



**PLANNING & DEVELOPMENT MEMORANDUM
#4-2021**

DATE: March 8, 2021

TO: Honorable Mayor Meredith Leighty and City Council Members

THROUGH: Heather Geyer, City Manager 

FROM: Brook Svoboda, Director of Planning & Development 

SUBJECT: Neighborhood Services Level of Service – Council Engagement

PURPOSE

To seek Council consensus on an engagement approach to the level of service discussion for code enforcement.

BACKGROUND

At the end of 2019, Council requested a study session concerning the level of service for code enforcement. Staff prepared a comprehensive presentation addressing operations, policy and procedures, customer service, and staff performance accountability measures, as well as a history of how the City got to where it is with code enforcement. This presentation aimed to educate Council, followed by a discussion on policy and level of service. However, this discussion item was tabled in 2020 due to COVID-19.

After further consideration, Director of Planning & Development Brook Svoboda does not believe that the subject matter can reasonably be addressed through a single meeting; therefore, here is an alternative approach breaking it into three steps:

- Individual interviews with Council members
- Study Session #1 – Present consolidated findings from interviews to Council. Solicit feedback and set a collective expectation for the level of service and policy.
- Study Session #2 – Present policy and operational recommendations to Council.

This approach would allow staff to craft a more focused (group) discussion on key policy issues and refine staff recommendations for moving forward. We also plan to approach this policy discussion and desired outcomes differently than in the past using an equity lens (identifying strategies to focus improvements for those who are burdened by the program) using tools from the Government Alliance on Race and Equity (G.A.R.E.).

BUDGET AND TIME IMPLICATIONS

There are no financial impacts to the City.

Time Line for Process:

- March 9 – 26 – Conduct 1 on 1 interviews
- April 19 – Study Session #1
- May 3 or May 19 – Study Session #2

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STAFF RECOMMENDATION

Staff is seeking Council consensus on this engagement approach.

STAFF REFERENCE

If Council members have any questions, please contact Brook Svoboda, Director of Planning & Development, at 303.450.8937 or bsvoboda@northglenn.org.