



COMMUNITY & ECONOMIC DEVELOPMENT DEPARTMENT CODE ENFORCEMENT ASSESSMENT REPORT

Internal Audit

Governmental Affairs Committee
July 5, 2017

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BACKGROUND

The specific objectives of this assessment were to determine if:

1. Code Enforcement staffing levels are adequate to provide cost-effective service to the community, and sufficient support to other City departments;
2. Management of case load and other performance related data is sufficient; and
3. Code Enforcement management of unscheduled time off is satisfactory.



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DISCUSSION

1. The department handled nearly **9,000** cases in fiscal year 2015/16;
2. Managed a caseload respectable compared to peer cities;
3. Closed **75%** of cases in less than five (5) weeks and **88%** in less than three (3) months;
4. Reduced unscheduled time off between fiscal years 2014/15 and 2015/16 by **19%** while experiencing a 10% funding reduction for fiscal year 2016/17; and
5. Received generally **positive** feedback from the public - which is especially noteworthy given the unit's focus on enforcement and telling people what needs to be corrected on their property.



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OBSERVATIONS

1. The GoEnforce application, used to manage code enforcement cases, allows for sufficient case management for the division and is regularly updated for cases that involve other agency assistance
2. Appropriate approvals are obtained prior to Code Enforcement contact with external groups (such as Police, Fire, etc.).



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AUDIT RECOMMENDATION AND MANAGEMENT RESPONSE

Audit Recommendation: The Code Enforcement Division should further develop and define performance measures that can be used for strategic planning and goal setting purposes, in an effort to determine and address productivity and efficiency needs.

Management Response: Management agrees with the overall audit assessment and recommendation, and is confident that future improvements will take place in closing code enforcement cases, and gauging customer feedback. See management's complete response in the audit report and/or the agenda report.



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RECOMMENDATION

That the Governmental Affairs Committee receive, review, provide input on, and recommend to the City Council approval of the consulting engagement report on the Community and Economic Development Department's Code Enforcement Assessment.



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