

To the Mayor and Members of the City Council

April 10, 2020

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SUBJECT: CODE COMPLIANCE VIOLATION PRIORITIZATION

Issue:

The City Council requested information on how Code Compliance is prioritizing code violations during COVID-19.

Code Violation Enforcement Prioritization

Any code violation that involves an imminent risk to public health or safety is the highest priority. Such determination is based upon the comparative urgency, the health hazard risk to life and property and the impact of the violation on the whole community. During our COVID-19 response each of the four (4) Code Area Commands (Code Enforcement, Consumer Health and Environmental Quality, Animal Care & Control, and Solid Waste) have adjusted their standard priorities to focus on COVID-19 related aspects as follows:

Code Enforcement – Code Officers highest priority is educating and monitoring nonessential and essential businesses, and to ensure they are following the closure declaration and social distancing protocols. Code Officers are also addressing high grass due to the fire and health hazards created, including harborage for rodents, mosquitoes and other vectors.

Code Officers are still inspecting citizen-initiated complaints (Chart 1). However, in cases where workload exceeds available time, the response to initial complaints and case follow-up are based on the priority of the violation. Any violation that involves an imminent risk to public health or safety is inspected either upon receipt of the information or within one working day, dependent upon the circumstances. Any violation that involves an immediate threat to the livability of the community is responded to within three working days of receipt.

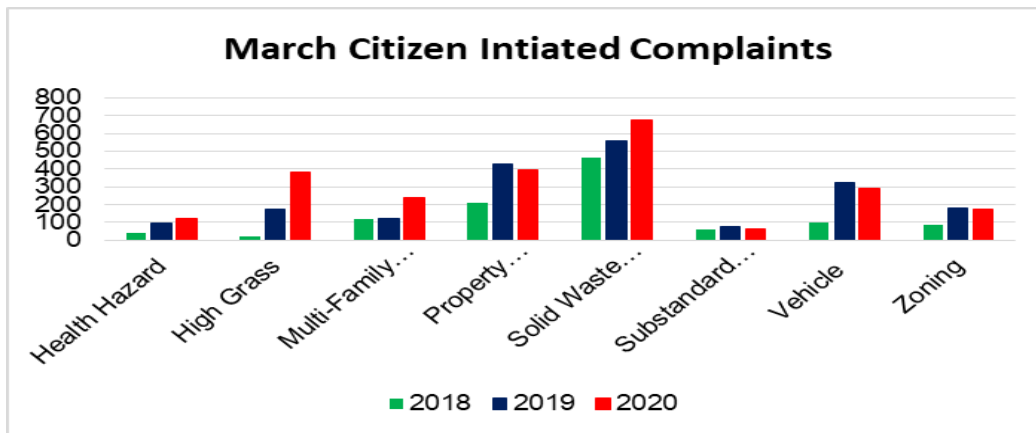


Chart 1 – Code Enforcement

Consumer Health & Environmental Quality - Consumer Health and Environmental staff has been exclusively dedicated to the City’s COVID-19 response addressing complaints 7 days a week, responding to imminent health hazard complaints for permitted establishments, providing inspections services for mobile vendors and responding to hazardous spill/releases or pollution prevention projects. Staff are also in charge of the COVID-19 commercial helpline.

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Animal Care and Control - Officers have continued to respond to Priority 1 (danger to humans), Priority 2 (danger to animals/injured) and Police assist calls. In addition, Officers are addressing stray and resident caught pet calls as normal while eliminating personal contact with all communication over the phone. Barking dog/load noise calls are being handled exclusively over the phone and through letters mailed or left at the address if we confirm the noise violation. While an additional emphasis has been placed on caring for and arranging adoptions and foster arrangements through the Silcox Animal Shelter.

Solid Waste – Priority has been placed on working with the City’s contracted vendors (Waste Management, Knight Waste Services and Republic Services) to maintain all existing residential services at the curb and beyond. With additional residents staying home, there has been an increase in waste being generated and collected. Additional vehicles parked in the streets blocking carts, yard waste and bulk waste piles are creating collection challenges. Contractors are attempting to collect these piles before calling the route complete. The goal is to have waste removed as quickly and efficiently as possible. Code Officers are assisting the Solid Waste Division with monitoring routes and addressing issues, such as out of cycle and non-compliant piles and vehicles blocking access to piles and carts.

Summary

Overall, the entire Code Compliant team has prioritized the most serve aspects of their Area Commands and focused on maintaining the community’s public health and safety during the COVID-19 event. All Code Officers are showing extreme diligence on seeking voluntary compliance to all identified violations until the City’s declaration has ended. All documented violations will be addressed after the COVID-19 situation has passed, and whereby a delayed response does not substantially increase any detrimental impacts on the livability of the community.

For questions regarding this information, please contact Brandon Bennett, Code Compliance Director at 817-392-6322.

David Cooke
City Manager