



License and Permits Audit Response

Special Enforcement Section



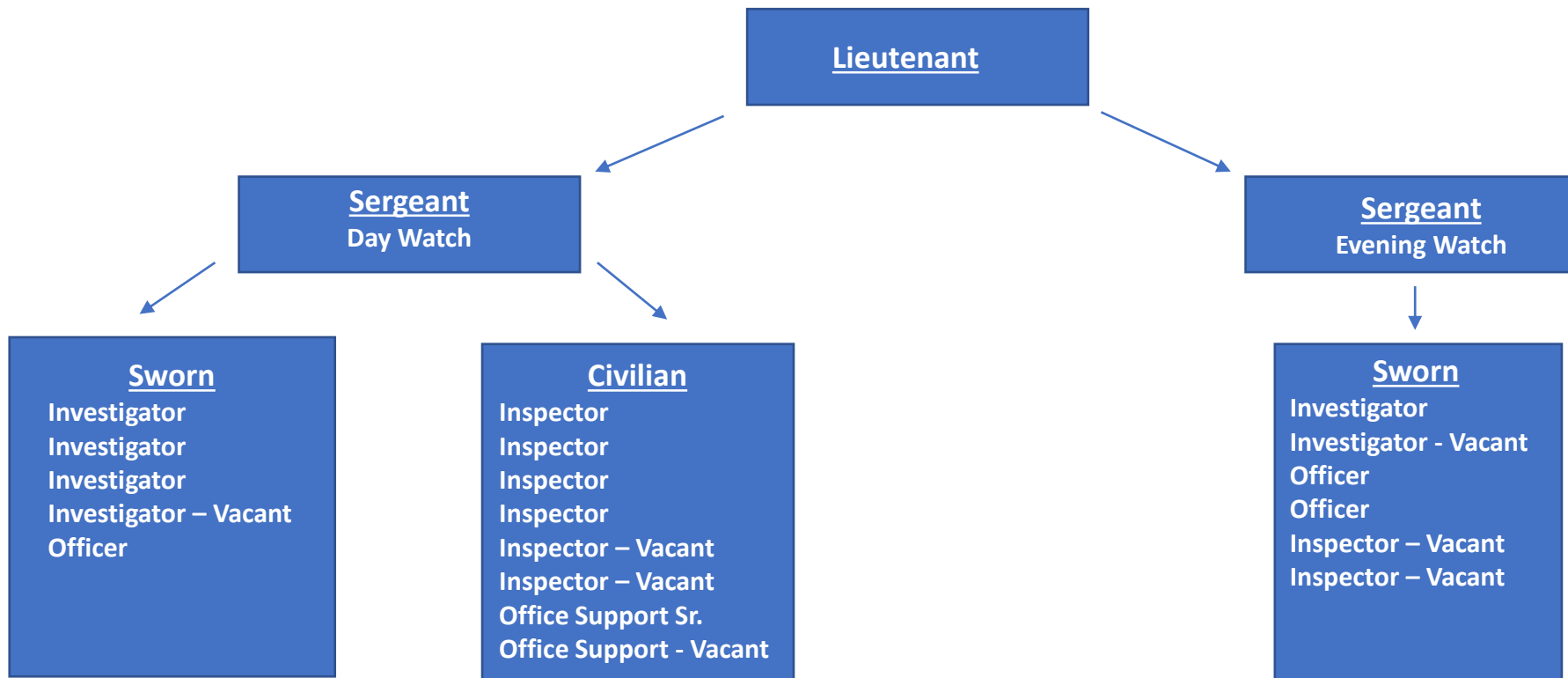
- The audit took place between October 1, 2018 and September 30, 2020
- Overview of actions taken since October 2020
 - Staffing changes
 - Updated policies and procedures
 - System improvements
 - Increased cross-departmental coordination
 - Ensuring a due cause package is initiated for all violations
 - Changes to the city code to support enforcement
- Continued focus on licenses and permits and nuisance properties moving forward
 - Increased staffing
 - Increased spot checks
 - Launch of audit program

Overview of Audit Responses and Actions:



1. License and permits staffing

- New evening shift—Sergeant, 2 Investigators, 2 Officers, 2 Civilian Inspectors (Focus on compliance checks). Preparations underway to fill the two vacant Investigator vacancies within the unit.
- Patrol officers will be trained to enforce L&P violations —(min 2 per zone Week of May 9)
- 4 Civilian Inspectors hired (2) Long Term rental ordinance





2. Statistical requests—quarterly public safety meetings
 - Currently statistics are captured weekly and can be provided anytime they are requested, not limited to quarterly
3. Worklog lists for investigators
 - Investigator worklog has been created and implemented for daily activities
4. S.O.P. Changes for distance requirements of renewals
 - Renewal exemptions are grandfathered in; new permits require distance exemptions
5. Forensic audit requirements
 - Completed by CFO—believed to be started by mid to late summer
6. License and Permits Website
 - ATL Core is operational and includes tutorials to assist visitors
7. EnerGov website is currently in use for renewals only
 - New license applications still require cashiers check or money order per city ordinance



8. Recommendation related to the fee handling
 - This recommendation will be addressed in collaboration with the Chief Financial Officer
9. Risk Management of alcohol establishments
 - Increased staffing and training to ensure that spot checks and investigations are conducted in accordance with the law
10. Documenting procedures for compliance checks
 - A form has been updated to capture additional data points during a compliance check
 - This form is available to all personnel and will be used by both License and Permits and Zone officers
11. Follow-up inspections; Chapter 10 Code Violations
 - Require due case package submitted
 - Due cause confirmation require additional inspection within 30 days
12. Complaint database creation/prioritization
 - Staffing levels determine timeline on complaint
 - All locations selling alcohol where violent crime occurs must be inspected within 30 days
 - Creation of digital complaint database
13. Standardization of enforcement
 - All chapter 10 violations require a due cause package to be completed
 - Every due cause package is brought in front of the License Review Board