

CITY OF SANTA ROSA  
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL  
FROM: DAVID GOUIN, DIRECTOR  
HOUSING AND COMMUNITY SERVICES DEPARTMENT  
SUBJECT: AMENDMENT TO THE CLASSIFICATION AND SALARY PLAN  
TO ADD 1.25 FTE TO THE CODE ENFORCEMENT DIVISION OF  
THE HOUSING AND COMMUNITY SERVICES DEPARTMENT  
AGENDA ACTION: RESOLUTION

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RECOMMENDATION

It is recommended by the Housing and Community Services Department and the Human Resources Department that the Council, by resolution, amend the Classification and Salary Plan to: 1) add one (1) Housing and Community Services Technician for a one year limited term to the Code Enforcement Division; and 2) increase a .75 Senior Administrative Assistant in the Code Enforcement Division to a 1.0 FTE Senior Administrative Assistant.

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EXECUTIVE SUMMARY

The Housing and Community Services Department proposes to increase staff support to the Code Enforcement Division to close a backlog of open Category 3 (Nuisance) code violations, which will allow current Code Enforcement Officers to concentrate on resolving Category 2 (Illegal Construction, Non-Life/Safety Substandard Housing, Illegal Units, etc.) cases and moving unresolved cases to Administrative Hearing. A one-year limited term Housing and Community Services Technician position is proposed to manage the backlog of Category 3 cases. Increasing the existing Senior Administrative Assistant position from 0.75 FTE to 1.0 FTE is proposed to support the Administrative Hearing process.

This item relates to Council Goal 6: Committed to making Santa Rosa a community where people feel safe to live, work, and play.

BACKGROUND

The purpose of the Code Enforcement Division is to ensure the adopted City Codes are followed within the city limits of Santa Rosa. The objective is to effectively address health, life, fire, and safety issues facing residents and businesses. Code Enforcement is the primary tool used to maintain neighborhoods and guide revitalization efforts. The

program is reactive, meaning staff respond to complaints received from the public, or staff may notice obvious code violations and reach out to the responsible party. Currently, the Division receives approximately 70 complaints per month/840 complaints per year. The division is currently comprised of one Senior Code Enforcement Officer, 3.5 FTE Code Enforcement Officers, and 0.75 FTE Senior Administrative Assistant. The Division has had one or more vacancies for the better part of two years.

During their 2015 Goal Setting, the Council requested information about the Code Enforcement Division, including the current program and vision and strategy for the future.

In October 2015, the Code Enforcement Division was moved from the Community Development Department to the newly created Housing and Community Services Department.

On April 5, 2016, David Gouin, Director, and Carmelita Howard, Housing and Community Services Manager, presented the Code Enforcement Vision and Strategy to the Council during study session, which included a fee-based rental inspection program, and education and outreach components. With Council support, the department retained Management Partners (consultant) to conduct an analysis of the current Code Enforcement program; analyze integration of the several inspection programs within the Housing and Community Services Department; and design a rental housing inspection program. These studies are currently underway, with expected return to Council for direction in September 2016.

The Council again indicated their interest in ensuring the best model Code Enforcement at the FY 2016/17 Budget Study Sessions in May 2016 and at the FY 2016/17 Budget Hearings in June 2016.

#### PRIOR CITY COUNCIL REVIEW

As noted above, Council reviewed the Code Enforcement Vision and Strategy to the during study session on April 5, 2016.

#### ANALYSIS

Housing and Community Services management staff have been working to position the Code Enforcement Division to prepare for the possible addition of a fee-based rental inspection program and integration with the other inspection-based programs within the department. An area of concern that has been identified is the backlog of open Category 2 and 3 complaints.

Code complaints are reviewed and processed under a priority system with associated response times:

- Category 1: Complaints of serious life and safety issues in structures; environmental crimes; Santa Rosa Police and Fire Department requests for cooperation (response within 24 hours)
- Category 2: Complaints of illegal construction; substandard housing conditions that are not life/safety issues in nature; illegal residential units; illegal commercial operations, etc. (response within 14 days)
- Category 3: Complaints of nuisance issues – fences; animals; vegetation; illegal signage, etc. (response within 30 days)

There are currently 1,312 open Category 2 cases and 404 open Category 3 cases. There are 66 cases pending the Administrative Hearing process. While the least critical of the cases, Category 3 complaints generate constant complaints and require time-consuming follow up, taking time from Code Enforcement Officers' capacity to concentrate on more pressing Category 2 complaints and the preparation needed to bring those cases to Administrative Hearing.

#### Housing and Community Services Technician Limited Term, 1 Year

The Limited Term Housing and Community Services Technician would be assigned to remedy all open Category 3 cases and handle new cases as they come in, thus reducing the burden on Code Enforcement Officers. Code Enforcement Officers would focus on resolving Category 2 cases and utilization of the Administrative Hearing process.

The Department would like a one-year Limited Term position because it will allow enough time to complete a significant number of open Category 3 cases and provide flexibility once the Management Partners studies conclude; the position may be retained, reclassified, or eliminated based on the results of the study and Council direction.

#### Senior Administrative Assistant Increase from .75 FTE to 1.0 FTE (Full-time), Ongoing

The Senior Administrative Assistant position assigned to the Code Enforcement Division is currently 0.75 FTE. This position is responsible for all clerical support for the division.

Prior to the 2008 recession, the Code Enforcement Division had 1.0 FTE of Senior Administrative support. The position was eliminated in 2008, restored to 0.5 FTE in 2012, and increased to 0.75 FTE in 2014. The elimination and subsequent addition at a reduced FTE has required the Code Enforcement Officers to perform their own clerical support, thus decreasing time spent resolving Category 2 cases and utilization of the Administrative Hearing process.

The additional .25 FTE will specifically provide clerical support to the Code Enforcement Officers for the Administrative Hearing process.

The Human Resources Department has reviewed the work proposed for the positions to determine the appropriate classification title, salary and bargaining unit designation.

### FISCAL IMPACT

All costs associated with these additions will be absorbed by current funding sources; no additional funding is requested at this time.

The estimated cost for the Limited Term HCS Technician is \$80,000. Existing Code Enforcement Officers will charge time into the Administrative Hearing Fund, which will allow existing General Fund resources to fully fund the HCS Technician. There will be no additional cost to the General Fund. The Administrative Hearing fund has sufficient resources to fund this additional work.

The additional 0.25 FTE of the Senior Administrative Assistant position is estimated to cost \$16,000 annually. The additional time will be used to support the Administrative Hearing process, so will also be funded by the Administrative Hearing fund. There is no additional cost to the General Fund. The Administrative Hearing fund has sufficient resources to fund this additional work.

### ENVIRONMENTAL IMPACT

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guideline section 15378.

### BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

None.

### NOTIFICATION

Not applicable

### ATTACHMENTS

- Resolution

### CONTACTS

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