

City
of
Tigard



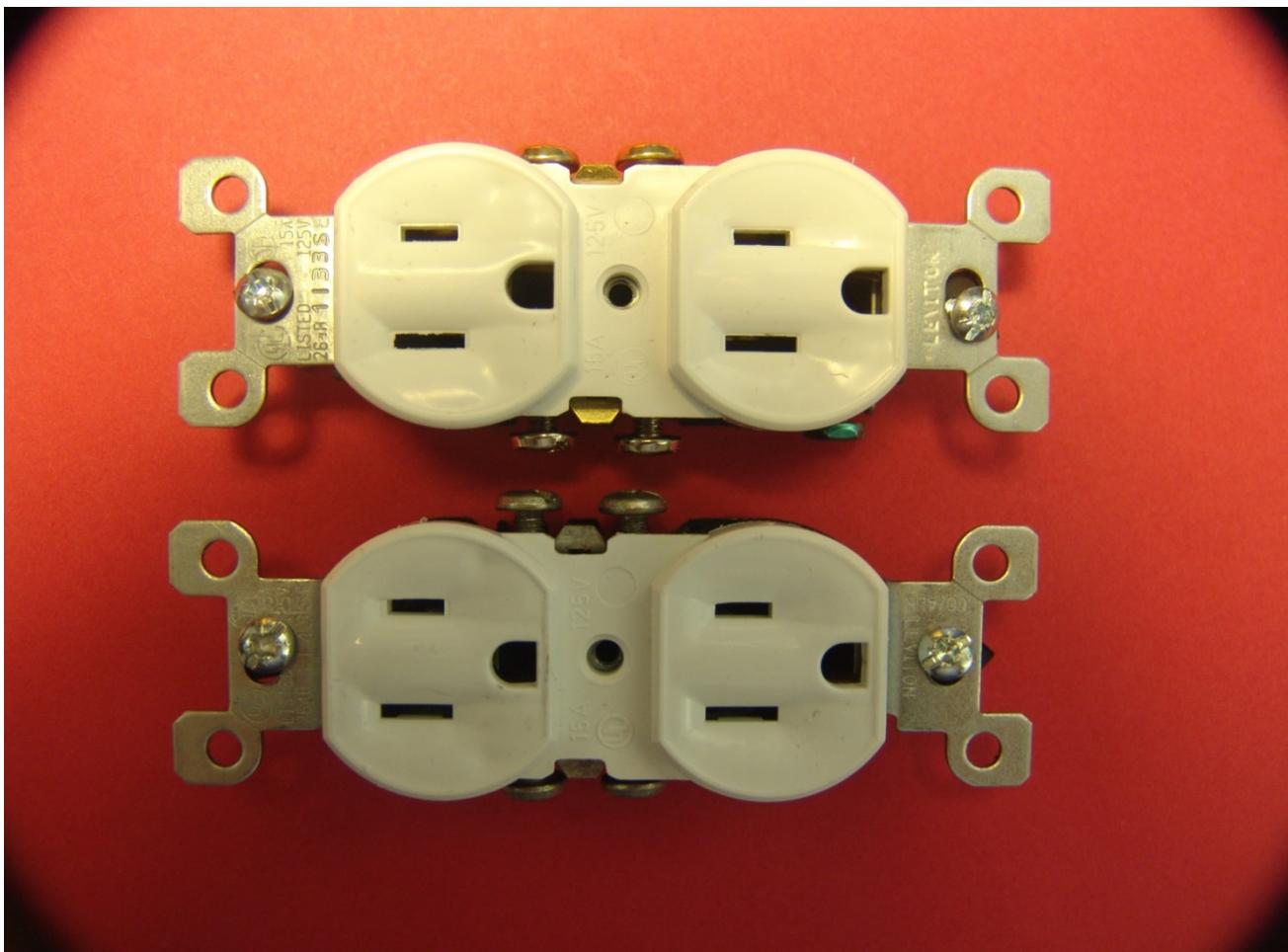
Respect and Care | Do the Right Thing | Get it Done

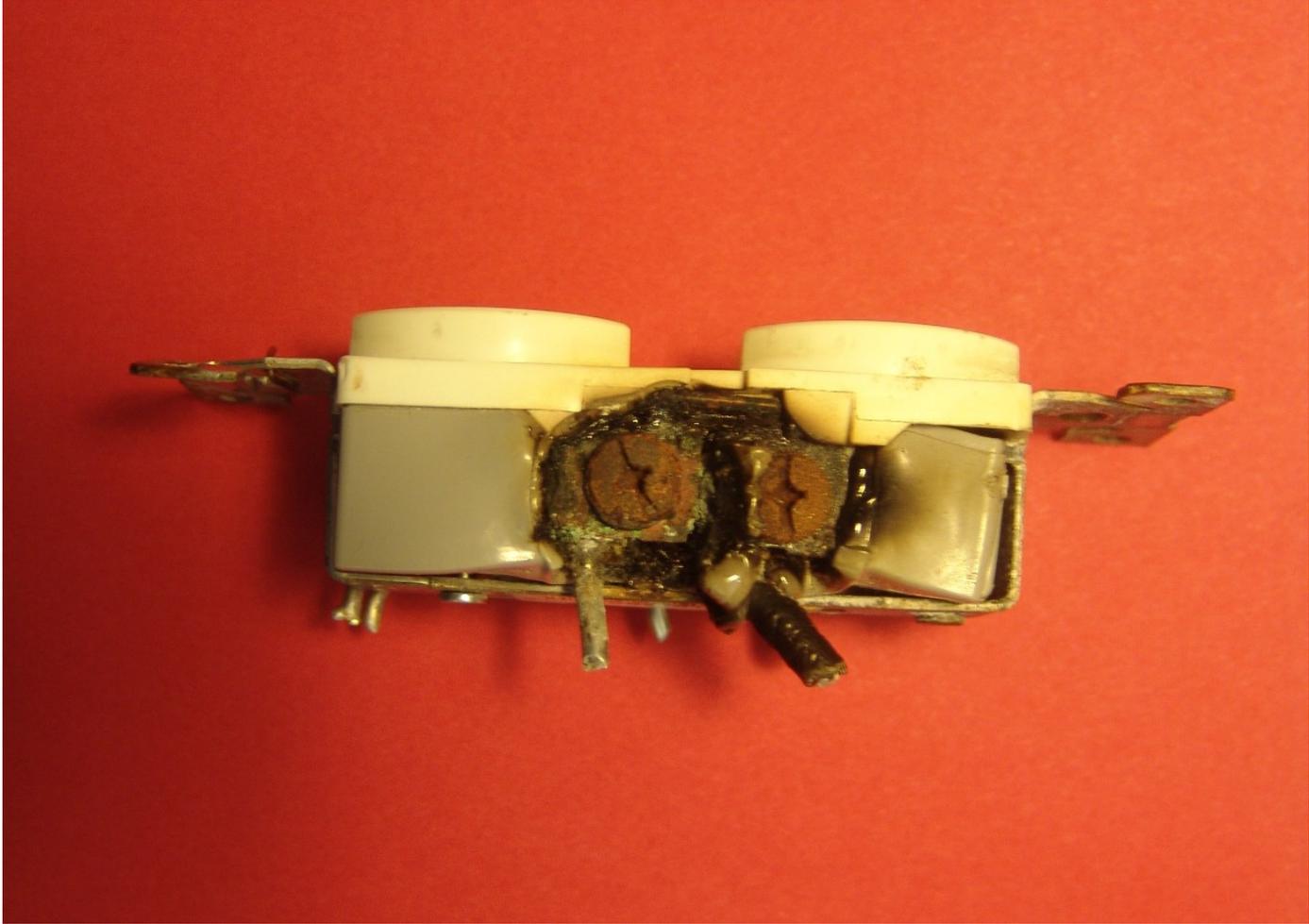
Code Enforcement 2010 – 2013 Review

Tigard City Council

November 12, 2013

























So ... overall ...

- ▶ We're pleased with the performance of our Code Enforcement Program,
- ▶ We believe that it, and we, are doing a good job with the resources that we have, and
- ▶ We look forward to being able to do even better and to do a lot more when additional resources do become available.

Presentation Outline

- ▶ Brief review of where we were in July, 2010
- ▶ Experience 2010 – 2013
 - ▶ Case Volume, Seasonality, Types of Complaints
 - ▶ Accomplishments vs. Objectives and Expectations
 - ▶ Shortcomings and Customer Complaints
- ▶ Assessment
- ▶ For the Future

July 2010

- ▶ Situation
 - ▶ Substantial Budget Reductions
- ▶ Objectives
 - ▶ Meet budget constraints
 - ▶ Do the “best we can” until dedicated resources are restored
 - ▶ Increase efficiency by streamlining/automating complaint intake and case management procedures
 - ▶ Increase effectiveness by adding administrative remedies to TMC, authority for City to abate violations

Changes to Code Enforcement Program

- ▶ Elimination of last full-time Code Enforcement Officer position
 - ▶ Elimination of intake via phone, personal contact at counter, proactive inspection
 - ▶ Elimination of site visits to confirm complaints and compliance
 - ▶ Elimination of personal contact with complainants and violators

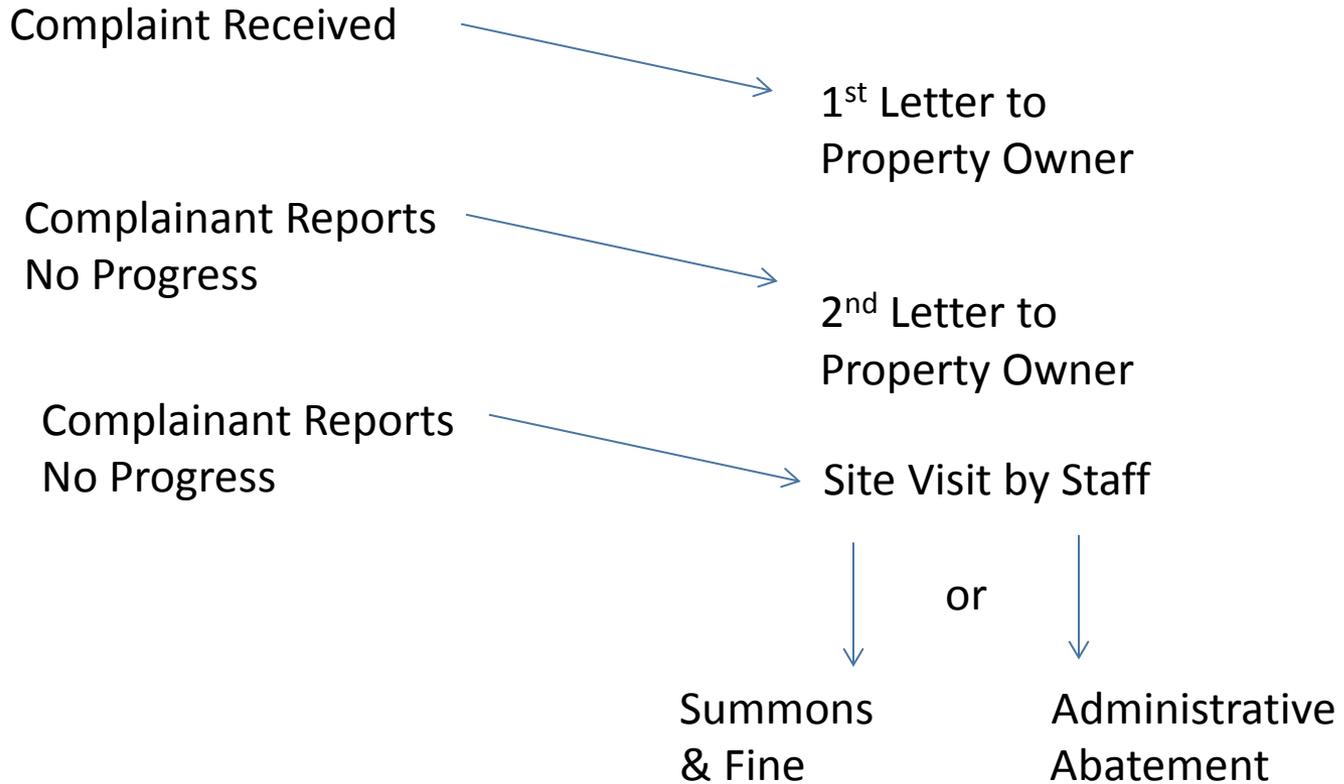
Changes to Code Enforcement Program

- ▶ Spread compliance functions among staff with other primary duties
 - ▶ Originally planned intake by clerical staff, revised to Code Enforcement Officers with other primary duties
 - ▶ Approximately .65 FTE assigned to Code Enforcement between 2 employees
 - ▶ Code compliance tasks are done on a part-time, time-sharing basis with regular duties
- ▶ Relying on citizens to submit complaint detail and notify us of compliance or non-compliance

Changes to Code Enforcement Program

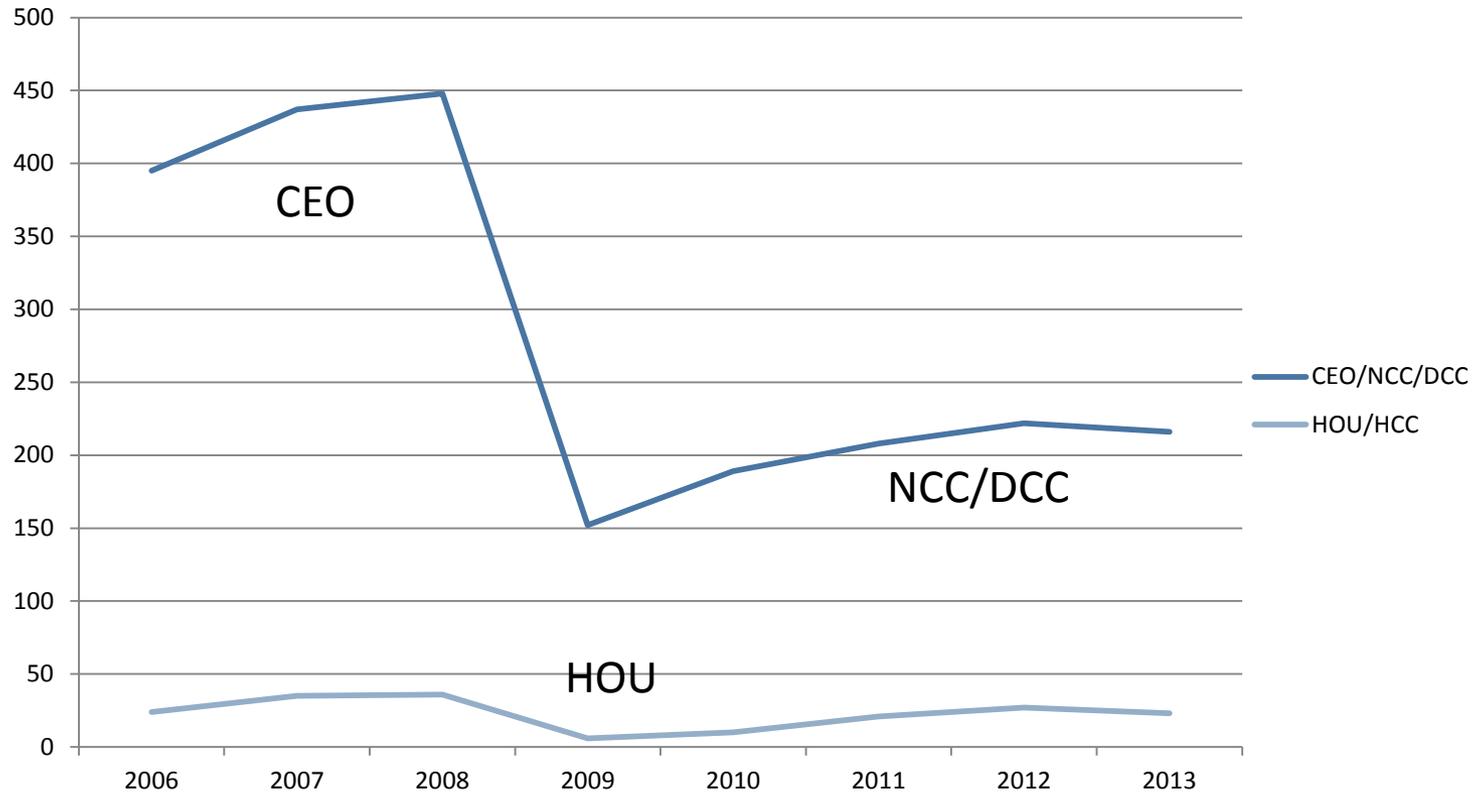
- ▶ Utilized Accela permit management system for complaint intake and case management
 - ▶ Incorporated “Citizen Access” into an online intake system, transferring part of case setup and definition to the public
 - ▶ System automatically opens case in Accela and stores information on violation, complainant, and property owner
 - ▶ Auto-generates letters to violators and complainants
- ▶ Added administrative and abatement provisions to TMC with revisions of February, 2012

Nuisance Code Enforcement Process



Experience 2010 - 2013

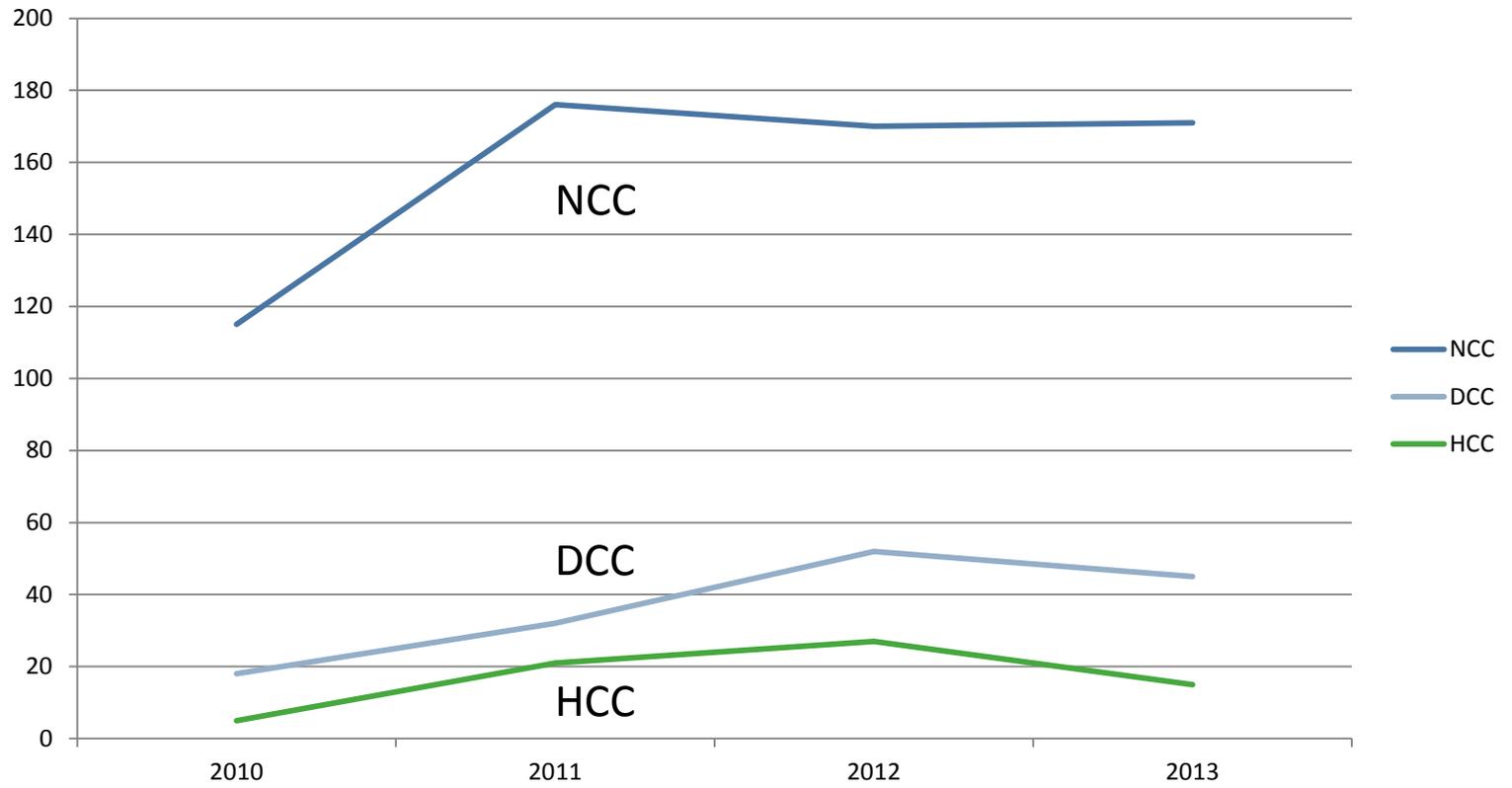
- ▶ Case Volume, Seasonality, Types of Complaints
 - ▶ Each case may have more than one specific complaint
 - ▶ Volume has dropped by 50% from 425 to 210 cases per year
 - ▶ Reflects the facts that
 - We are no longer pro-actively looking for violations, whether signs, high grass and weeds, or inoperable vehicles
 - it now takes more effort for someone to file a complaint: writing it out versus making a phone call



CEO/NCC/DCC and HOU Cases by Year

Experience 2010 - 2013

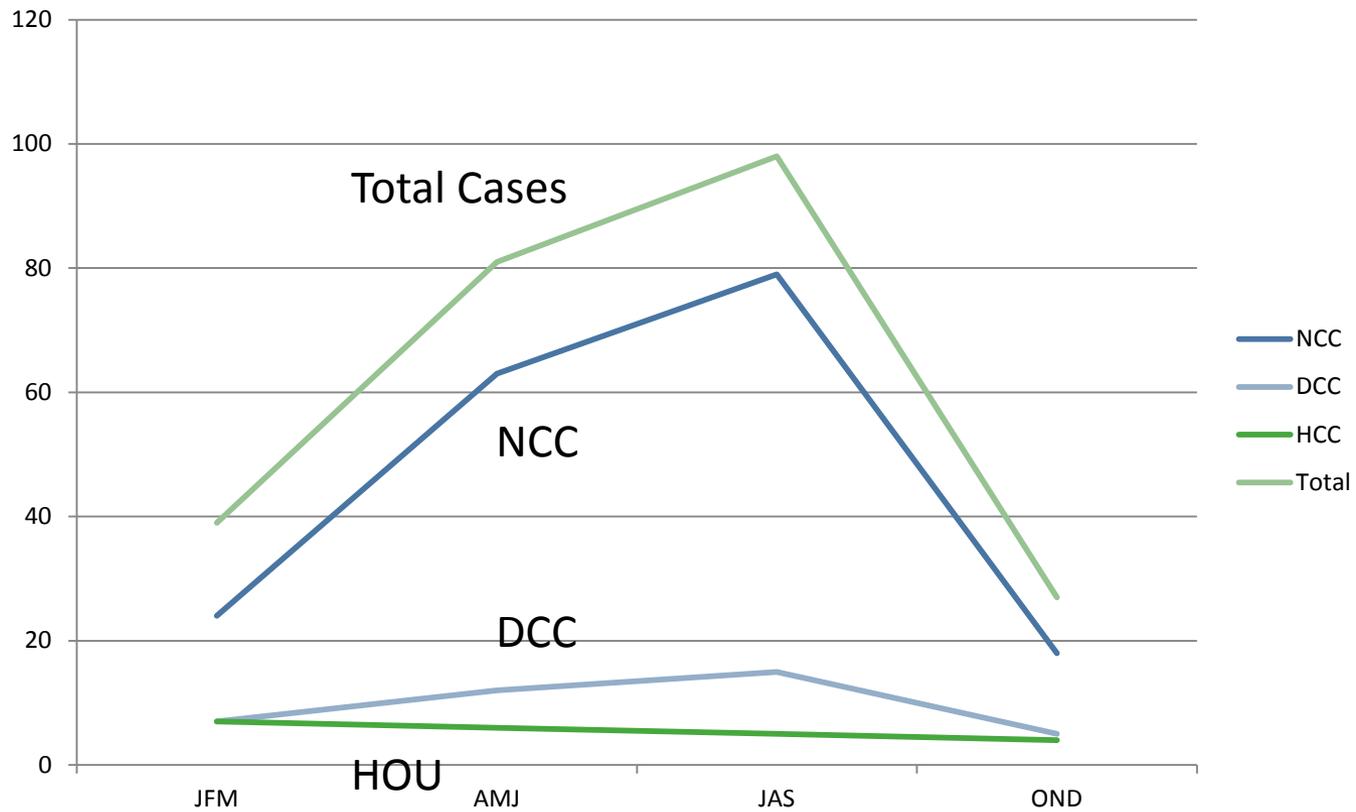
- ▶ Number of cases under new system is fairly steady



NCC/DCC and HOU Cases by Year

Experience 2010 - 2013

- ▶ Strong seasonal pattern, JAS quarter most active, 40% of total complaints, AMJ has 33%.



CEO /NCC/DCC and HOU Cases by Quarter

Experience 2010 - 2013

- ▶ Vegetation complaints dominate nuisance complaints
- ▶ Total vegetation = 50% of complaints
 - High weeds & grass = 26%
 - Obstructing right-of-way = 13%
 - Blackberries = 8%
- ▶ Total “garbage” = 7%
- ▶ “Junk” = 6%
- ▶ Inoperable vehicles = 5%
- ▶ Chickens/Livestock = 2%
- ▶ All others = 30%

Accomplishments vs. Objectives

- ▶ Reduced staffing by .35 FTE, eliminated dedicated vehicle for site visits
- ▶ Achieved improvements in FY 2010-11 and subsequent budgets
- ▶ Successful automation of intake and case management using Accela and Accela Citizen Access
- ▶ Successful automation of compliance letters

Accomplishments vs. Objectives

- ▶ Added administrative and abatement provisions to TMC
 - ▶ Consolidation of nuisance citations into new Title 6 makes the provisions more accessible to customers
 - ▶ Abatement by the City works well, as we saw in the earlier photos
- ▶ Estimated time from complaint to compliance letter: 80% within 2 days, 95% within a week

Shortcomings

- ▶ What we don't have measures of:
 - ▶ Confirmation of compliance – no site visits by staff and little confirmation from complainants or respondents
 - ▶ Time to compliance – no site visits by staff and few confirmations by complainants or respondents
- ▶ Little or no personal contact with complainants or respondents
 - ▶ Reduces impact of enforcement efforts
 - ▶ Reduces customer satisfaction

Customer Complaints

- ▶ Complaint not valid
 - ▶ Complainant error in entering address
 - ▶ Complainant error in assessing situation
- ▶ No one to speak to
 - ▶ Complainants want to tell someone about the situation rather than fill out a form

Customer Complaints

- ▶ Doesn't get fixed fast enough
 - ▶ Often from complainants who have not gotten back to us to report no progress. 6 months can pass while a violation continues but if we have heard nothing, we assume compliance and close the case
- ▶ No name on letter/no phone number to call
 - ▶ Respondents complain when they can't reach an individual to report compliance or explain a situation

Customer Complaints

- ▶ Customers want faster, more direct action by City
 - ▶ Complainants want faster action, often want someone from the City to visit and speak directly with violator
- ▶ Don't know what happened with their complaint
 - ▶ Want personal follow-up
 - ▶ Not satisfied with receiving our acknowledgement letter
 - ▶ Don't realize they can search case status online

Assessment

- ▶ Overall, the program is functioning as had been anticipated when changes were made in 2010 – both advantages and shortcomings are largely as expected
- ▶ Complaint intake and case management procedures have been greatly streamlined and automated
- ▶ As intended, we are doing “the best we can” until dedicated resources are restored.

For the Future

- ▶ Replacement Livability Compliance Specialist/Code Enforcement Officer – Development & Housing Codes
- ▶ Possible Program Adjustments
 - ▶ Naming enforcement officer on compliance letters
 - ▶ Re-examining restrictions on chickens/livestock
- ▶ When resources become available again
 - ▶ Confirm compliance with site visits
 - ▶ Proactive enforcement of Sign Code provisions

Questions

- ▶ Are there any questions?