

Council Meeting Date: October 12, 2022 Agenda Item

Direct staff, in coordination with the Ordinance Review Committee, to prepare a Request for Proposals (RFP) seeking a contract for part-time services from a qualified Compliance Officer.

Council and the Ordinance Review Committee have, in the last few months, developed a number of Ordinances for the benefit of our citizens and the City. It is important that there be a consistent effort to inform our citizens on these new Ordinances as well as the overall Code of Ordinances. Considering the size of our City, as well as our residents' commitment to the City and its character, a full-time Compliance Officer is not necessary.

Recommend that the RFP seek the services of a qualified Compliance Officer on a part-time basis for an hourly rate not to exceed \$20.00, with the total value of the contract not to exceed \$8,000 per year, including mileage reimbursement. Financial Impact: Not to exceed \$8,000 for fiscal year 2022-23.

Funds are available in the annual budget under personnel services.

Things to consider when drafting the RFP:

- 1) **Less than 15hrs per week. Rate of pay and incremental increases based on performance shall be established.**
- 2) **A verification process for citations and letters sent will be implemented, and citations deemed incorrect will be systematically removed from the record.**
- 3) **Monthly reports on citations and warning letters will be submitted to Council. These shall be detailed and informative.**
- 4) **Code Enforcement training and test must be completed within the 1-year anniversary of employment**
- 5) **Annual de-escalation and customer service training must occur.**
- 6) **All letters and violations sent to residents will be of form and substance following an approved draft format by City Council. They will include a picture, citation of code violated, and a description of what residents should do in response to the letter.**
- 7) **Creation of a formal complaint process for residents to submit issues with any City Staff and all City Officials.**
- 8) **The City Inspector shall not attend Council meetings or that of other boards, committees, workgroups, etc unless requested to do or it is determined necessary by the Mayor.**
- 9) **Shall not perform other non-code related work.**

Shall there be some sort of mission statement or guiding sentiment shared? Like customer service?

NOTES: Provide their own transportation, but can receive mileage reimbursement.

Need to carry their own insurance.

Mayor Pro Tem LeBrun mentioned their may be a firm with a list of "on-call" options that can be paid as used.

What about a training on our code? Is a single individual preferred over a catalog of options?

COMMENTS FROM ORDINANCE REVIEW COMMITTEE

- 1) Feel this could be a good idea and understand that staff may need support on this effort.
- 2) Wait until the City Manager has been hired to get their input.
- 3) Provide better communication to citizens in advance if/when the job is posted.
- 4) NO FIREARM
- 5) Need patrol on the weekends
- 6) PRIMARY JOB: provide information about code and positively encourage code compliance
- 7) Concerns that the pay is NOT enough given the requests of the City (part-time, provide their own transportation, etc)
- 8) From the list above, number 5 "Annual de-escalation and customer service training must occur" should be number 1 and there should be oversight to ensure this training is being used.
- 9) This person MUST be qualified for code compliance
- 10) Change the name from "code enforcement" to "Code Information and Compliance"
- 11) At least TWO staff members should sign ALL compliance letters
- 12) Clarify that number 3 on the list above is to provide information on the code itself (NOT PRODUCTIVITY) but how the code is working for citizens, ways it may need to be adjusted, or how it functions: can it be enforced or is it too much, etc.