

Planning and Development Services Code Enforcement

Salt Lake County's Planning Development Services has several field Code enforcement officers. These officers are responsible for writing and following up on ordinance violations. To help with efficient use of officer time and travel several tools have been created or modified. After several meetings with the staff at different levels the main objectives were listed.

- 1) Create a map of inspections for case officers
- 2) Ability to work in the field saving time, travel, gas, etc.
- 3) Clean up processes / data
- 4) Create consistency

These desires included the creation of maps and form letters. To get this accomplished much back ground work needed to be done. The first step in this process was to get the data cleaned up. A report was created to make a list of all open files. Old files were verified as still active while inactive files were identified and expired. Next a check on all addresses was run for all active files. This created a list of case files with bad or incorrect addresses. These were given to the staff to be corrected. After this step was done all active files were then Geocoded. The map contained jurisdictional boundaries for use as a filter. The boundaries are complicated and contain many islands and peninsulas only a few blocks wide. This makes knowing an exact boundary in the field difficult and a citation may be handed out in error. The select by location tool was then used to isolate all active files that were not in our jurisdiction. These files were then closed by the staff. With a list of all active files in our jurisdiction the data base was then searched for missing critical information. Reports, showing files with missing data in key fields, were created and handed to staff for correction.

In order to prevent future data entry errors several changes were made to the Hansen Database interface. These changes also help to make code enforcement data entry consistent. Some unused fields were eliminated to simplify the interface and other fields were made required. Old options were removed from menu drop downs and window pop ups. Changes were made to the work flow enabling files to be reactivated and still maintain case history. Changes were also made to bring the enforcement data entry more consistent with other sections using the same Hansen Database in the office.

While data clean up and Hansen Database changes were being done hardware was being prepared. Laptops were ordered for each field officer. These were equipped with air cards to enable the officers to work from the field. Portable printers were purchased so notices could be produced in the field and the officers did not need to return to the office to print and mail them. Brackets were installed in the vehicles so officers could work in their vehicles. VPN accounts were created for each officer so they could remotely log in and perform their data entry and have access to network programs and tools.

With the data being cleaned and the hardware being prepared the GIS system requirements were looked at. The requirements were listed so the project would not get out of hand.

- 1) Show all cases scheduled for the current day for each officer
- 2) A map with the day's inspections plotted
- 3) A "Zoomed in" map for each case
- 4) List of all open cases in the area near the current one
- 5) The ability to search case inspection schedule by date

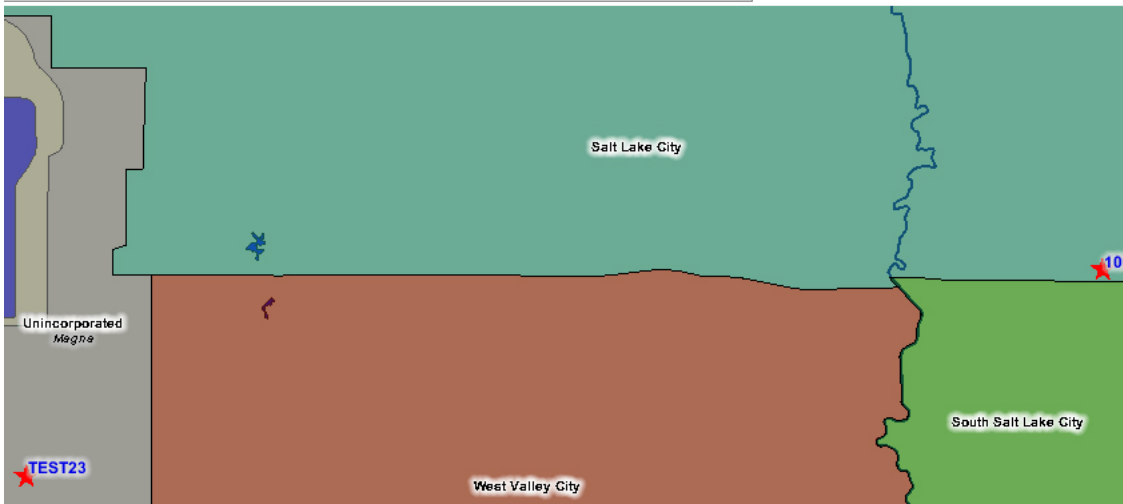
Sample's Code Enforcement Inspection Assignments :

2 inspection(s) assigned for date range: **10/18/2008 - 10/18/2008** -- report generated at 11:41 AM

[1st Notice and Certificate with Contacts](#) [2nd Notice and Certificate with Contacts](#)

#	Permit No.	Address	Inspection Type	Sched. Time
1)	100 map	2001 S STATE ST	CASE-CASE FIELD	none
Details: - location				
2)	TEST23 map	8190 W 3500 S	CASE-CASE FIELD	none
Details: - 1050 e fghfgh				

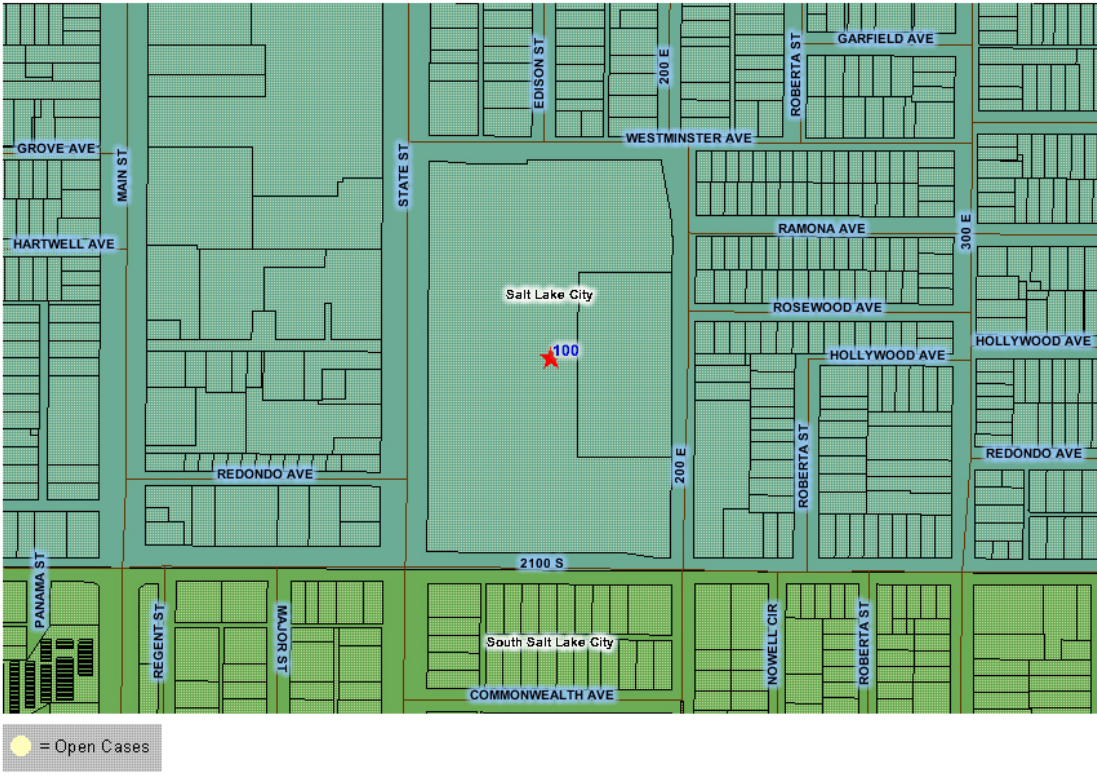
2 inspection(s) scheduled for Sample.



The main page shows all cases assigned to an officer and a general map.

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#	Permit No.	Address	Inspection Type	Sched. Time
1)	<u>100</u>	2001 S STATE ST	CASE-CASE FIELD	none
Details: - location				



Similar case reports were currently in use and these were modified to reflect the changes and were combined with the required maps. After a few minor changes to the interface the code enforcement officers began using the system. Things like the history of the case and additional form letters were included on the site.

Inspection History Report for Inspection # 100

Report generated at 01:18 PM
SLCo Planning and Development Services Division (801) 468-2000

1) Permit #: 100	CASE - CASE FIELD			
Inspection assigned to: SAMPLE EMPLOYEE				
Permit Type:				
Address: 2001 S STATE ST				
Preferences: none	Misc: none			
Additional coordinates: none				
HISTORY for permit # 100				
<u>Date</u>	<u>Insp.</u>	<u>Inspection Type</u>	<u>Result</u>	<u>Comments</u>
1) 10/18/08		CASE FIELD	No Action	

Review Activities					
	<u>Last Modified</u>	<u>Modified By</u>	<u>Type</u>	<u>Status</u>	<u>Comments</u>
1)	10/20/08	IMSV7	1ST NOTICE	No Action	
2)	10/20/08	IMSV7	LIC/PERMIT	No Action	
3)	10/20/08	IMSV7	CALL INFO	No Action	
4)	10/20/08	IMSV7	PROJECT #	No Action	
5)	10/20/08	IMSV7	ADDRESS RE	No Action	

Form letters using Crystal Reports were created. This enabled all of the inspector's letters to be consistent. Data for the letters are pulled from the Hansen Database minimizing duplicate work. Training handouts were created and in office training was held. After feed back was received changes were made to the form letters and the maps.



Salt Lake County Public Works Department Planning and Development Services Division 2001 S. State Street #N-3600 Salt Lake City, UT 84190-4050 Phone: 801-468-2000 FAX: 801-468-2169 http://www.pwpds.slco.org/

NOTICE OF VIOLATION
1st Notice and Initiation of Warning Period

Date: 10/23/2008

..

Subject Property: 2001 S STATE , SALT LAKE CITY, UT 84123-0000

Case Number: 100

You must bring your property into compliance on or before: November 22, 2008

Failure to comply will result in the commencement of Civil Penalty Fees in accordance with section 19.94.070 of the county ordinance.

You are hereby notified that on October 23, 2008 an Enforcement Officer conducted an inspection of the property identified above and found the following violation(s):

Responsibility to keep property clean

Ordinance references: 9.60.010 and 19.04.315

"It is unlawful for any person, corporation, partnership or legal entity owning or occupying real property in the county to ...fail to remove from the property any ...weeds or refuse, unsightly or deleterious objects or structures, after having been given written notice by the county or the health department." "Junk" means any salvaged or scrap copper, brass, iron, steel, metal, rope, rags, batteries, paper, wood, trash, plastic, rubber, tires, waste or other articles or materials commonly designated as junk."

Corrective Action Required:

test

The project has created several pro's including savings gas, calling into the office to find out information, time spent driving to and from the office, managers can see the work load for each officer, and each officer can view cases in the area of their current inspection.

Magna Code Enforcement Cases By Census Block Group

