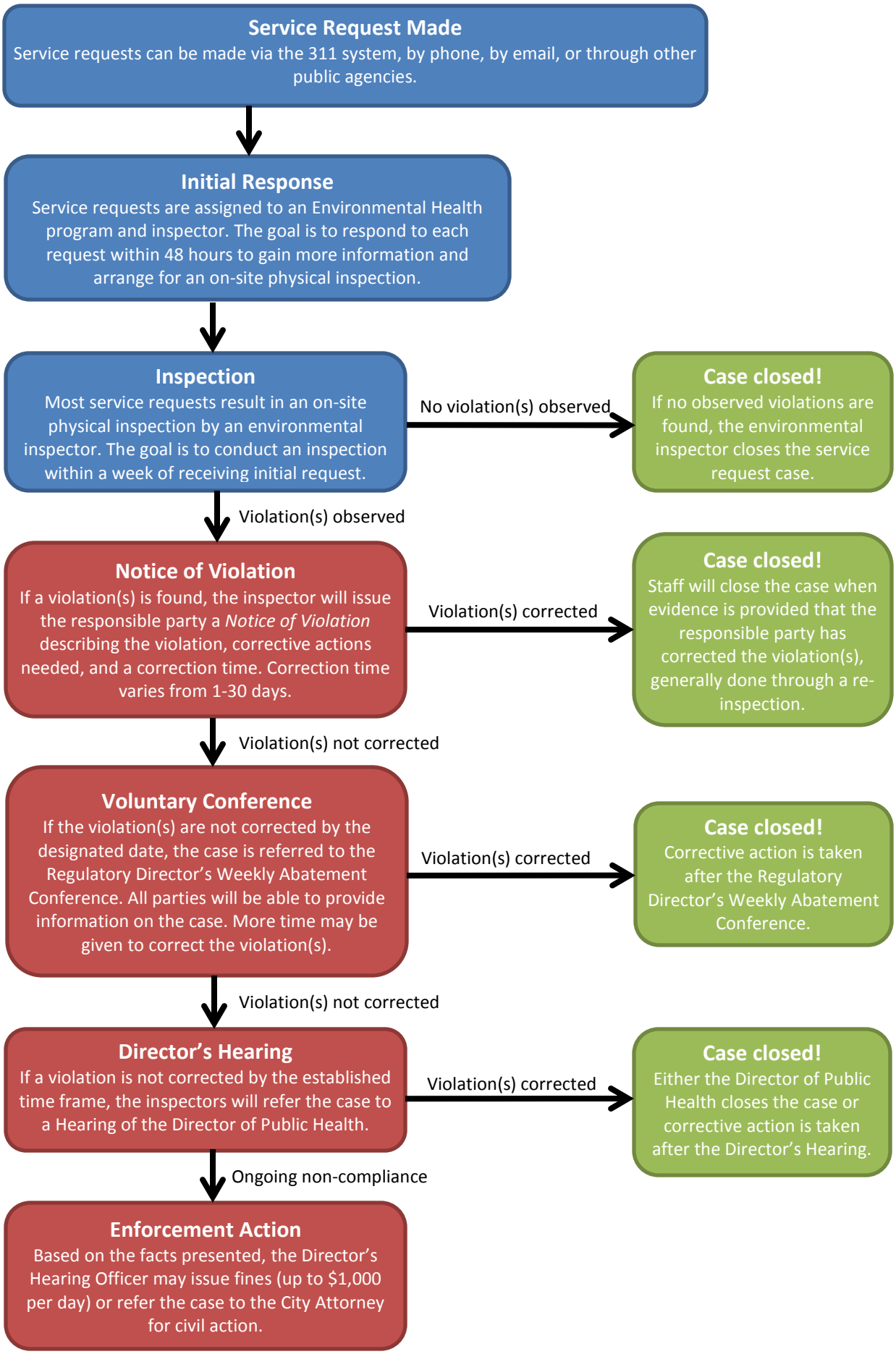
Service Request Made
Service requests can be made via the 311 system, by phone, by email, or through other public agencies.
Initial Response
Service requests are assigned to an Environmental Health program and inspector. The goal is to respond to each request within 48 hours to gain more information and arrange for an on-site physical inspection.
Inspection
Most service requests result in an on-site physical inspection by an environmental inspector. The goal is to conduct an inspection within a week of receiving initial request.
No violation(s) observed
Case closed!
If no observed violations are found, the environmental inspector closes the service request case.
Violation(s) observed
Notice of Violation
If a violation(s) is found, the inspector will issue the responsible party a Notice of Violation describing the violation, corrective actions needed, and a correction time. Correction time varies from 1-30 days.
Violation(s) corrected
Case closed!
Staff will close the case when evidence is provided that the responsible party has corrected the violation(s), generally done through a re-inspection.
Violation(s) not corrected
Voluntary Conference
If the violation(s) are not corrected by the designated date, the case is referred to the Regulatory Director's Weekly Abatement Conference. All parties will be able to provide information on the case. More time may be given to correct the violation(s).
Violation(s) corrected
Case closed!
Corrective action is taken after the Regulatory Director's Weekly Abatement Conference.
Violation(s) not 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) corrected
Case closed!
Either the Director of Public Health closes the case or corrective action is taken after the Director's Hearing.
Ongoing non-compliance
Enforcement Action
Based on the facts presented, the Director's Hearing Officer may issue fines (up to $1,000 per day) or refer the case to the City Attorney for civil action.