COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF PLANNING & BUILDING
TREVOR KEITH, *DIRECTOR*

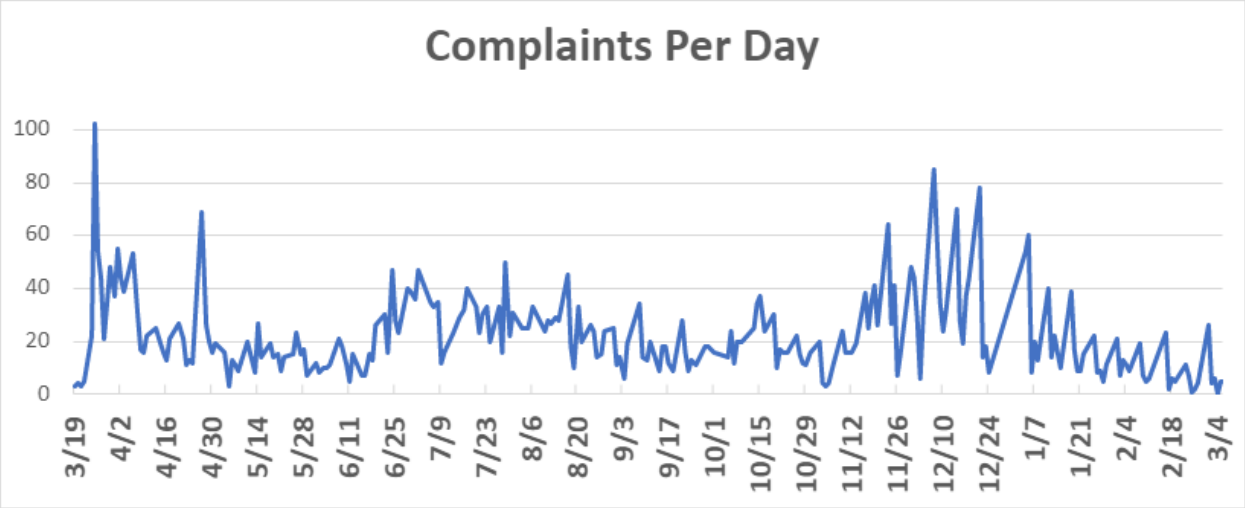
County of San Luis Obispo COVID-19 Enforcement Report

Executive Summary

3/8/21

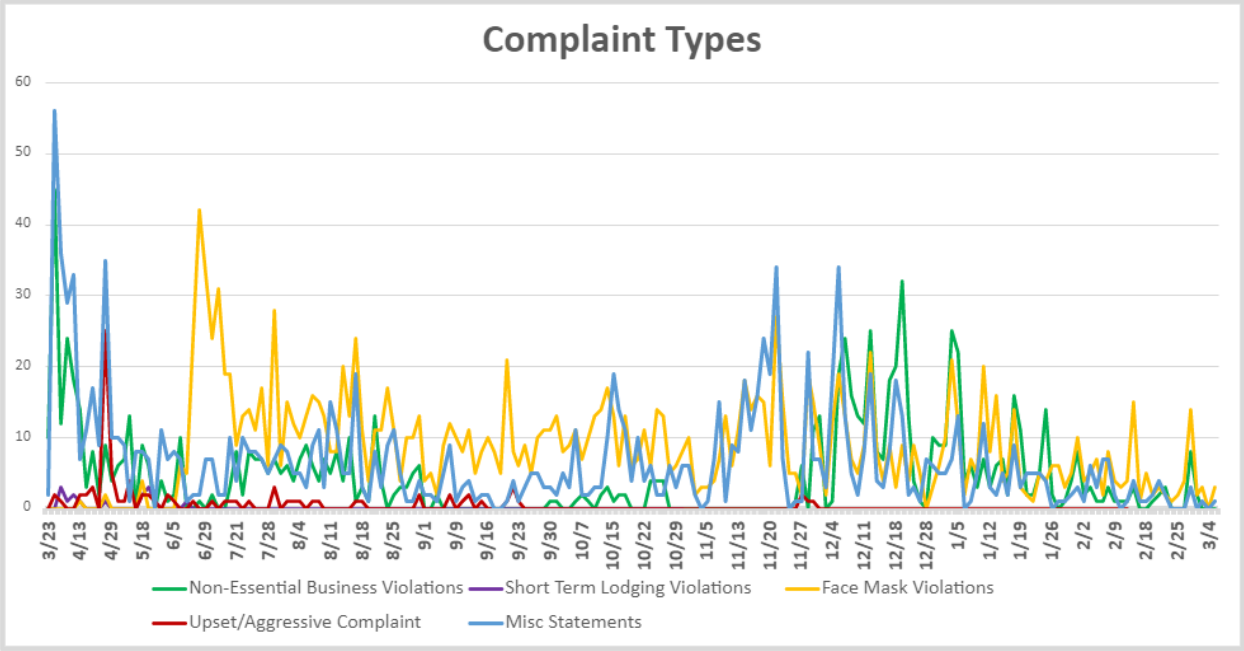
- Total complaints received by the COVID-19 Enforcement line from 3/24/20 to 3/8/21: **5,416**

- Complaints are tracked based on location, type and name of business, and violation type. Code Enforcement staff calls each business when two or more complaints have been received or when they have become aware of a violation through web research (e.g., live music advertised). Environmental Health and the Sheriff's Office are also involved in verifying compliance by visiting businesses during their normal course of inspections and patrols. Complaints are forwarded to the incorporated cities each night for enforcement within city limits. Enforcement focuses on voluntary compliance. Continued violations which pose a serious threat to public health and safety may be subject to misdemeanor charges, fines, Directed Orders (to come into compliance), and/or Temporary Restraining Orders.

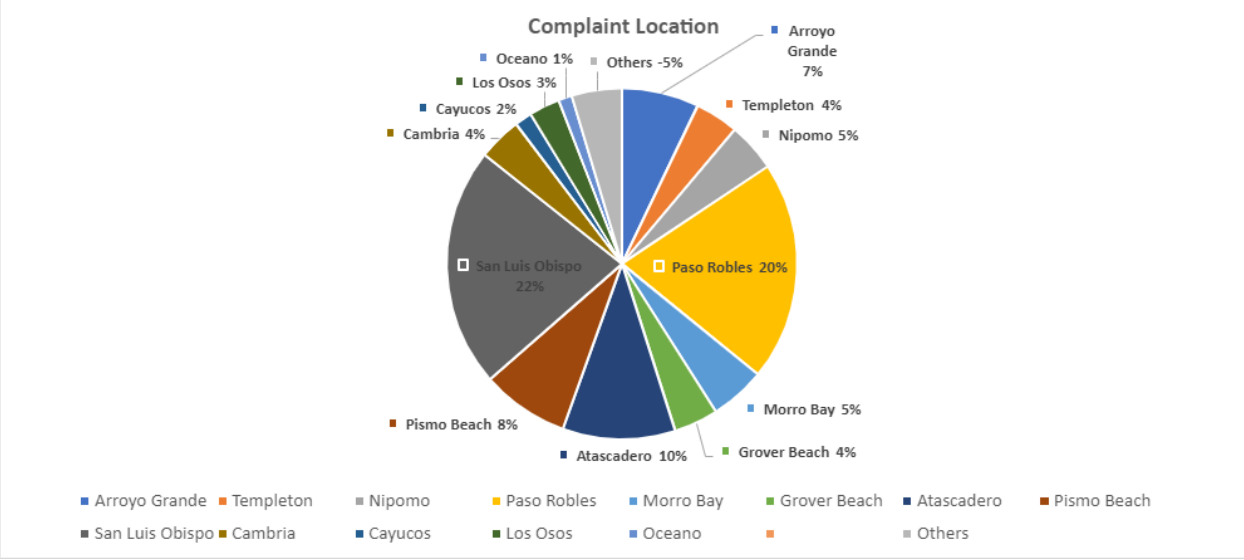


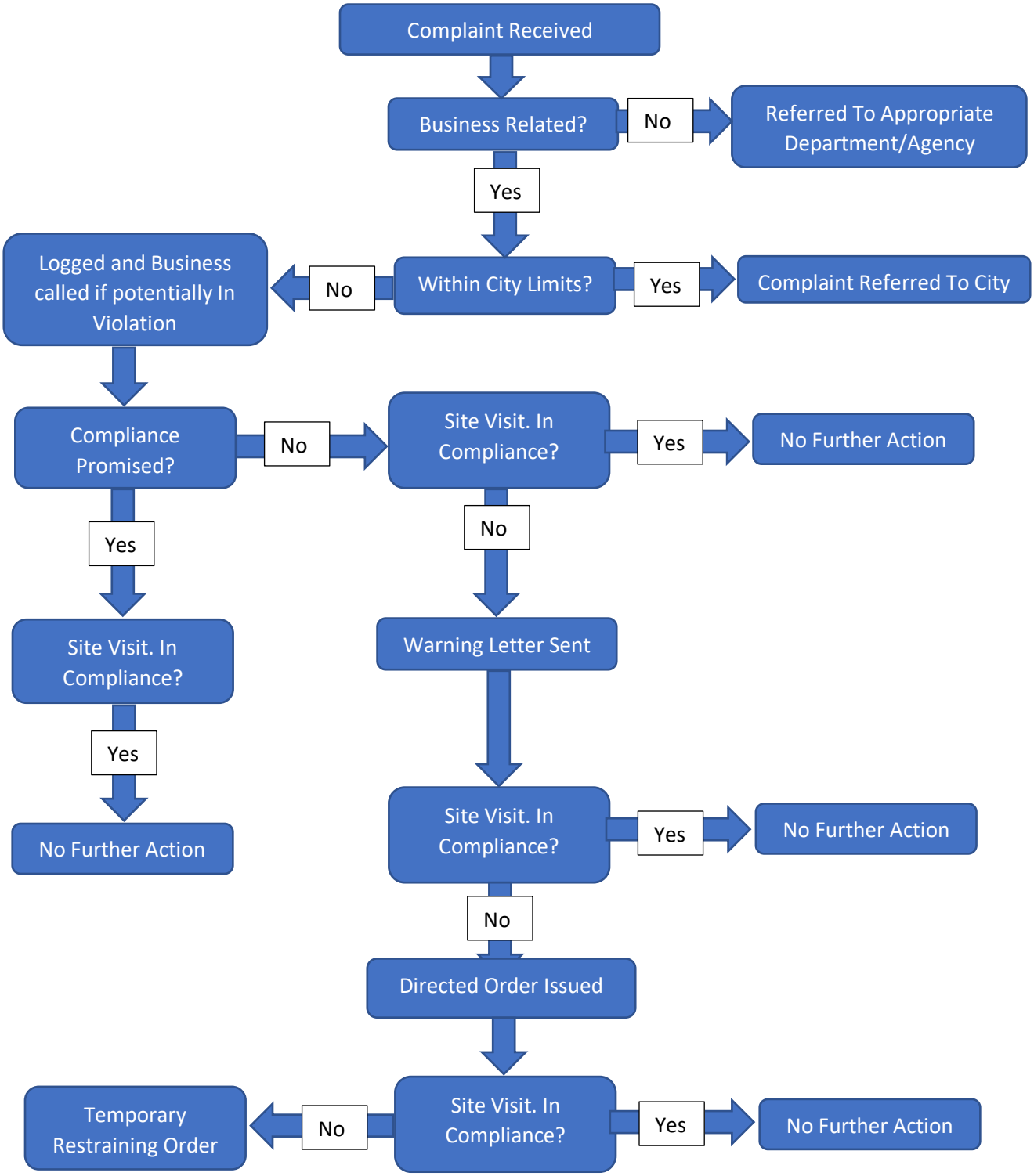
Note: The large spike in March 2020 was caused by the County's initial announcement of the COVID-19 complaint line. The spike in early May was caused by the County's hotel occupancy order. The consistent rise in complaints in early July 2020 is related to the state mask order and the county being

placed on the state monitoring list. The rise in complaints in November and into December are due to the County moving back into the Purple Tier and the Regional Stay Home Order.



Note: The types of complaints received has changed and evolved over time due to changing local and state orders. The above graph shows a sample of days over the course of the COVID-19 pandemic.




Complaint Received
Business Related?
No
Referred To Appropriate Department/Agency
Yes
Within City Limits?
No
Logged and Business called if potentially In Violation
Yes
Complaint Referred To City
Compliance Promised?
No
Site Visit. In Compliance?
Yes
No Further Action
Yes
No
Site Visit. In Compliance?
Warning Letter Sent
Yes
No Further Action
Site Visit. In Compliance?
Yes
No Further Action
No
Directed Order Issued
Site Visit. In Compliance?
No
Temporary Restraining Order
Yes
No Further Action

Code Enforcement Inspections

- Due to the nature of some of the businesses that complaints are received, weekend as well as weekday inspections have been required. Businesses such as hotels, restaurants, bars, etc. all can be significantly busier on weekends.

Note: Non-compliant businesses are given verbal notice or a letter explaining the requirements of the State and local orders

Total Inspected	Compliant	Non-Compliant /Warning Given	Directed Orders
1024	**857**	**167**	**10**

COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF PLANNING & BUILDING
TREVOR KEITH, *DIRECTOR*

ENVIRONMENTAL HEALTH SERVICES DIVISION

COVID-19 SUMMARY ACTIVITIES REPORT

March 8, 2021

Calls, Tele-Consultations, Operational Surveys, and Virtual Inspections **(Teleconsultations *March 2020 Through May 2020;* Virtual Inspections – *May 2020 and June 2020;* Onsite Surveys/Consultations *March 2020 Through Present*)**
• **Body Art:** 57 Body Art Facilities notified of the new requirements, 13 on-site operational surveys/consultations.
• **Retail Food Facilities:** 1754 tele-consultation surveys, 2348 on-site operational surveys/consultations, and 58 virtual inspections were conducted with retail food facilities.
• **Public Swimming Pools:** 252 tele-consultations and 591 on-site operational surveys/consultations conducted.
• **Gas Stations:** Teleconsultations with 104 gas station/retail minimarkets and 69 on-site operational surveys/consultations were conducted.
• **Hazardous Materials Facilities:** 328 tele-consultations and 688 on-site operational surveys/consultations were conducted.

Sheriff's Office

Sheriff's Office Deputies routinely conduct compliance checks during "open call" periods on each shift. These open call periods are typically from 11:00am to 4:00pm each day but vary depending on the "beat" and other demands.

July 2020

Deputies have been conducting business compliance checks. During the month of July, a total of **594** compliance site checks and a finding of **99%** compliance was determined. Those businesses not in compliance were instructed to come into compliance within a reasonable time frame and additional site checks would be conducted to ensure compliance.

August 2020

Deputies have been conducting business compliance checks. During the month of August, a total of **1173** compliance site checks were conducted and a finding of **100%** compliance was determined. Those businesses not in compliance were instructed to come into compliance within a reasonable time frame and additional site checks would be conducted to ensure compliance.

September 2020

Deputies have been conducting business compliance checks. During the month of September, a total of **341** compliance site checks were conducted and a finding of **99%** compliance was determined. Those businesses not in compliance were instructed to come into compliance within a reasonable time frame and additional site checks would be conducted to ensure compliance.

October 2020

Deputies have been conducting business compliance checks. During the month of October, a total of **998** compliance site checks were conducted and a finding of **99%** compliance was determined. Those businesses not in compliance were instructed to come into compliance within a reasonable time frame and additional site checks would be conducted to ensure compliance.

November 2020

Deputies have been conducting business compliance checks. During the month of November, a total of **974** compliance site checks were conducted to date and a finding of **100%** compliance

was determined. Those businesses not in compliance were instructed to come into compliance within a reasonable time frame and additional site checks would be conducted to ensure compliance.

December 2020

Deputies have been conducting business compliance checks. During the month of November, a total of **904** compliance site checks were conducted to date and a finding of **100%** compliance was determined. Those businesses not in compliance were instructed to come into compliance within a reasonable time frame and additional site checks would be conducted to ensure compliance.

The Sheriffs Office is no longer reporting data

Incorporated City Enforcement information

Cities are no longer reporting data

As of 12/11/20

- **Arroyo Grande**
  - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **Atascadero**
  - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **Grover Beach**
  - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **Morro Bay**
  - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **Paso Robles**
  - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **Pismo Beach**
  - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **San Luis Obispo**
  - No formal enforcement conducted. Voluntary compliance substantially achieved.