies case assignment to CEU officers and other work units 5. Prioritties cases, in particular high-risk cases posing health and safety risks 6. Forgetive performent acceledates, e.g., opened, notice of violation, citation issuance, and closed The vendor selection process for Planning Department software Planning Department software Planning Department software Planning Department software Planning D
Code Enforcement Unit resources are insufficient to approve the budget needed to fund additional staffing, report to Council does not approve the budget needed to fund additional staffing, report to Council does not approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit is considered to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit shall be considered to fund additional staffing and the staffing report to Council the restrictions placed on the Code Enforcement Unit is information regularly, for example, annually as part of the budget process to keep Council informed of the CEU's capacity restrictions. See also Recommendation 1.5. Recomm
their presence in the community, meet demand. 1.4 process If budgetary constraints prevent additional staffing or if Council does not approve the budget precede to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit's ability to effectively enforce City codes. Include information explaining the hindrance this will cause for any new ordinances the City Council may want to pass in the future. Provide this information explaining the EEU's capacity restrictions. See also meet demand. 1.5 Recommendation 1.7. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. See the results of the seessment to 1.6 • Create written guidance describing work unit responsibilities meet demand. 1.6 • Create written guidance describing work unit responsibilities Implement case dates, e.g., opened, notice of violation, citation issuance, and closed • Tacks enforcement actions taken within the CEU and other work units.
meet demand. 1.4 process 6/26/2018 City Manager Not Started Partly implemented and implement Council policy If budgetary constraints prevent additional staffing or if Council does not approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit approved this information explaining the hindrance this will cause for any based on the mode of the CEU's capacity restrictions. See also 1.5 Recommendation 1.7 (approved this information regularly, for example, annually as part of the budget process, to keep Council informed of the CEU's capacity restrictions. See also 1.5 Recommendation 1.7 (by the codes for which the CEU is solely responsible and those for which the CEU is solely responsible and those for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: 1.6 • Create written guidance describing work unit responsibilities Implement code enforcement software that: 1. Identifies case assignment to CEU officers and other work units 1. Implement code enforcement software that: 2. Identifies case assignment to CEU officers and other work units 3. Implement code enforcement software that: 3. Identifies case assignment to CEU officers and other work units 4. In Province case, in particular high-risk cases posing health and safety risks 4. Captures pertinent case dates, e.g., opened, notice of violation, citation 3. In Province case of the ceut of the
If budgetary constraints prevent additional staffing or if Council does not approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit's ability to effectively enforce City codes. Include information explaining the hindrance this livit case for any based on the Includes for any resources are insufficient to keep Council informed of the CEU's capacity restrictions. See also feep Council informed of the CEU's capacity restrictions. See also feep Council informed of the CEU's capacity restrictions. See also feed for which the CEU has a shared role with other work units. Use the results of the assessment to: **Code Enforcement Unit** **Code Enforcement Unit** **Assess Berkeley municipal codes to identify the codes for which the CEU has a shared role with other work units. Use the results of the assessment to: **Or Create process workflows showing shared work unit responsibilities** **Or Create process workflows showing shared work unit responsibilities** **Implement code enforcement software that:** **Implement code enforcement software that:** **Indentifies case assignment to CEU officers and other work units.** **Prioritizes cases, in particular high-risk cases posing health and safety risks** **Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed** **ITacks enforcement actions taken within the CEU and other work units** **ITacks enforcement actions taken within the CEU and other work units** **ITacks enforcement actions taken within the CEU and other work units** **ITacks enforcement actions taken within the CEU and other work units** **ITacks enforcement actions taken within the CEU and other w
approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit's ability to effectively enforce City codes. Include information explaining the hindrance this will cause for any new ordinances the City Council may want to pass in the future. Provide this part of the budget process, to keep Council informed of the CEU's capacity restrictions. See also weet demand. 1.5 Recommendation 1.7. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU is a salery ordinance are insufficient to work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Work units. Use the results of the assessment to: Code Enforcement Unit Work units. Use the results of the assessment to: Lead of t
approve the budget needed to fund additional staffing, report to Council the restrictions placed on the Code Enforcement Unit's ability to effectively enforce City codes. Include information explaining the hindrance this ill cause for any new ordinances the City Council may want to pass in the future. Provide this information regularly, for example, annually as part of the budget process, to see groundlinformed of the CEU's capacity restrictions. See also meet demand. 1.5 Recommendation 1.7. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: Code Enforcement Unit work units. Use the results of the assessment to: 1.6 • Create written guidance describing work unit responsibilities meet demand. 1.6 • Create written guidance describing work unit responsibilities Implement code enforcement software that: Implement code enforcement software that: Implement code enforcement software that: Identifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units Prioritizes cases, opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units Planning Department software, Planni
restrictions placed on the Code Enforcement Unit's ability to effectively enforce City codes. Include information explaining the hindrance this will cause for any new ordinances the City Council may want to pass in the future. Provide this new ordinances the City Council may want to pass in the future. Provide this code Enforcement Unit information regularly, for example, annually as part of the budget process, to keep Council informed of the CEU's capacity restrictions. See also weet demand. 1.5 Recommendation 1.7. 6/26/2018 6/30/2022 City Manager Partly Implemented Implemented complaints. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: resources are insufficient to work units. Use the results of the assessment to: resources are insufficient to meet demand. 1.6 • Create written guidance describing work unit responsibilities Implement code enforcement software that: identifies case assignment to CEU officers and other work units iprioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed The vendor selection process for Planning Department software, Planning Department software,
City codes. Include information explaining the hindrance this will cause for any new ordinances the City Council may want to pass in the future. Provide this information regularly, for example, annually as part the budget process, to resources are insufficient to keep Council informed of the CEU's capacity restrictions. See also weet demand. 1.5 Recommendation 1.7. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: Code Enforcement Unit resources are insufficient to work units. Use the results of the assessment to: 1.6 • Create process workflows showing shared work unit responsibilities Implement code enforcement software that: Indentifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units Tracks enforcement actions taken within the CEU and other work units Light the future of the content of the budget process, to the future of the acceptance of the budget process, to the budget process, to the sum of the cere process for explaining Department software, and closed
new ordinances the City Council may want to pass in the future. Provide this information regularly, for example, annually as part of the budget process, to resources are insufficient to keep Council informed of the CEU's capacity restrictions. See also resources are insufficient to keep Council informed of the CEU's capacity restrictions. See also reduce the demand. 1.5 Recommendation 1.7. 6/26/2018 6/30/2022 City Manager Partly Implemented Implemented complaints.' Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: resources are insufficient to create process workflows showing shared work unit responsibilities meet demand. 1.6 • Create written guidance describing work unit responsibilities Implement code enforcement software that: • Identifies case assignment to CEU officers and other work units • Prioritizes cases, in particular high-risk cases posing health and safety risks • Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed • Tracks enforcement actions taken within the CEU and other work units • Planning Department software, Planning Department software,
Code Enforcement Unit information regularly, for example, annually as part of the budget process, to keep Council informed of the CEU's capacity restrictions. See also resources are insufficient to keep Council informed of the CEU's capacity restrictions. See also reduce response time to accomplaints. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: resources are insufficient to or Create process workflows showing shared work unit responsibilities 1.6 • Create written guidance describing work unit responsibilities Implement code enforcement software that: I Identifies case assignment to CEU officers and other work units • Prioritizes cases, in particular high-risk cases posing health and safety risks • Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed • Tracks enforcement actions taken within the CEU and other work units • Tracks enforcement actions taken within the CEU and other work units • Tracks enforcement actions taken within the CEU and other work units • Planning Department software,
resources are insufficient to keep Council informed of the CEU's capacity restrictions. See also meet demand. 1.5 Recommendation 1.7. Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: 1.6 • Create process workflows showing shared work unit responsibilities Implement code enforcement unit responsibilities 1.6 • Create written guidance describing work unit responsibilities Implement code enforcement software that: Indentifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed The vendor selection process for Planning Department software, Partly Implemented Implemented Implemented Implemented Implemented Implemented City Manager Implemented City Manager Implemented The vendor selection process for Planning Department software, Planning Department software,
Assess Berkeley municipal codes to identify the codes for which the CEU is solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: 1.6 • Create process workflows showing shared work unit responsibilities Implement code enforcement software that: Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units Planning Department software,
solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: resources are insufficient to meet demand. 1.6 • Create process workflows showing shared work unit responsibilities Implement code enforcement software that: Identifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed The vendor selection process for The vendor selection process for Planning Department software,
solely responsible and those for which the CEU has a shared role with other work units. Use the results of the assessment to: resources are insufficient to meet demand. 1.6 • Create process workflows showing shared work unit responsibilities Implement code enforcement software that: Identifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed The vendor selection process for The vendor selection process for Planning Department software,
Code Enforcement Unit resources are insufficient to meet demand. 1.6 • Create process workflows showing shared work unit responsibilities Implement code enforcement software that: Identifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed The vendor selection process for The vendor selection process for Planning Department software,
resources are insufficient to meet demand. 1.6 • Create process workflows showing shared work unit responsibilities Create written guidance describing work unit responsibilities 6/26/2018 1/1/2018 City Manager Implemented
Implement code enforcement software that: Identifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed The vendor selection process for Planning Department software,
Implement code enforcement software that: • Identifies case assignment to CEU officers and other work units • Prioritizes cases, in particular high-risk cases posing health and safety risks • Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed The vendor selection process for • Tracks enforcement actions taken within the CEU and other work units
Identifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units
Identifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units
Identifies case assignment to CEU officers and other work units Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units
 Prioritizes cases, in particular high-risk cases posing health and safety risks Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units Planning Department software,
 Captures pertinent case dates, e.g., opened, notice of violation, citation issuance, and closed Tracks enforcement actions taken within the CEU and other work units Planning Department software,
issuance, and closed The vendor selection process for • Tracks enforcement actions taken within the CEU and other work units Planning Department software,
• Tracks enforcement actions taken within the CEU and other work units Planning Department software,
<u> </u>
Quantifies citations issued and collected originally initiated in July 2019,
Allows for readily identifying repeat offenders was put on pause by the COVID-
• Includes performance measurement tools, e.g., turnaround times within 19 pandemic's significant impacts
defined specifications (see Recommendation 2.2) on City finances and priorities. If
Allows for uploading information from mobile technologies (see and as that process restarts,
Code Enforcement Unit Recommendation 1.8) NSCEU staff will continue to be

	Implement mobile computers and printers to allow Code Enforcement Officers						
	to complete more work in the field, thus improving their time spent in the						
Code Enforcement Unit	community and reducing time in the office. Mobile computers should have the						
resources are insufficient to	capacity to interface with the code enforcement case management software						
meet demand.	1.8 implemented in response to Recommendation 1.7.	6/26/2018		City Manager	Partly Implemented		
							l l
I							l l
	Develop and issue written procedures for code enforcement operations that:						
	Reflect current practices and management expectations.						
	Describe the tiered prioritization system giving attention to cases based on						
	risk levels of high, moderate, and standard. Require adherence to a uniform						
	technology policy, which includes:						
	o Assigning unique numbers to cases.						
	o Recording all pertinent case data timely, e.g., within two business days of						
	receipt.						
ı	 Using a single, centralized system to record, manage, and monitor case information. 						
I	o Using case file management standards so that pertinent data are captured						
	uniformly.						
	Inform staff that preferential treatment should not be given to complaints						
	made or referred by City Council members, Council staff, and City management.						
	Those complaints should be prioritized based on established objectives and						
Process modifications and	channeled through the appropriate supervisor.						l l
increased oversight needed to	Describe processes for issuing citations in a consistent and equitable manner.						l de la companya de
ensure equity, efficiency, and effectiveness	 Include beat assignments once feasible to do so, i.e., after the CEU addresses 2.1 the backlog and receives adequate software tools. 	6/26/2018	6/26/2019	City Manager	Implemented		
Circuiveness	2.12 the backing and receives adequate software tools.	0/20/2010	0/20/2013	city Manager	implemented		
							NSCEU has resumed use of
							performance measures. The most
							recent annual performance
							measures were reported to the Council in the FY23-24 Budget
							Book, and staff used the
							performance measures
							(specifically, the discrepancy
							between the Unit's goal response
	Implement performance metrics and goals to:						time of 10 days to acquire new
	 Assess the effectiveness of code enforcement operations and goal 						cases, against the CY21 measure
	achievement						of 53 days), in part to justify the
	Identify constraints preventing goal attainability. Cohesit and the provided and the constraints are a few and the constraints are a few and the constraints are a few and the constraints.						City Manager's recommendation
Process modifications and	Submit regular reports, e.g., biannually, to City management on performance.						that the Council include one additional FTE Code Enforcement
increased oversight needed to	Include a metric to provide at least some proactive code enforcement activities.						Officer I position in the Unit as
ensure equity, efficiency, and	Develop this metric after implementing the process and system improvement						part of the FY23-24 Biennial
effectiveness	2.2 recommendations made in this report.	6/26/2018		City Manager	Partly Implemented	Partly Implemented	Budget adoption.
	Assess the feasibility of using complaint thresholds and self certifying						
	techniques for standard priority violations. For example, wait to receive at least						
Process modifications and	two complaints about a standard level violation before performing an						
Process modifications and increased oversight needed to	investigation, and allow a code violator to self-report on a standard level violation to remove the need for reinspection. If feasible, implement the						
ensure equity, efficiency, and	techniques to give code enforcement officers more time on field inspections of						
effectiveness	2.3 high risk cases.	6/26/2018	6/26/2018	City Manager	Implemented		
				-			

	Develop procedures for monitoring staffs' work and addressing weaknesses tha	•			
	may prevent goal achievement, such as conflicts of interest. For example:				
	Review Form 700s to identify property owned by CEU personnel before				
	assigning cases to officers.				
	Randomly select case records to look for:				
	o Indicators that case action did not progress as required or expected suggesting	,			
	favoritism or kickbacks.	•			
	o Properties with closed cases that continue to receive complaints for the same				
	issue. This could indicate a repeat offender as well as a failure to take				
	·				
	appropriate actions against a code violator.				
Process modifications and	The Assistant to the City Manager for Neighborhood Services should perform				
increased oversight needed to	this oversight of the Code Enforcement Unit Supervisor, and the Code				
ensure equity, efficiency, and	Enforcement Supervisor should perform this oversight of Code Enforcement				
effectiveness	2.4 Officers and the Assistant Planner.	6/26/2018	6/26/2018	City Manager	Implemented