CENTRALSQUARE

TECHNOLOGIES

EL DORADO COUNTY, CA

Business Process Optimization

Executive Summary and Summation of Recommendations

- **Purpose**
  - o The intent of this Business Process Optimization (BPO) performed for El Dorado County is to determine the current business processes and priorities for the County and make recommendations for go forward actions to incorporate best practices.

- **Land Management Recommendations**
  - o Analyze the use of the existing custom fields on land records to determine if they are being used efficiently and are populating correctly via the Land Management Update Routine.
  - o Consider removing the topographical layer being delivered in Community Development GIS to empower quicker rendering and visual clarity.
  - o Except for Custom Screens, all land records should be updated only via GIS. Staff should not be adding land records directly into Community Development.

- **Permitting Recommendations**
  - o Contact Support for additional information for Software updates. As a Community Development customer in a hosted environment, El Dorado County may have the latest version or hotfix installed via a simple Support ticket. It is recommended, however, that updates be done in the Test environment and then fully tested by the customer before implementation into Production.

  - o Enter some of the ideas in the Customer Connect portal. Several of the Support tickets which have been submitted by El Dorado County are requests/recommendations for changes to the existing Community Development software. By submitting these recommendations through the Customer Connect portal, they are forwarded to Product Management for consideration in the Community Development roadmap.

  - o It is recommended that Eldorado County provide additional Training for its staff. Training is recommended on several levels:
    - ▪ System Administration training – there are Support tickets which have been submitted and changes/fixes requested of the on-site Consultant which could have been easily managed by an El Dorado staff member with an extensive understanding of how to administer the system correctly. This type of training would help in all areas of configuration including:
      - Fee updates
      - New permit, project, case types
      - Changes to permission or staffing
      - Change to reviews/inspections
      - Addition or changes to Custom screens

- Automations including automated emails and email templates

    - End User training – Inconsistencies in training can be problematic.   Ensuring that all staff members are using the system in the same manner is important. It is recommended that standards be created in the following areas:
        - Intake processes
        - Permit intake at the counter
        - Permit intake online
        - Review Assignments
        - Inspection Assignments and the Sequencing
  o Expansion of custom screens – El Dorado County has many fees which are based on quantities (QTY). Although there are some cases where this is common, there are others (i.e. after hours inspections, Cameron Park FPD fees, etc. which would have more visibility by capturing these fees in custom screens. Each Permit type allows for 102 separate custom fields on the permit level. There are additional custom fields on each inspection type as well.

  o Configuration changes – the following configuration changes are recommended.
    - Addition of Intake Reviews should be added to each permit type that is not an Over the Counter (OTC) permit. As part of each Intake Review, a checklist of the documents and processes which are needed for each permit should be included. The purpose of these intake reviews is twofold, 1. To ensure that all the correct documents are being submitted before the review process begins (this will assist with compliance with the California requirement of a 30-day turn around on first submissions as all documentation will be present); and 2. these checklists can serve as a training tool for new intake staff when attrition occurs.
        - Checklist Example: Single Family Home
            - 3 sets of plans
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            - Location of all water connections
            - etc.

  o Request a quote for Review of Permitting Fees that are affected by Job Value. Although this can be done by CST, El Dorado staff members could make these changes if they understand system administration (noted above).

  o El Dorado County would benefit from email notifications for review statuses. Corrections were made and CST suggested that users that will be receiving email should only have one username. This will spawn a faster turnaround time and reduce the amount of manual customer contacts that are necessary.

- o Implementation of Agency Center – Agency Center is an addendum module to eTRAKiT. Agency Center serves almost as a "mini-Workspace". This module allows organizations affiliated with the County to result Inspections, Reviews and Chronology Actions. The benefit to this module is that these "outside" approvers" do not need to be inside the County's network as Agency Center operates outside the municipal firewall. This will continue to facilitate the County's move towards a more paperless process. This could include:

    - Tahoe Regional Planning Association
    - EID
    - Fire Department
    - Community Services District
    - Sheriff's Office
    - Office of Economic Development

- **Project and Planning Recommendations**
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    - Checklist Example: Subdivision
      - Site plan
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  - o Create Standard Operating Procedures
    - Pre-Applications – There are currently only 410 Pre-Application projects captured in Community Development since its inception in 2006. This tells me that many pre application meetings were probably not captured for one reason or another. This also can be an area to capture efficiencies. If County staff does any work on a project, even in the pre-app phase, it should be captured. This allows for staffing capacity justifications and reduction of duplicate effort from

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  needed for processing. This will also allow for all data to be captured directly into Community. Development, this process may require an assessment of existing project types and subtypes.
  - There are currently 74 Project Types with few or no subtypes. From an online perspective, this can be a bit overwhelming. A discussion should be had about combining types into types/subtypes for ease of selection in application via eTRAKiT.

- The more automation of review creation that can be instituted will allow for faster and more accurate processing of projects. The creation of this spatial rule would generate a Historical Review, which would assign automatically ensuring correctness and efficiency. Currently the Spatial rules are being used to create areas.

- Chronology or Event Scheduler will provide an excellent opportunity to track Project meetings for variances, plan development and the like.

- Code Enforcement/CRM Recommendations
  - Code case intake
    - All case intakes should occur through CRM internally and externally if possible via eTRAKiT

- Within the CRM module, there are currently 56 issue types, and there is no clarity on how the workflows are functioning. These options are available via eTRAKiT and would be exceptionally confusing to the public thereby reducing the chances of the module being used for its desired function.
- A concise process and clear issue types will allow the County to track types of complaints, trends and high concentration geographics from the standard reports and/or advanced search within Community Development

- Additional Training is needed and was requested by staff:
    - End User training – Inconsistencies in training can be problematic.   Ensuring that all staff members are using the system in the same manner is important. It is recommended that standards be created in the following areas:
    - Intake processes
        - Case intake at the counter
        - Case intake online
    - Review Case Assignment process
    - Inspection Assignments and incorporating timing automation for follow up inspections

- Restructure Violation text to include corrective action
    - A Notice of Violation contains three (3) elements. 1. What is wrong; 2. What is the corrective action; and 3. When will the code officer return for re-inspection. Corrective actions can be added to the violation text to satisfy the first 2 requirements (note this is editable for one off differences).

        Example:
        Business License Needed
        CC 231.251 License taxes in the amounts hereinafter prescribed are imposed upon the businesses, trades, professions, callings, and occupations specified in this chapter. It is unlawful for any person to transact and carry on any business, trade, profession, calling, or occupation in the city, or to provide a service within the city, without first having procured a license from said city so to do and paying the tax hereinafter prescribed, or without complying with all applicable provisions of this chapter.

        This section shall not be construed to require any person to obtain a license prior to doing business within the city if such requirement conflicts with applicable statutes of the United States or the state of California. Persons not required to obtain such license prior to doing business within the city nevertheless shall be liable for payment of the tax imposed by this chapter. [ECMC 4.32.040]

Corrective Action:

Please submit your application for your business license in person to 111 Main Street, Cityname, CA 12345 or online at www.anycityetrakit.com and pay all appropriate fees

- CST Code module offers Custom Screens to collect data on violations, Inspections and more specifically the Code case. There are 102 custom fields available for each Code Case type. Additionally, there are custom fields available on both the Inspection and the Violation.
  - o This custom screen is present on Code enforcement cases currently (see below). As stated, custom screens allow code officers to collect additional data such as Vehicle make, model and vin, etc.
  - o Custom screens can provide invaluable data for User define Fields that can be configured for use with creation custom of reports.
  - o Limit the amount of CRM Issues which can be submitted via eTRAKiT
    - ▪ There are currently 56 options available for Issue submission via eTRAKiT.   It may be that the County is trying to be too much for too many via the portal. This should be limited to those Issues the general public might want to submit such as Abandoned Vehicles, Yard Waste, etc.

- Additional Recommendations
  - o Creation of a Governance group for changes to Community Development
    - ▪ As Community Development is an enterprise solution for the County, IT would maintain overall ownership of the application. However, it would not fall upon IT to direct changes needed to keep the software current. A small group of end users should meet periodically to recommend changes to the software and validate these recommendations among the group. Once a change is universally agreed upon, the System Administrators should make the changes to the Test environment for validation by the end users before applying the changes to the Production environment.

  - o Training recordings – It is recommended that any trainings completed be recorded and archived by the County.   This assists with consistency in training and ensuring that all staff members are using the software in the same manner. If CST performs the trainings, they would not be eligible for resale by the County.

Project Name	Community Development
Client Name	El Dorado
Client POC	Director of Building and Zoning: Michael White
Client Phone	530-621-5129
Engagement Name	Business Process Optimization
Location	#10 Public Square Placerville, Ca 62220
CST Project Manager	David Smith
CST Consultant	Darryl Davis
Date Prepared	6/14/2022

Non-Disclosure Statement

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Section 1. Overview

Introduction and General Findings

Purpose

The intended Business Process Optimization (BPO) performed for El Dorado County was to determine the current business processes and priorities for go forward actions with recommendations from CentralSquare Technologies. It should be noted that a thorough review was done with the departments as it related to issue resolution, potential sales quotes and/or funded development for many of the requested updates that were discussed with Eldorado County Community Development users, Finance, and the IT staff. It must also be noted that the client completed the implementation and went live with Community Development on May 14, 2018. Further, it should be known that Eldorado County has had employee attrition that has hindered the expertise post go live. It was also noted that additional Training may be warranted. Currently, El Dorado County has over 130 Support and Engineering tickets that are in review with CST support and is also documented with El Dorado County Permitting, Planning, Code Enforcement, and IT staff. El Dorado County has a production environment currently running 18.2.9 and test environment running 19.3.18. Additionally, during the BPO these issues were covered in length. The IT staff assisted in facilitated the BPO process review and involved staff from Building Services and Finance. There were many topics discussed and below is a general list:

- Departmental Issues with all departments using Community Development
- Current processes versus recommended processes
- Functionality not currently utilized by customer
- Training Gaps identified by users
- Customer Proposed enhancements
- Employee Attrition post go live

Standard items for consideration of each functional group include:
- Identify required interfaces with internal and external systems to ensure that requirements are met. We discussed eTRAKiT and Cardknox specifically.
- Review and address custom or non-standard software solutions. The LMUR (Land Management Update Routine) was a critical discussion and reviewed.
- Identify areas where a current process could be improved through workflow automation.
- Verify knowledge sharing through reporting. Configuration and reporting recommendations will be identified to meet reporting needs.
- Identify Best Practices to improve internal operations and make the best use of the current functionality.
- Identify Training Opportunities with Code Enforcement, Planning and Permitting identified by Eldorado County Staff.

Client Background

El Dorado County, California
#10 Public Square Placerville, Ca 62220
Website: https://www.edcgov.us

Current Version: 18.2.9 (Live Production—May 14, 2018)
Updating to19.3.18 (Test)

Demographics: 260,000
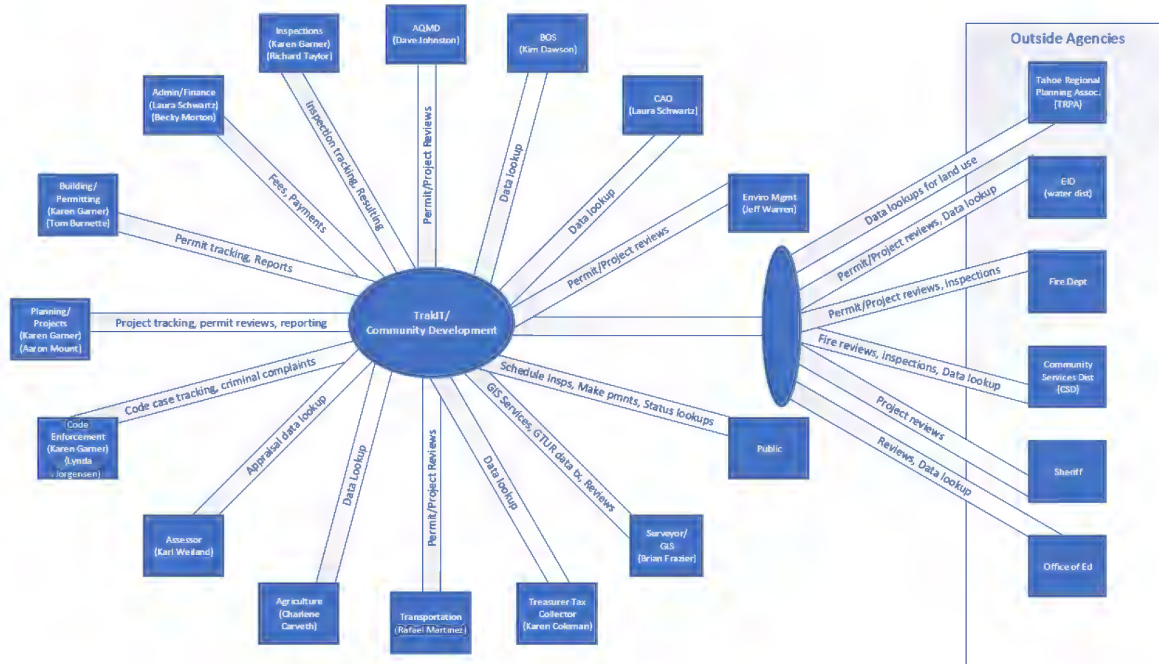Type of project: Existing Hosted Client
Licenses (100), 300 plus users

Community Development Stats 2021
Permits – 20,779
Projects -   1,735
Code -   742

Current Community Development Users (Internal and External)

Applications/Modules currently Implemented.

Land Management Update Routine – LMUR is in the process of being updated during the process of this BPO.

Permitting (Permits, Permit Inspections, iTRAKiT Inspections) Permitting has some fee issues, receipting issues with Transaction Management. Online Inspections and fees are Pain points. Users were proficient with use of Community Development and have many requested changes. One of the primary issues is Inspection Capping is exceeding the numbers and causing additional Inspections to be assigned to Inspectors.

Project and Planning (Zoning) – Requested Training, Planning does not have any Standard Operating Procedures and believe that Community Development is working for them.

Code Enforcement – Requested Training and is using Community Development with some success

Entity Management – Eldorado County would like to have a second look from Central Square adding Contacts Issue (503 error). This Issue was fixed by support and cloud while Consultant was on site.

eTRAKiT –El Dorado County is having intermittent issues with Cardknox Online and OTC payment processing not synching with Community Development and intermittent issues with credit card readers corrupting credit cards.

Current Applications in use

Application	Comments
Community Development	Building Services is currently using Community Development PermitTRAK to process Permits, Code Enforcement to process Code Cases, Entity Management and CSLB integration to add Contractors. Additionally, the Planning Department is using ProjectTRAK for projects. Also, El Dorado County is using eTRAKiT to process online payments via Cardknox and scheduling Building Inspections. iTRAKiT Building is employed to result inspection and. indicate routes and time to complete inspections. Code Inspections is not being used.

Current Goals

Currently, El Dorado County Building Services works as a cross functional team. The responsibilities are shared by separate departments The County is responsible for Permitting, Planning, Code Enforcement, Land Management, Contractor Management using CSLB and Cardknox integration. Address and Parcel Location creation which is completed by staff and LMUR. The county department are benefitting from CST in most functional areas by using CST community development. El Dorado County can improve Email Notifications, automation, reporting capabilities, reduction of redundancy in all areas. El Dorado County has made recommendations for changes throughout the Business Process Optimization with expectations that these updates would improve their efficiencies. The County believes that if these changes can be made, they can be more successful. During the BPO process it was discussed that a large percentage of the proposed changes will require either additional quotes and/or funded development.

- El Dorado County is in the process of updating Community Development from its current version with the expectation that the update will improve processing in Community Development. Additionally, the IT department is testing the updated environment and has also opened several Support cases to confirm that the update will resolve many of its issues. The Cases currently opened are not being closed until IT can verify that any items are fixed in both production and test environments. It should be noted that a review of several issues was discussed, and recommendations were made to close the resolved cases. It should also be repeated that some of the cases produced are related to training and an effort was made to resolve many issues with staff.

Section 2. Analysis and Reporting

Group Overview

ATTENDEES

Name	Title
Michael White	IS
Sandra Kesler	IS
Don Knight	Building Services Manager
Jennifer Marphae	Intake Manager
Janice Poirier	Building Department
Karrie Crowe	Intake
Rachel Mcfaden	Building Services
Chris Simmonson	Building Services
Aaron Mount	Planning
Evan Mattes	Planning
Linda Jorgenson	Code Enforcement Manager
Teresa Schoener	Code Enforcement
Alex Brooks	Code Enforcement
Becky Mortan	Finance
Leann Scheuring	Building Services (File Room)

GROUP EXPECTATIONS/CHALLENGES

El Dorado County would like to improve its GIS mapping areas (Spatial Rules). Community Development Users also expressed that they would like to receive training. CST reviewed the code enforcement issues, and the issues were either Training Issues or potential software improvements. For funded development. Some of the issues were resolved on site and guidance was provided.

SUBGROUPS/FUNCTIONAL DIVISIONS

Departments include:

Permitting/Inspections
Planning
Code Enforcement
File Room
Finance

Demonstration Notes

During the BPO processes the workbook process was discussed, as was eTRAKiT online and over the counter payment processes. Also, I had the opportunity to meet with Finance. El Dorado County uses multiple account numbers for its fees in the current system for all departments. Upon further investigation of the refund policy as it relates to Transaction Manager. In their next release the client has indicated that it is imperative that once fees have been paid and a refund issued, that El Dorado County Finance will need a receipt that will show the refunded amounts on the receipt as a matter of history.

Reporting Requirements

The County can currently pull various reports from its County repository (County Map Layers).
CST reports and Community Development Advanced Search has offered positive improvements, but a few improvements were suggested by Planning as it relates to selecting from the canned reports.

Existing Documents

Merge Documents El Dorado County has several Merged Documents that can be recreated by the client and used in the print feature of Community Development. Additionally, Email Templates need to be created to take advantage of Community Development email notifications.   There is a complete list of merge doc fields under Attachments within this document.

SSRS Reports SSRS Reports are created via SQL Server Report Services. SSRS is a server-based report generating software system from Microsoft. It is part of a suite of Microsoft SQL products. SSRS is used for reports which pull data from multiple records and to pull data from within a table from a single record. SSRS is currently being completed by El Dorado County IT staff Sandra Kesler and Michael White in IS have been responsible for creating and updating documents. The county has the knowledge resource to edit SSRS reports and Merge documents. Please note, that all Standard Reports are included with Community Development REPORTS. El Dorado County will not need Training for its revision or creation of Custom Reports. However cross-training should be done so that there is not a single point of failure.

# Section 3.   Community Development Module Recommendations

Land Management Business Processes

Current Situation

At time of BPO, the Land Management Update Routine which is known as the GeoTRAK Update Routine (GTUR) is being updated by CentralSquare Conversion Specialist to drive the data from the County's Geographic Information System (Megabyte) into the Community Development Land Management module. Land records are also being added by Community Staff.

Consistency in record development and the further manipulation of those records is critical for the further success of El Dorado County. Traditional data flow within municipalities into Community Development is single sourced from GIS or from the County Assessor's Office. Eldorado County has an existing GIS element that is present within the municipality and can be accessed from the website https://see-eldorado.edcgov.us/ugotnet/. Robin Gingerich is the County Contact.
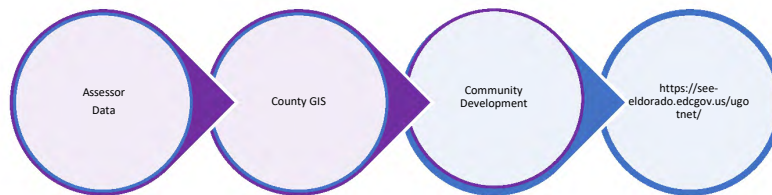
Current Status of El Dorado County GIS (Megabyte)

The incorporation of GIS into the LMUR is necessary for the continued success of the land management database going forward. A single source of geo-data allows for consistency and continuity in both data storage and reporting. Additionally, a reconciliation of valid geo-data will create proper linking with Community and generate correct addresses. This update is currently being worked and El Dorado Staff is aware of the changes being made and is waiting for the update by CentralSquare Staff. There is the capacity for 102 custom fields to be populated in a land management record via GIS. Presently, 85 fields are being used by the County although many are not populating.

Recommendations

- Analyze the use of the existing custom fields on land records to determine if they are being used efficiently and are populating correctly via the Land Management Update Routine.
- Consider removing the topographical layer being delivered in Community Development GIS to empower quicker rendering and visual clarity
- Except for Custom Screens, all land records should be updated only via GIS. Staff should not be adding land records directly into Community Development.

Permitting Business Process

Permitting Staff had an issues list that was reviewed collectively. Many of the items were resolved on site and many issues yet remain in Support as cases with various status. One of the Major staff issues is having to verify payments twice. The County takes payments at the beginning of the plan check process and at the end of the process prior to issuance of Permit. Due to various changes during the process Eldorado County may delete fees that are calculated using Job value. This change causes several fees that need to be reworked. Finance has requested that after the payments are deleted, credited, or refunded that the history display on receipts and not have data be completed removed from the history. El Dorado County has entered Many tickets regarding these issues in Support and Engineering. The statuses vary and range from **New** (2) 6/12/2020, **Open** (37) 1/15/20-6/17/22, **waiting on customer** (23) 6/29/20-6/24/22, **Upgrade Pending** (10) 5/20/2019 thru 4/04/2022, **Promoted to Development** (28) 6/23/20-3/16/22 and **closed** (820) 10/09/17-6/22/22.
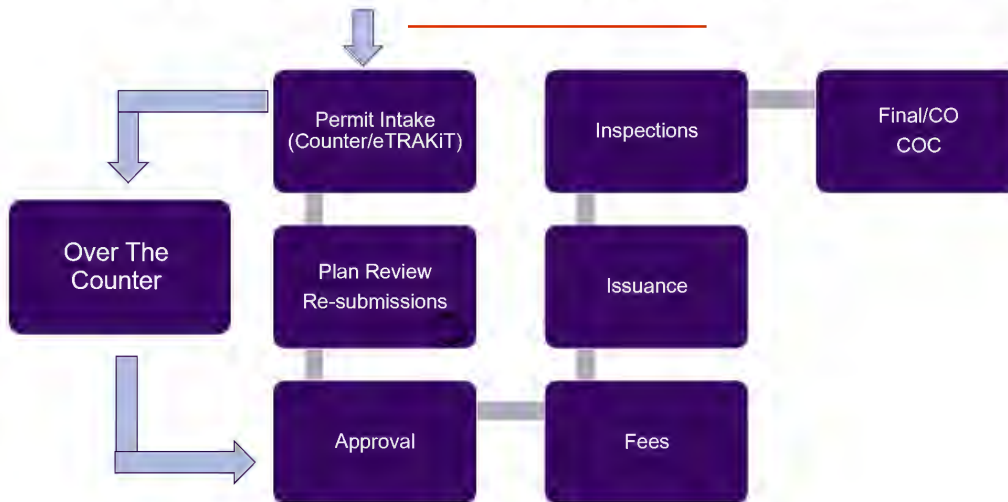
1. Permitting

CURRENT PROCESS/CHALLENGES

Note:
 Fees are taken during Intake Process and prior to issuance. Permitting flow does not follow the standard process and JOBVALUE and calculations of Fees require review 1 and review 2. This is Major Issue
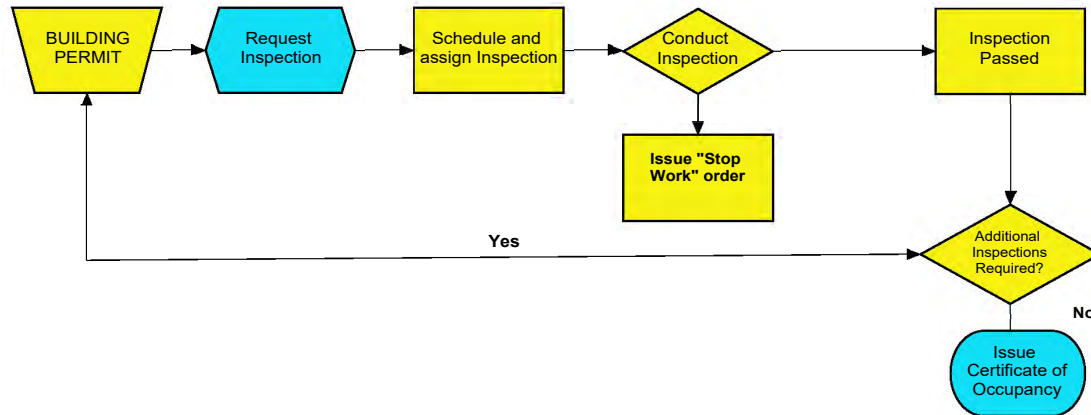
RECOMMENDATIONS:

The figure below is the recommended process for Building Permits:

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The figure below is the recommended process for Building Inspections:

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    - Community Services District
    - Sheriff's Office
    - Office of Economic Development

2. Project and Planning Business Process

CURRENT PROCESS/CHALLENGES

El Dorado County is using the Project and Planning module however, planning does not have any written standard operating procedures. Staff was not heavily involved in the implementation phase and made several recommendations. Staff also discussed the need for training to maximize the use of Community Development.

Normal Project Workflows

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RECOMMENDATIONS

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- Chronology or Event Scheduler will provide an excellent opportunity to track Project meetings for variances, plan development and the like.

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3. Code Enforcement/CRM Business Process

CURRENT PROCESS / CHALLENGES

The current challenge for code enforcement is having a consistent system to track and monitor the code enforcement processes for attaching documents and processing documents in a singular system. St. Clair County is both reactive and proactive and appear to have great insight going forward with CST Community Development. Additionally, Code Enforcement use repository for photos. Going forward new attachments will be stored and accessed in Community Development. Fines are assessed.

RECOMMENDATIONS

- Code case intake
    - All case intakes should occur through CRM internally and externally if possible via eTRAKiT
        - Within the CRM module, there are currently 56 issue types, and there is no clarity on how the workflows are functioning. These options are available via eTRAKiT and would be exceptionally confusing to the public thereby reducing the chances of the module being used for its desired function.
        - A concise process and clear issue types will allow the County to track types of complaints, trends and high concentration geographics from the standard reports and/or advanced search within Community Development

- Additional Training is needed and was requested by staff:
    - End User training – Inconsistencies in training can be problematic.   Ensuring that all staff members are using the system in the same manner is important. It is recommended that standards be created in the following areas:
    - Intake processes
        - Case intake at the counter
        - Case intake online
    - Review Case Assignment process
    - Inspection Assignments and incorporating timing automation for follow up inspections

- Restructure Violation text to include corrective action
    - A Notice of Violation contains three (3) elements. 1. What is wrong; 2. What is the corrective action; and 3. When will the code officer return for re-inspection. Corrective actions can be added to the violation text to satisfy the first 2 requirements (note this is editable for one off differences).

        Example:
        Business License Needed

CC 231.251 License taxes in the amounts hereinafter prescribed are imposed upon the businesses, trades, professions, callings, and occupations specified in this chapter. It is unlawful for any person to transact and carry on any business, trade, profession, calling, or occupation in the city, or to provide a service within the city, without first having procured a license from said city so to do and paying the tax hereinafter prescribed, or without complying with all applicable provisions of this chapter.

This section shall not be construed to require any person to obtain a license prior to doing business within the city if such requirement conflicts with applicable statutes of the United States or the state of California. Persons not required to obtain such license prior to doing business within the city nevertheless shall be liable for payment of the tax imposed by this chapter. [ECMC 4.32.040]

Corrective Action:
Please submit your application for your business license in person to 111 Main Street, Cityname, CA 12345 or online at www.anycityetrakit.com and pay all appropriate fees
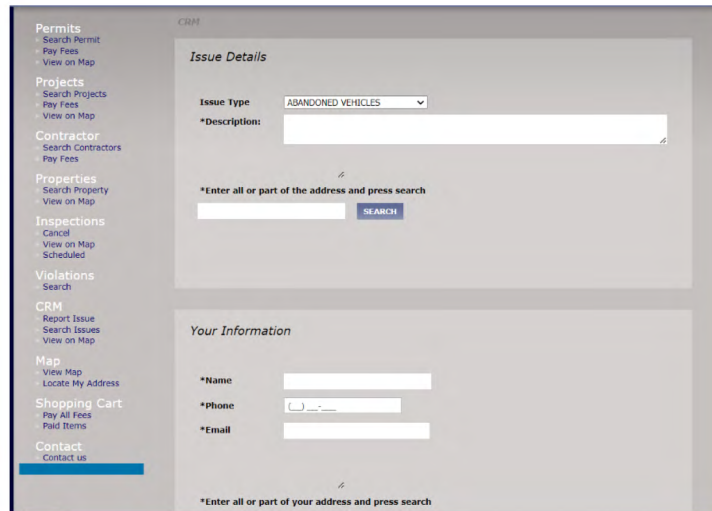
- CST Code module offers Custom Screens to collect data on violations, Inspections and more specifically the Code case. There are 102 custom fields available for each Code Case type. Additionally, there are custom fields available on both the Inspection and the Violation.
    - This custom screen is present on Code enforcement cases currently (see below). As stated, custom screens allow code officers to collect additional data such as Vehicle make, model and vin, etc.
    - Custom screens can provide invaluable data for User define Fields that can be configured for use with creation custom of reports.

- Limit the amount of CRM Issues which can be submitted via eTRAKiT
  - There are currently 56 options available for Issue submission via eTRAKiT.   It may be that the County is trying to be too much for too many via the portal. This should be limited to those Issues the general public might want to submit such as Abandoned Vehicles, Yard Waste, etc.

Additional Recommendations

- Creation of a Governance group for changes to Community Development
  - As Community Development is an enterprise solution for the County, IT would maintain overall ownership of the application. However, it would not fall upon IT to direct changes needed to keep the software current. A small group of end users should meet periodically to recommend changes to the software and validate these recommendations among the group. Once a change is universally agreed upon, the System Administrators should make the changes to the Test environment for validation by the end users before applying the changes to the Production environment.

- Training recordings – It is recommended that any trainings completed be recorded and archived by the County.   This assists with consistency in training and ensuring that all staff members are using the software in the same manner. If CST performs the trainings, they would not be eligible for resale by the County.

- Consistent use of the Description and Case Name fields
  - All modules in Community Development contain a field called Description (called Case Name in Code Enforcement).   This field can be used significantly if there is consistency used. The reason being is that this field is searchable from the Global Search bar in Community Development (see below)
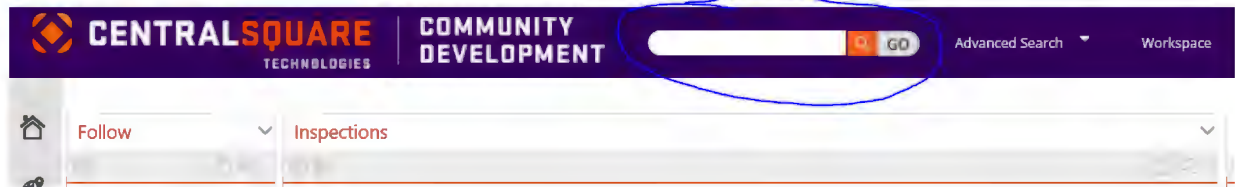
  - For example, the below screen shot from Permitting shows the inconsistency in naming. The same is true within Code Enforcement and Project and Planning is not being used at all.

Section 4.   Summary

El Dorado County has lost many of its subject matter experts and currently have the opportunity for single points of failure as it relates to Community Development. The County has many users, and most staff is using Community Development with considerable understanding. However, some areas for staff lack of training, passing of time or loss of staff was noticeable. Though the County has many cases in CST support and development additional training is requested by the staff and is also recommended by CST. On the other hand, a serious review should be done with the case process that is listed in the report.

Further, El Dorado County has many ideas for potential software enhancements that will require contact with CST Sales team to request a quote for Training and funded development for future changes or a review. Realistically some of the requested changes may be in CST roadmap for future enhancements and perhaps a discussion with the CST product owner may be in order.

Gap Analysis

Due to many reasons, it appears that Training and staff involvement was diminished after the CST go live and that those who implemented the software and completed the workbooks are no longer employed by El Dorado County.

Timeline

The Timeline will be Determined by the CST Project Manager and/or Senior Management as to how we will go forward post BPO.

![CentralSquare logo]

Section 5. Addendum

Merged document fields

ENTITY MANAGEMENT Merged Doc Fields		
«ActivityNo»	«FeesPaid»	«SiteBlock»
«Address1»	«Hold»	«SiteCity»
«Address2»	«HoldNotes»	«SiteDescription»
«AECSubType»	«LicCategory1»	«SiteGeotype»
«AECType»	«LicCategory2»	«SiteLotNo»
«AppliedDate»	«LicGrade1»	«SiteNumber»
«BalanceDue»	«LicGrade2»	«SiteState»
«BusLic1Agency»	«LicGrade3»	«SiteStreetName»
«BusLic1Expire»	«LicGrade4»	«SiteSubdivision»
«BusLic1Issue»	«LicGrade5»	«SiteTract»
«BusLic1No»	«LicGrade6»	«SiteUnitNo»
«BusLic2Agency»	«LocationRecordID»	«SiteZip»
«BusLic2Expire»	«Notes»	«State»
«BusLic2Issue»	«OwnerName»	«Status»
«BusLic2No»	«ParentAECStLicNo»	«StatusName»
«City»	«Password»	«StLicExpire»
«Company»	«PasswordChangeDate»	«StLicIssue»
«Contact1»	«Phone1»	«StLicNo»
«Contact2»	«Phone2»	«SubTypeName»
«Contact3»	«Phone3»	«TaxID»
«CoOwnerName»	«PIN»	«TrustAcctBalance»
«DefaultPayer»	«RecordID»	«TrustAcctNo»
«Email»	«SiteAddress»	«TypeName»
«Fax»	«SiteAlternateID»	«WebSite»
«FeesCharged»	«SiteAPN»	«Zip»
Code Enforcement Merged Doc Fields		
«ActivityNo»	«HistoricalAPN»	«SiteAPN»
«AssignedTo»	«HowReceived»	«SiteBlock»
«BalanceDue»	«ActivityNo»	«SiteCity»
«CaseLocation»	«LastActionDate»	«SiteDescription»
«CaseName»	«LocationRecordID»	«SiteGeotype»
«CaseNo»	«LockID»	«SiteLotNo»
«CaseSubType»	«MaskedSiteAPN»	«SiteNumber»
«CaseType»	«OtherBy1»	«SiteState»
«ClosedBy»	«OtherDate1»	«SiteStreetID»
«ClosedDate»	«OwnerName»	«SiteStreetName»
«CodeSection»	«ParentLicenseNo»	«SiteSubdivision»

«ComplainantName»	«ParentPermitName»	«SiteTract»
«DefaultInspector»	«ParentPermitNo»	«SiteUnitNo»
«DefaultPayer»	«ParentProjectName»	«SiteZip»
«Description»	«ParentProjectNo»	«StartedBy»
«FeesCharged»	«Prefix»	«StartedDate»
«FeesPaid»	«RecordID»	«Status»
«FeesSelected»	«ReferredTo»	«StatusName»
«FollowUpBy»	«ResidentName»	«SubTypeName»
«FollowUpDate»	«Selected»	«TypeName»
«GroupImage»	«SeqNo»	«YRMO»
«HasGeoRecordLock»	«SiteAddress»	
«HasGeoRestrictions»	«SiteAlternateID»	
Land Management Merged Doc Fields		
«ActivityNo»	«Locked»	«SiteCity»
«BalanceDue»	«LotSizeSF»	«SiteDescription»
«BldgData01»	«MaskedSiteAPN»	«SiteGeotype»
«BldgData02»	«MultiAddress»	«SiteLotNo»
«BldgData03»	«NumberOfBathrooms»	«SiteNumber»
«BldgData04»	«NumberOfBedrooms»	«SiteState»
«BldgData05»	«NumberOfStories»	«SiteStName»
«BldgData06»	«NumberOfUnits»	«SiteStPrefix»
«Census»	«OwnerAddress1»	«SiteStreetID»
«Coord_X»	«OwnerAddress2»	«SiteStreetName»
«Coord_Y»	«OwnerCell»	«SiteStSuffix»
«DefaultCaseInspector»	«OwnerCity»	«SiteStType»
«DefaultCaseOfficer»	«OwnerConfidentiality»	«SiteSubdivision»
«DefaultInspector»	«OwnerCountry»	«SiteTract»
«DefaultLicenseInspector»	«OwnerEmail»	«SiteUnitNo»
«DefaultPayer»	«OwnerFax»	«SiteZip»
«DefaultPermit2Inspector»	«OwnerFirst»	«Status»
«DefaultPermitInspector»	«OwnerLast»	«StatusName»
«DefaultProjectInspector»	«OwnerName»	«StructureSF»
«FeesCharged»	«OwnerPager»	«SubTypeName»
«FeesPaid»	«OwnerPhone»	«TotalValue»
«FeesSelected»	«OwnerState»	«TRA»
«GeneralPlan»	«OwnerZip»	«TypeName»

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«GeoType»	«ParentLocationRecordID»	«YearBuilt»
«GroupImage»	«ParentSiteAddress»	«ZoneCode1»
«HistoricalAPN»	«ParentSiteAPN»	«ZoneCode2»
«ImprovedValue»	«RecordID»	
«IsChanged»	«RestrictionNotes»	
«LandUse01»	«RestrictionOtherNotes»	
«LandUse02»	«RestrictionType»	
«LandUse03»	«SchoolDistrict»	
«LandUse04»	«SectionTwpRng»	
«LandUse05»	«Selected»	
«LandUse06»	«SiteAddress»	
«LandValue»	«SiteAlternateID»	
«LegalDescription»	«SiteAPN»	
«LocationRecordID»	«SiteBlock»	

Licensing Merged Doc Fields		
«ActivityNo»	«MailCity»	«SiteStreetID»
«BalanceDue»	«MailState»	«SiteStreetName»
«CheckBox1»	«MailZip»	«SiteSubdivision»
«CheckBox2»	«MainTextField1»	«SiteTract»
«CheckBox3»	«MainTextField2»	«SiteUnitNo»
«CheckBox4»	«MainTextField3»	«SiteZip»
«CheckBox5»	«MainTextField4»	«StateLicenseExpiresDate»
«CheckBox6»	«MainTextField5»	«StateLicenseIssuedDate»
«CheckBox7»	«MainTextField6»	«StateLicenseNumber»
«CheckBox8»	«MainTextField7»	«Status»
«Classification»	«MainTextField8»	«StatusBy»
«Company»	«NumberOfEmployees»	«StatusName»
«CompanyPrintAs»	«OwnerName»	«SubTypeName»
«DefaultInspector»	«OwnershipType»	«Tag»
«DefaultPayer»	«ParentLicenseNo»	«TaxID»
«Email»	«ParentRecordID»	«TextField1»
«EmergencyPhone»	«Phone»	«TextField2»
«ExpiredBy»	«Prefix»	«TextField3»

«ExpiredDate»	«RecordID»	«TextField4»
«Fax»	«ReferenceNo»	«TextField5»
«FeesCharged»	«ResaleID»	«TextField6»
«FeesPaid»	«Selected»	«TextField7»
«HasGeoRestrictions»	«SeqNo»	«TextField8»
«HistoricalAPN»	«SIC1»	«TypeName»
«IssuedBy»	«SIC2»	«WorkersCompensation»
«IssuedDate»	«SIC3»	«WorkersCompensationExpiresDate»
«LiabilityCarrier»	«SiteAddress»	«WorkersCompensationIssuedDate»
«LiabilityExpiresDate»	«SiteAlternateID»	«WorkersCompensationNumber»
«LiabilityIssuedDate»	«SiteAPN»	«YRMO»
«LiabilityNumber»	«SiteBlock»	
«LicenseNo»	«SiteCity»	
«LicenseSubType»	«SiteDescription»	
«LicenseType»	«SiteGeotype»	
«LocationRecordID»	«SiteLotNo»	
«LockID»	«SiteNumber»	
«MailAddress1»	«SiteState»	
«MailAddress2»	«SiteStNo»	

Permitting Merged Doc Fields		
«ActivityNo»	«NoBldgs»	«SiteTract»
«ApplicantName»	«NoStories»	«SiteUnitNo»
«ApplicationNo»	«Notes»	«SiteZip»
«AppliedBy»	«NoUnits»	«Status»
«AppliedDate»	«OccupancyType»	«StatusName»
«ApprovedBy»	«OtherBy1»	«SubTypeName»
«ApprovedDate»	«OtherDate1»	«TaxRateArea»
«BalanceDue»	«OwnerName»	«TypeName»
«Bldg2SF»	«ParentPermitName»	«ValidFor»
«BldgSF»	«ParentPermitNo»	«YRMO»
«Census»	«ParentProjectName»	«ZoningCode1»
«ConstType»	«ParentProjectNo»	«ZoningCode2»
«ContractorName»	«PermitNo»	

«DefaultInspector»	«PermitSubType»	
«DefaultPayer»	«PermitType»	
«Description»	«PlanCheckNo»	
«ExpiredBy»	«Porch2SF»	
«ExpiredDate»	«PorchSF»	
«FeeAdjustments»	«Prefix»	
«FeesCharged»	«RecordID»	
«FeesPaid»	«ReferenceNo»	
«FinaledBy»	«School»	
«FinaledDate»	«SeqNo»	
«FWDodge»	«SiteAddress»	
«Gar2SF»	«SiteAlternateID»	
«GarSF»	«SiteAPN»	
«GroupCode»	«SiteBlock»	
«HasGeoRestrictions»	«SiteCity»	
«Height»	«SiteDescription»	
«HistoricalAPN»	«SiteGeotype»	
«IssuedBy»	«SiteLotNo»	
«IssuedDate»	«SiteNumber»	
«JobValue»	«SiteState»	
«LocationDesc»	«SiteStNo»	
«LocationRecordID»	«SiteStreetID»	
«LotSF»	«SiteStreetName»	
«MaskedSiteAPN»	«SiteSubdivision»	

Project and Planning Merged Doc Fields		
«ActivityNo»	OtherBy1«ActivityNo»	«SiteOwner»
«ApplicantName»	«OtherDate1»	«SiteState»
«AppliedBy»	«OwnerName»	«SiteStreetID»
«AppliedDate»	«ParentProjectName»	«SiteStreetName»

«ApprovedBy»	«ParentProjectNo»	«SiteSubdivision»
«ApprovedDate»	«Planner»	«SiteTract»
«BalanceDue»	«Prefix»	«SiteUnitNo»
«ClosedBy»	«PrimaryPin»	«SiteZip»
«ClosedDate»	«ProjectLoc»	«Status»
«ContractorName»	«ProjectName»	«StatusBy»
«DefaultInspector»	«ProjectNo»	«StatusDate»
«DefaultPayer»	«ProjectType»	«StatusName»
«Description»	«ProjectSubType»	«SubTypeName»
«DeveloperName»	«RecordID»	«TypeName»
«ExpiredBy»	«ResolutionNo»	«YRMO»
«ExpiredDate»	«SeqNo»	«Zoning»
«FeesCharged»	«SiteAddress»	
«FeesPaid»	«SiteAlternateID»	
«FeesSelected»	«SiteAPN»	
«GenPlan»	«SiteBlock»	
«HasGeoRestrictions»	«SiteCity»	
«HistoricalAPN»	«SiteDescription»	
«LandUse»	«SiteGeotype»	
«LocationRecordID»	«SiteLotNo»	
«MaskedSiteAPN»	«SiteNumber»	

User Defined (UDF) Merged Doc Fields (Custom Screens)
User Defined Fields (UDF)   **Syntax:** UDF.[field name]   **Example:** UDF.MODEL   **For more information on creating User Defined Fields, see "Creating New Data Fields" in the TRAKiT System Admin Guide**

Contacts Merged Doc Fields
Contacts   **Syntax:** CONTACTS.[property] - for any contact

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CONTACTS.[CONTACTTYPE].[property] - for a specific contact	
Example: CONTACTS. OWNER.ActivityNo	
«CONTACTS.ActivityNo»	«CONTACTS.ID»
«CONTACTS.Address1»	«CONTACTS.LocationRecordID»
«CONTACTS.Address2»	«CONTACTS.Name»
«CONTACTS.BusLicense»	«CONTACTS.NameType»
«CONTACTS.Cell»	«CONTACTS.OtherName»
«CONTACTS.City»	«CONTACTS.Pager»
«CONTACTS.Confidentiality»	«CONTACTS.Phone»
«CONTACTS.CONTACTSummary»	«CONTACTS.RecordID»
«CONTACTS.Country»	«CONTACTS.SiteAPN»
«CONTACTS.Email»	«CONTACTS.State»
«CONTACTS.Fax»	«CONTACTS.Zip»
«CONTACTS.Geo_ActivityNo»	

Chronology Merged Doc Fields	
Chronology	
Syntax: ACTIONS.[property] - for any action ACTIONS.[ACTIONTYPE].[property] - for a specific action	
Example: ACTIONS.EMAIL.ACTIONDate	
«ACTIONS.ACTIONBy»	
«ACTIONS.ACTIONDate»	
«ACTIONS.ACTIONDateString»	
«ACTIONS.ACTIONDescription»	
«ACTIONS.ACTIONType»	
«ACTIONS.ActivityNo»	
«ACTIONS.CompletedDate»	
«ACTIONS.CompletedDateString»	
«ACTIONS.IsVoided»	
«ACTIONS.RecordID»	
«ACTIONS.SiteAddress»	

Inspections Merged Doc Fields	
Inspections	
Syntax: INSPECTIONS.[property] - for any inspections INSPECTIONS.[INSPECTIONTYPE].[property] - for a specific	
«INSPECTIONS.ActivityNo»	«INSPECTIONS.Inspector»
«INSPECTIONS.City»	«INSPECTIONS.InspectorName»
«INSPECTIONS.CompletedDate»	«INSPECTIONS.IsVoided»
«INSPECTIONS.CompletedDateString»	«INSPECTIONS.Notes»
«INSPECTIONS.CompletedTime»	«INSPECTIONS.RecordID»
«INSPECTIONS.CreatedBy»	«INSPECTIONS.Remarks»
«INSPECTIONS.CreatedDate»	«INSPECTIONS.Result»
«INSPECTIONS.CreatedTime»	«INSPECTIONS.ScheduledDate»
«INSPECTIONS.DefaultInspector»	«INSPECTIONS.ScheduledDateString»
«INSPECTIONS.Duration»	«INSPECTIONS.ScheduledTime»
«INSPECTIONS.DurationEst»	«INSPECTIONS.SEQID»
«INSPECTIONS.HasFeeBalance»	«INSPECTIONS.SiteAddress»
«INSPECTIONS.HasNotes»	«INSPECTIONS.SiteStreetNameNumber»
«INSPECTIONS.INSPECTIONTrade»	«INSPECTIONS.Inspector»
«INSPECTIONS.INSPECTIONType»	

Reviews Merged Doc Fields	
Reviews	
Syntax: REVIEWS.[property] - for any review REVIEWS.[REVIEWTYPE].[property] - for a specific review **Example:** REVIEWS.BUILDING.ContactName	
«REVIEWS.ActivityNo»	«REVIEWS.ReceivedDate»
«REVIEWS.Contact»	«REVIEWS.ReceivedDateString»
«REVIEWS.ContactID»	«REVIEWS.RecordID»
«REVIEWS.ContactName»	«REVIEWS.Remarks»
«REVIEWS.DueDate»	«REVIEWS.REVIEWType»

«REVIEWS.DueDateString»	«REVIEWS.SentDate»
«REVIEWS.IsVoided»	«REVIEWS.SentDateString»
«REVIEWS.Notes»	«REVIEWS.Status»
«REVIEWS.ParentDescription»	

Violations Merged Doc Fields	
Violations **Syntax:** VIOLATIONS.[property] - for any violation VIOLATIONS.[VIOLATIONTYPE].[property] - for a specific violation **Example:** VIOLATIONS.USE PERMIT VIOLATION.ViolationNotes	
«VIOLATIONS.CaseNo»	«VIOLATIONS.Notes»
«VIOLATIONS.RecordID»	«VIOLATIONS.ViolationType»

Conditions Merged Doc Fields	
Conditions **Syntax:** CONDITIONS.[property] - for any condition CONDITIONS.[CONDITIONTYPE].[property] - for a specific condition **Example:** CONDITIONS.LANDSCAPING.DateRequired	
«CONDITIONS.ActivityNo»	«CONDITIONS.DateSatisfied»
«CONDITIONS.Notes»	«CONDITIONS.DateSatisfiedString»
«CONDITIONS.ConditionLocation»	«CONDITIONS.Department»
«CONDITIONS.ConditionType»	«CONDITIONS.IsVoided»
«CONDITIONS.Contact»	«CONDITIONS.RecordID»
«CONDITIONS.DateAdded»	«CONDITIONS.Remarks»
«CONDITIONS.DateAddedString»	«CONDITIONS.Seq_No»
«CONDITIONS.DateRequired»	«CONDITIONS.Status»
«CONDITIONS.DateRequiredString»	«CONDITIONS.UserID»

Restrictions Merged Doc Fields	
Restrictions	

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Syntax: RESTRICTIONS.[property] - for any restriction RESTRICTIONS.[RESTRICTIONTYPE].[property] - for a specific restriction --Restriction types are **HOLD**, **NONE**, and **WARNING**	
«RESTRICTIONS.ActivityNo»	«RESTRICTIONS.RESTRICTIONNotes»
«RESTRICTIONS.DateAdded»	«RESTRICTIONS.RESTRICTIONOtherNotes»
«RESTRICTIONS.DateAddedString»	«RESTRICTIONS.RestrictionType»
«RESTRICTIONS.DateCleared»	«RESTRICTIONS.SiteAPN»
«RESTRICTIONS.DateClearedString»	«RESTRICTIONS.UserAdded»
«RESTRICTIONS.LocationRecordID»	«RESTRICTIONS.UserCleared»
«RESTRICTIONS.RecordID»	

Commands Merged Doc Fields	
Commands Syntax: CMD.[COMMANDNAME] **Example:** CMD.TODAY	
TODAY - Todays Date	«CMD.TODAY»
DATE1 - 1 day from Today	«CMD.DATE1»
DATE7 - 7 Days from Today	«CMD.DATE7»
DATE10- 10 Days from Today	«CMD.DATE10»
DATE15 - 15 Days from Today	«CMD.DATE15»
DATE30 - 30 Days from Today	«CMD.DATE30»
DATE60 - 60 Days from Today	«CMD.DATE60»
DATE90 - 90 Days from Today	«CMD.DATE90»
USER - User Name	«CMD.USER»
USERID - User ID	«CMD.USER ID»
TIMESTAMP - Timestamp	«CMD.TIMESTAMP»

Process Documentation Example:

PUBLIC IMPROVEMENT PLAN
1. Request Preliminary Cost Estimate
   a. Calculate Fee based on Total Improvement Value
   b. Provide applicant with total amount for 1st installment
2. Pre-Application Review
   a. Project Billing Info & Letter of Authorization
      i. Wet signed by Property Owner & Applicant
   b. Business Status-Must be Active on the California Secretary of State Website (https://businesssearch.sos.ca.gov/)
   c. APN and Address-Parcel Viewer Ownership Info Should Match Application(http://inside.gis.saccounty.net/jsviewer/parcel.html)
   d. Approved Design Review
   e. COA

Development Entitlements- No **Approved Design Review**
- Application deemed At-Risk (ACTION)
- Acceptance not issued until Approved Design Review issued by Planning

   f. Plans
   g. Payment Verification Form
   h. Soils Report
   i. Title Report
   j. Utility Will Serve Letters for All Utilities
   k. Plan Check Fee

Application Submittal
1. Enter into TRAKiT
   a. Create a PRIVATE IMPROVEMENT PLAN in PROJECT TRAK
      i. Intake
         1. Property Owner
         2. Applicant
         3. Business Status-Must be Active on the California Secretary of State Website (https://businesssearch.sos.ca.gov/)
         4. APN and Address-Parcel Viewer Ownership Info Should Match Application(http://inside.gis.saccounty.net/jsviewer/parcel.html)
      ii. Invoice 1st Installment Fees
         1. Central Cashiering results fee in TRAKiT
      iii. Status: UNDER REVIEW

REVIEW
- PLANNING
- DRAINAGE
- OPERATIONS AND MAINTENANCE
- PUBLIC WORKS

- ENVIRONMENTAL
- CONSTRUCTION MANAGEMENT
- LANDSCAPE ARCHITECT
- RETAINING WALL
- BUILDING/ADDRESSING
- SWPPP
- TRAFFIC ENGINEERING
- DS ENGINEERING
- DS ENGINEERING

Reviews are all complete with **NO resubmittal requirements**

- Accepted Plans
- Check Bond if needed

Review are all Completed with **resubmittal requirements**
Review process starts over. Planner to add REVIEWS:

- PLANNING
- DRAINAGE
- OPERATIONS AND MAINTENANCE
- PUBLIC WORKS
- ENVIRONMENTAL
- CONSTRUCTION MANAGEMENT
- LANDSCAPE ARCHITECT
- RETAINING WALL
- BUILDING/ADDRESSING
- SWPPP
- TRAFFIC ENGINEERING
- DS ENGINEERING
- DS ENGINEERING MAPPING

Issue

- Improvement Plan Coversheet is Signed
- Send out Acceptance letter (ACTION)
- Project Status changed to: APPROVED

Applicate

- Receive e-copies (ACTION)
- Calculate 2nd Installment Fee
  - Invoice 2nd Installment Fee
    - Central Cashiering results fee in TRAKiT

Pre-Construction Meeting

- Notice To Proceed Letter (ACTION)

Inspection

- Project Status is: CONSTRUCTION
- CONSTRUCTION (Daily)
- ACCEPTANCE (Finial)

Complete Construction Process

- Receive record drawling's
- Route for review

RECORD DRAWLING'S REVIEW
- 2ND REVIEW PLANNING
- 2ND REVIEW DRAINAGE
- 2ND REVIEW OPERATIONS AND MAINTENANCE
- 2ND REVIEW PUBLIC WORKS
- 2ND REVIEW ENVIRONMENTAL
- 2ND REVIEW CONSTRUCTION MANAGEMENT
- 2ND REVIEW LANDSCAPE ARCHITECT
- 2ND REVIEW RETAINING WALL
- 2ND REVIEW BUILDING/ADDRESSING
- 2ND REVIEW SWPPP
- TRAFFIC ENGINEERING
- 2ND REVIEW DS ENGINEERING
- 2ND REVIEW DS ENGINEERING MAPPING

Review are all Completed with **NO resubmittal requirements**
- Issue record Drawing's acceptance letter
- Require
  - E-copy
  - Auto CAD
  - PDF

Review are all Completed with **resubmittal requirements**
Review process starts over. Planner to add resubmittal REVIEWS:

Warranty:
- Add Inspection: ACCEPTANCE

PENDING SIGN-OFF:
- Issue Punch List. Add inspection ACCEPTANCE

SIGNED-OFF:
- Acceptance Project into Warranty
- Project Status: WARRANTY
- Send out Warranty Acceptance letter (ACTION)
- Release Bonds if needed
- Add inspection scheduled for 365 days later

1 Year later
- Inspection: RELEASE

PENDING SIGN-OFF:
- Issue Punch List. Add inspection RELEASE

SIGNED-OFF:
- Send out Release Letter (ACTIONS)
- Project Status is: COMPLETE

Process Documentation Example:

As the County continues to refine processes through the short and long-terms, the following questions may be of assistance:

Permitting
What departments are currently issuing permits?
What departments are required to approve the plans?
When are fees paid?
Are permits broken into Commercial and Residential? Subtyped?
How are inspections scheduled currently?
If you don't already have them, ask for copies of permit applications
How often is the fee schedule updated by Council/Commission?
Do you sequence inspections? Do any inspections happen before issuance?
How are customers notified when a permit is approved?   Issued? Plan review fail?
What the average amount of time allowed for plan review? 1st Submission? 2nd Submission? Etc.?
Do you track Contractor license expiration dates currently? Works Comp Insurance? Liability?
Does your permit include an inspection list?
Are your inspectors' multi-trade?
Do you issue a Certificate of Occupancy? TCO? CoC?

Project and Planning
Does your organization require plan review approval for all plans submitted?
What departments are required to approve the plans?
Are there any external entities that are required to approve plans?
Does your organization require approval hearings?
        What types? And when?
Do you require bonds to be posted? If yes, do you manage them?
Are we digitally collecting all pertinent data from your planning applications?
Do you perform onsite inspections/site visits?
Do you have a municipal requirement for the number of days for plan review? Are weekends calculated in aging reviews?
What's your total build out currently?
How is your staff report developed?
Do you track Pre-Application/Pre-Development meetings currently?

Code Enforcement/CRM
Do you have multiple violations on a single case?
Do your officers create their own cases?
Schedule their own inspections?
Do they work geographically?
How is your Notice of Violation delivered?
Is it via certified mail?
Do your officers work proactively? Or strictly based on complaints?

Do you take complaints online?

Do you have a Code Board?

What types of hearings are held on your cases?

Do weekends count when setting action dates?

What are your major Code Enforcement concerns currently?

How specific is your municipal code with regards to defining violations?

Do you commonly get citizen complaints which are outside of the jurisdiction of Code Enforcement?

    If so, what types of complaints?

Are these outside jurisdictional complaints handled by a department which will be using Community Development?

    Yes – List Departments

    No – List Departments

How are these outside complaints managed currently?

Should someone be notified if a specific type of complaint(s) is filed?

    Complaint Type   Person Notified

    Complaint Type   Person Notified

What is the most common manner in which complaints are filed?

    Walk in to Code Enforcement

    Phone call to Code Enforcement

    Email to Code Enforcement

    Letter to Code Enforcement

    Reported to Council Member or Commissioner

    Reported to Mayor's Office

    Other (Please Specify)

Should Code Enforcement Cases to be created automatically when a complaint (Issue) is input?