

Neighborhood Inspection New Initiatives

Metropolitan Area Building and
Construction Department

April 26, 2016



Triage Policy

In July of 2014 the Neighborhood Inspection Division implemented a triage system to prioritize complaint response based on severity of violations

- Level 1 complaints – Life safety/health safety – immediately to within 24 hours
- Level 2 complaints – routine housing and nuisance complaints – within 72 hours
- Level 3 complaints – minor issues – as time/workload permits (revised in March 2016 to within 30 days)

Case Policy Change

At the same time a policy was implemented to expedite cases

- Eliminated the initial advisory notice
- Set minimum and maximum compliance timeframes
- Limited number of extensions for compliance
- Set a clear path for next actions

Forced Compliance Tools

Neighborhood Court

- Shorter compliance timeframe and extension policy has resulted in more Housing and Nuisance cases to Neighborhood Court
- Number of cases resolved through court in 2015 totaled 978 (up from 945)

Forced Compliance Tools

Abatement

- Increased focus on abatement of nuisances has resulted in more abatements, resulting in a faster resolution of nuisance cases and contributing to a corresponding strain on the abatement budget
 - Number of cases resolved through abatement totaled 280 (up from 177)
 - Number of tall grass and weeds cases resolved through contractor mowing totaled 813 (up from 628)

Resulting Performance

- Housing case days to voluntary compliance: 814 to 596
- Housing case days to forced compliance: 1504 to 1111
- Nuisance case days to voluntary compliance: 77 to 43
- Nuisance case days to forced compliance: 157 to 121

- All the above will continue to trend downward

Emergency Nuisance Cleanup

- Illegal Dumping has become a serious issue particularly in the core area of the city
- Illegal dumping is on the rise in city parks, alleyways, right-of-way, ditches, vacant private properties and even on the city streets
- New Illegal Dumping Cleanup Program will utilize a private contractor to quickly clean up illegally dumped trash and bulky waste from alleys, right-of-way, and other regular dump sites

Emergency Nuisance Cleanup

- Program is set to begin in early May once contractor has been hired
- Focus on removing the nuisance quickly
- Prosecute the offender when possible

Emergency Nuisance Cleanup

- Complaints come in through MABCD – right-of way/alley/vacant lots
- Inspector verifies dumping/looks for evidence
- Private contractor contacted and dispatched for cleanup
- Cleanup completed within 3 business days

Emergency Nuisance Process

- MABCD will verify work, process invoice for payment, track expenditures, prosecute suspects if possible
- MABCD will partner with Park Department and Public Works to track all illegal dumping cases
- The adjacent property owners will be held harmless and will not be cited or charged for the cleanup

Emergency Nuisance Cleanup Performance Measures

- # of complaints received
- # of cases initiated
- # of cases resolved
- Amount of **time** to case resolution

Grandview Heights Pilot Program

At the request of the Neighborhood Association, Neighborhood Inspection will carry out a stepped up enforcement program in the Grandview Heights NA area for a period of 6 months

- All complaints will be responded to within 72 hours (except for life/health safety)
- Complaints will be entered through the CRM module
- Compliance follow up inspections will be prioritized

Grandview Heights Pilot Program

- Neighborhood Inspection will track complaint volume, response time and resolution time
- Neighborhood Inspection will provide status reports to the Neighborhood Association

Code Enforcement Liaison

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The Code Enforcement Liaison is a new CDBG grant funded position designed to gain compliance by helping to resolve housing cases of income eligible homeowners who are in court, or in danger of being cited to court, and are unable to solve their housing issues themselves, by:

- Working with Neighborhood Inspectors to Identify eligible homeowners
- Maintaining a database of assistance programs
- Matching people with appropriate resources

Code Enforcement Liaison

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- Helping homeowners navigate qualification requirements
- Coordinating assistance
- Reaching out to civic and church groups to grow capacity
- Handling the case through the court process

Code Enforcement Liaison Performance Measures

- # of cases referred for assistance
- # of cases resolved
 - Court referrals
 - Before case is referred to court
- Demographic study
- # of new resources added to data base
- Other measures required by grant

Questions

QUESTIONS?

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MABCD

Serving You, In Many Ways, Every Day

