



AUSTINCODE
DEPARTMENT

AUSTIN CODE DEPARTMENT
Public Safety Committee Presentation
Elaine Garrett, Assistant Director
July 19, 2021

To provide information regarding the use of uniforms by field inspectors while conducting inspections.

- History of the Department
- Uniforms
- Challenges and Concerns
- Community Engagement





History of the Department

2002

Health and
Human Services



Development
Review and Inspection



Solid Waste
Services



Neighborhood
Planning and Zoning



2009

Solid Waste
Services



Code Compliance



2016



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2020

KEY

-  Property Abatement
-  Land Use
-  Structure Condition
-  Licensing & Support



History of the Department

2002

- Property abatement cases covered under **Health and Human Services Structural and Land Use under Development Services**

2004

- Code staff added to DSD staff to include zoning inspections under the **Development Services Department**

2005

- Code Department moved under the **Solid Waste Services Department** and included sanitarians and code inspectors

2006

- Code Department implemented the **first formal uniform for code staff**

2009

- **Austin Code Compliance** became an independent department

2014

- **Austin Code** rebranded and incorporated the current uniform and logo



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Uniforms

City of Austin

CODE ENFORCEMENT
Solid Waste Services

CITY OF AUSTIN
**CODE
COMPLIANCE**





AUSTIN CODE REBRAND PHASE

OCTOBER 2014 - APRIL 2015

PHASE 1

(OCTOBER - NOVEMBER)

- Brand Guidelines
- Letterhead Design
- Memo Design
- Executive/External Presentation Template
- Internal Presentation Template
- External Report Template
- Binder Insert Template
- Safety Branding
- Garbage Cart Sticker
- Business Cards
- Internal Report Template
- Vehicle Wrap Designs

PHASE 2

(NOVEMBER - JANUARY)

- Yellow Warning-Substandard Conditions Eng/Spa
- Red Warning-Dangerous Conditions-Eng/Spa
- Red Warning-Do Not Enter-Eng/Spa
- Leave Request Forms
- Work without Permit Warning-Eng/Spanish
- Code Compliance Citation Folder
- Stop Work Order Form
- City Council Code Kit
- Annual Report
- Admin. Hearing Program Brochure
- ** **Command Center Wrap Design**

PHASE 3

(JANUARY - FEBRUARY)

- Code Compliance Brochure-English
- Code Compliance Brochure-Spanish
- Garbage Cart Door Hanger-Eng/Spanish
- Photo Mounts
- Tree Limbo Brochure
- Warning Booklet

PHASE 4

(MARCH - APRIL)

- Signage
- STR Info Packet
- ** **Badge**
- ** **Patch**
- ** **Uniforms**



SPECIAL PROJECTS:

(Campaign) Ongoing

- Volunteer Program
- Code Community Tour
- Code Industry Summit
- Hotel/ Motel / Billboard
- Repeat Offender Program
- ** **Committees Required**



Uniforms 2014 - Current



Pros

- Safety
- Uniformity in appearance
- Easy identification as a City employee representing an authorized agency
- Recognition as a public official while performing duties
- Assist in identification during special events
- Clothing is exposed to elements which can cause cross-contamination

Cons

- Mistaken identity for law enforcement
- Fear in some communities
- Budgetary impact for department
- Can be uncomfortable during specific weather conditions



The Austin Code Department has made great strides in gaining the confidence and trust of the communities we serve through:

- Increased presence at community events
- Monthly meetings with stakeholders
- Attendance at specific Neighborhood Associations
- Language accessibility and translation services
- Implementation of virtual inspections
- Educational materials and web page FAQs
- Open data portal for community to view case status
- Code Connect Line



