

**RESOLUTION NO. 20201015-050**

**WHEREAS**, a 2016 Consistency of Austin Code Investigations and Resolutions Audit makes several recommendations based on findings in the Austin Code Department, including:

- revising departmental policy to standardize inspection practices, as well as compliance and work termination timelines, specifically how and at what point they should be closed, for confirmed permit violations;
- implementing more rigorous oversight of case documentation and the collection of evidence of violation, as well as field staff adherence to departmental policy and investigative timelines;
- ensuring potential violations on City-owned properties are effectively resolved;
- working with the Communications and Technology Management Department (CTM) to integrate the AMANDA and 311 systems, and ensuring case prioritization tools are used to flag high-risk cases;
- ensuring all existing employees meet the minimum required qualifications of their position and implement a more stringent process to ensure that staff maintain the minimum required qualifications for their positions; and,

**WHEREAS**, members of the City Council have asked for an Audit Special Request Report to review Austin Code inspection data for department goal-attainment that will be complete by November 2020; and

**WHEREAS**, the City Council approved the FY 2020-21 budget with direction to reimagine public safety, including by transferring some current Austin Police Department (APD) duties to other departments; and

**WHEREAS**, the Austin Code Department currently acts as an enforcement arm of the City, responding to certain city code and safety violations on a complaint-driven basis and issuing citations; and

**WHEREAS**, the September 2020 *APD Calls for Service Analysis*, conducted by the Innovation Office and the APD, analyzed 911 call data from January 2017 through June 2020 and found that 4.1% of calls were in response to violations of a city ordinance; and,

**WHEREAS**, this same analysis found that 5.3% of APD 911 calls were in response to burglar alarms, with 88.3% of those being false alarms; and,

**WHEREAS**, 50.8% of all APD 911 calls during the period analyzed were “Priority 3” calls, where there is no risk to property or life; and,

**WHEREAS**, the Austin Code Department, as a department that is part of the City’s Public Safety Outcome Group, has the infrastructure to potentially expand its duties in line with Public Safety Reform work; and

**BE IT RESOLVED:**

The City Manager is directed to work with the City Auditor to identify and implement efficiency measures and improvements within the Austin Code Department identified by the 2016 Consistency of Austin Code Investigations and Resolutions Audit report, by the 2020 Audit Special Request Report, or as

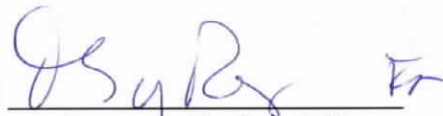
discovered independently, and report back to City Council by November 20, 2020 with recommendations and actions implemented or planned.

**BE IT FURTHER RESOLVED:**

The City Manager is further directed to develop the budget and fee amendments necessary to effectively reimagine eligible and feasible enforcement, community, and dispatchable functions utilizing the Austin Code Department within the context of the reimagining public safety process outlined in the FY 2020-21 budget, and present the proposed amendments to City Council as part of the required mid-year budget amendment, no later than March 2021.

**ADOPTED:** October 15, 2020

**ATTEST:**

A handwritten signature in blue ink, appearing to read 'J. Goodall', followed by a small 'Er' or similar mark.

Jannette S. Goodall  
City Clerk