



# City Councilmember Scott Sherman

*District 7*

FOR IMMEDIATE RELEASE:

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Thursday, October 15th, 2015

## **Performance Audit of Code Enforcement Division Shows Reforms Needed**

### ***Slow Response Times and Delays in Intake Process Need Drastic Improvement***

San Diego – Audit Committee Chairman Scott Sherman announced the release of a Performance Audit of the Code Enforcement Division (CED) by the Office of the City Auditor that discovered several needed reforms.

The City of San Diego's CED is the first line of defense in protecting the quality of life in our neighborhoods and the protection of property values within the City. It is important that the CED division runs at an optimal level.

Audit findings include:

- 1. Tracking system modifications and increased training and oversight are needed to reduce response times for high-priority cases**
- 2. Increased consistency when issuing fines, penalties, and warnings will improve efficiency, effectiveness, and fairness of code enforcement efforts**
- 3. Resources expended on some lower-priority violations can be reduced**
- 4. Performance reports used by CED management, policymakers, and public are inaccurate, and do not measure important metrics including response times and average time to achieve compliance**
- 5. CED needs a replacement system for PTS that is specifically designed for code enforcement use**

"This performance audit shows that much needed improvements and reforms are necessary to increase effectiveness within Code Enforcement. This Audit is just the beginning. It is now up to the City Council and Code Enforcement to implement improvements," said Audit Committee Chairman Scott Sherman.

"Code Enforcement provides a vital service in improving the quality of life in San Diego. We made 12 recommendations to improve how Code Enforcement responds to and resolves complaints, tracks performance, and how the Division can better utilize technology to gain faster compliance," said City Auditor Eduardo Luna.

"I appreciate all the hard work City Auditor Luna and staff put into this comprehensive audit," said Councilmember Sherman. "Rest assured, I will do everything in my power to make sure these audit recommendations are implemented in a timely manner."

To view the full report, please click [here](#).

**For media availability, please contact Jeff Powell at 619-236-6677**

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