

MEMORANDUM

CITY OF CHICO COMMUNITY DEVELOPMENT AND DEVELOPMENT ENGINEERING DEPARTMENTS

DATE: March 20, 2020
TO: City Employees and Interested Parties
FROM: Tony Lindsey, Comm. Dev. Director – Building and Code Enforcement
SUBJECT: **Continuity of Operations Plan Until Further Notice**

Considering the current pandemic situation and Executive Order N-33-20, the Community Development and Development Engineering Departments will be temporarily adjusting their operations, procedures and processes. All essential city services will continue to be provided; however, operations will be modified as a precaution to ensure your safety and the safety of our staff.

Until further notice, the Planning, Building and Engineering Departments will continue to provide most all of their typical services, but at a slower rate, and in a manner that relies almost exclusively on the use of email, on-line applications, telephone, and mail. Limited counter service will be provided, and most staff will be working from remote locations. Only essential new construction and emergency permit submittals will be accepted at the counter by appointment only. The method by which Planning, Building and Engineering Department services will be provided is further described below:

Submittal of Applications:

All permit application forms are available on the Planning, Building and Development Engineering pages on the City's website, <http://www.chicoca.gov/>.

1. Building Division:
 - a. On-line permits will continue to be available for reroof, HVAC, water heater replacements and new rooftop solar installations. A link to the online permit portal can be found on the Building Division webpage. <https://chic-trk.aspgov.com/eTRAKiT/>
 - b. Essential "New" construction and emergency repair permit applications will be available by appointment only. Phone 530-879-6700 to make an appointment. Appointments are limited to ensure social distancing.

2. Planning Division:
 - a. Applications are available on the Planning Services webpage and can be submitted via email to zoning@chicoca.gov.
 - b. Completed forms should be saved as PDF files and submitted by email. Electronic plans should accompany the email submittal of permit application forms (25 MB per email). Otherwise, the staff member that will be assigned the application will contact the applicant via email to provide instructions for uploading electronic plans.
3. Development Engineering:
 - a. On-line sewer connection applications and encroachment permits are accessible via an online permit portal found on the Development Engineering webpage.
 - b. Subdivision Improvement Plan Submittals
 - a. The Development Engineering division will prefer to receive electronic submittals for all subdivision improvements. Review can then occur without contact and interaction with the public.
 - b. In the event a file is too large and a hard copy is required, please schedule an appointment through the Engineering department directly with Matt Johnson (879-6910), or through the general Engineering direct line (879-6900).

Processing of Building, Planning and Engineering Permit Applications:

Soon after the Department receives an emailed application or an application is created via the online portal, the assigned staff member will contact the applicant by email to inform them of the permit number the application has been assigned, any information that needs to be submitted in order to complete the application, and the way in which processing fees can be submitted. Updates on the status of building permit applications will continue to be available on the Department's on-line permit portal (<https://chic-trk.aspgov.com/EtrakiT/>), and all correspondence between applicants and staff members will occur by email and phone.

Issuance of Planning, Building and Development Engineering Permits:

All approved permits and associated materials shall be issued by email or regular mail.

Scheduling and Conducting Construction Inspections:

Building, Planning, Engineering and Sewer inspections may be scheduled through our on-line portal (<https://chic-trk.aspgov.com/EtrakiT/>)

Inspections will only occur outdoors (Examples include: electrical service, solar, reroofs, underground utilities, exterior HVAC) or in unoccupied "NEW" construction.

**Inspectors and contractors shall maintain a distance of six feet or more from each other. The Department is currently evaluating the feasibility of conducting video inspections.

In order to minimize the need for inspectors to come into the office, all inspectors have been authorized to take their City inspection vehicles home with them, and will be dispatched via email or phone. Inspectors can enter inspection results into the Department's on-line database remotely.

Submittal and Processing of Code Enforcement Complaints:

All complaints regarding alleged code violations should be submitted via phone (530-879-6330), or by filling out a form on the Code Enforcement webpage http://www.chico.ca.us/housing_neighborhood_services/code_enforcement/code_enforcement.asp and emailed to Buildingdocs@chicoca.gov. Only outdoor inspections by Code Enforcement Officers will be occurring until further notice. Code Enforcement Officers have been authorized to bring their City assigned vehicle home with them, and have the ability to work on existing cases and other matters from remote locations.

Public Hearings:

Based on the current case load in Planning it appears that the next public hearings will tentatively be scheduled for mid-May, 2020 (Climate Action Commission, Planning Commission, Architectural Review and Historic Preservation Board, Zoning Administrator and Map Advisory Committee). Staff is currently evaluating ways in which decision makers and the public can participate in these hearings without having to be physically present in the hearing room.

Public Meetings and Workshops:

All face-to-face meetings and workshops have been canceled, and the code requirement for developers to hold pre-application neighborhood meetings has been suspended until June 10, 2020. Coordination amongst staff will occur primarily by email and telephone. Options for conducting on-line webinars and virtual workshops are currently being considered and evaluated.