



CALAVERAS COUNTY

BOARD OF SUPERVISORS

891 Mountain Ranch Road

San Andreas, California 95249

(209) 754-6370

FAX (209) 754-6733

July 22, 2025

The Honorable Timothy S. Healy, Presiding Judge
Superior Court State of California
P.O. Box 850
San Andreas, CA 95249

RE: Board of Supervisors response to "Calaveras County Code Compliance: Communication is a Two-Way Street" Grand Jury Report

Dear Honorable Judge Healy:

In accordance with California Penal Code sections §933 & §933.05, the County of Calaveras Board of Supervisors submits this response to the above referenced Grand Jury report dated June 2, 2025, which was received in the Office of the County Administrator on June 6, 2025. The Board wishes to thank the members of the Grand Jury for their professionalism and dedication to public service, which made this report possible.

GRAND JURY FINDINGS FOR CALAVERAS COUNTY CODE COMPLIANCE

Grand Jury Finding F1

Code Compliance does not have a consistent mechanism in place to acknowledge and confirm the receipt of citizen complaints by all methods of submittal (email, posted mail, and in-person), leaving some concerned citizens unsure whether their complaints are even received.

County Response to Finding F1

The County agrees with this finding. While in-person and online complaints are confirmed immediately, there is no mechanism for addressing mail-in complaints. However, clear directions are provided on the complaint form on how to contact the department if there are questions about the status of the complaint. These complaints are rare and often provide no means to contact them with updates.

Grand Jury Recommendation R1

Calaveras County Civil Grand Jury recommends Code Compliance adopt a system of acknowledging and confirming to the complainant that their complaint has been received, including a case number if a case is opened, for all methods of complaint submittal, to be implemented by December 31, 2025.

Gary Tofanelli
District 1
286-9002

Autumn Andahl
District 2
286-9003

Martin Huberty
District 3
286-9007

Amanda Folendorf
District 4
286-9050

Benjamin Stopper
District 5
286-9059



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County Response to Recommendation R1

This recommendation will be implemented by July 1, 2026. The Building Department commits to implementing software solutions for filing and tracking citizen complaints. The current code enforcement software will be enhanced to provide direct access through the web portal, which will allow the public to file complaints electronically, be immediately given a reference number, and allow the public to view the progress of complaints, without compromising the security of case management files. This update will allow telephone complaints as well. The Building Department will include this update in the strategic plan with a completion date of July 1, 2026. The online tracking system will provide all complainants the ability to track the status of their complaint regardless of how it was submitted.

Grand Jury Finding F2

Code Compliance's citizen complaint form and website create a reasonable expectation that a complainant request for follow-up information will be answered in a timely and professional manner. Yet Code Compliance's Policy and Procedure Manual lacks guidance regarding Code Enforcement Officers' obligations, if any, to respond to complainants requesting follow-ups on their cases.

County Response to Finding F2

The County agrees with this finding. While the standard response time that is observed in the department is two weeks between complaint and 1st investigation, this information is not provided in the Policy and Procedure Manual.

Grand Jury Recommendation R2a

Calaveras County Civil Grand Jury recommends Code Compliance, in order to better adhere to their stated core values, institute a clear procedure for responding to complainant requests for follow-up information, by December 31, 2025.

County Response to Recommendation R2a

This recommendation will be implemented. The Building Department commits to updating the policy and procedure manual to demonstrate a reasonable response time based on staffing levels by August 1, 2025, and shall update this standard as service levels and complaint metrics change.

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Grand Jury Recommendation R2b

Calaveras County Civil Grand Jury recommends Code Compliance follow their stated core values to treat every interaction as an opportunity to educate and respond in a timely and professional manner to complainant requests for follow-up information regarding complaint cases, beginning no later than December 31, 2025.

County Response to Recommendation R2b

This recommendation will be implemented. Planned software improvements will streamline the process and provide greater opportunities to advise the public on case activity.

Grand Jury Finding F3

With staff vacancy rates frequently at 20% or higher, Code Compliance is operating at staff levels insufficient to handle its high case load, leading to cases taking longer to be resolved, if they are deemed a high enough priority to be addressed at all.

County Response to Finding F3

The County agrees with this finding. A total of 518 cases were opened in FY 2024/25. Due to strict due-process standards, it often takes up to 10 hours to successfully process a case to resolution. In cases where the County performs an abatement action, an additional 20 hours of staff time may be necessary for the serving of warrants, abatement supervision, and cost recovery. This equates to approximately 4 full-time staff members to handle current case volume. The staff for this fiscal year was reduced to 2 full-time staff members due to budgeted reductions in staff and turnover. All budgeted positions were filled in April bringing the number to 3.25 for FY 2025/26.

The department has implemented case management prioritization to ensure that attention is given to the highest public hazards first. Therefore, health and safety violations have taken an average of 12 business days to respond, with high hazards cases being responded to on the same day as the complaint. Low-risk cases, such as sign violations and other zoning violations have taken an average of 54 days to respond.

Grand Jury Recommendation R3

Calaveras County Civil Grand Jury recommends Code Compliance hire additional Code Enforcement Officers to bring Code Compliance up to fully staffed levels, that being five employees, by December 31, 2025.

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County Response to Recommendation R3

This recommendation will not be implemented at this time. Due to current economic conditions the County has implemented a series of cost-cutting measures in this budget cycle in order to ensure the County's financial stability over the next few years, including a hiring freeze. At this time there isn't funding available to expand any county services. In the future as funding restrictions ease the Board may revisit this recommendation.

However, the Building Department is currently working on case management through improvements to case management software and amendments to the Code Compliance Ordinance (chapter 8.06). Amendments are currently in progress, with all efforts projected to be complete by December 2026. This is expected to reduce workload and allow current staffing to be able to respond to complaints more efficiently.

Sincerely,

A handwritten signature in black ink, appearing to be "MH", with a long horizontal stroke extending to the right.

Martin Huberty
Chair

RECEIVED

JUL 24 2025

CALAVERAS SUPERIOR COURT

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