



Compliance Issues Action Plan Update May 2015

Action	Progress
General	
1. Do some training/refreshers course for Code and Contact – bring in all departments that use it	Done
2. May need some changes to Code and Contact: priority level, standard questions for issue types, date tracking/calcs, forwarding feature, integrating “Report a Concern” tool from website, others?	Done
3. Standard questions and a flowchart is needed for landlord/tenant issues in particular	Done
4. Eliminate projecting sign/awning annual permit – rely on hold harmless (sidewalk privilege) agreements	Done
5. Create business registration system	By 6/30/15
Enhance Collaboration	
1. Meet with Fire, Police, and Public Works to review this action plan	Done
2. Meet bi-weekly or monthly as Neighborhood Improvement Action Team for regular communication on execution of this plan	Ongoing – have been meeting since 3/2/15
Establish Procedures	
1. Routine referral of all issues that can be handled by Police and Fire	In progress
2. Prompt removal of front yard/highly visible trash/furniture/other dumping – one visit approach	In progress
3. Inspectors focus on priorities 1 through 4	In progress
4. Intake calls/emails attempt to eliminate priority 3 and 5 or immediately refer priority 5 to others <ul style="list-style-type: none"> a. Obtain all contact info (phone and email) b. May require a picture or video (evidence) of the issue in some cases 	In progress
Start Fresh	
1. All compliance issues more than one year old will be closed with no further action (unless a response is already in progress and ongoing)	Done – but with modifications
2. All compliance issues more than 30 days old that are priority 5 or 6 will be closed with no further action (unless a response is already in progress and ongoing)	Done