



Date: June 18, 2019

To: Patrick H. West, City Manager *T.H.W.*

From: Linda Tatum, Director of Development Services *LT*  
Lea Eriksen, Director of Technology and Innovation *LE*

For: Mayor and Members of the City Council

Subject: **Status of a Comprehensive System to Track Code Enforcement Cases**

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The Fiscal Year 2019 (FY 19) Adopted Budget provided direction to the City Manager to work with the Department of Development Services (DV) to implement a comprehensive tracking system for code enforcement violations, with special attention to the Proactive Rental Housing Inspections Program (PRHIP), to better understand the effectiveness of the program. This memorandum provides an update on the implementation of this direction.

DV is currently working with the Department of Technology and Innovation (TI) to ensure the City has a comprehensive system to track code enforcement notices, citations, and inspections, with a special focus on PRHIP workflow metrics.

### **Tracking and Reporting Improvements**

Code enforcement notices, citations, and inspections are currently tracked in the Infor Public Sector (IPS) system (formerly, Hansen), which allows staff to search PRHIP cases and display them spatially. In early 2019, TI worked with DV to create a series of reports to track various code enforcement metrics, including PRHIP violations by status. DV posts quarterly PRHIP violation reports on the DV website, as well as reports on open code enforcement cases sorted by Council District, which are updated in real-time. Staff also utilizes internal reports to improve organizational efficiency and proactively ensure the City maintains a safe rental housing stock.

In addition to the code enforcement case tracking referenced above, DV is working with TI to conduct an evaluation of the IPS system and improve the system's reporting capabilities. Staff has engaged TruePoint Solutions, a software implementation consultant, to conduct an analysis of both IPS system configurations and DV operational workflows, including PRHIP. This contract amount is \$147,000 and was procured through City Council's October 2017 authorization of as-needed professional and technical services related to Land Management/Business Permits. Depending on the outcome of this analysis, in fall 2019, staff may go through a procurement process to engage a consultant to complete the configuration work needed to improve IPS data extraction and reporting capabilities. The cost of this configuration work will depend on the results of the preliminary IPS assessment. These improvements would enable staff to easily track, collect, and publish data on building, planning, and code enforcement cases, and would also improve staff's capacity to provide comprehensive project review and tracking services for development project

## Status of a Comprehensive System to Track Code Enforcement Cases

June 18, 2019

Page 2

review, permitting, online communications, and code enforcement functions. These improvements would allow IPS to better serve as a comprehensive system to track code enforcement cases. If it is determined that IPS is not able to serve as a comprehensive system that meets the City's needs, DV and TI would need to launch a significant and costly effort to identify, fund, and develop an alternative system. Since IPS is used to support operations in other City departments, the impacts to other departments would need to be considered before pursuing this path. Therefore, the more timely and responsive option would be to successfully improve the existing IPS system.

### **Other Solutions to Enhance PRHIP Efficiency**

As part of the FY 19 budget adoption process, the City Council requested DV to review current staffing and fee levels for PRHIP with the intent of increasing annual inspection volumes and thereby decreasing the inspection cycle timeframe for multi-family rental properties. At the same time, the City Council also requested the Financial Management Department (FM) to conduct a citywide assessment of the fees charged for services. To avoid duplication of effort, DV is assisting FM with the selection of a consultant to conduct this assessment and will be in the first phase for the study. The scope of work calls for recommendations for potential new or adjusted fees and charges for service, whether to recover costs or to meet different performance levels. City staff interviewed potential vendors at the end of May and is holding product demonstrations in mid-June. Execution of a contract and commencement of work is anticipated in late summer 2019.

If you have any questions regarding this matter, please call Development Services Director Linda Tatum at (562) 570-6428.

LT:LF:SECRETARY  
LE:DF:SECRETARY

CC: CHARLES PARKIN, CITY ATTORNEY  
LAURA L. DOUD, CITY AUDITOR  
TOM MODICA, ASSISTANT CITY MANAGER  
KEVIN J. JACKSON, DEPUTY CITY MANAGER  
REBECCA G. GARNER, ADMINISTRATIVE DEPUTY TO THE CITY MANAGER  
JOHN GROSS, DIRECTOR OF FINANCIAL MANAGEMENT  
GRACE YOON, BUDGET MANAGER  
MONIQUE DE LA GARZA, CITY CLERK (REF. FILE #: 18-0744)