Service Request Made
Service requests can be made via the 311 system, by phone, by email, or through other public agencies.

Does the complaint allege smoking in any of the following areas:
- Enclosed areas of workplace
- Enclosed common areas of multiple unit residential buildings, hotels or lodging facilities
- Outdoor or sidewalk dining areas of restaurants

Complaint Assigned
Request is assigned to program staff and there is an assessment of complaint history.

Is there a history of multiple complaints?

Inspection
Environmental health performs an unannounced targeted inspection.

Evidence of non-compliance?

Notice of Violation
If there is evidence of smoking in a workplace or common area of a shared apartment, such as smokers, ashtrays, service to smokers, etc., the Environmental Health Inspector will issue a Notice of Violation.

Violation(s) corrected

Director’s Hearing
If a violation is not corrected by the established time frame, the inspectors will refer the case to a Hearing of the Director of Public Health.

Violation(s) not corrected?

Enforcement Action
Based on the facts presented, the Director’s Hearing Officer may suspend the business’ license or refer the case to the City Attorney for civil action.

No evidence of smoking
Case closed!
No evidence is found that smoking was occurring in common areas or workplace.

Violation(s) corrected
Case closed!
Corrective action is taken.