

CODE ENFORCEMENT



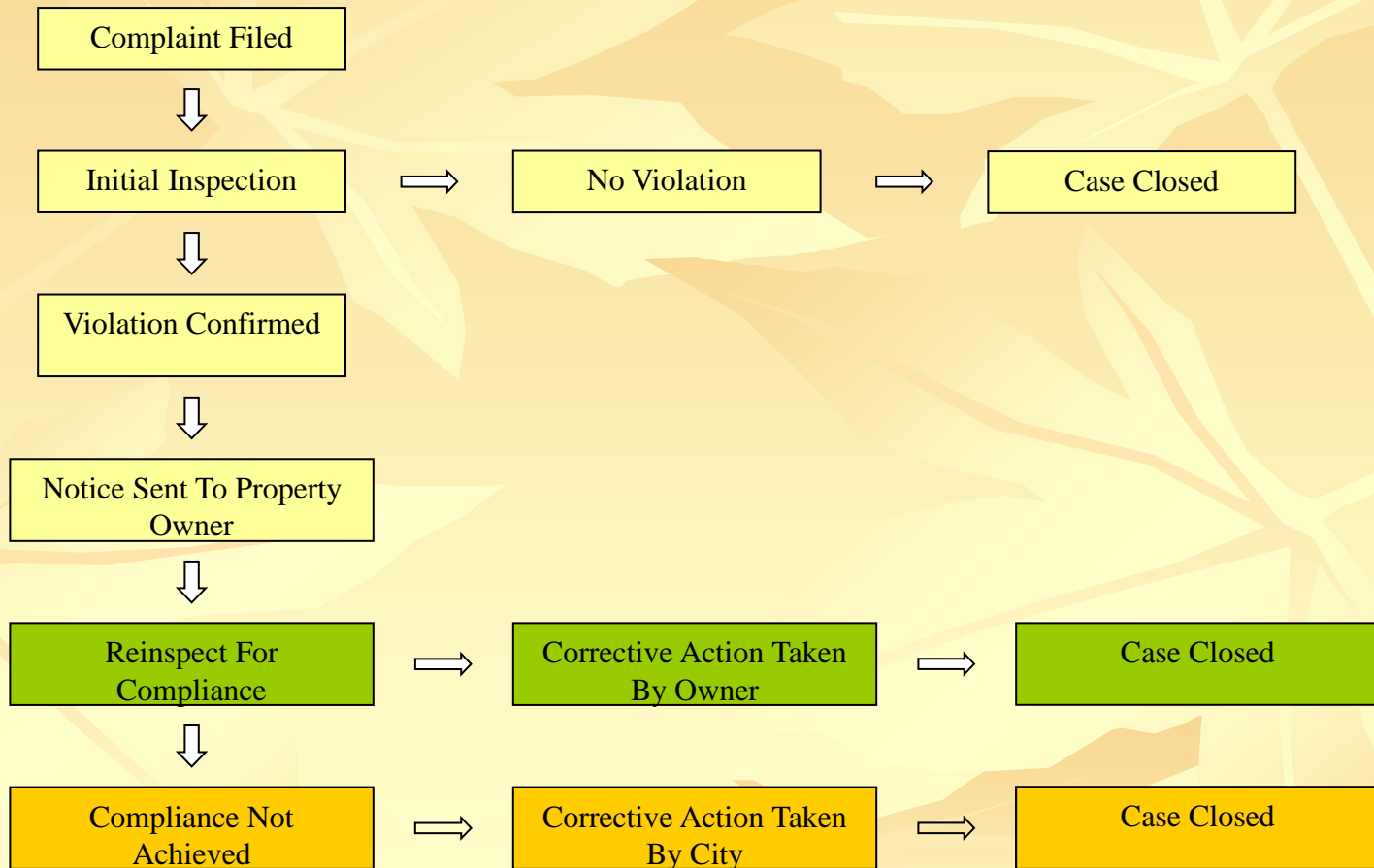
*Continually
Seeking Balance*

**CODE ENFORCEMENT IS
TASKED WITH MAINTAINING
THE *MINIMUM* STANDARDS
AS SET IN THE CODES AND
ORDINANCES**

Achieving And Maintaining Code Compliance:

- Corrective Action Performed By Property Owners/Occupants
- Reasonable Timeline For Corrective Action To Occur
- Costly Property Abatement vs. Prompt Corrective Action
- Avoiding Future Violations By Maintaining Code Compliance

CORRECTIVE ACTION FLOW CHART



Mr. Schumacher's Concerns

- No on-site supervision for Code Officers
 - No supervisor oversight of day-to-day operations
 - Lack of public education of codes and ordinances
 - Complaints not acted on
 - Code enforcement is not proactive
 - Red tag & tow away by CEO
- Most complaints are on Police issues
 - Need for a closer and better working relationship with Police Department
 - Process pits neighbor against neighbor
 - Need central point of contact
 - Crime prevention through environmental design

ORGANIZATIONAL CHART

Community Resources Department
Jeff Barbier, Director

Code Enforcement
Barbara Garcia, Manager

Wendy Paz
Administrative Secretary (PT)

Andy Chlebek
Code Enforcement Officer

Tom Kurtenbach
Code Enforcement Officer

Jim Martz
Code Enforcement Officer

DIVISION OF ENFORCEMENT FOR CODE VIOLATIONS

- Code enforcement is carried out by three entities, each addressing different issues:
 - Code Enforcement Division
 - Growth Management Permits & Inspections Division
 - Rapid City Police Department

Code Enforcement Division

- Property
- Health & Safety (exterior)
- Nuisances
- Vegetation
- Junk and rubbish
- Snow removal
- Vehicles on *private property*
- Site Triangles on *private property*
- Signs, banners, flags, streamers, sandwich boards, etc.

Growth Management Building Inspections & Permits Division

- Buildings/homes
 - Interior
 - Exterior
- Health & Safety issues
- Off premise signs
- On premise permitted signage



Rapid City Police Department

- Public Safety
- Traffic and vehicle issues
- Rights-of-way
- Streets, alleys and boulevard parking
- Sight triangles *on public property*
- Safety protection for Code Enforcement and Growth Management personnel for site visits, inspections, abatements, citations, etc.



MANAGER'S INTERACTION WITH CODE OFFICERS

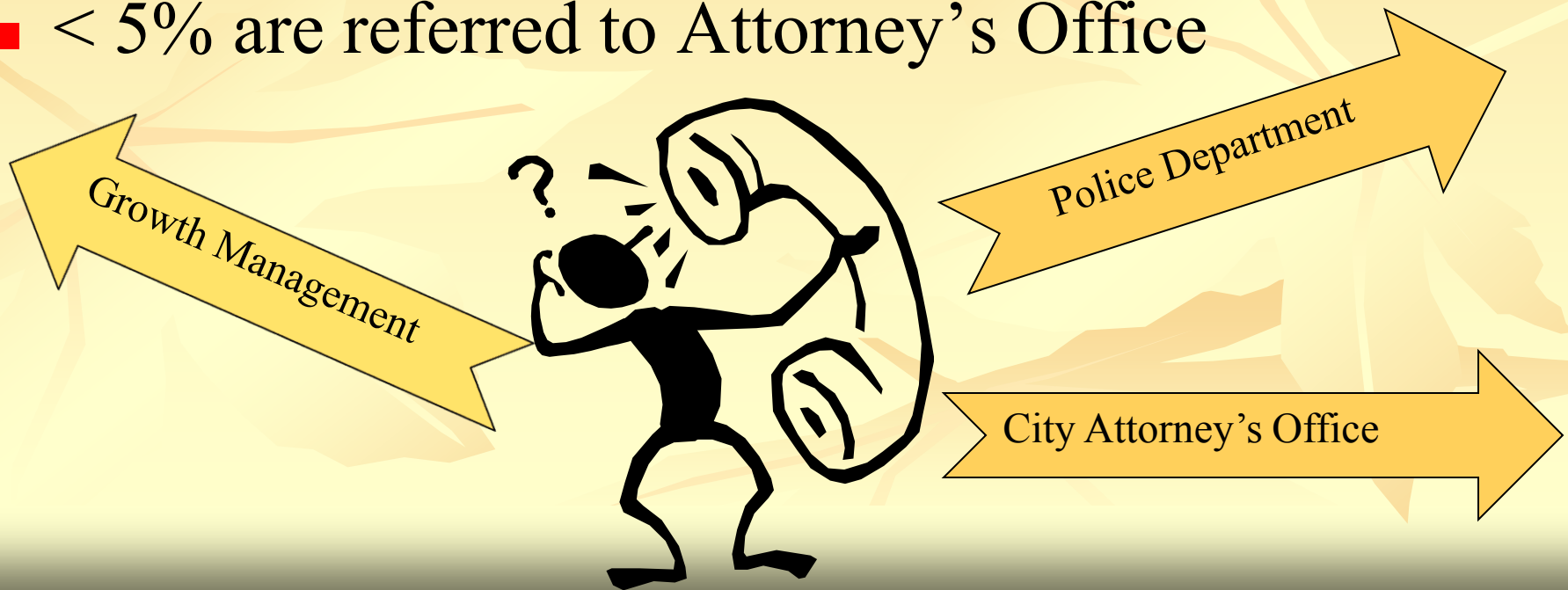
- Participate with officers:
 - canvassing areas to identify violations
 - specific site visits
 - inspections with officers
 - weekly staff meetings
- Identifies properties in violation of codes and ordinances for action
- Interact with police officers, City attorneys, and building inspectors
 - to improve processes,
 - communication, and
 - code clarifications

COMPLAINTS RECEIVED

- EVERY complaint is investigated
 - Site visit
 - Pictures taken to document violation, if warranted
 - Notifications made specifying compliance due date
 - Follow-up inspection made
 - If not in compliance, property abated or citation issued
 - If in compliance, file is closed
 - Person filing complaint is notified of action

CODE COMPLAINTS REFERRALS

- 75+% are Code Enforcement issue complaints
- 10% are Growth Management issues
- 10% are Police Department issue complaints
- < 5% are referred to Attorney's Office

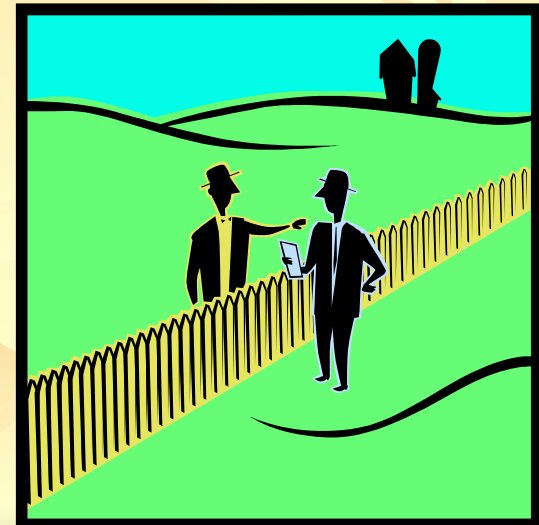


COMMUNITY EDUCATION

- Community education is conducted and contributes to public awareness and higher compliance ratios
 - Radio
 - TV
 - Print media
 - Public Service Advertisement (PSA) flyers
 - Public presentations
 - Web site

NEIGHBOR TO NEIGHBOR ISSUES

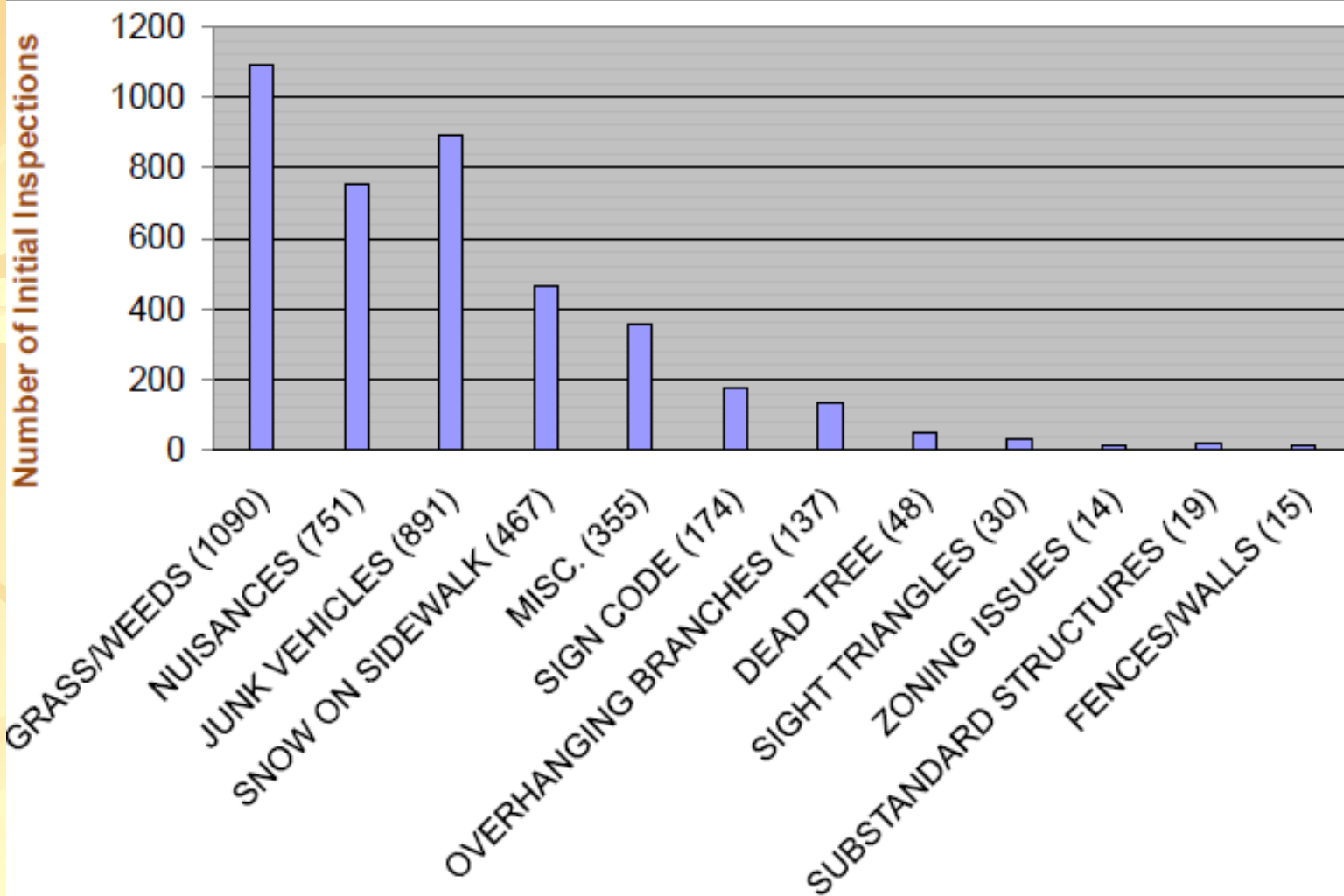
- All complaints received are *confidential* so as to NOT pit neighbor against neighbor
- Officers will canvas whole neighborhood to write up ALL violations.



PRO ACTIVE ACTIONS

- Proactive patrols
- Implemented use of Courtesy Notice door hangers for initial notification if no one home.
- Information flyers
 - targeted mailings on specific code topics
- Citations for non-compliance
- Abatements for non-compliance

Code Enforcement



2010 Code Enforcement Stats

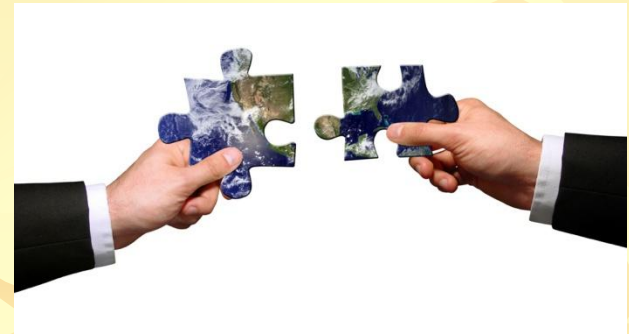
Total Inspections= 3991 with 247 resulting in an abatement procedure.

January 2011 Statistics

	<u>2010 (year end total)</u>	<u>January</u>
<i>Grass/Weeds</i>	1090	0
<i>Debris/Nuisances</i>	751	20
<i>Junk Vehicles</i>	891	22
<i>Snow</i>	467	206
<i>Overhanging Branches</i>	137	0
<i>Sign Code</i>	174	88
<i>Misc.</i>	355	0
<i>Dead Trees</i>	48	1
<i>Sight Triangle</i>	30	0
<i>Zoning Issues</i>	14	0
<i>Substandard Bldg</i>	19	2
<i>Fences/Walls</i>	15	1

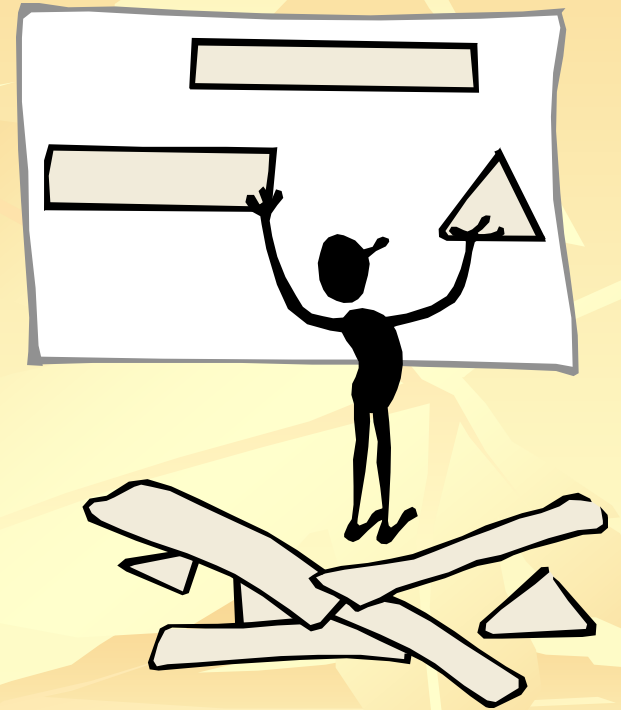
WORKING RELATIONSHIP WITH POLICE DEPARTMENT

- Strong working relationship with Police Department
- On going partnership with Police Department
- Forward referrals to PD for street or right-of-way violations
- Held meetings with PD to discuss ways to improve
 - Communication
 - Referrals
 - Follow-up on tagged vehicles
 - Issuance of citations
 - Back-up for inspections at properties with volatile residents

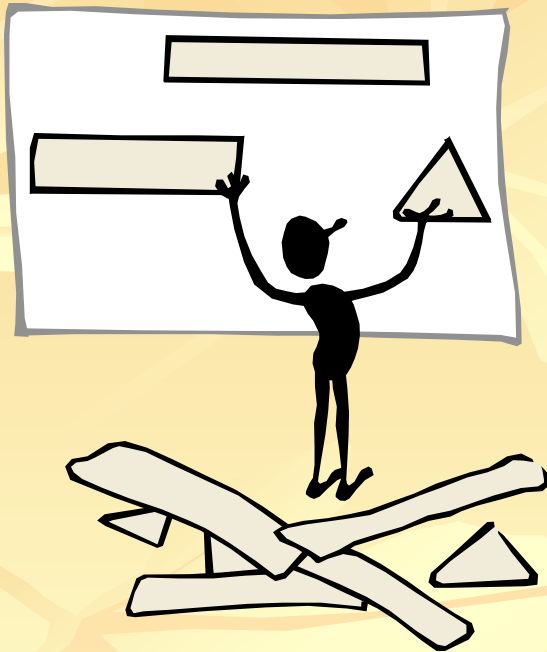


CHANGES IMPLEMENTED

- *Acknowledgement* and follow-up with results for every complaint received.
- Door hangers for *courtesy notification*
- Posting on web site *monthly statistics* for violations



CHANGES IMPLEMENTED



- *Citations* for non-compliance
- *Submissions* for ordinance changes
- Creation of *dedicated team of PD officers* to work with Code Enforcement

- Creation *GIS mapping program* for all off-premise signs, billboards & licenses

CHANGES IMPLEMENTED

- Online Sharepoint *data base* created for better tracking and reporting.
- *Tracking referrals* to
 - Police Department
 - Attorney's office
 - Growth Management
- *Targeted education* for issues/neighborhoods

