



Town of Camp Verde Vision Statement

"Camp Verde is welcoming, a safe community, a vibrant economy, thoughtfully growing, and offering an exceptional quality of life."

**AGENDA
TOWN OF CAMP VERDE
WORK SESSION
MAYOR AND COUNCIL
473 S. MAIN STREET, SUITE 106
WEDNESDAY, DECEMBER 11, 2024 at 5:30 P.M.**

ZOOM MEETING LINK:

<https://us02web.zoom.us/j/87640732724?pwd=0wuJU2pVHeFfcbRV95B2CxxNUHEEO.1>

one Tap Mobile: 1-253-215-8782 or 1-346-248-7799

Meeting ID: 876 4073 2724

Passcode: 652424

Note: Council member(s) may attend Council Sessions either in person, by telephone, or internet/video conferencing.

- 1. Call to Order**
- 2. Roll Call.** Council Members Brian Bolton, Wendy Escoffier, Robert Foreman, Robin Godwin, Jessie Murdock, Vice Mayor Marie Moore, and Mayor Dee Jenkins.
- 3. Pledge of Allegiance**
- 4. Presentation of the strategic plan process for the Tourism Marketing Plan.** Staff Resource: Economic Development Director Molly Davies. Pg. 3
- 5. Discussion, consideration and possible direction regarding retail marijuana in Town of Camp Verde.** Staff Resource: Economic Development Director Molly Davies. Pg. 15
- 6. Presentation of the Code Enforcement Administrative Policies.** Staff Resource: Code Enforcement Officer Jessica Bolton. Pg. 33
- 7. Adjournment**

Note: Upon a public majority vote of a quorum of the Town Council, the Council may hold an executive session, which will not be open to the public, regarding any item listed on the agenda but only for the purpose of discussion or consultation for legal advice with the Town Attorney as permitted by A.R.S. § 38-431.03(A)(3). Any other executive sessions will be separately included on the agenda above if an executive session will be held at the meeting.

Pursuant to A.R.S. §38-431.01 Meetings shall be open to the public - All meetings of any public body shall be public meetings and all persons so desiring shall be permitted to attend and listen to the deliberations and proceedings. All legal action of public bodies shall occur during a public meeting. Pursuant to Town Code, Section 2-3-7.1 the Mayor shall call for a vote of the Council to allow the meeting to continue past the deadline of 10:00 p.m. The Town of Camp Verde Council Chambers is accessible to persons with disabilities. Those with special accessibility or accommodation needs, such as large typeface print, may request these at the Office of the Town Clerk at 928-554-0021.

CERTIFICATION OF POSTING OF NOTICE

The undersigned hereby certifies that a copy of the foregoing notice was duly posted at the Town of Camp Verde and Bashas on 12-05-2024 at 4:00 p.m. in accordance with the statement filed by the Camp Verde Town Council with the Town Clerk

Leah Rhodes

Leah Rhodes, Town Clerk



Meeting Date: December 11, 2024

Agenda Item Type:

- | | | |
|---|---|---|
| ☐ Consent Agenda | ☐ Informational Presentation | ☐ Discussion Item |
| ☐ Action/Decision Item | ☐ Executive Session Request | ☒ Other: Work session |

Requesting Department: Economic Development

Staff Resource: Molly Davies, Economic Development Director and Crisi Clark, Economic Development Specialist

Agenda Title: Presentation of the strategic plan process for the Tourism Marketing Plan.

Attached Documents:

- Overview of Tourism and Marketing Strategy from Axis Culture Group

Estimated Presentation Time: 10 Minutes **Estimated Discussion Time:** 20 Minutes

Reviewed By:

- ☒ Town Manager ☐ Legal ☐ Risk Management ☐ Finance ☐ Other:

Financial Review (if applicable):

- Funding Source / GL Account Number: 01-170-20-741115
- Approved in the FY25 Budget? ☒ Yes ☐ No ☐ N/A ☐ Other:
- Is this an approved CIP Project? ☐ Yes ☐ No ☒ N/A ☐ Other:

Background Information:

Sales and hotel tax revenue is necessary for the Town to fund its capital improvement projects, amenities, and on-going operations. As stated later in this document, the Town's strategic plan has a goal to "Increase Tourism Revenue" and includes the action items to "Begin work on a 2-year (Tourism) Marketing Plan" and "Create a Tourism Advisory Team". Additionally, the Economic Development Department's (the Department) workplan prioritized the same action items for FY25. The tourism marketing strategy and plan along with a tourism advisory/work group will be foundational to the long-term success of increasing tourism-related revenue for the Town.

At the beginning of FY25 (July of 2024), the Department had discussions with the Arizona Office of Tourism (AOT) regarding potential funding assistance (and other related funding) to support tourism and marketing strategic planning for the Town. Through AOT's Rural Cooperative Marketing Program, the Department applied for tourism marketing funding including a request for \$10,000 to support the Town's strategic planning effort. The Town was approved for its entire request totaling \$43,000. To access the strategic planning funds, AOT must review and approve the selected proposal.

The purpose of the tourism and marketing planning and engagement effort is to develop a strategy that will increase tourism related revenue for the Town in alignment with the Town's vision. Through data collection, research, planning, and stakeholder engagement, the strategy will result in an understanding of Camp Verde's tourism market, our unique value and identity, budget recommendations, communication



Town Council Agenda Information Memorandum

strategies, establishment of tourism marketing working group, metrics to measure success, and additional guidance for implementation. The planning will begin this month and with the intention of completion by May 1, 2025.

The Department engaged with AOT, Local First Arizona, and other communities about tourism strategies and recommendations for potential firms to work with. The Department reviewed proposals from four firms and selected Axis Culture Group. Axis Culture Group worked on a similar tourism strategy with the Town of Payson. Staff was impressed by their proposal; their understanding of Camp Verde; their value on outreach and engagement; and their cost.

The total project cost is \$20,000. AOT will pay the firm \$10,000. The Town's portion is \$10,000. These funds exist in the Department's marketing line item and have been set aside for the purpose of this strategy.

As we move forward with a tourism marketing work group, we invite one member from the Town Council to serve on it. This group may involve multiple meetings over the next few months.

Connection to the [FY25-FY30 Strategic Plan](#)

Tourism and marketing strategic planning supports the Focus Area, "Resilient Economy and Community Infrastructure", the goal to "Increase Tourism-Related Revenue" and the FY25 Year 1 Action Items to: "Create a Tourism Advisory Team" and "Begin work on a 2-year (Tourism) Marketing Plan". Increased sales tax revenue from tourism will contribute to funding the Town's strategic priorities.

Question(s) before the Council:

- Does the Town Council have any questions?
- Who from the council does the Town Council wish to have serving on the tourism marketing work group?



AXIS CULTURE GROUP

A Strategic Development Approach to Tourism & Communication



Camp Verde, Arizona | Regional and Community Tourism Initiative

Thriving communities are built on shared identity, collective pride, and a clear vision for the future. Cultivating a distinctive brand unites residents and inspires visitors and newcomers to engage with the community's story and return over time - building opportunities for growth in critical revenues for the Camp Verde municipalities and local businesses.

Our approach will focus on uncovering and amplifying what makes Camp Verde unique—its cultural richness, economic strengths, and local traditions. By aligning cultural development with strategic tourism initiatives, we aim to help Camp Verde increase local engagement while creating a vibrant, welcoming environment for visitors.

When a community embraces its defining attributes—whether landmarks, traditions, or economic opportunities—it generates energy and positivity that naturally attract others. While every community's measures of success vary, a robust local business environment and a thriving tourism sector remain universal indicators of long-term vitality.

Our team specializes in developing tailored strategies that support local business growth, foster brand loyalty, and enhance tourism through community-driven efforts. By integrating tourism planning with economic and cultural development, we will help Camp Verde build sustainable opportunities for local businesses and create meaningful connections for visitors. In partnership with community leaders and town staff, this plan will establish a unified vision for Camp Verde, celebrating its cultural pride while aligning with strategic tourism and economic goals.

Focused Results

- Identification of a clear identity that highlights Camp Verde's unique value and identity within the region and state.
 - This will drive all future tourism initiatives.
- A clear understanding of the revenue-generating opportunities for the Camp Verde community that align with the value and identity.
 - ie - Sales tax, bed tax, business growth, etc.
- A strategy to develop an active Tourism Marketing Advisory Group to guide and champion future initiatives.
 - Imperative for community participation and ownership.
- Development of a cohesive, written marketing communication strategy that connects with residents and visitors.
- Strategic budgeting guidelines to optimize marketing resources for sustainable campaign growth over time.
 - A marketing budget with a purpose that will return as a positive investment.
- Annual strategy for success metrics within tools such as Placer.ai and sales tax measurements.

Working Group Focus & Development

The Tourism Marketing Advisory Group of 10-15 hand-selected community leaders will be a cornerstone of this effort, working in collaboration with your team to identify and prioritize key focus areas and the development of effective campaigns. Together, we'll create a roadmap for investment, storytelling, community collaboration, and growth that positions Camp Verde as a vibrant and prosperous destination. This effort also significantly develops ownership between the Town staff, key stakeholders, and community members to communicate effectively and champion future campaigns.

Focus 1: Education & Data Collection *(Target completion by 1-15-2025)*

Objective: Gain a comprehensive understanding of Camp Verde's economic background, key drivers, and overarching goals.

- Facilitate discussions with Camp Verde Town Department leaders and community stakeholders to gather insights into goals, strengths, challenges, and aspirations essential for crafting the Regional/Community Tourism Initiative.
- Collection of data from Placer.ai, Dunn Runyan Report, and any other current data points, along with conducting 1-2 unique surveys.
- Schedule dedicated sessions for each department to ensure in-depth and focused conversations.

Focus 2: Identifying Camp Verde's Unique Value & Identity *(Target completion: 1-31-25)*

Objective: Establish the Tourism Marketing Advisory Group and explore Camp Verde's unique identity through collaboration and strategic discussions.

- Partner with Camp Verde leadership to engage key local stakeholders selected for their influence, expertise, and deep understanding of the community.
- Stakeholders will include representatives from education, real estate, healthcare, commerce, hoteliers, local government, nonprofits, and local businesses.
- Form a purpose-driven advisory group to provide valuable input on community priorities, challenges, and aspirations, laying the groundwork for the Tourism Strategy and Community Brand Initiative. *(Starting with 10-15 stakeholders, including Town Staff)*

Workshops with Tourism Marketing Advisory Group *(Target completion: 3-1-2025)*

Developed within minimum of three in-person discussions, 1.5 hrs each

- Facilitation of guided discussions of roughly 10-15 community stakeholders to identify:
 - Core community values and unique attributes
 - Factors that enhance or threaten Camp Verde's appeal
 - Opportunities for sustainability and long-term impact
- Develop a clear understanding of Camp Verde's distinctive value to the region and Arizona.
- Insights in shaping a vision for the community's future identity, aligning with economic and tourism objectives.

Developing a Community Identity that Generates Intentional Tourism Revenues

This initiative aims to establish a unified and influential community identity by prioritizing Camp Verde's strengths and potential. Consistent strategic meetings with town staff will ensure progress is monitored, tourism impact is evaluated, and fresh opportunities are identified to engage residents and visitors. This approach is designed to maintain momentum, foster community involvement, and create a destination that inspires exploration and encourages repeat visits.

The regional tourism initiative, led by Camp Verde, also focuses on building collaborative relationships with neighboring communities to expand tourism marketing opportunities across the Verde Valley. This effort aims to create a cohesive network that enhances the visitor experience and strengthens the region's overall appeal. Key communities involved include Cottonwood, Clarkdale, Jerome, Sedona, Cornville, and Oak Creek, among others.

These focused initiatives will continue to build over time, continually creating a steady increase in intentional tourism visitors that spend time and resources, allowing for a subsequent increase in sales tax and bed tax revenues for the community's further growth and development.

- The Axis Culture Group team will prioritize achieving these initial objectives and finalizing a realistic and achievable 3-5-year Tourism plan for Camp Verde, scheduled for completion and implementation readiness by March 1, 2025. The plan will be designed for phased execution, incorporating insights and recommendations from town staff and the Tourism Advisory Group. Serving as a strategic roadmap, it will guide future budgeting decisions for tourism initiatives in the area.

Total Cost: \$20,000

Understanding the relationship between AOT contribution and Town of Camp Verde contribution





Axis Culture Group | Notable Recent Economic Development Initiatives

The Axis Culture Group team currently collaborates with more than 35 annual contracts encompassing a diverse range of entities, including local and nationwide businesses, school districts and schools, municipal town governments, and nonprofit organizations. Our distinct emphasis on fostering community engagement and cooperation yields outcomes that unite communities and draw external recognition. We strongly advocate for a concentrated comprehension of Brand Development/Understanding, Brand Value, Personal Value, Community Value, and Relational Engagement with every client we serve. Through our ongoing achievements, we have discovered that this targeted approach fosters comprehensive strategic planning and growth prospects across various industries and communities.

Town of Payson, Arizona Economic Development & Tourism Department

2017-Present

Notable Economic Development Initiatives

- Community Identity Campaign Development | Adventure Where We Live
- Community Identity Campaign Strategy | Internal & External Involvement
- Local Business Development Campaign Development
- Quarterly Local Business Workshops
- Development of Local Business Partnership Groups
- Development & Leadership of Payson Economic Development Committee
- Development of Historic Main Creative District Revitalization Campaign
- Arizona Office of Tourism Grant Projects | Building Visitation Base Outside of Arizona
- **Governor's Tourism Award 2021 "Best Rural Marketing Campaign"**

MHA Foundation | Substantial Nonprofit Organization Focused on Wellness & Education

2018-Present

Notable Economic Development Initiatives

- Identification & Implementation of PUSD District-Wide AVID Programming
- Brand Strategy & Community Engagement Initiative for Granite Dells Park Complex
- Assistance in Development of Center for Excellence in Rural Education (CERE)
- Sister Nonprofit Organization Operating AZAHEC Tri-County Programming
- Current Development of Healthcare-Related Initiatives for the Economic Growth
- Ongoing Community Awareness & Reputation Management Campaign Development
- Community Engagement & Nonprofit Partnership Development Initiatives

Local First Arizona

2023-Present

Notable Economic Development Initiatives

- Assistance in Development of Rural Providers Network | Rural Business Resource Tool
- Business Development Workshops (April 6, 2024 Launch)

RELATED EXPERIENCE | ECONOMIC DEVELOPMENT & IMPACT INITIATIVES

Payson, Arizona Economic Development Department

In contracted partnership with the Town of Payson, Arizona

Contract Duration: 3 Year Partnership - Renewed in 2022 (Officially Began in 2018)

Our contract involves developing ongoing Economic Development strategic planning initiatives and developing and leading the Town of Payson Economic Development Advisory Committee.

Consisting of over 30 members and continually growing, the Economic Development Advisory Committee consists of community leaders and stakeholders such as the Town Manager, Town Economic Development Coordinator, Community Development Director, Banner Hospital CEO, Payson Unified Schools Superintendent, Green Valley Water District Manager, Chamber of Commerce Director, Bank Managers, Local Business Owners, Local Nonprofit Organizations, Top Real Estate Professionals, and so on.

We have developed unique programming to keep the EDAC focused and accomplished within the time that they have given their hectic schedules. We concentrate on one project and one process at all times, decided by the group, based on the needs presented by the Community Development Department. Our team develops the talking points approved by the Community Development Director each month and leads the discussion within the group.

For example, within the 2023-24 project initiatives, we have developed an entire strategic plan and branding for the upcoming "Historic Main Cultural District" in the underutilized Main Street area. Within the process initiatives, we are developing a unified recruitment experience for incoming businesses that reach out or are identified for approach.

The team has continued to show up and provide insight and strategic thought throughout the past year and to grow through an invitation-only approach. We look forward to seeing the Main Street project begin in the Summer of 2024 and the continued development of the recruitment processes for future, targeted business growth. The upcoming projects being discussed are local college growth and workforce housing initiatives.

Our team has also developed and led a recurring series of ongoing business workshops free to the community through the Economic Development Department. These workshops cover topics such as The Process of Earning Loyalty and Sustainable Business Growth, Leadership Development and Employee Retention, Creating a Story Worth Telling, The Power of Community Impact, Social Media Optimization, etc. Each topic is based on the business community's feedback and struggles.



RELATED EXPERIENCE | ECONOMIC DEVELOPMENT & IMPACT INITIATIVES

Payson, Arizona Tourism & Economic Development Department

In contracted partnership with the Town of Payson:

Contract Duration: 3 Year Partnership - Renewed in 2022 (Officially Began in 2018)

Our contract entails ongoing Town of Payson Tourism initiatives aimed at driving economic development opportunities for the Town. Over the years, we've dedicated ourselves to crafting an initiative that fosters community pride and extends a warm invitation to all.

This effort has materialized through the "Adventure Where We Live" campaign, also known as "Adventure Payson," prominently displayed on local school buildings, numerous businesses, car windows, and various community events. Strategically positioned as a significant tourism endeavor, the campaign effectively reaches millions statewide and nationwide annually. This initiative was designed to directly affect Payson's economic growth and was awarded the Governor's Tourism Award in 2021 for "Best Rural Marketing Campaign" at the Governor's Conference on Tourism.

The campaign serves as a gateway for visitors to discover the community's offerings and surroundings while providing a platform for local merchants, outdoor adventure groups, and other initiatives to align under the "Adventure Payson" brand. These local efforts have consistently bolstered bed tax and sales tax revenues year after year while expanding the customer base for many local businesses. Many local businesses benefit each year from the rapidly growing visitor base to the area.

This initiative plays a crucial role in the area's economic development by educating those unfamiliar with the region and offering a platform for local businesses to attract customers. One standout initiative, "Adventure Payson Month," held every May, brings together the business community and is heavily promoted in the Phoenix/Metro areas. Last year, this event saw a remarkable 200% increase in bed tax revenues, with participating businesses reporting a significant uptick in customers.

We firmly believe that community branding and economic development go hand in hand. Clear and defined initiatives lead to economic prosperity. The rise in traffic, sales tax, and bed tax revenues each year has sparked discussions about multiple hotel and housing development projects for the entire community's benefit.

Visit paysonrimcountry.com & facebook.com/adventurepayson to see it in action.

RELATED EXPERIENCE | ECONOMIC DEVELOPMENT & IMPACT INITIATIVES

Overall Rural Economic Development Impact Initiatives

In contracted partnership with the Town of Payson, Payson Unified School District, Local Nonprofit Organizations, and Local Business Leaders:

Since the official inception of Axis Culture Group in 2017, the focus has been building a worthwhile relational impact that brings the community together to benefit growth in all areas. While many classify our services as "marketing," that is simply because of the awareness that the campaigns that we produce create. Indeed, we are a community impact company that creates connections that align in value and produce community-changing results.

Within the past 7+ years, we have been fortunate to have worked on multi-million dollar Payson Unified School District initiatives that have brought strategic curriculum, programming, dual-credit opportunities, facility improvements, culture/leadership development, and more. Much of this was done through contracts with PUSD itself and local nonprofit organizations that serve a mission to improve education opportunities within our community. We have conducted dozens of focus groups in education and nonprofit communities to collect data from groups of people to allow the school district or nonprofits to make decisions based on unbiased data.

We were also tasked with creating a community survey in a very short period of time to collect data about a new park being built in Payson. We completed that survey and received 1,200 responses promptly. The responses to this detailed survey impacted multiple large initiatives and services currently under construction at the upcoming Granite Dells Park Complex.

We assisted in identifying and spearheading the multi-million dollar investment from a local nonprofit to bring AVID programming to all 4 of the community's public schools and the training programs that come with it. This, and other significant initiatives within this partnership, assisted in Payson High School receiving an A+ School of Excellence Rating from the Arizona Educational Foundation (1 of 8 high schools in the state to receive this rating).

This honor is excellent for the schools and a handy recruitment tool for economic development efforts when speaking with desired business owners or developers considering relocation. The Superintendent of the schools is a proud EDAC member and is very pleased to be able to assist in the Town's growth opportunities through this exceptional school rating.

Much of our work for our business and nonprofit clients revolves around creating authentic, meaningful impact within the community. Our strategic services build the campaigns and organize the efforts to bring as many people together as possible to improve the community in any way possible. We have proudly proven that a community with a unified connection around each other's success and the success of our local schools and government can accomplish most initiatives, resulting in undeniable economic growth.



AXIS CULTURE GROUP



Joe Klein
Owner & Strategist



Katie Klein
Owner & Finance



Jon Hatch
Culture Development



McKenzie Oakley
Client Lead & Strategist



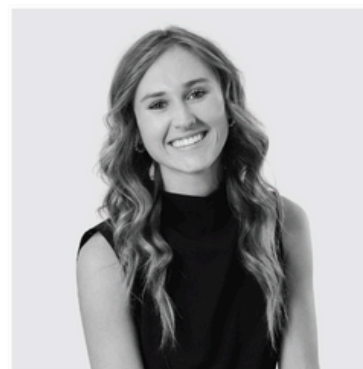
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Media Director & Strategist



Rachel Fanizza
Client Manager & Design



Molly Ojeda
Client Manager & Media



Sadie Hazelo
Client Lead & Ads Director



Elly Schreur
Client Manager & Media



Taylor Lindsay
Media Strategist



Brittany Connolly
Client Manager



Trevor Creighton
Client Lead & Trails Specialist



AXIS CULTURE GROUP

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Town Council

Agenda Information Memorandum

Meeting Date: December 11, 2024

Agenda Item Type:

- | | | |
|---|---|---|
| ☐ Consent Agenda | ☐ Informational Presentation | ☐ Discussion Item |
| ☐ Action/Decision Item | ☐ Executive Session Request | ☒ Other: Work session |

Requesting Department: Economic Development

Staff Resource: Molly Davies, Economic Development Director

Agenda Title: Discussion, consideration and possible direction regarding retail marijuana in Town of Camp Verde.

Attached Documents:

- Retail Recreational Survey Results and Recommendation

Estimated Presentation Time: 15 Minutes

Estimated Discussion Time: 25 Minutes

Reviewed By:

- | | | | | |
|--|--------------------------------|--|----------------------------------|---------------------------------|
| ☒ Town Manager | ☐ Legal | ☐ Risk Management | ☐ Finance | ☐ Other: |
|--|--------------------------------|--|----------------------------------|---------------------------------|

Financial Review (if applicable):

- Funding Source / GL Account Number: N/A
- Approved in the FY25 Budget? ☐ Yes ☐ No ☒ N/A ☐ Other:
- Is this an approved CIP Project? ☐ Yes ☐ No ☒ N/A ☐ Other:

Background Information:

August 14, 2024, Town Council Special Session:

At the August 14, 2024 Town Council Special Session, the Town Council engaged in a discussion about allowing retail marijuana sales in the Town of Camp Verde. Currently, the town does not allow retail marijuana, only medical marijuana; however, there are no current medical marijuana establishments. Allowing retail marijuana could increase sales tax revenue and provide local retail access to residents who must leave the community to purchase marijuana. At the Special Session, Town Staff presented information about how retail marijuana is taxed, potential Town tax revenue, next steps to allow retail marijuana, and staff recommendation. The Town Council directed staff to schedule a work session to follow up on questions asked and to discuss other priorities' timelines should retail marijuana be allowed.

September 25, 2024, Town Council Work Session:

The Town Council discussed the staff's recommendation to amend the Planning & Zoning Ordinance and Town Code to allow for retail marijuana with the following stipulations: retail marijuana facilities are only allowed in Zoning Use Districts of C2, C3, M1 and M2; retail marijuana facilities will require a use permit; and the number of marijuana facilities permitted within the limits of the Town of Camp Verde shall be limited to two. The number of permitted marijuana facilities shall be increased by one for each population increase of 25,000 over and above the



Town Council Agenda Information Memorandum

official 2020 census for Camp Verde. The Town Council also discussed the potential for revenue to the town.

The Town Council expressed a desire to understand how the community feels about retail marijuana and directed staff to release a survey obtaining that data. Below is a summary of the results.

Retail Recreational Marijuana Community Survey Summary of Results:

More information is available in the attached document. Additionally, more detailed survey data can be accessed via this [link](#).

Survey Response: A total of 1,023 responses were received. 82% (834) of the responding stakeholders stated they were residents of Camp Verde. Other responding stakeholders work in Camp Verde, have a business in Camp Verde, or live near Camp Verde.

Outreach and Timeline: The survey was open for 32 days from 10.22.24 through 11.22.24. This was promoted through Facebook, a press release, the Town Manager's "Weekly Update", and in person at public meetings. The Town Library and the Town Clerk's office had hard copies of the survey available for stakeholders to complete.

General Support or Opposition of Retail Recreational Marijuana in Camp Verde:

- Support: 67% (688) responded they "strongly support" or "somewhat support"
- Oppose: 32% (328) responded they "strongly oppose" or "somewhat oppose"
- Don't Know: 1% (6) responded they "don't know"

Potential Locations for Retail Recreational Marijuana within Camp Verde:

General Retail, Business, and Commercial Areas:

- Support: 66% (647) responded they "strongly support" or "somewhat support"
- Oppose: 34% (328) responded they "strongly oppose" or "somewhat oppose"

Heavy Commercial and Industrial Areas:

- Support: 64% (602) responded they "strongly support" or "somewhat support"
- Oppose: 36% (338) responded they "strongly oppose" or "somewhat oppose"

Downtown Area:

- Support: 57% (542) responded they "strongly support" or "somewhat support"
- Oppose: 43% (408) responded they "strongly oppose" or "somewhat oppose"

Number of Potential Retail Recreation Dispensaries to Allow: This assumes that the Town Code is amended to allow for recreational marijuana.

- No limit: 27% (238)
- 2 dispensaries: 62% (541)
- 3-4 dispensaries: 8% (71)
- 5 dispensaries: 3% (22)



Town Council

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Concerns about Potential Impacts Related to Retail Recreational Marijuana:

Impact on Youth and Drug Use:

- Very Concerned: 36% (359)
- Somewhat Concerned: 14% (136)
- Not Concerned: 50% (492)

Impact on Public Safety:

- Very Concerned: 32% (317)
- Somewhat Concerned: 12% (117)
- Not Concerned: 56% (542)

Nuisance Impacts (e.g. Loitering, Disorderly Conduct, Traffic, and Odor):

- Very Concerned: 34% (333)
- Somewhat Concerned: 14% (142)
- Not Concerned: 52% (511)

Likelihood to Purchase Recreational Marijuana in Camp Verde or Nearby in Next Couple of Years:

In Camp Verde:

- Likely: 53% (525) responded they “very likely support” or “somewhat likely”
- Unlikely: 11% (105) responded they “very unlikely oppose” or “somewhat unlikely”
- Not at All: 36% (359)

In a Nearby City/Town:

- Likely: 50% (484) responded they “very likely support” or “somewhat likely”
- Unlikely: 13% (129) responded they “very unlikely oppose” or “somewhat unlikely”
- Not at All: 37% (364)

Summary of Written Feedback: Over 500 written comments were received which can be accessed [here](#).

In Support: Those commenting in support of retail recreational marijuana share the following reasons: the potential for increased revenue to the Town; the ability to use the increased Town revenue to make improvements and repairs; the health benefits and need for alternative pain relief; the convenience of not having to travel out of town; the affordability and access of having a dispensary closer; the ability to shop local for marijuana; the potential to create jobs; thoughts that alcohol is legal and more harmful; the general support of business; and the fact that it is legal in communities.

In Opposition: Those commenting in opposition of retail recreational marijuana share the following reasons: their general disagreement with legalizing marijuana; the lack of alignment with Camp Verde’s small-town values; thoughts that marijuana is a gateway drug; the potential impacts on youth; the potential increase in crime; the potential increase in homelessness; and the potential odor related to dispensaries.

Additional Feedback:



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Concern with Question #5: Question number five asked, "If the Town Code is amended to allow retail recreational marijuana, how many retail recreational marijuana establishments should be allowed in the Town of Camp Verde?" The responses to choose from included "there should not be limit", "2 dispensaries", "3-4 dispensaries", or "5 dispensaries". There was some feedback that answers to this question should have allowed for "zero or no dispensaries" because some would have selected that response. That was addressed in the general support or opposition of retail recreational marijuana question. This question was based on the allowance of recreational marijuana and sought feedback regarding an interest in limiting the number of dispensaries. As discussed in previous Town Council sessions, other communities have limited the number of dispensaries in their community.

Town should Focus on other Business Development: There was some feedback that the Town should focus more on grocery store, retail, and other business development as opposed to retail recreational marijuana.

How Did People Hear about the Survey:

There were 871 responders that answered this question. 49% (427) of respondents said they learned about the survey from a Town Facebook post. Under the "Other" option, an additional 50 respondents stated they found out about the survey from a shared Facebook post. This means that over 54% of respondents learned about the survey via Facebook. Over 12% (110) of the respondents heard from friends, family, or neighbors. Almost 9% (77) of respondents were made aware of the survey from local newspapers.

Staff Recommendation:

Staff recommends amending the Planning & Zoning Ordinance and Town Code to allow for retail marijuana with the following considerations:

- Retail marijuana facilities are only allowed in Zoning Use Districts of C2, C3, M1 and M2.
- Retail marijuana facilities will require a Use Permit.
- The number of marijuana facilities permitted within the limits of the Town of Camp Verde shall be limited to two. The number of permitted marijuana facilities shall be increased by one for each population increase of 25,000 over and above the official 2020 census for Camp Verde.
- Explore the feasibility of allocating some of the revenue received to the Marshal's office to aid with providing drug misuse education and to financially support Matforce as they educate and address the negative impacts of substance use.

Connection to the [FY25-FY30 Strategic Plan](#)

Allowing Retail Marijuana supports the Focus Area, "Resilient Economy and Community Infrastructure". Increased tax revenue will contribute to funding the Town's strategic priorities.



Town Council Agenda Information Memorandum

Question(s) before the Council:

- Does the Town Council want to proceed with amending the Planning & Zoning Ordinance and Town Code to allow for retail marijuana?
- If so, does the Town Council agree with the Town staff's recommended considerations restated below?
 - Retail marijuana facilities are only allowed in Zoning Use Districts of C2, C3, M1 and M2.
 - Retail marijuana facilities will require a Use Permit.
 - The number of marijuana facilities permitted within the limits of the Town of Camp Verde shall be limited to two. The number of permitted marijuana facilities shall be increased by one for each population increase of 25,000 over and above the official 2020 census for Camp Verde.
 - Explore the feasibility of allocating some of the revenue received to the Marshal's office to aid with providing drug misuse education and to financially support Matforce as they educate and address the negative impacts of substance use.
- If the Town Council does want to amend the Planning & Zoning Ordinance and Town Code, does the Town Council want to do as a separate amendment or add language about the allowance of retail marijuana under the Comprehensive Zoning Code Update?
 - *NOTE:* If done under the Comprehensive Zoning Code update, it will likely be one year before the new zoning code is approved and in effect.

Retail Recreational Marijuana Survey Results and Recommendation

12.11.24



1

Timeline and Outreach

- Timeline: Survey was live online 10.22.24 through 11.22.24. Stakeholders could complete in person at the Town Library or Town Clerk's Office.
- Outreach: Survey was promoted on Facebook, newspapers, the "Weekly Update", and at public meetings.



News
Featured

Take the pot survey in Camp Verde

By VYTO STARINSKAS The Verde Independent Oct 29, 2024

● CAMP VERDE — You can decide if the Camp Verde Town Council allows a retail recreational marijuana outlet in town by participating in a public ...

Town Of Camp Verde
November 21 at 10:00 AM · 🌐

🕒 Last Chance to Weigh In, Camp Verde! 🕒

Time is running out to share your thoughts on retail recreational marijuana in our community. Your input will shape future regulations and decisions. Take the survey by this Friday, November 22nd!

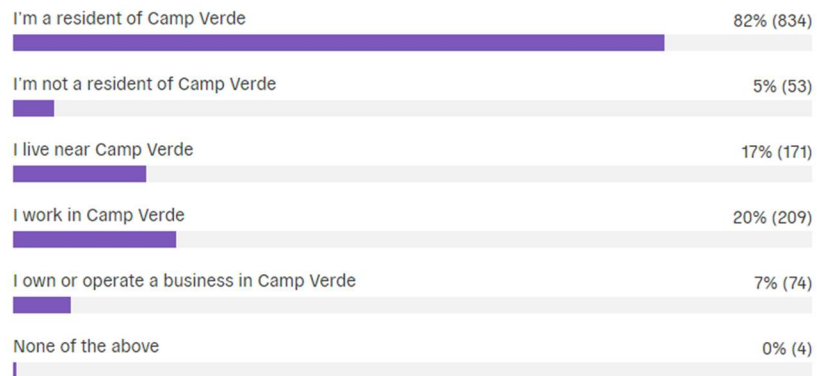
🔗 <https://polco.us/s2rut...> See more



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Survey Responses

- Total of 1,023 stakeholders completed the survey
- Breakdown of stakeholders:



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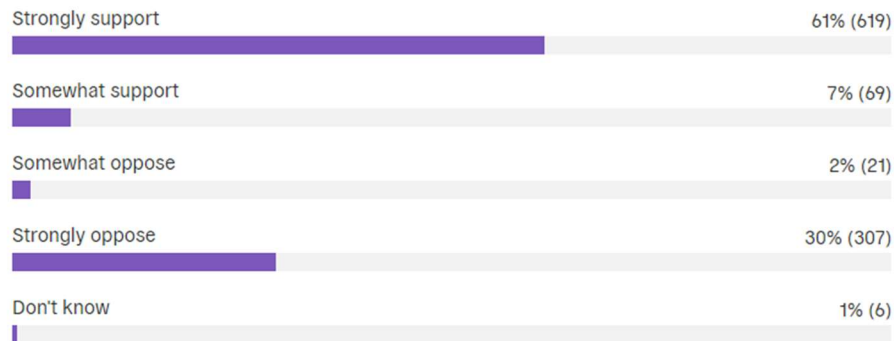
Ages of Responding Stakeholders



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General Support/Opposition for Retail Recreational Marijuana in Town

- Support: 67% (688) responded “strongly support” or “somewhat support”
- Oppose: 32% (328) responded “strongly oppose” or “somewhat oppose”



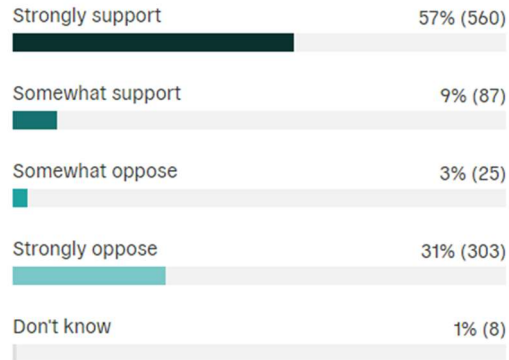
5

Potential Locations for Retail Recreational Marijuana

6

General Retail, Business, & Commercial Areas

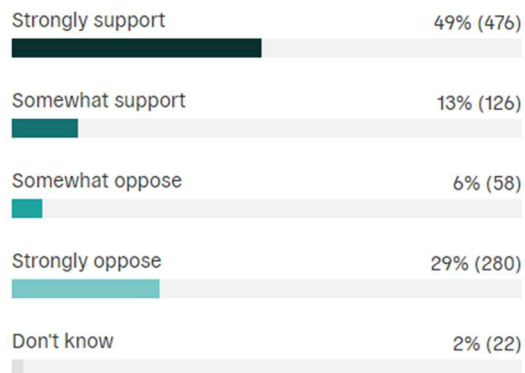
- Support: 66% (647) responded “strongly support” or “somewhat support”
- Oppose: 34% (328) responded “strongly oppose” or “somewhat oppose”



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Heavy Commercial and Industrial Areas:

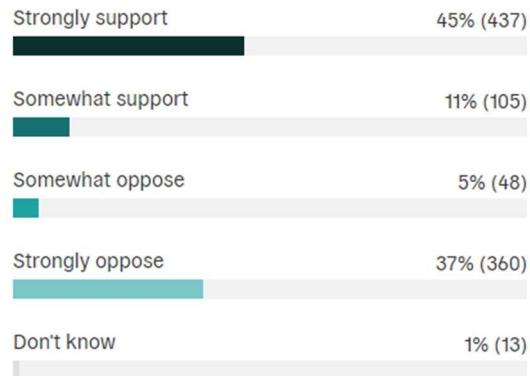
- Support: 64% (602) responded “strongly support” or “somewhat support”
- Oppose: 36% (338) responded “strongly oppose” or “somewhat oppose”



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Downtown Area

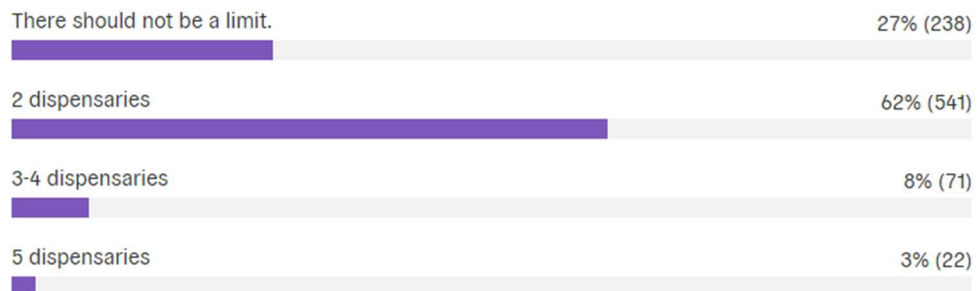
- Support: 57% (542) responded “strongly support” or “somewhat support”
- Oppose: 43% (408) responded “strongly oppose” or “somewhat oppose”



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Number of Potential Recreational Dispensaries

If the Town Code is amended to allow retail recreational marijuana, how many retail recreational marijuana establishments should be allowed in the Town of Camp Verde?



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Number of Potential Recreational Dispensaries Feedback

Question:

“If the Town Code is amended to allow retail recreational marijuana, how many retail recreational marijuana establishments should be allowed in the Town of Camp Verde?”

Feedback Shared in Written Comments:

Answers to this question should have allowed for “zero or no dispensaries” because some would selected that response. That was addressed in the general support or opposition of retail recreational marijuana question. This question was based on the allowance of recreational marijuana and sought feedback regarding an interest in limiting the number of dispensaries. As discussed in previous Town Council sessions, other communities have limited the number of dispensaries in their community.

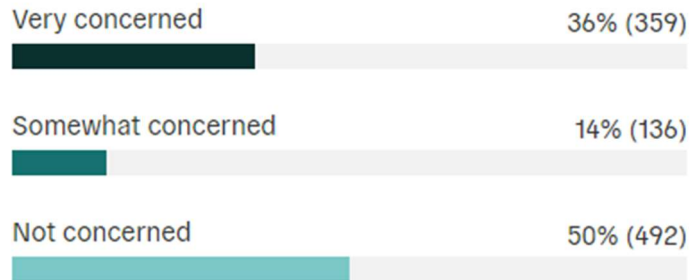
11



Concerns about Potential Impacts Related to Retail Recreational Marijuana

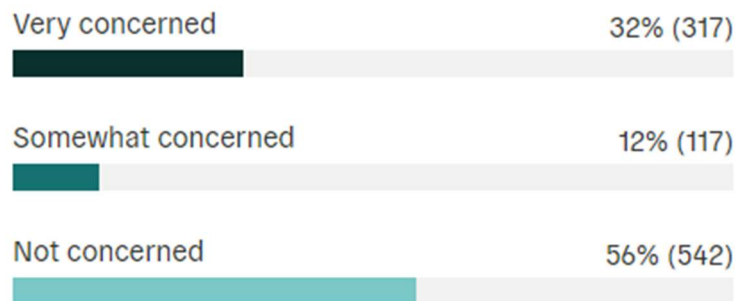
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Impact on Youth and Drug Use



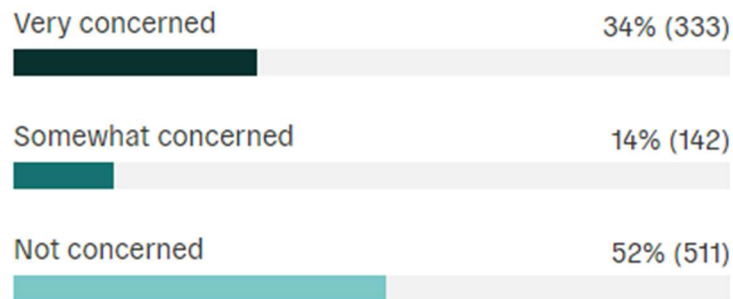
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Impact on Public Safety



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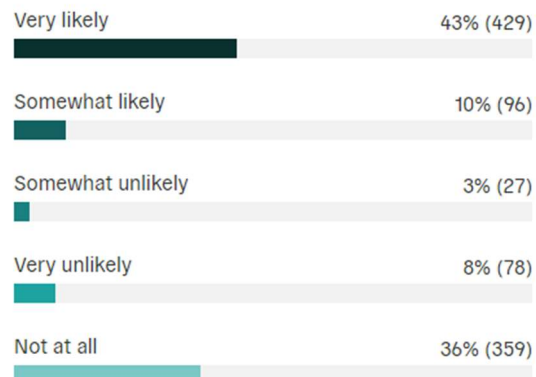
Nuisance Impacts (e.g. Loitering, Disorderly Conduct, Traffic, and Odor)



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Likelihood to Purchase Recreational Marijuana in Camp Verde

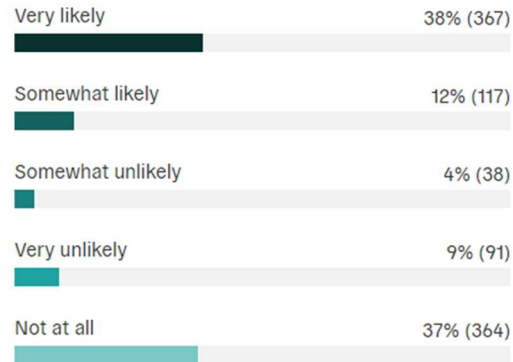
- Likely: 53% (525) responded “very likely” or “somewhat likely”
- Unlikely: 11% (105) responded “very unlikely” or “somewhat unlikely”
- Not at All: 36% (359)



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Likelihood to Purchase Recreational Marijuana in Nearby City/Town

- Likely: 50% (484) responded “very likely” or “somewhat likely”
- Unlikely: 13% (129) responded “very unlikely” or “somewhat unlikely”
- Not at All: 37% (364)



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Written Feedback Summarized

- Over 500 written comments received.
- Support Comments Referenced:
 - Potential for increased revenue to the Town and utilizing revenue to make Town improvements and repairs;
 - Health benefits and need for alternative pain relief;
 - Affordability, access and convenience of having a dispensary closer;
 - Ability to shop local for marijuana;
 - Potential to create jobs;
 - Thoughts that alcohol is legal and more harmful than marijuana;
 - General support of business; and
 - The fact it is legal in the state and other communities.

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Written Feedback Summarized Cont.

- Opposed Comments Referenced:
 - General disagreement with legalizing marijuana;
 - Lack of alignment with Camp Verde's small-town values;
 - Thoughts that marijuana is a gateway drug;
 - Potential impacts on youth;
 - Potential increase in crime;
 - Potential increase in homelessness; and
 - Potential odor related to dispensaries.
- Town should Focus on other Business Development: There was some feedback that the Town should focus more on grocery store, retail, and other business development as opposed to retail recreational marijuana.

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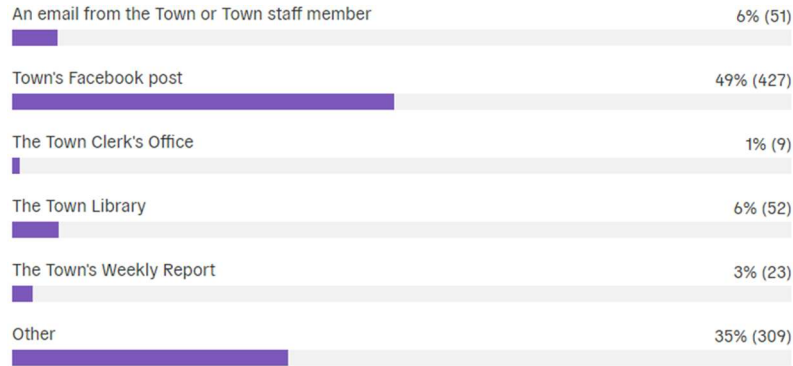
Written Feedback Summarized Cont.

- Town should Focus on other Business Development:
 - There was some feedback that the Town should focus more on grocery store, retail, and other business development as opposed to retail recreational marijuana.
- Access more details and written comments at:
www.campverde.az.gov/Home/Components/News/News/627/15

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How did People Hear about the Survey?

- Facebook: 54% (Under the “Other” option, 50 respondents stated they found out from a shared Facebook post.)
- Friends/Family/Neighbors: Over 12%
- Local Newspapers: Almost 9%



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Staff Recommendation

Staff recommends amending the Planning & Zoning Ordinance and Town Code to allow for retail marijuana with the following considerations:

- Retail marijuana facilities are only allowed in Zoning Use Districts of C2, C3, M1 and M2.
- Retail marijuana facilities will require a Use Permit.
- The number of marijuana facilities permitted within the limits of the Town of Camp Verde shall be limited to two. The number of permitted marijuana facilities shall be increased by one for each population increase of 25,000 over and above the official 2020 census for Camp Verde.
- Explore the feasibility of allocating some of the revenue received to the Marshal's office to aid with providing drug misuse education and to financially support Matforce as they educate and address the negative impacts of substance use.

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Questions?

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Meeting Date: December 11, 2024

Agenda Item Type:

- | | | |
|---|---|---|
| ☐ Consent Agenda | ☐ Informational Presentation | ☐ Discussion Item |
| ☐ Action/Decision Item | ☐ Executive Session Request | ☒ Other: Work Session |

Requesting Department: Community Development

Staff Resource: Jessica Bolton, Code Enforcement Officer

Agenda Title: Presentation of Code Enforcement Administrative Policies.

Attached Documents:

- Code Enforcement Administrative Policies
- Code Enforcement Flow Chart
- Printout of PowerPoint Presentation

Estimated Presentation Time: 5 minutes

Estimated Discussion Time: 5 minutes

Reviewed By:

- ☒ Town Manager ☐ Legal ☐ Risk Management ☐ Finance ☐ Other:

Background Information:

This is a staff-initiated presentation to the Town Council, staff, and the community on several new changes and updates to the Town Code Enforcement Procedures and how staff is striving to streamline and improve the Code Enforcement process for the Community. On May 3, 2023, staff presented to the Town Council several challenges and issues that Code Enforcement has been faced with over several years, such as, but not limited to, large caseloads with a lot of square mileage (40+ square miles) to cover, increasing complexity of cases, habitual and chronic violators, lack of violator response, length of time to close a complaint, vagueness of some codes, and small fines. These challenges and issues are common issues that other cities and Towns deal with. Since May 3, 2023, staff have been streamlining enforcement processes and implementing different procedures to ensure more effective Code Enforcement.

On December 6, 2023, the Town Council approved new enforcement procedures under Chapter 7 of the Town Code and the implementation of Civil Hearing Officers, a request from the May 3, 2023, meeting. On March 6, 2024, the Town Council appointed (3) three qualified individuals to serve as Civil Hearing Officers for Code Enforcement cases. In conjunction with utilizing the Civil Hearing Officers, staff developed new standard operating procedures to guide code enforcement more efficiently, effectively, and consistently. The new standard operating procedures will be one of several critical tools, along with new civil hearing officers, a revamped Code Enforcement process flowchart, and implementation of the latest case management system, GovWell, to strengthen Code Enforcement and educate the community.



Town Council Agenda Information Memorandum

Connection to the 2025-2030 Strategic Plan:

Effective Government

Question(s) before the Town Council:

- Does the Town Council have any questions for staff?



1000 Mission, Purpose, Interpretation, Philosophy (Revised 11/12/2024)

1001. Important Advisory

- A. These guidelines were prepared as a reference for Code Enforcement staff, Town staff with enforcement authority, and the public. They are intended to provide general guidelines on how the codes, ordinances, and other regulations of the Town of Camp Verde are enforced. To fully understand the code enforcement process and citizens' rights and/or responsibilities, reference should be made to the applicable codes, fee schedules, policies, and procedures themselves.
- B. Please be aware that revisions to codes, ordinances, policies, and procedures by various Town Departments and outside agencies may NOT be reflected in this document. Please also note that this document does not have the force of law. The codes, ordinances, policies, and procedures by various departments take precedence over these guidelines.

1002. The Mission

- A. The mission of the Town of Camp Verde's Code Enforcement Division is to protect the health and safety of the Town's residents and visitors and the livability of the community by assuring compliance with the Town's land use, ordinances, environmental, and codes. The Town will ensure compliance by encouraging voluntary compliance and sanctioning code violators who do not comply.

1003. Purpose

- A. The purpose of the Town of Camp Verde Code Enforcement Program Policy and Procedures Manual (hereafter "manual") is to provide written guidelines for:
 - 1. The prioritization of code enforcement cases;
 - 2. Initiation and investigation of code violation complaints;
 - 3. Enforcement of codes, ordinances, and regulations through voluntary compliance;
 - 4. Enforcement timeframes and processes;
 - 5. Prosecution of code violators who do not comply including the assessment of fines and penalties and sanctioning of code violators;
 - 6. Recovery of the Town's investigation and enforcement costs and;
 - 7. Staff Safety.
- B. These written guidelines are intended to increase consistency and predictability within the Town's Code Enforcement Program and to educate Town residents and property owners about Code Enforcement and the consequences of violating codes,



ordinances, and regulations.

1004. Interpretation

- A. This manual describes the standard policies and procedures for the Code Enforcement Division and should be interpreted to maximize the efficiency of the program and operations and achieve compliance with residences and property owners found to be in violation of codes, ordinances, and regulations. Unless otherwise directed by the Community Development Director or designee, this manual shall be followed.

1005. Philosophy

1005.1 Policy

- A. The Town's policy is to achieve compliance with codes, ordinances, and regulations in all cases of reported and verifiable violations. However, the Town may not always have sufficient resources to address all cases expeditiously. Consequently, the Town has established through this manual a priority ranking for Code Enforcement and procedures designed to maximize available Code Enforcement resources. The Code Enforcement Policy Program should follow the priority ranking outlined in **Section 2002.2** of this manual. It also should be flexible enough to allow the level of enforcement that best fits the type and circumstances of ordinance, code, and building violation(s) within clear and objective criteria outlined in this manual and consistent with the priorities.
- B. Code Enforcement is a complaint-driven process with the sole purpose of maintaining established norms and standards for the community that are out of compliance with minimum local, state, and federal requirements. The only exception to this process is when fire, life safety, and health violations are observed during the normal course of business or proactive enforcement is authorized by the Community Development Director or designee.
- C. The Code Enforcement Division does not enter into civil disputes regarding encroachments, easements, right-of-ways, or any other civil disputes between residents.
- D. The Code Enforcement Division and any other staff with enforcement authority shall enforce the codes, ordinances and regulations fairly and impartially.
- E. The Code Enforcement Division and any other staff having enforcement authority shall adhere to the core values set forth by the Town of Camp Verde during their daily duties, as indicated below.
 - a. Accountability
 - b. Collaboration
 - c. Diversity
 - d. Excellence



1000 Mission and Purpose
Issued 11/12//2024

- e. Integrity
- f. Leadership
- g. Respect
- h. Sustainability

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2000 Enforcement Scope and Priorities Setting (Revised 11/12/2024)

2001. Scope

- A. These policies apply to civil enforcement of alleged codes, ordinances, and other regulatory violations.
- B. The Town does not enforce covenants, conditions, and restrictions (CC&Rs) or other private agreements.
- C. The Town does not resolve private disputes among third parties. Nothing in these policies limits or applies to actions by private parties to obtain compliance with codes, ordinances, or regulations through private means.
- D. Other departments, personnel, or agencies may have expertise or enforcement authority over specific codes, ordinances, or building violations. In that case, the Code Enforcement Officer or assigned staff may turn over a case to those departments, personnel, or agencies for enforcement action.
- E. The Code Enforcement Division investigates allegations of violations for compliance under the following:
 - 1. Zoning Ordinance Violations.
 - 2. Town Code Violations
 - a. There are exclusions within the Town Code that designate enforcement authority to other town personnel or departments.
 - 3. Building Code Violations.
 - 4. Health and Safety Regulations
- F. An allegation of a code, ordinance, or regulatory violation can be severe. The Town strives to investigate all reports of violations in a timely and efficient manner. To expend the Town's resources most appropriately and efficiently, it is essential to distinguish the difference between actual violations and non-violations. Examples of what is NOT a violation are below:
 - 1. Ugly or unattractive automobiles, trucks, and recreational vehicles.
 - 2. Eye sores or unattractive residences.
 - 3. Weeds in the ditch along the roadway should be maintained by the property owner or reported to the Public Works Department at **928.554.0872**
 - 4. Violations of CC&Rs or HOA regulations.
 - 5. Excessive dust during construction should be reported to the Arizona Department of Environmental Quality (ADEQ) at **800.234.5677**.
 - 6. Legally parked vehicles in the public right-of-way. If inoperable or abandoned, report it to the Town Marshal's Office at **928.554.8300**
 - 7. Excessive barking or dogs at large should be reported to Animal Control with the Town's Marshal's Office at **928-554-8370**
 - 8. Suspected livestock cruelty, mistreatment, and neglect (equine, cattle, sheep, goats, swine) should be reported to the Arizona Department of Agriculture at **623.445.0281**.
 - 9. Social nuisances and noisy activities should be reported to the Town's



Marshal's Office – **928.554.8300**

2002. Enforcement Mechanisms and Priorities

2002.1 - Mechanisms

- A. The Code Enforcement Division's primary goal is to achieve compliance voluntarily from code violators, which will require less resources and time; however, staff may need to use other avenues and mechanisms to achieve compliance.
- B. The enforcement mechanisms available to the Town are:
 - 1. Obtaining voluntary compliance;
 - 2. Verbal or door hangers for compliance;
 - 3. Pre-Enforcement Notice;
 - 4. Notice of Violation ("NOV"), Extension Agreement, or Notice of Progress;
 - 5. Notice of Hearing/Complaint through the Administrative Hearing Office;
 - 6. Prosecution of code, ordinance, and regulatory violations in Town Court through the issuance of a civil citation or criminal complaint from the Town Attorney or Town Prosecutor;
 - 7. Petition for an injunction in the circuit or superior court;
 - 8. Stop work order;
 - 9. Permit revocation;
 - 10. Nuisance abatement;
 - 11. Assisting in enforcement by other regulatory and licensing agencies and;
 - 12. Any other remedy under the Town code or existing law.
- C. The enforcement mechanisms are not mutually exclusive and may be used alone, in sequence, or in combination with other mechanisms. In most cases, the Town will use the lowest level of enforcement to assure compliance. Still, it may use any necessary enforcement mechanism to achieve compliance in the most efficient manner possible.
- D. It should be understood that not all enforcement mechanisms may be applicable in a particular situation.

2002.2 - Criteria for Choosing Level of Enforcement

- A. Some code violation cases may have aggravating circumstances that require a different sequence of enforcement activity than that outlined in Section 2002.1 of this policy.
- B. The Code Enforcement Division or other staff that have enforcement authority may choose a different sequence if one or more of the following circumstances is present:
 - 1. The violation is severe (e.g., deviates significantly from the code, ordinance, or regulations);
 - 2. The violation poses a significant threat to public health, life, and safety, or the environment as determined by the Community Development Director or



designee;

3. The violation may cause economic harm to residents or the Town as a whole;
4. The physical size or extent of the violation is significant as determined by the Community Development Director or designee;
5. The violation has existed uncorrected for a significant period as determined by the Community Development Director or designee;
6. There is a previous history of code enforcement and founded complaints on the subject property or with the alleged code violator;
7. There is good potential for combining enforcement action on the violation with other violations;
8. There is little likelihood of obtaining voluntary compliance.

2002.2 Priorities

- A. The Code Enforcement Division or assigned staff shall attempt to investigate and resolve all code violations within budget and staffing resources. However, because of limited code enforcement resources, there may be times when all code violations cannot be given the same level of attention, and some code violations may receive no attention at all for a period of time as determined by the Community Development Director or designee.
- B. In circumstances where not all code violations can be investigated, the most severe violations, as determined under the priorities outlined in this section and the criteria for enforcement in Section 2002.2 of this policy, shall be addressed before the less severe violations are addressed, regardless of the order in which the complaints are received. However, complaints alleging priority and non-priority violations can be processed together to maximize efficiency.
- C. The Town has established the following priorities for Code Enforcement Officers or other authorized staff that have enforcement authority:
 1. Violations that present an imminent threat to public life, health, and safety;
 2. Violations which impact rivers, streams, floodplains, and wetlands;
 3. Solid waste code violations, environmental soil violations, or building code violations consisting of ongoing non-permitted construction or failure to obtain permits;
 4. Land use violations that are determined to be a hazard.
- D. Lower priority cases and complaints alleging code violations that do not fall within the priority ranking above should be processed in the order in which they are received and as Code Enforcement or staff resources allow.
- E. At the discretion of the Code Enforcement Division and in consultation with the Community Development Director or designee, complaints may be processed in any order that maximizes enforcement efficiency.
- F. All complaints concerning a particular type of code violation (e.g., non-permitted manufactured homes or dry weeds and grasses) or all complaints of violations occurring in a particular geographic area may be processed together, regardless of the order in which the complaints are received.



- G. In consultation with the Code Enforcement Division, the Community Development Director or designee may set case priorities at the time of assignment or at his/her discretion, adjusting the priority at any time during the investigation.
 - 1. If assigning case priority, the Community Development Director or designee may consider factors such as chronic complainers, complaints generated as part of a neighbor-versus-neighbor feud, and other actions where the complaint appears to be a vehicle to use the Code Enforcement Division to retaliate or punish another party.
- H. Prioritizing a case may also evolve based on available staffing.
- I. The Town will not tolerate the misuse of code enforcement resources through frivolous complaints, complaints intended to harass, or complaints intended to overburden code enforcement officers. In some instances, the Town may choose not to pursue enforcement of code violations if, following a recommendation from the Community Development Director and consultation with the Town Attorney, the Town Manager determines there has been an abuse of code enforcement resources. Complaints must be submitted in writing.

CAMP VERDE COMMUNITY DEVELOPMENT DEPARTMENT		CODE ENFORCEMENT ADMINISTRATIVE POLICIES
		3000 Process, Initiation, Timeframe Issued 11/24/2024

3000 - Enforcement Applicability, Reporting, Processing, and Timeframes

(Revised 11/12/2024)

3001. Applicability and Policy

- A. This policy applies to all code enforcement administered by the Community Development Department (CDD), its employees and agents, or any other staff authorized to enforce codes, ordinances, and regulations. Except as otherwise provided, the policies and procedures apply to all alleged code violations whether or not they existed or were known by the Town on the effective date of this policy. The policies and procedures supplement other Town policies and procedures. If there are conflicting procedures, the stricter policy supersedes and should be followed.

3002. Reporting

3002.1 – Reporting Alleged Violations

- A. Any person may file a complaint to the Town alleging one or more violations of codes, ordinances, or other regulatory provisions under the jurisdiction of the Town by one of the following methods:
 1. In-person; or,
 2. Online, or,
 3. Email.
- B. The Code Enforcement Officer or assigned staff shall highly encourage the complainant to use the online complaint portal when filing a complaint.
- C. The Official Compliant Form or Investigative Service Request form shall be completed for each alleged violation reported by the complainant or person taking in the complaint.
- D. The Official Compliant Form or Investigative Service Request form shall contain, at a minimum, the following information:
 1. Date of submission.
 2. Address and parcel/assessor's parcel number (APN#).
 3. A summary or description of the alleged violation(s).
 4. A short statement that all information being reported is complete, factual, and accurate.
 5. A short statement that any incomplete complaint forms submitted will not be processed.
 6. If the complainant wishes to remain anonymous.
- E. The Town's policy is to accept complaints when the complainant wishes to remain anonymous. The Town's Official Complaint Form or Investigative Service Request form shall accompany all anonymous complaints.

CAMP VERDE COMMUNITY DEVELOPMENT DEPARTMENT		CODE ENFORCEMENT ADMINISTRATIVE POLICIES
		3000 Process, Initiation, Timeframe Issued 11/24/2024

3002.2 - Confidentiality of Case Files

- A. The Town's policy is to maintain the confidentiality of code enforcement complaint files and computer records, including the complainant's personally identifying information, such as name, phone number, and address, to the extent legally possible. The Town believes it is essential to maintain confidentiality to assure effective investigation and prosecution of code, ordinance, and building violations. In addition, the Town recognizes that some complainants do not want their names disclosed to the alleged code violator for fear of retaliation. However, in some cases, it may be necessary for successful prosecution and enforcement for the complainant to be identified and to testify in court.
- B. Code Enforcement files will be maintained confidential throughout the investigation, infraction prosecution, or other types of code enforcement. Notwithstanding, this information may be obtained according to state law through a proper public records or discovery request. Staff will seek the town attorney's approval before release.
- C. The contents of code enforcement files will not be disclosed to anyone other than Town and court staff who have a reason to know and are involved in the investigation or to similar staff of an agency with which the Town is cooperating. The contents of the file will not be disclosed to any other until:
 1. The investigation is complete, and a discovery request is made or
 2. The file is closed, and disclosure is made according to the Public Records laws in Arizona.
 3. Notwithstanding, this information may be obtained according to state law through a proper public records or discovery request. Staff will seek attorney approval before release.
- D. In cases where the Town chooses to cooperate with or defer to federal or state agencies for Code Enforcement action, the file's contents may be disclosed, as necessary, to the other agency. The Town is required to produce responsive public records to a person under Arizona's Public Records Law when a public records request is received.
- E. All staff shall follow the Arizona Records retention schedule for retaining and destroying records. The Code Enforcement Officer or assigned staff will document case actions and interactions throughout an ongoing case in the digital case file or other similar means.

CAMP VERDE COMMUNITY DEVELOPMENT DEPARTMENT		CODE ENFORCEMENT ADMINISTRATIVE POLICIES
		3000 Process, Initiation, Timeframe Issued 11/24/2024

3003. Processing

3003.1 – Processing a Complaint and Recording

- A. The complaint is the official record of its investigation and resolution. The Complaint Record shall include the following minimum information:
 1. An assigned complaint number;
 2. The assigned county parcel map number for the subject property;
 3. Which code enforcement staff is assigned to the case;
 4. The complaint form, if applicable;
 5. Documentation of investigation;
 6. Assessor's information on the subject property.
- B. When a complaint has been reported, the Code Enforcement Officer or assigned staff shall enter the complaint information and any supporting documents into the case management system.
- C. The complaint record shall be entered into the case management system under subsection 3004.1.A of this policy.
- D. All staff assisting in any aspect of the investigation shall document their activity by using one of the following methods:
 1. Logging the activity or action within the case management system or;
 2. Completing a supplemental report or supplemental activity report.
- E. All supporting documentation from other staff shall be submitted to the Code Enforcement Officer or assigned staff following the timeframe outlined under subsection 3004.2 of this policy.
- F. The Community Development Director or designee may assign other staff to enter/log in the initial complaint information and supporting documentation into the case management statement to generate the case number if any of the following apply:
 1. Code Enforcement Officer or assigned staff is on vacation, ill, or some other emergency occurs; or,
 2. Low staff levels; or,
 3. High caseload; or,
 4. Any other unforeseen situation.
- G. When the Code Enforcement Officer or assigned staff initiates an investigation, they may notify other departments, County, State, or Federal agencies interested in the alleged code violation.
- H. The Community Development Director and/or Code Enforcement Officer is responsible for the preliminary screening and assignment of all Official Compliant records under the Code Enforcement Division's responsibilities.
- I. Examining the Town's official records may reveal potential code violations. For example, cross-referencing between the County Assessor's and Town's records may reveal construction or land use activity without necessary permits or approvals. Community Development staff may also discover code violations by comparing the County's land use, environmental health, and construction permit records with each other concerning the Town's records.

CAMP VERDE COMMUNITY DEVELOPMENT DEPARTMENT		CODE ENFORCEMENT ADMINISTRATIVE POLICIES
		3000 Process, Initiation, Timeframe Issued 11/24/2024

1. The Code Enforcement Officer or assigned staff may regularly compare pertinent Town and other agency records to identify potential code violations.
2. Violations discovered by comparing information under this subsection shall be reported to the Code Enforcement Officer using the Official Complaint Form or Investigative Service Request Form.

3003.2 Complaint Screening

A. The Community Development Director or Code Enforcement Division performs the following duties relating to the intake of the Official Complaint Reports:

1. Gives immediate attention to potential fire, life safety, or health-related complaints.
2. Manages complaints and cases using the priority ranking system outlined under subsection 2000.
3. Sees that phone and email messages left regarding violations are returned within 3-5 business days. Oversees the creation of the digital case file for the complaint in the case management system, including but not limited to the following:
 - a. A copy of the Official Complaint Form or Investigative Service Request Form;
 - b. Owner's name, address, email, phone/fax number, and other contact/site information;
 - c. Assessor's parcel number & any current or historic parcel number page notations;
 - d. Prior zoning permit history;
 - e. Prior building permit history;
 - f. Prior violation history.

3004 Timeframes

The following timeframes shall be adhered to closely for each aspect to ensure efficient case management.

3004.1 – Official Complaint Records/Activity

- A. Official Complaint Record(s) entered in the case management system within 3-5 business days of submission.
- B. Activity logs for site visits, interviews, and similar actions must be entered into the case management system within 3-5 business days of the completion date.

3004.2 – Supplemental Reports and Activity

- A. Supplemental Reports or Supplement Activity Reports (hard copies) are submitted to the Code Enforcement Division within 3 to 5 business days from the activity date.
 1. Before entering the case management system, hard copies of supplemental and activity reports must be date-stamped.
 2. The date stamp shall be entered in the upper right-hand corner of the document.

3004.3 – Timeframe Discretion

CAMP VERDE COMMUNITY DEVELOPMENT DEPARTMENT		CODE ENFORCEMENT ADMINISTRATIVE POLICIES
		3000 Process, Initiation, Timeframe Issued 11/24/2024

- A. The timeframes may be adjusted at the discretion of the Code Enforcement Officer or assigned staff in consultation with the Community Development Director due to staffing levels, resources, or other factors outside the staff's control.

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4000 - Enforcement Investigation

(Revised 11/12/2024)

4001. Applicability and Policy

- A. This policy applies to all code enforcement administered by the Community Development Department (CDD), its employees and agents, or any other staff authorized to enforce codes, ordinances, and regulations when starting an investigation for an alleged violation. Staff may take discretionary measures to resolve a violation or violations in the most efficient manner possible.

4002. Investigation

4002.1– Preliminary Investigations

- A. At the beginning of each investigation, the following shall be established:
1. The property upon which the alleged code violation exists must be in the Town's code enforcement jurisdiction.
 2. The zoning of the subject property shall be determined.
 3. The status of any land use, environmental issues, building, electrical, construction (including, but not limited to, structural, mechanical, plumbing), or other similar permits on the subject property shall be determined.
 4. All individuals with a recorded legal interest in the subject property should be identified. These individuals should include the owners, contract purchasers, lessees, lienholders, or other security interest holders.
 5. In addition to those listed in subparagraph 4, any other persons potentially responsible for the alleged code violation(s) should be identified. The individuals could include tenants, trustees, or contractors.
 6. The Code Enforcement Officer or assigned staff, with the assistance of other departments and legal counsel as necessary, shall identify the pertinent provisions of the codes, ordinances, and regulations that may have been violated according to the complaint.
 7. The Code Enforcement Officer or assigned staff shall examine any records to determine the existence and status of prior or existing code violation complaints on the subject property or concerning the alleged violator.
- B. The Code Enforcement Officer or assigned staff may contact the complainant by phone, mail, email, or in person to obtain additional information; staff will be cautious to protect confidential information.
- C. Before contact is made, staff will determine if a code violation exists for the complaint.
1. If a violation is determined to exist, the case investigation continues.
 2. If it does not, the case will be resolved by file closure as provided in policy section 8000.



4002.2 – Investigation and Inspection of Property

- A. After the Code Enforcement Officer receives a complaint, an investigation is commenced.
- B. An investigation should include a visit to the property for an on-site inspection to determine if the allegation is valid and a violation exists. In most cases, the property will be inspected by the assigned Code Enforcement Officer. The Code Enforcement Officer or assigned staff shall determine if the violation or violations exist by observation from any public right-of-ways or any other place that allows public or semi-public access, such as to a residential front.
 - 1. Staff shall refrain from using adjacent properties to attempt to observe alleged violations.
 - 2. The Code Enforcement Officer or assigned staff shall only enter areas of the property to which legal access has been granted.
 - 3. If legal access is needed upon the premises or an area in which legal access has not been granted and the Code Enforcement Officer or assigned staff has a reason to believe a violation or violations exists, the Code Enforcement Officer or assigned staff may:
 - a. Ask for consent from the property owner, tenant, or person in control of the property;
 - 1. Consent can be obtained either verbally or in writing.
 - 2. Whether consent was granted or not, this information shall be documented in the case file.
 - b. Apply for a search warrant.
- C. The Code Enforcement Officer or assigned staff may conduct the on-site visit with or without prior notice to the property owner, occupant, or alleged code violator. The determination of whether to give prior notice shall be made based on the following criteria:
 - 1. The nature of the alleged violation;
 - 2. Whether or not prior notice will make detection and documentation of the alleged violation more difficult;
 - 3. Whether or not prior notice will unnecessarily increase the known risk of violent confrontation or injury to Code Enforcement staff or other staff.
- D. The initial site visit shall be made within 3-5 business days of the complaint being reported.
- E. The Code Enforcement Officer or assigned staff, during the initial site visit, shall document the violations that exist on the premise/property by two or more of the following means:
 - 1. Photographs;
 - 2. Videos;
 - 3. Field notes;
 - 4. Measurements; or
 - 5. By some other legal means.
- F. When appropriate, Code Enforcement staff or other assigned staff should contact the local law enforcement agency to determine if there have been previous criminal complaints or investigations concerning the subject property or alleged code violator and whether, in the



opinion of law enforcement, a field investigation would present any threat to the safety of Code Enforcement staff, other staff, the alleged code violator or other persons present during the initial site visit or field investigations.

- G. All other compliance site visits/field investigations shall be made on the respective follow-up dates and times.
- H. Suppose internal or external factors beyond the Code Enforcement Officers' or assigned staff's control make it impossible to conduct the follow-up compliance site visits. In that case, the follow-up site visits or field investigations should be completed as close to the respective compliance follow-up compliance date as possible.

4002.3 – Violation Contact

- A. Once a violation or violations have been determined, the Code Enforcement Officer or assigned staff will attempt to contact the property owner or tenant at the residence.
- B. If attempting Contact in person, the Code Enforcement Officer or assigned staff shall go directly to the obvious main entrance and contact the owner/tenant at the front door.
 - 1. At the discretion of the Code Enforcement Officer or assigned staff, if no contact is made, a door hanger or business card with the Code Enforcement officers' or assigned staff's contact information will be left on-site.
 - a. The Code Enforcement Officer or assigned staff shall follow the notification procedures as outlined in this policy.
 - 2. The Code Enforcement Officer or assigned staff may use other legal means to attempt in-person Contact with the property owner, tenant-occupant, or person in control.
- C. The Code Enforcement Officer or assigned staff should remain composed and leave the site immediately if the person is physically or verbally abusive.
- D. Code Enforcement staff or an assigned staff person may request law enforcement assistance in conducting the initial site visit or other field investigations and postpone such investigations until such assistance is available.

4002.4 – Violation Information

- A. The Code Enforcement Officer or assigned staff shall:
 - 1. Introduce themselves by name and title;
 - 2. Explain the reason for the initial site visit;
 - 3. Explain the violations determined;
 - 4. Explain the corrective action needed to be completed for compliance;
 - 5. Set a compliance deadline;
 - 6. Advise that a compliance/follow-up site visit will be conducted, and
 - 7. Penalty for non-compliance.
- B. Due to the complexity of some violations or cases, the Code Enforcement Officer or assigned staff may discuss preliminary findings with the property owner, tenant-occupant, or person in control if available on-site, including corrective action. The Code Enforcement Officer or assigned staff are not required to commit to or feel pressured to decide in the field corrective action. It is common for property owners or tenants to ask either verbally or in writing for



4000 Investigations

Issued 11/12/2024

an "exact" and "complete and comprehensive" list of what must be done to achieve compliance.

- C. Code Enforcement Officers or staff may not be able, nor are they required, to provide such a document in the field if applicable. The Code Enforcement Officer or assigned staff may explain that conclusions require additional research and that applicable Town staff or the Code Enforcement Officer will contact the alleged violator through written means (e.g., notices).
- D. If the Code Enforcement Officer or staff cannot make personal contact with the property owner, or tenant-occupant after determining that a violation exists staff may choose to:
 - 1. Contact the property owner or tenant via phone;
 - 2. Contact the property or tenant via email; or
 - 3. Send a Notice of Violation.

4003. Report of Investigation

- A. Upon completion of the initial Investigation, the Code Enforcement Officer or assigned staff shall complete an investigation report in the case management system. The Field Investigation Report should be completed as soon as reasonably possible after the date and time of the initial site visit/field visit to ensure a complete and accurate report.
- B. The report shall include at least the following information:
 - 1. Name of investigator/staff;
 - 2. Date, time, and place of field visit;
 - 3. Code violation(s) observed;
 - 4. If no code violation(s) observed, an explanation;
 - 5. Witnesses, if any, interviewed and other persons present, if known, on-site at the time of the Investigation;
 - 6. Evidence, if any, obtained (e.g., photographs);
 - 7. Discussion, if any, of violation with the owner, occupant, or other responsible person;
 - 8. Action is necessary if known, to correct the violation; and
 - 9. Recommended enforcement action.
- C. Upon completion of the Initial Investigation, the Code Enforcement Officer or assigned staff may, at their discretion, issue notifications to residents and other agencies.
 - 1. If notification is made, it should include information on whether a case will be opened, why it will or will not be opened, and the name and contact information of the staff member assigned to the code enforcement case.

4004. Notice Submissions

- A. The Code Enforcement Officer or assigned staff have the following notices available to address non-compliance and communicate violations, compliance deadlines, corrective action, and penalties for the non-compliance:
 - 1. Notice of Violation
 - a. Notice is provided when a violation or violations occur after the Code Enforcement Officer or assigned staff visits the site and determines that the property is in violation.



2. 2nd Notice of Violation
 - a. Notice is provided when voluntary compliance has yet to meet as set forth from the first compliance deadline.
 3. Notice of Progress or Extension
 - a. The Code Enforcement Officer or assigned staff has determined that progress has been made in correcting the violation or violations; however, the alleged violator needs to take additional action to bring the property into compliance, and the initial deadline still needs to be met. The Notice of Progress is used in conjunction with the Voluntary Compliance Agreement.
 4. Voluntary Compliance Agreement
 - a. If the alleged violator admits to the violation(s) and requests extended time for voluntary compliance, the alleged violator shall sign a "Voluntary Compliance Agreement" in a form acceptable to the Town as determined by the Town's Legal Counsel. The agreement shall provide that, in exchange for the extended time for voluntary compliance, the alleged violator agrees to abate the violation(s) by a specified time and, if voluntary compliance is not obtained during this extended time, to waive hearing in any subsequent violation proceeding and consent to entry of judgment and imposition of penalties, costs, injunction, and such other relief as is deemed appropriate by the hearing Officer or court.
- B. All forms shall have the following information:
1. Date of Notice;
 2. Date of Complaint Submission;
 3. Case Number or Violation Number;
 4. Property Owner and Tenant-Occupant or Person in Control;
 5. Property Address;
 6. Mailing Address;
 7. Violations or Code Details;
 8. Corrective Action Details;
 9. Compliance deadline date(s);
 10. Penalties for non-compliance details;
 11. Name of Code Enforcement Officer or assigned staff;
 12. Any other information pertinent to the case.
- C. The Code Enforcement Officer or assigned staff may serve a notice under subsection 4002.3.A to the alleged violator by one or more of the following means:
1. Regular Mail;
 2. Certified Mail;
 3. In-person;
 4. Post on Property;
 5. Email; or
 6. Fax.
- D. If a notice is mailed, it shall be sent to the last known address on record with the County's assessor's or recorder's office.



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- E. This doesn't preclude the Code Enforcement Officer or assigned staff from using other legal means to determine correct mailing addresses.
- F. All notices shall be signed by the Code Enforcement Officer or assigned staff and saved under the associated case number in the case management system before being mailed or served to the property owner, tenant-occupant, or person in control.
- G. If a notice is posted on the property, it shall be posted near legal entry points to the property and viewable.
 - 1. The Code Enforcement Officer or assigned staff shall document the location of the notice posting by taking a picture.
 - 2. The picture shall be saved under the associated case number in the case management system.

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**5000 Enforcement Procedures and
Voluntary Compliance**

Issued 11/12/2024

5000 – Enforcement Procedures

(Revised 11/12/2024)

5001. Voluntary Procedures Policy

- A. The primary objective of the Code Enforcement Division is voluntary compliance. Staff encourages voluntary code compliance by providing violators and other responsible persons with information about codes, ordinances, and regulations with an opportunity to comply within reasonable timeframes and with little or no penalty for determined violations.
- B. The Town believes voluntary compliance is generally less expensive for all parties and more satisfactory and lasting than involuntary compliance.
- C. Notwithstanding this objective, the Town believes that allowing violators to voluntarily comply during code enforcement or outside reasonable time limits for such compliance may result in abuse of this opportunity to delay compliance. Therefore, the Town's policy is to limit the timeframe during which the violators may come into voluntary compliance with little or no penalty.

5001.2 – Compliance Timing

- A. Opportunities for voluntary compliance, where provided, shall be of limited duration. The facts in each case differ. For most cases, the Code Enforcement Officer or assigned staff will provide the following limited time frames for code violations:
 - 1. (21) Twenty Calendar Days - Initial Code Violation Compliance Deadline.
 - 2. (21) Twenty Calendar Days – if not in compliance before or on the Initial Code Violation Compliance Deadline.
- B. If the property owner or tenant-occupant/person in control of the property does not comply with subsection 5001.2.A.2, a Notice of Hearing/Complaint will be issued.
 - 1. The Notice of Hearing/Complaint requires the property owner, tenant-occupant, or person in control of the property to appear in front of the Administrative Hearing Officer 30 Days from the date the Notice of Hearing/Complaint was served or the next available court date.
 - 2. The Code Enforcement Officer or staff shall follow the procedures outlined under Enforcement Procedures for Violations of the Town Code as outlined under the Town Code.
- C. For complex cases, the Code Enforcement Officer or assigned staff shall consider the appropriate timeframe for compliance on a case-by-case basis.
- D. If other compliance dates are set by some other means, the violator shall abide by those compliance dates.



**5000 Enforcement Procedures and
Voluntary Compliance**

Issued 11/12/2024

5001.3 – Closure

- A. If the Code Enforcement Officer or assigned staff determines that the required corrections have been made within the timeframes under subsection 5001.2.A.2 or before the Hearing date as set forth under subsection 5001.2.B or the liable persons have provided evidence that no violation exists, the date and method of compliance shall be noted in the case. The case shall be resolved by file closure under policy section 8000.
- B. All code violation cases shall remain open until conditions within Section 8000 of this manual are met.

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6000 – Enforcement Procedures, Civil Citation, Criminal Citation, and Long Form Complaint (Revised 11/12/2024)

6001.1 Non-Voluntary Procedures – Policy

- A. The primary objective of the Code Enforcement Division is voluntary compliance; however, staff will encounter property owners or tenant-occupants who refuse to comply with the orders set forth by the Code Enforcement Officer or assigned staff.
- B. The Code Enforcement Officer or assigned staff may choose to seek compliance using:
 - 1. Issuance of Notice of Hearing/Complaint
 - 2. Issuance of a Civil Citation
 - 3. Issuance of a Criminal Citation through the Marshal's Office
 - 4. Issuance of a Long Form complaint
- C. A Notice of Hearing to a hearing officer or a citation issued to the court shall be prepared only after an investigation has verified the existence of a Code violation.
- D. All citations submitted to the Town court shall be served under the provisions of Arizona State Law.
- E. The case management software tool shall be used to document all citation information and long-form criminal summons.

6001.2 – Notice of Hearing/Compliant

- A. If the property owner, tenant-occupant, or person in control of the property does not comply with subsection 5001.2.A.2, a Notice of Hearing/Complaint will be issued.
 - 1. The Notice of Hearing/Complaint requires the property owner, tenant-occupant, or person in control of the property to appear in front of the Administrative Hearing Officer 30 Days from the date the Notice of Hearing/Complaint was served or the next available court date.
 - 2. The Code Enforcement Officer or assigned staff shall follow the procedures outlined under the Enforcement Procedures for Violations of the Town Code as outlined in the Town Code.
- B. At the discretion of Code Enforcement or assigned staff, a Notice of Hearing/Compliant may be initiated if Code Enforcement staff or other designated staff determines that non-compliance with a violation or violations warrants bypassing the issuing of a Notice of Violation and a second Notice of Violation.
- C. Any person authorized under subsection 7-7-1.A.5 of the Town Code may issue a Notice of Hearing/Compliant. The person issuing the Notice of Hearing/Compliant must verify the conduct or circumstances constituting a violation and will be required to present the case in front of the Administrative Hearing Office.
- D. The procedures outlined under Town Code Article 7-7, Enforcement Procedures for Violations of the Town Code, shall be adhered to.



**6000 Enforcement Procedure, Citations,
Long Form Complaint**

Issued 11/12/2024

6001.3 – Civil Citation

- A. At the discretion of the Code Enforcement Officer or assigned staff, a civil citation may be issued when the violation or violations rise above the level of a Notice of Hearing/Complaint and not a case of a repeat offender, habitual offender property, or a violation deemed an imminent health or safety concern.
- B. The Code Enforcement Officer or assigned staff may issue a civil citation preceded by a Violation Warning Letter, a Citation Warning Letter, or similar notices.
 1. These steps already include a timeframe for correction, which must have expired with no compliance before a citation is issued.
- C. The Code Enforcement Officer or assigned staff issuing the civil citation must be aware of the violation and present the case.
- D. The Code Enforcement Officer or assigned staff must attempt to document the owner/tenant's contact information and identification. If contact information and identification are refused or unavailable, the Code Enforcement Officer or assigned staff notes the refusal or unavailability. The Code Enforcement Officer or assigned staff relies upon the most readily available information in the Town or County records and any current registered owner information. The Code Enforcement Officer or assigned staff may request the assistance of the local law enforcement agency to obtain this information on-site or after the fact.
- E. The citation and citation tracking log must be submitted to the appropriate court within 48 hours of the date it was served.
- F. For civil citations, the Code Enforcement Officer or staff serving the citation shall set the date for arraignment.
 1. The date is set 3-4 weeks after the citation was served on a Tuesday at 10:30 a.m.

6001.4 – Criminal Citation

- A. Criminal citations are not the preferred method for enforcement, as they divert resources from the violator that could otherwise be used to achieve compliance if cooperation had been maintained.
- B. However, a criminal citation will be used after other efforts have failed to achieve compliance. The Code Enforcement Officer determines when to use citations as an enforcement tool specific to a case. (e.g., a habitual offender or the alleged violator has had multiple valid violations within 24 months under subsection 7-7-3D of the Town Code. In that case, a criminal citation shall be issued.
- C. The Code Enforcement Officer or assigned staff, in consultation with the Community Development Director, shall first review the previous case files and violations and confirm the habitual offender status.
- D. The Code Enforcement Officer or assigned staff shall request the assistance of the local law enforcement agency to serve the criminal citation on the alleged violator.
 2. The above doesn't preclude the Code Enforcement Officer or assigned staff from consulting with the local law enforcement staff or legal counsel.



**6000 Enforcement Procedure, Citations,
Long Form Complaint**

Issued 11/12/2024

6001.5 – Criminal Long Form Complaint

- A. Instead of issuing a criminal citation, the Code Enforcement Officer or assigned staff may submit the valid violations through a long-form criminal or criminal summons to the Town Attorney or Town Prosecutor.
- B. The Code Enforcement Officer or assigned staff must attempt to document the owner/tenant's contact information and identification. The Code Enforcement Officer or assigned staff may request the assistance of the local law enforcement agency to obtain this information through legal means to identify the alleged violator(s), if applicable appropriately.
- C. The Code Enforcement Officer or assigned staff shall prepare and review all applicable documentation such, as but not limited to:
 1. Case narrative;
 2. Violation type and details;
 3. Notices;
 4. Emails and other documented communications;
 5. Pictures and video;
 6. Other relevant information.
- D. The Community Development Director shall review the prepared case file before being submitted.
- E. The Community Development Director or designee shall be notified of all criminal summons or criminal citations being issued.
- F. Once reviewed and approved, the Code Enforcement Officer or assigned staff shall submit the approved case file to the Town Attorney or Town Prosecutor for submission to the court.
- G. The Code Enforcement Officer or assigned staff shall document all case information in the case management system.



**7000 Enforcement - Other Remedies and
Officer Safety**

Issued 11/12/2024

7000 – Other Remedies and Officer Safety (Revised 11/12/2024)

7001 Policy

- A. Code Enforcement Officers and assigned staff have additional tools to address non-compliant properties.
- B. Additional tools include but are not limited to:
 - 1. Nuisance abatement and liens;
 - 2. Dangerous building abatement and liens;
 - 3. Collection agencies for lien cost recovery;
 - 4. Stop work orders;
 - 5. Permit revocation;
 - 6. Injunctions.

7001.1 - Other Remedies

- A. The preferred method is to seek voluntary compliance to resolve violations. If this approach does not work, the Code Enforcement Officer and assigned staff have several enforcement-related tools to seek compliance, listed under subsection 7001.1.B.
- B. For violations that require the Town or a licensed contractor to abate under Article 10-2(Declaration Nuisance), the Code Enforcement Officer or assigned staff shall follow the procedures outlined under subsections 10-2-2 through 10-2-4 of the Town Code.
- C. For violations requiring the abatement of dangerous buildings or structures, the Code Enforcement Officer or assigned staff shall follow the procedures outlined under Town Code subsection 7-2-108, Unsafe Structures and Equipment.
 - 1. The Code Enforcement Officer or assigned may seek additional guidance from the Chief Building Official for issues under this section.
- D. For violations requiring the issuance of a stop work order or permit revocation, the Code Enforcement Officers or assigned staff shall follow the provisions outlined under subsections 7-2-103.14 and 7-2-104.15.
 - 1. The Code Enforcement Officer or assigned may seek additional guidance from the Chief Building Official for issues under this section.
- E. The Code Enforcement Officer or assigned staff shall seek guidance and assistance from the Town Attorney on issues requiring injunctions.

7002 Employee Safety

- A. The safety and welfare of our personnel are critical and a high priority. Code Enforcement Officers or assigned staff are expected to maintain professionalism when dealing with the public; however, if they are dealing with hostile individuals, they are expected to avoid confrontation and remove themselves from the situation as quickly and safely as possible.



**7000 Enforcement - Other Remedies and
Officer Safety**

Issued 11/12/2024

- B. Many potential safety issues can be avoided by following proper investigative techniques such as:
 - 1. Reviewing prior cases to determine any potential safety hazards or potential hostile individuals.
 - 2. Becoming familiar with the geographical area of the complaint and other complaints within the area before initial contact.
 - 3. Speaking with other officers or other staff who investigated previous complaints.
 - 4. Additional resources, such as a second code officer, a supervisor or manager, the Community Development Director, law enforcement, or animal control, are available when warranted.
- C. The Community Development Director will be informed of all potentially harmful situations by phone, email, text, or face-to-face before any initial contact and will develop strategies to best address those hazards.
- D. All threats, assaults, and batteries directed at the Code Enforcement Officer or assigned staff shall be reported immediately to the Community Development Director and law enforcement.
- E. The Code Enforcement Officer or assigned staff should obtain information as safely as possible about the subject making the threat, assault, or battery, including their intent, ability, and desire to carry out their actions. This information will be vital for law enforcement and supervisors.
- F. Code Enforcement, assigned staff, and the Marshal's Office should work together to share information regarding known and potential dangerous occupant(s) of properties under investigation by code enforcement and take necessary steps to mitigate the risk of harm to all, including but not limited, to obtaining assistance from law enforcement in making any contacts with such individual(s), reporting location before making contact and after completing the inspection or other contact, and adhering to safety standards, training, and protocols.
- G. Staff shall always stay alert and anticipate potential risks in the field and the office.



8000 - Enforcement Compliant Resolution and closure

(Revised 11/12/2024)

8001.1 Policy

- A. The Town recognizes that factors outside the Town's control may sometimes affect final resolution. These factors can include the lack of the property owner subject to code enforcement, the lack of Town or other resources to assist the property owner, statutory limitations on potential fines or other penalties for code violations, the large number of complaints to be resolved, and constraints on Town resources that may preclude continued attempts to bring a property owner into compliance with codes, ordinances, or regulations.
- B. It is the Town's policy to attempt to reach a final, satisfactory resolution of all code enforcement complaints that best protect the health, safety, and welfare of Town residents and visitors.

8001.2 - Focus and Discretion

- A. The Town has the discretion to focus its Code Enforcement resources on violations that meet the priorities outlined in policy section 2002.2 and shall attempt to resolve those and other violations within a reasonable period. The Town's policy is to close code enforcement complaints utilizing discretionary immunity when one of the listed occurrences applies under subsection 8001.2.B.
- B. A case will be closed under one of the following instances:
 - 1. When no violation is found after investigation.
 - 2. After there is voluntary compliance.
 - 3. After a judge or hearing officer has determined that the property owner or other responsible person is responsible for the violation(s) and the violation(s) have been corrected.
 - 4. After nuisance related violations that have been declared a general nuisance have been abated by a licensed contractor or Town staff.
 - 5. After an injunction has been issued and the property owner or other responsible person has corrected the violation(s).
 - 6. After investigation and prosecution of the violation(s) have been completed by a federal or state agency to which the Town deferred enforcement action.
 - 7. When the property on which the violation exists is sold or transferred, a new enforcement case is opened in the new owner's name.
 - 8. After lien(s) on the property subject to enforcement action, or upon other property owner by the property owner subject to code enforcement.
 - 9. Where multiple prior liens exist on a property subject to code enforcement action or upon other property owned by the property owner subject to enforcement action, precluding or inhibiting collection enforcement lien(s).
- C. The Town may explore alternate methods to resolve violations not included above within legal means.



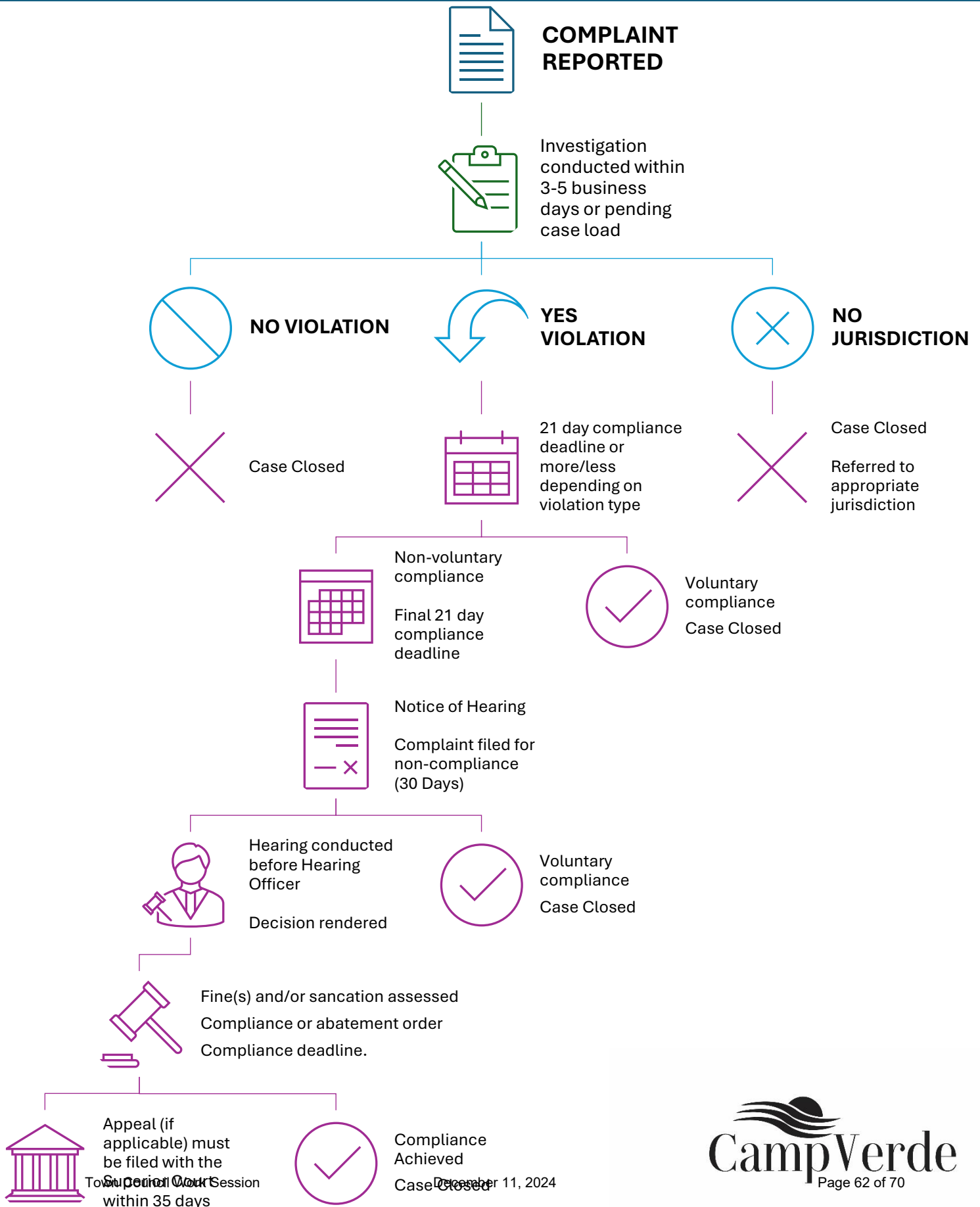
8000 Complaint Resolution
Issued 11/12/2024

- D. The Code Enforcement Officer or assigned staff may, at their discretion, notify the complainant when the complaint has been resolved by one of the following methods:
 - 1. The online case management system, or;
 - 2. Phone, or;
 - 3. Email, or;
 - 4. Notice, or;
 - 5. In-person.
- E. The Code Enforcement Officer or assigned staff will not notify a complainant if the case has been resolved and the complaint was reported anonymously by the reporting party.
- F. Cases that require a permit's completion, approval, and issuance will be closed once the necessary permits have been obtained.
- G. When all violations have been corrected, the Code Enforcement Officer or assigned staff shall document the reason for closure and close the case in the case management system.

DEPARTMENT OF COMMUNITY DEVELOPMENT

CODE COMPLIANCE SECTION

Flow Chart – Basic Code Process





Town of Camp Verde Code Enforcement Update December 11, 2024

PRESENTATION BY:
TOWN OF CAMP VERDE
COMMUNITY DEVELOPMENT DEPARTMENT
CODE ENFORCEMENT OFFICER - JESSICA BOLTON

Town Council Work Session

December 11, 2024



INTRODUCTION

To support our town's long-term vision as our community grows and changes, we are providing this presentation to provide an update to Town Council, Staff and the Community on:

1. **Implementation of Standard Operating Procedures for Code Enforcement**
2. **Civil Hearing Progress**
3. **GovWell**



CODE ENFORCEMENT MISSION

The mission of the Town of Camp Verde's Code Enforcement Division is to protect the health and safety of the Town's residents and visitors and the livability of the community by assuring compliance with the Town's land use, ordinances, environmental, and codes. The Town will ensure compliance by encouraging voluntary compliance and sanctioning code violators who do not comply.

One of our major goals was the development and implementation of standardized operational procedures (SOPs) to streamline the enforcement efforts for staff and increase consistency and predictability within the Town's Code Enforcement Program.



CODE ENFORCEMENT

STANDARD OPERATING PROCEDURES

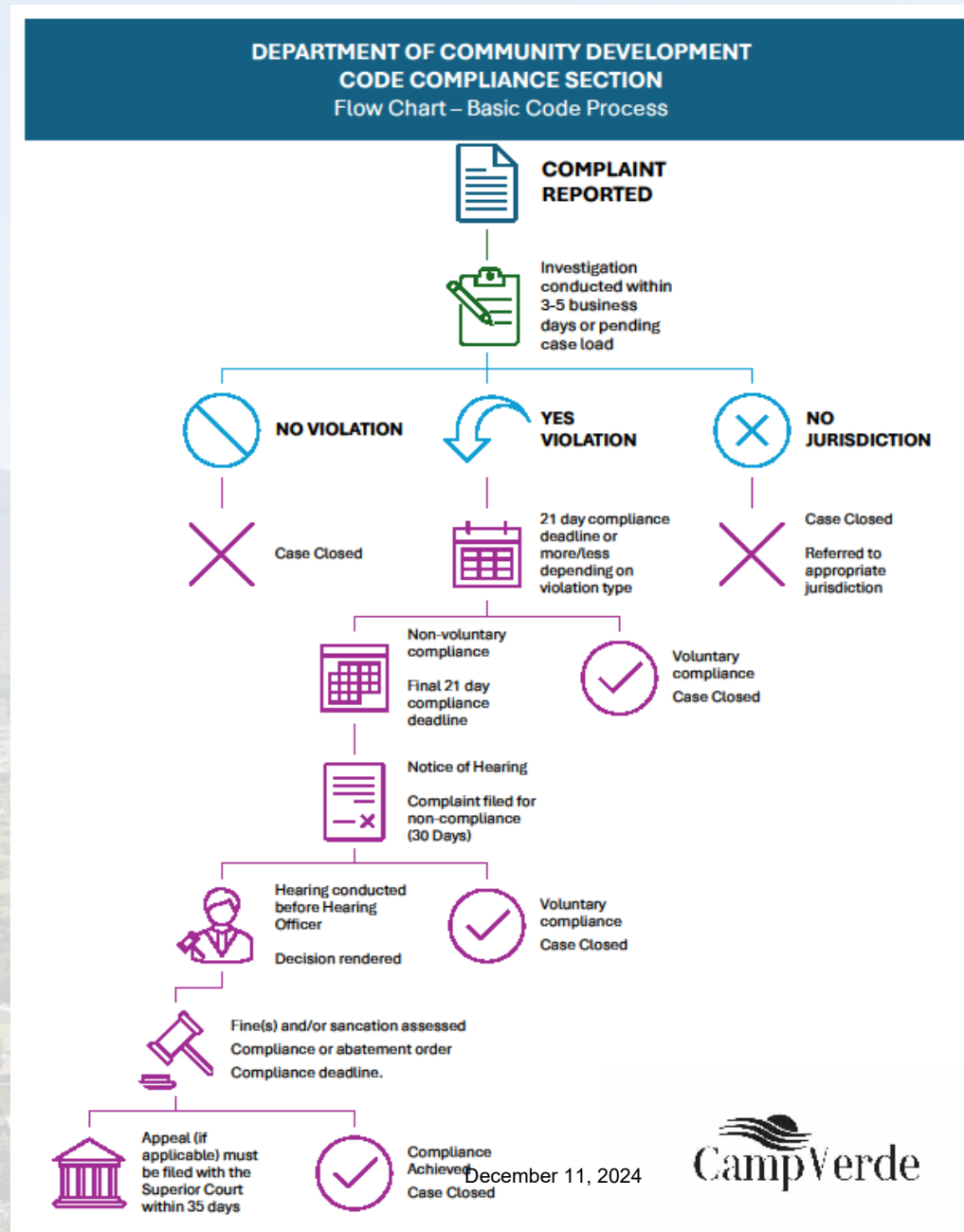
Purpose of the Standard Operating Procedures (SOPs) are to provide written guidelines for:

- **Prioritization of code enforcement cases.**
- **Initiation and investigation of code violation complaints.**
- **Enforcement of codes, ordinances, and regulations through voluntary compliance.**
- **Enforcement timeframes and processes.**
- **Prosecution of code violators who do not comply, including assessing fines and penalties and sanctioning code violators.**
- **Recovery of the Town's investigation and enforcement costs.**
- **The safety of staff.**
- **Educate the community on enforcement procedures.**

(8) eight general SOPs with written guidelines were developed



CODE ENFORCEMENT FLOW CHART





CIVIL HEARING OFFICER UPDATE

- **05/03/23: Presentation provided to Council on Enforcement and Challenges.**
- **12/06/23: Ordinance 2023-A487 approved by the Town Council for Civil Hearing Officers and amending Town Code Chapter 7.**
- **03/06/24: (3) three Administrative Hearing Officers Appointed by Council.**
- **March 2024 – July 2024: Training conducted with the Hearing Officers and staff.**
- **June 2024/July 2024: Mock hearings were conducted.**
- **July 31, 2024: 1st hearings conducted.**
- **27 cases have been sent to the Hearing Office as of 12/11/2024.**
- **20 cases have come into compliance before the scheduled hearing date or on the compliance date executed by the hearing officer.**
- **Hearings are held on 1st fourth Wednesday of every month & 3rd and 4th Tuesday of every month, starting at 1:30 pm.**



CODE ENFORCEMENT AND GOVWELL

- **Implemented and went live September 23, 2024.**
- **Replaced old Iworq software system.**
- **New method for filing complaints online.**
 - *62 complaints filed through new portal.*
- **Ability to track cases online by status.**
- **New mapping feature with case pinpoints**
- **<https://app.govwelltech.com/camp-verde>**





CODE ENFORCEMENT

**Thank you
Questions**