



SENT TO COUNCIL:

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City Manager's Office

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Joseph Horwedel

SUBJECT: CODE ENFORCEMENT OFFICIAL STAFFING CHANGES –
RETIREMENT OF MIKE HANNON

DATE: December 5, 2011

Approved

Date

12/6/11

INFORMATION

The purpose of this memorandum is to inform you that Code Enforcement Official Michael Hannon has notified me of his intent to retire at the end of the year.

Mike started his career with the City in 1986 and became a Code Enforcement Inspector in 1989. Mike rose through the ranks to become the Code Enforcement Official in 2001, serving in this capacity longer than any of his predecessors. His commitment to public service and willingness to work with the community can be seen in many of the innovative programs that he either developed in response to community priorities or in response to Council initiatives including:

- Developed and conducted a block by block survey that allowed the City to use Redevelopment funding for the Strong Neighborhoods Initiative;
- Developed and implemented a “no tolerance” policy to issue immediate citations to banks/lenders who failed to address the impact of neglected vacant foreclosed properties;
- Developed and implemented the Abandoned Shopping Cart and Off-Sale of Alcohol Beverage Programs;
- Expanded the Neighborhood Clean-up Program to ensure that all residents had an opportunity to participate on a 3-year cycle;
- Expanded Code Enforcement services to include inspections on weekends;
- Maintained 100% response times for immediate health and safety complaints within 24-72 hours, respectively;
- Developed and implemented the Tobacco Retail Licensing Program including a Youth Decoy Program to ensure that Tobacco Retailers are not selling tobacco products to minors; and
- Instituted a policy that all Code Enforcement material would be produced in three languages.

Many of these initiatives were implemented as Code Enforcement experienced a 28% reduction in staffing. Mike actively participated in neighborhood and business meetings so that he could

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listen to and receive immediate feedback regarding Code Enforcement services. Mike recognized the unique characteristics of San José's neighborhoods and business districts and shaped an organization that responded to different neighborhood needs and priorities. Mike and his team would brain-storm and develop new or improved service models to meet residents' expectations with the available resources.

Under Mike's leadership, San José's Code Enforcement organization is viewed a leader in the field. Mike and his team have been asked to audit other Code Enforcement operations, as far away as Fairfax County, Virginia and as recently as Oakland, in order to provide insight on how other jurisdictions can improve their Code Enforcement operations.

I have asked Code Enforcement Division Manager Diane Buchanan to manage and lead the Code Enforcement Division as Acting Code Official until we recruit and make our next appointment. Diane's acting appointment marks the first time that San José's Code Enforcement Division has been lead by a woman, demonstrating the strength of mid-managers to step up to leadership opportunities. Diane has managed the day to day operations for Code Enforcement since appointed to the position in 2008. In the face of continued general fund budget cuts and fewer inspectors, she led the effort to reorganize and reprioritize the General Code program so that emergency and priority cases would still receive inspection services within 24 and 72 hours, respectively. In Diane's role as division manager she has had extensive contact with both Council Staff and Neighborhood/Business organizations throughout the City.

Diane started her career in Code Enforcement in 1989, as a contract Code Enforcement Inspector and has also worked her way up through the ranks. Diane spent the early part of her career assisting in the development of the Project Crackdown Program in San José. This Program received national attention in its ability to focus multi-departmental and governmental agency resources in alleviating and reducing crime and blight in our neighborhoods. She has successfully managed several high profile programs such as Strong Neighborhood Initiative, Neighborhood Clean up Program and the General Code Program.

Please join me in congratulating Mike for his outstanding service to the residents of San José.

/s/

Joseph Horwedel, Director
Planning, Building and Code Enforcement

For additional information, please contact Joseph Horwedel, at (408) 535-7900.

