



Restructuring of Code Enforcement

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AGENDA

- 311 Process CFT
- How we got here
- Process Improvements + Solutions
- **Creating the City's First Code Enforcement Department**



CFT: Review Existing Process

Process Mapping: Map the journey of a resident from realizing the need to submit a service request to the resolution and follow-up of that request.

10 WORKSHOPS	311, PD Code Enforcement, ESD, P&I, Health, SaM, Animal Services, PD - VFH
324	DATA POINTS
3	KEY THEMES



Process Mapping Revealed Three Key Insights to Improve Community Experience:

- Improve **customer communication** throughout the service request lifecycle via ongoing Status Updates.
- **Streamline end-to-end workflows** and minimize process waste for requests that currently require multiple departmental responses.
- **Develop on-demand training** for future standardized workflow processes.





The Need for Restructuring

- **Responding to urgent community needs**, streamlining code enforcement to address resident complaints.
- **Implementing the Force Multiplier Model**, cross-train team to handle multiple violations in one visit.
- **Getting serious about our work** and **proven** improvement in service delivery based on the San Xavier, Yarbrough, and Northeast projects.
- **Listening to our residents'** restructure based on direct customer feedback.
- **Cost and time savings** minimize delays and reduce the need for multiple interventions.



County Nuisance Abatement Team Collaboration

- Team works with EPPD, Planning, Property Maintenance and Zoning, and Code Enforcement.
- Successfully closed several nuisance locations.
- Improved public safety and community.



Focus on Process Improvements

Improve the Customer Experience:

- A cross-trained inspector can address violations in one case.
- Minimize multiple court filings.
- Streamline service deliverables.
- Leverage technology to improve case processing and improve communication.





Next steps

Ensure systems and processes are in place leading to the City's first centralized **Code Enforcement Department**.



QUESTIONS



MISSION



Deliver exceptional services to support a high quality of life and place for our community.

VISION



Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government.



VALUES

Integrity, **R**espect, **E**xcellence,
Accountability, **P**eople

MISIÓN



Brindar servicios excepcionales para respaldar una vida y un lugar de alta calidad para nuestra comunidad

VISIÓN



Desarrollar una economía regional vibrante, vecindarios seguros y hermosos y oportunidades recreativas, culturales y educativas excepcionales impulsadas por un gobierno de alto desempeño



VALORES

Integridad, **R**espeto, **E**xcelencia,
Responsabilidad, **P**ersonas