

**El Dorado County Board of Supervisors
Response to the
2025-26 El Dorado County Grand Jury Report
(Case 26-05: El Dorado County Code Compliance – A Study of
Communication, Contracts, Code Enforcement, and Data Compliance)**

Case 26-05: El Dorado County Code Compliance – A Study of Communication, Contracts, Code Enforcement, and Data Compliance

The Grand Jury has requested responses from the Board of Supervisors to all Findings and Recommendations.

Consistent with previous practice and pursuant to Board Policy A-11, the Chief Administrative Office is responsible for coordinating the County's response to the Grand Jury. Responses to the Grand Jury Report are directed by Board Policy A-11 and Penal Code 933.05. Accordingly, the Chief Administrative Office has reviewed and compiled the responses from all non-elected department heads into this Initial Draft Response for the Board's consideration.

FINDINGS

- F1. Citizens with complaints are not routinely informed of resolutions.

The Board of Supervisors disagrees partially with the finding.

The Code Enforcement Division follows the confidentiality requirements set forth in County Ordinance 9.02.070, which limits the amount of information that can be shared regarding complaints. However, the Board further values the importance of clear communication and is committed to clearly outlining expectations and follow-up options in compliance with confidentiality requirements.

- F2. There is no central County web page or phone number to direct complaints.

The Board of Supervisors agrees with the finding.

Currently, multiple departments maintain their own complaint portals or processes. The Board supports exploring the development of a solution to improve accessibility, efficiency, and clarity. While the Board acknowledges that each department has different operational and software needs and that a single comprehensive system may not be feasible, a shared landing page on the County website that directs users to the appropriate complaint types and phone numbers could be a practical option. A single phone number for all complaints, however, is not feasible, as multiple departments are responsible for handling different types of issues.

- F3. There is no procedure manual specific to the Code Enforcement Division.

The Board of Supervisors agrees with the finding.

While a Code Enforcement procedure manual does not yet exist, the Code Enforcement Division is currently developing a comprehensive Policies and Procedures Manual.

- F4. The Planning and Building Department and the Assessor's office have associated roles which are not being utilized to the fullest potential.

The Board of Supervisors agrees with the finding.

The Planning and Building Department and the Assessor's Office both rely on accurate parcel information. Each department uses its own system, with the Assessor utilizing the Megabyte Property Tax System and Planning and Building using TRAKiT. Improved flow of information between these systems could be beneficial, either through enhancements to the existing platforms or as part of future software implementations. Even if system-level integration is limited, communication and coordination between the two departments could also support more efficient sharing of parcel information.

RECOMMENDATIONS

- R1. The Civil Grand Jury recommends that the Board of Supervisors direct the IT Chief Information Officer to establish a central web page and phone number that will provide the public with directions for submitting grievances to the appropriate authority by December 31, 2026.

The recommendation has not yet been implemented but will be implemented in the future.

The Chief Information Officer will work with departments that receive complaints to create a shared landing page on the County website by December 31, 2026. This page will direct users to the appropriate complaint categories and provide the correct phone numbers for each type of complaint. The webpage may include links and contact information for the Environmental Management Department, the Planning and Building Department, the Department of Transportation, and the Air Quality Management District (AQMD), ensuring the public is guided to the proper complaint processes. A single phone number for all complaints is not feasible, as multiple departments are responsible for handling different types of issues. The shared landing page will help streamline access while ensuring complaints are routed accurately and efficiently.

- R2. The Civil Grand Jury recommends that the Board of Supervisors direct the Planning and Building Department Director to develop a Procedure Manual for the Code Enforcement Division by February 1, 2027.

The recommendation has not yet been implemented but will be implemented in the future.

The Code Enforcement Division is currently developing a comprehensive Policies and Procedures Manual which will be completed by February 1, 2027.

- R3. The Civil Grand Jury recommends that the Board of Supervisors form a working group of representatives from the Planning and Building Department and the Assessor's Office by December 31, 2026, to propose solutions for property owners and stakeholders seeking verified property information.

The recommendation has not yet been implemented but will be implemented in the future

A working group consisting of appropriate staff from the Planning and Building Department and the Assessor's Office will be established by December 31, 2026. The goal of this group will be to improve collaboration and communication, and to increase the accuracy of property information available to both the public and internal users. Potential topics for the working group may include opportunities to increase the flow of information between the Assessor's Megabyte Property Tax System and Planning and Building's TRAKiT system.