

Neighborhood Preservation and Code Enforcement

Guy Jaques
Neighborhood
Preservation
Senior Manager

Phillip Hubbard
Neighborhood
Services Program
Manager

Erica Barba
Management
Analyst, Senior



August 17, 2023, City Council Work Session

Agenda

- Department and Neighborhood Preservation Overview
- Mission
- Past Practices
- Continuous Improvement / Recent Innovative Process Changes
- Recent Administrative Procedure and Code Changes
- Positive Trends
- Education Efforts
- Forthcoming Changes
- Building Blocks

City Council Strategic Framework Focus:

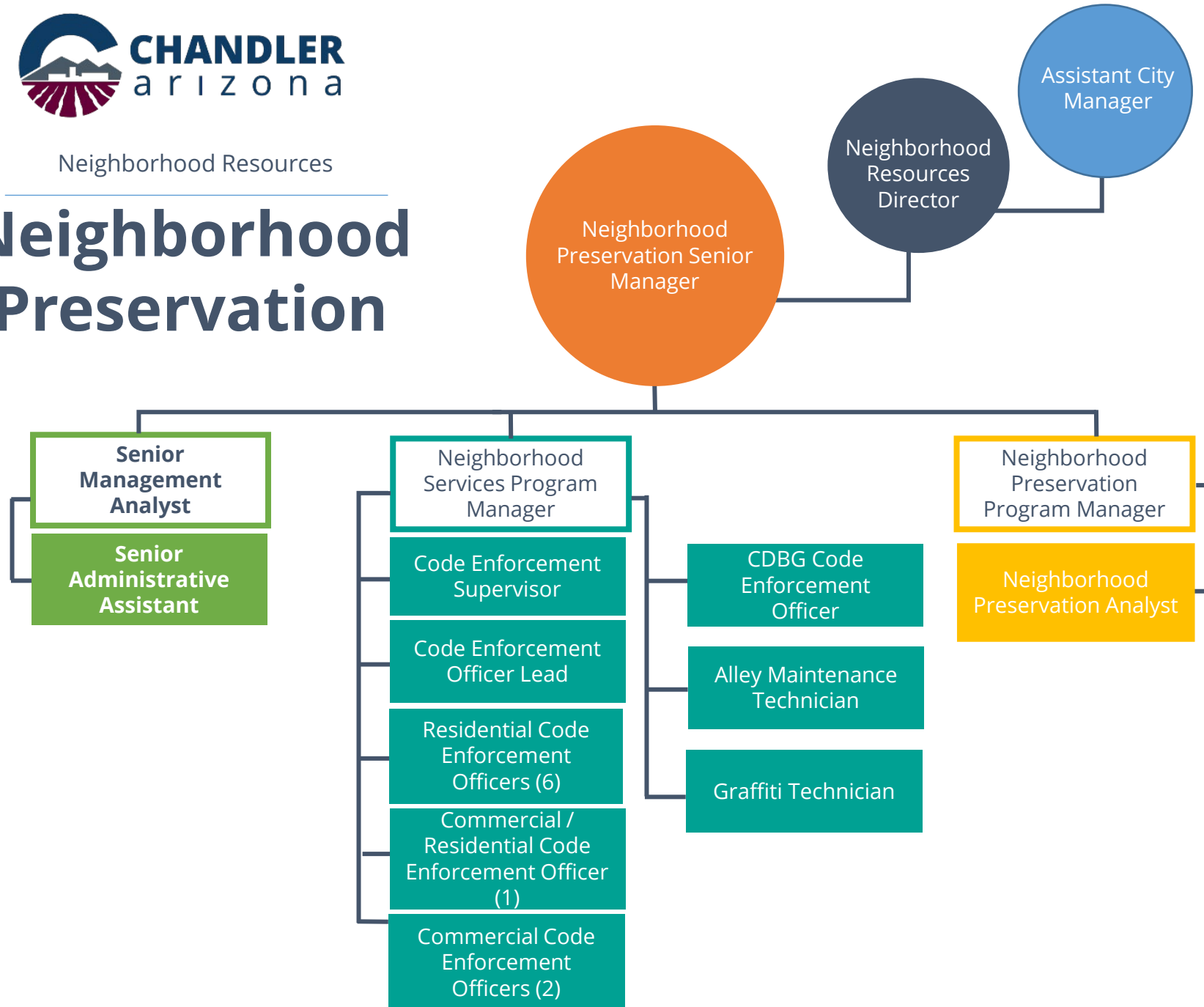
To sustain an exceptional quality of life for Chandler residents, preservation and enhancement of neighborhoods is paramount.

Unique and vibrant communities with:

- A holistic neighborhood improvement approach that connects City departments, non-profits, businesses, faith agencies and residents.
- Partnerships with community leaders, homeowner associations and residents to promote reinvestment in the viability of neighborhoods.



Neighborhood Preservation



Neighborhood Preservation

Division Overview

Code Enforcement

- Residential
- Commercial
- Graffiti Elimination Team
- CDBG Code Inspector
- Alley Maintenance Program

Neighborhood Programs

- Tools on the Go
- Let's Pull Together
- Golden Neighbors

Education

- HOA Academy
- Good Neighbor 101



Code Enforcement Mission

To improve the quality of life in the City of Chandler and promote the public health, safety and welfare of the community by protecting neighborhoods and property values from blight, decline, and deterioration.

- **Innovation**

- **Education**

- **Collaboration**

- **Programs**

Pre-2021 Code Enforcement Practices and Capabilities

- Hand-written notices
- Outdated property maintenance code
- No standardized operating procedures
 - Field inspections
 - Civil citations
 - Abatements
- Inefficient case management system
 - Accela – Not originally designed for Code Enforcement when it was first acquired in 2009
 - Versatility and connectivity problems in the field
- Limited abilities to serve civil citations



City of Chandler Code Enforcement

235 S. Arizona Avenue
Telephone (480) 782-4320 / Fax (480) 782-4350
chandlercode.com blight@chandleraz.gov

005916

NOTICE TO COMPLY

NAME: [REDACTED]	ADDRESS: 211 W [REDACTED]
DATE OF BIRTH: [REDACTED]	VIOLATION LOCATION: [REDACTED]

City Code / Zoning Code (ZC)	Violation Description	RE-INSPECTION DATE
X 30-3.1(A) Exterior Windows, Doors, Screens	Damaged Roof: hole in	30
30-3.1(B) Fences, Screen Walls, Retaining Walls	exterior wall - gap in front door	Jan
30-3.1(I) Building Address Numbers Required	Broken windows / boards in	2019
X 30-3.2(A)(1) Trash, Debris / Outside Storage	Windows, Damaged	
30-3.2(B) Alley Maintenance	stump, Damaged	
30-3.2(C) Stagnant/Blighted Swimming Pool, Spa, or Pond	fence, Litter, trash,	
X 30-3.2(D)(1) Weeds / Dead Vegetation	Debris, weeds	
30-3.2(D)(2) Overgrown Grass	tree stump -	
X 30-3.2(D)(2) Deteriorated Landscaping	front yard	
30-3.2(D)(2) Palm Trees - Excessive Dead/Dry Palm Fronds		
30-3.2(D)(3) Overhanging/Protruding Vegetation		
30-3.2(D)(4) Obstruction: Trees, Bushes, Shrubs		
X 30-4(B) Graffiti	Blighted Property	
30-5 Causing or Maintaining a Public Nuisance		
30-5 (A)(2) Inoperable Vehicle		
30-5 (A)(3) Animal Waste		
30-5 (A)(9) Swimming Pool Barrier		
30-5 (A)(16) Personal Property in the Public Right-of-way		
30-5 (A)(16) Parking Blocking a Public Sidewalk		
30-5 (A)(21) Unsecured Building or Structure		
30-5 ZC35-1802(5) Unimproved Parking Surface		
30-5 ZC35-1802(10) Front Yard Parking		
30-5 ZC35-304(1) Illegal Land Use		
29-2 IBC105.1 Building Permit(s) Required		
ZC39-7.1 Sign Permit Required		

Comment: [REDACTED]

PLEASE CORRECT THE VIOLATION(S) BEFORE THE ABOVE RE-INSPECTION DATE(S). FAILURE TO COMPLY WITH THIS ORDER WILL RESULT IN CIVIL OR CRIMINAL COURT ACTION.

I have read this notice and understand my signature below merely acknowledges acceptance and is not an admission of guilt.

Received by: [REDACTED] Date: 16 Jan 19 Time: 3:17 PM
Code Inspector: [REDACTED] Date: 16 Jan 19 Time: 3:17 PM

IF YOU HAVE ANY QUESTIONS, PLEASE CALL THE CODE INSPECTOR LISTED ABOVE.
PLEASE SEE BACK FOR MORE INFORMATION ON CITY CODES AND ZONING ORDINANCES

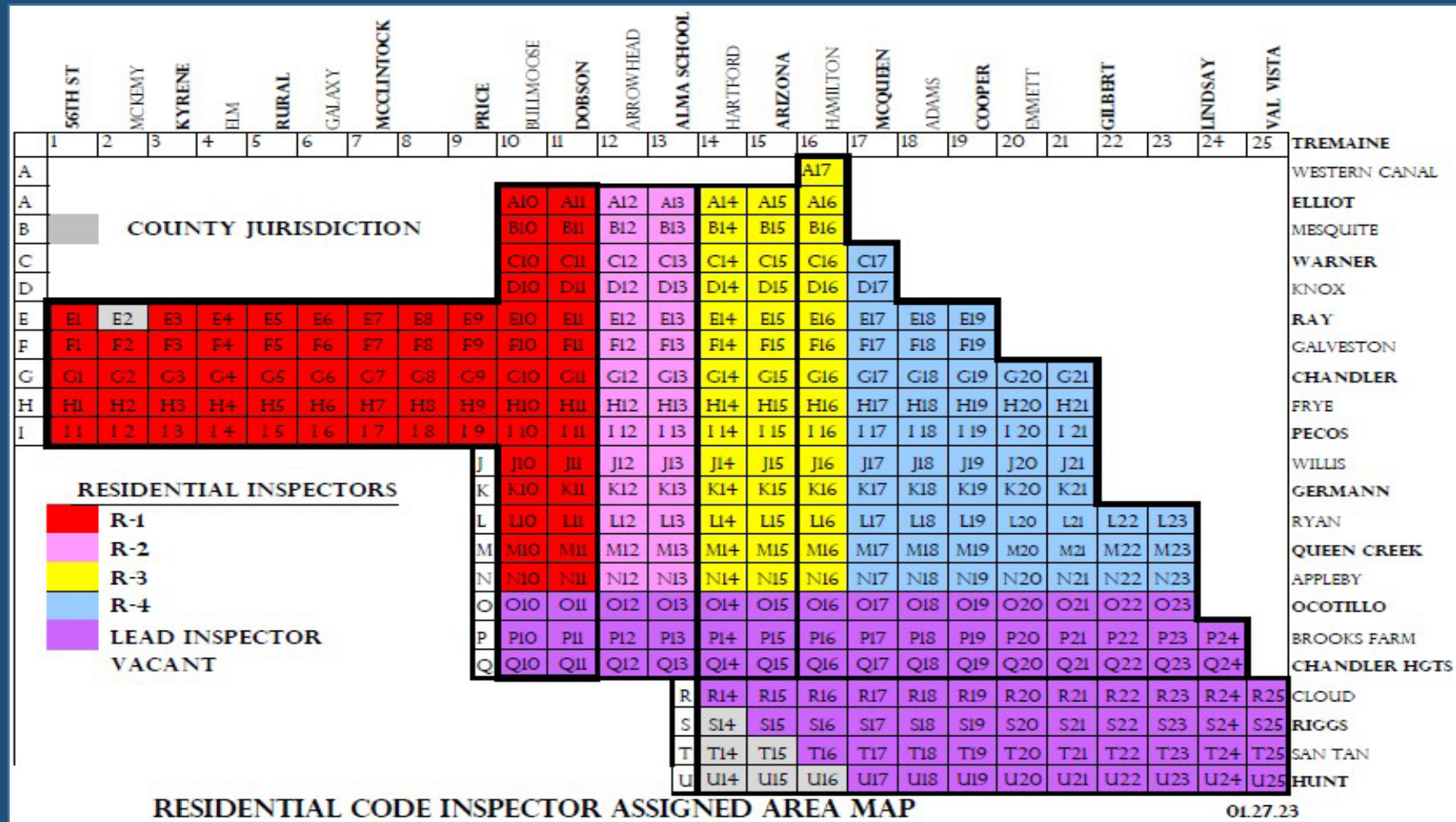
Improved Reporting



- Highly efficient, web-based case management system
- Designed specifically for Code Enforcement activities
- Customizable violation notices are more descriptive and include photos of violations
- Read-only access for other department staff to provide better customer service
- Improved data reporting for effective use of staff and resources
- iPad Accessibility and new mobile printers in the field began in 2021

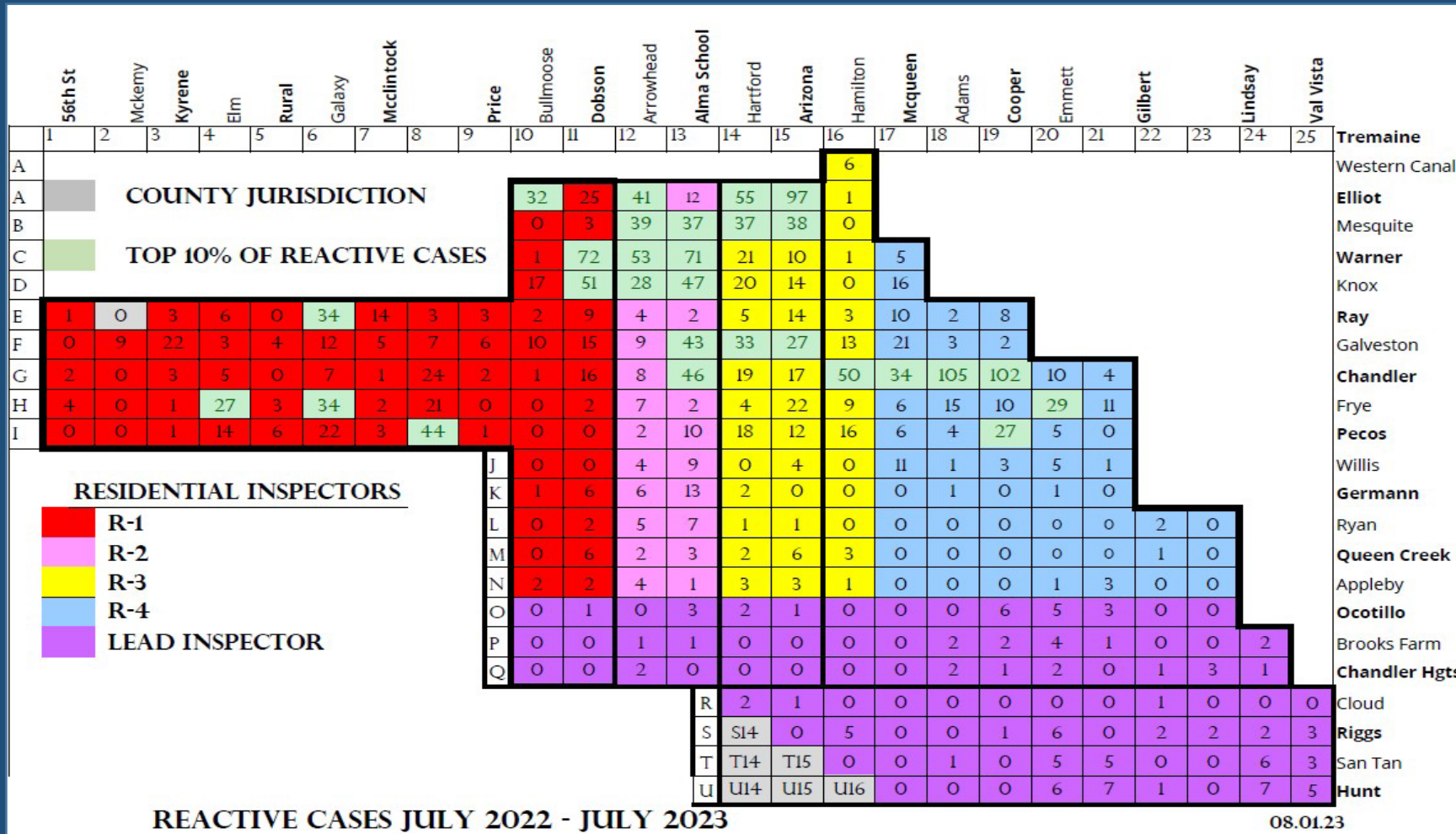
Previous Inspector Area Assignments

Inspector territories not determined through data collection



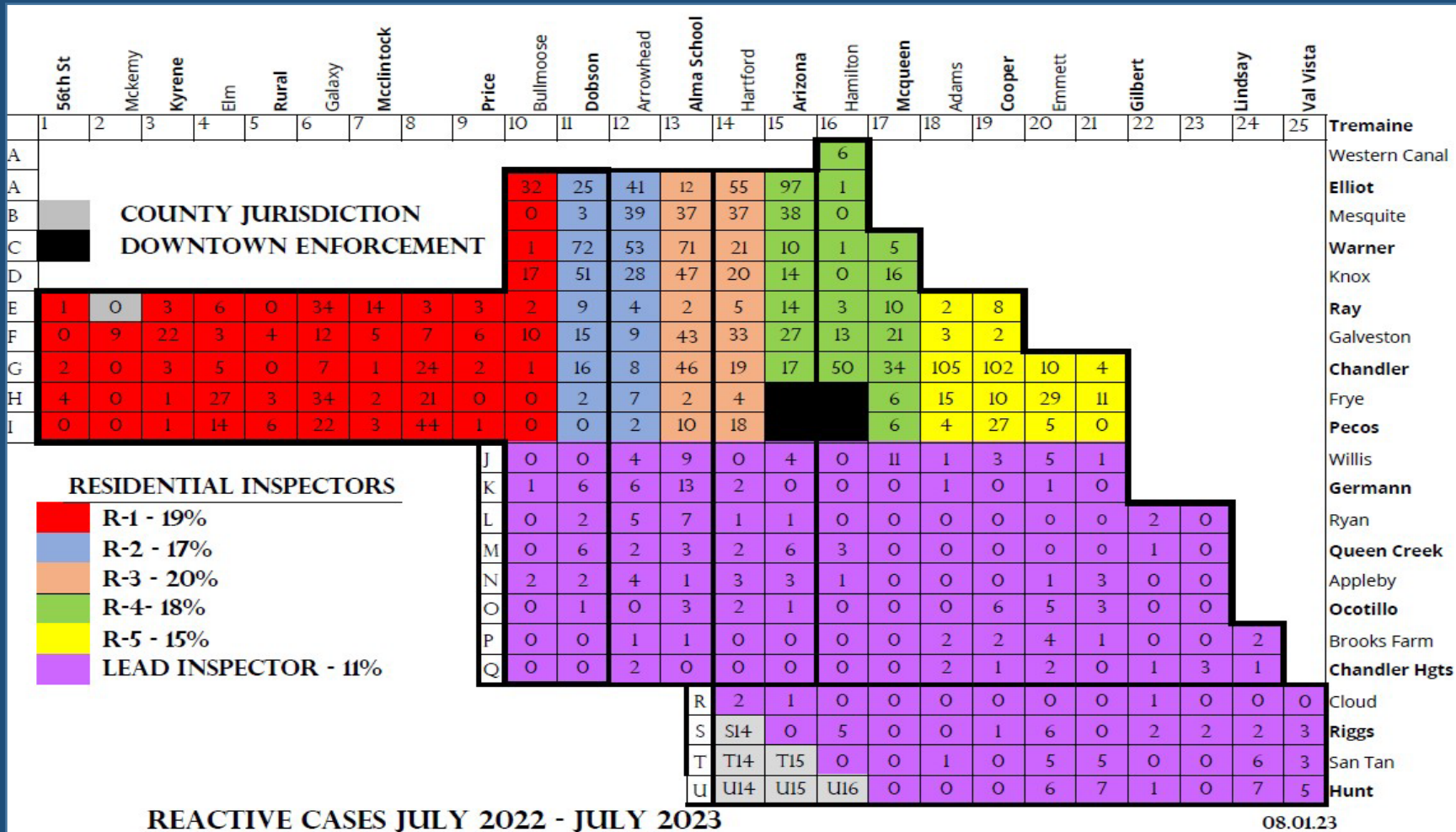
Data Driven Decisions

Citizen-initiated cases per grid square FY 22/23



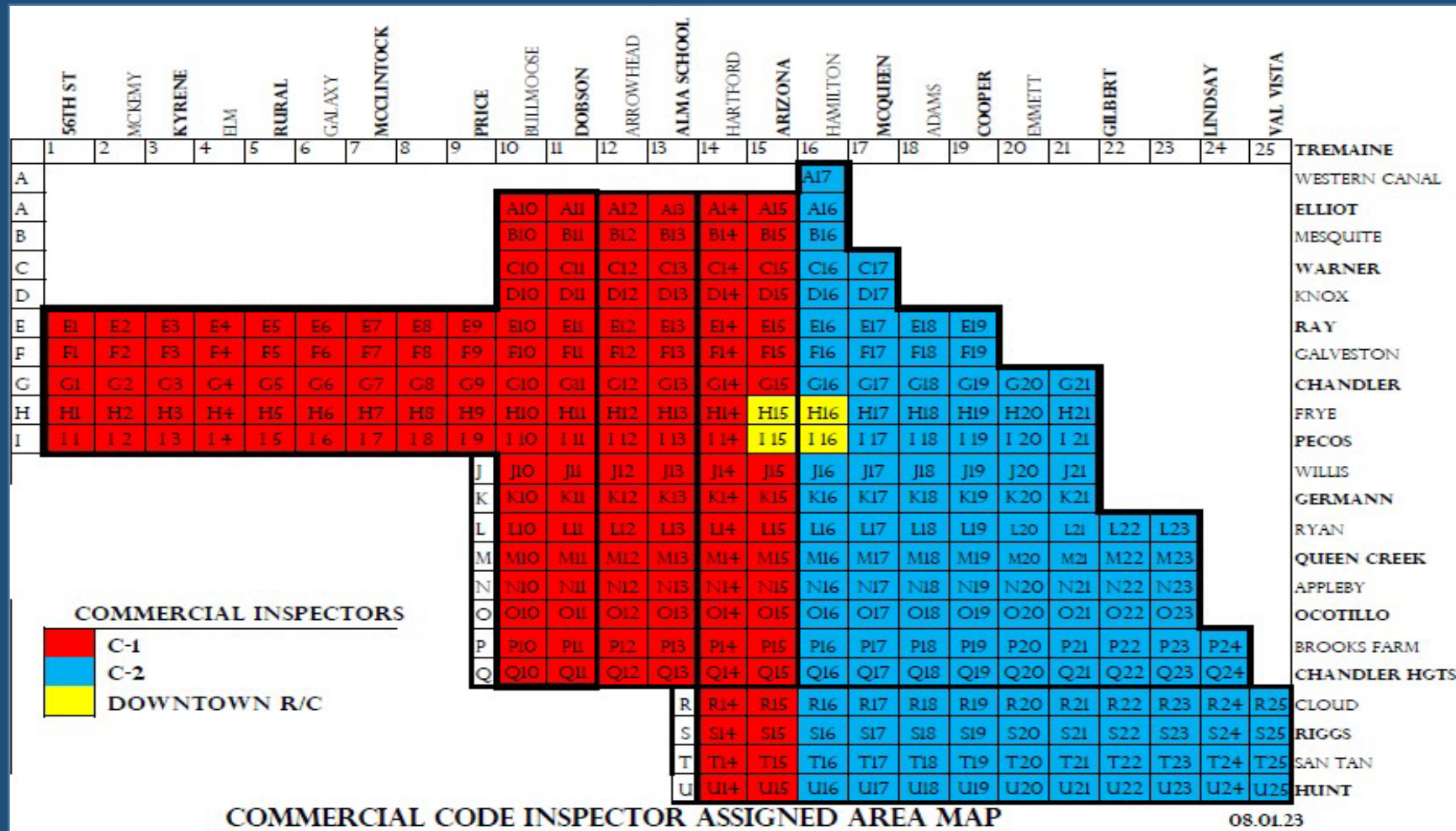
Current Inspector Area Assignments

Inspector territories adjusted to improve response time and overall efficiency



Approved Decision Package

Successful acquisition of new downtown/business district inspector



Enhanced Automation

Automated notices with mobile printing capabilities



NOTICE OF VIOLATION



Address: [Redacted]
Parcel: 30274095

Case Number: CE-23-03-1700
Date of Notice: April 3, 2023

An inspection of the property was conducted on April 3, 2023. During the inspection of the property, the violation(s) listed below were observed. Please correct the violations before the reinspection date(s). Failure to comply with this order will result in civil or criminal court action.

30-18(G) Overgrown or Unmaintained Grass and Weeds City Ordinance: 30-18(G)

Corrective Action:

Remove all overgrown and/or unmaintained grass/weeds from the property and maintain. RE: WEEDS AND UNCONTROLLED VEGETATION, AS TALL AS 24 INCHES. RESOLVE BY REMOVING ALL WEEDS, ETC. MAINTAIN THE ENTIRE PROPERTY: FRONT, SIDE AND REAR YARDS, INCLUDING THE DRIVEWAY, FREE OF WEEDS, ETC.

Ordinance Summary:

No person owning or occupying any property fronting on any street, alleyway or public place in the City, shall allow thereon grass or weeds characterized as uncontrolled, unmaintained or overgrown, including those areas between the property line and the street, when such conditions create a blighted condition or may harbor infestations or are likely to become a hazard to the public health or safety.

REINSPECTION DATE: April 17, 2023



Please contact the Code Inspector below if you have any questions about this notice or would like to request an extension to correct the violations.

Por favor comuníquese con el Inspector del Código que está a continuación si tiene alguna pregunta sobre este aviso o si desea solicitar una extensión para corregir la/s infracción/es.

Code Inspector: [Redacted]
Phone: [Redacted]
Email: [Redacted]
Office Location: 235 S. Arizona Ave., Chandler AZ 85225
Code Hotline Phone Number: 480-782-4320

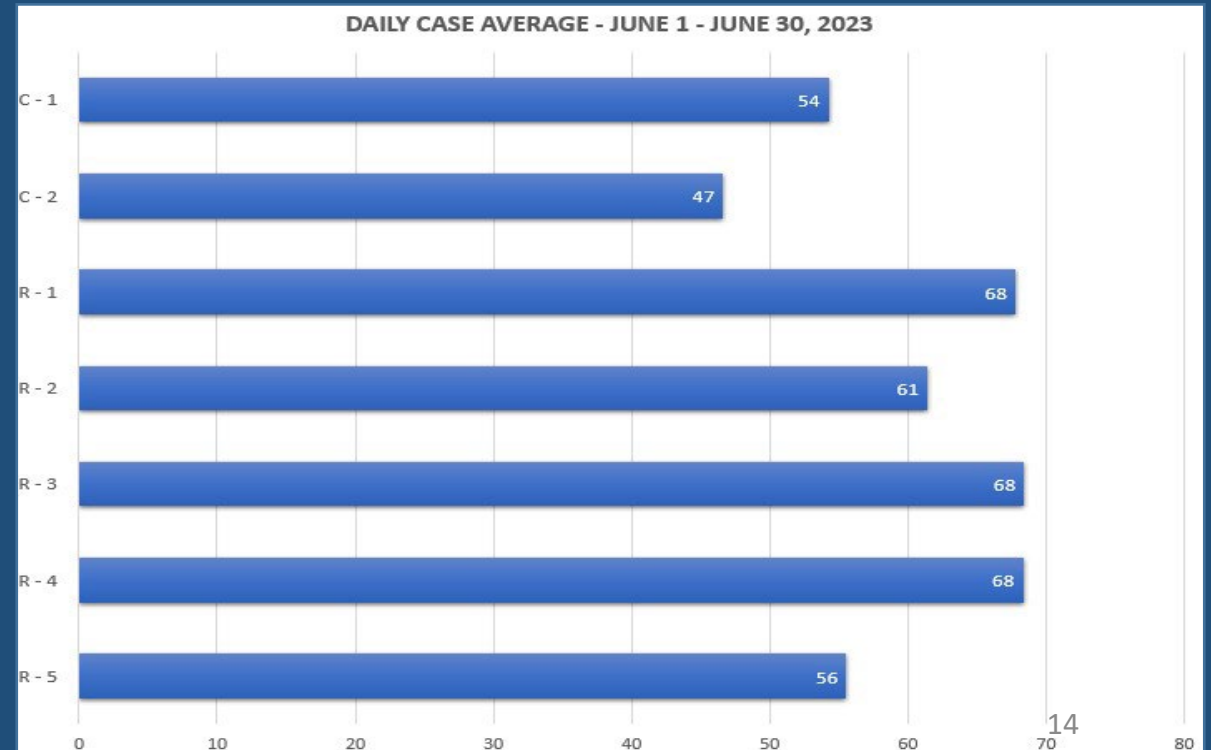
The Arizona Relay Service provides free telephone access 24 hours for the deaf, hard of hearing, deaf-blind, and hearing or speech impaired 1-800-367-8939 or 1-800-842-4681 (voice).

Performance Goals and Measurement

- Implemented individual and team performance goals
 - Initial response within 2 days
 - 50%+ Proactive inspections
 - Case cycle time < 30 days
 - Minimum case average – 50 cases (newly implemented)

TEAM - JUNE 2023	
515	Less than 2 days
538	Total initial inspections
96%	Responded within 2 days
195	Reactive
343	Proactive
538	Total new cases
36%	% of Reactive/total
64%	% of Proactive/total
798	Total re-inspections
1336	Total Inspections
518	Cases Closed
22	Cycle Time

INSPECTOR R - 1	
81	Less than 2 days
88	Total initial inspections
92%	Responded within 2 days
43	Reactive
45	Proactive
88	Total new cases
49%	% of Reactive/total
51%	% of Proactive/total
102	Total re-inspections
190	Total Inspections
97	Cases Closed
19	Cycle Time



Statistics

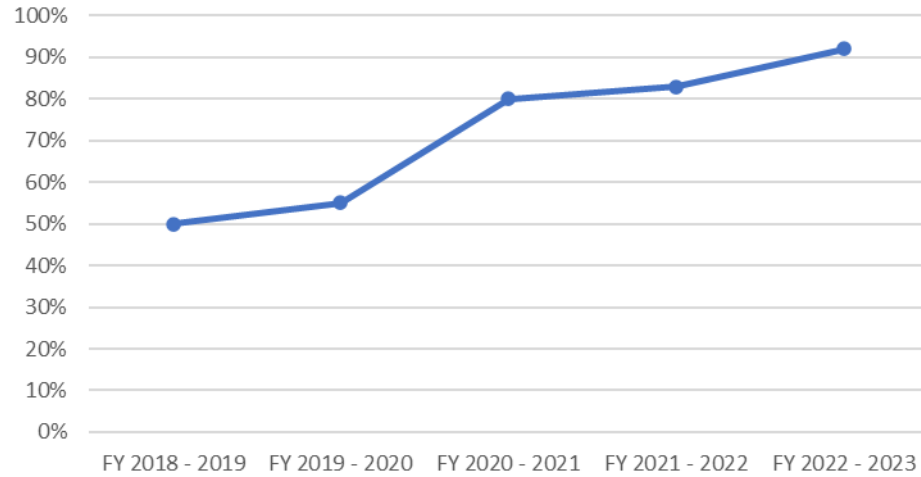
Residential FY2022-2023
4,479 Total Cases
11,077 Total Inspections
92% Response Time Citizen Initiated Cases
24 Days Average Case Cycle Time
4,543 Total Closed Cases

Commercial FY2022-2023
960 Total Cases
2,420 Total Inspections
93% Response Time Citizen Initiated Cases
30 Days Average Case Cycle Time
924 Total Closed Cases

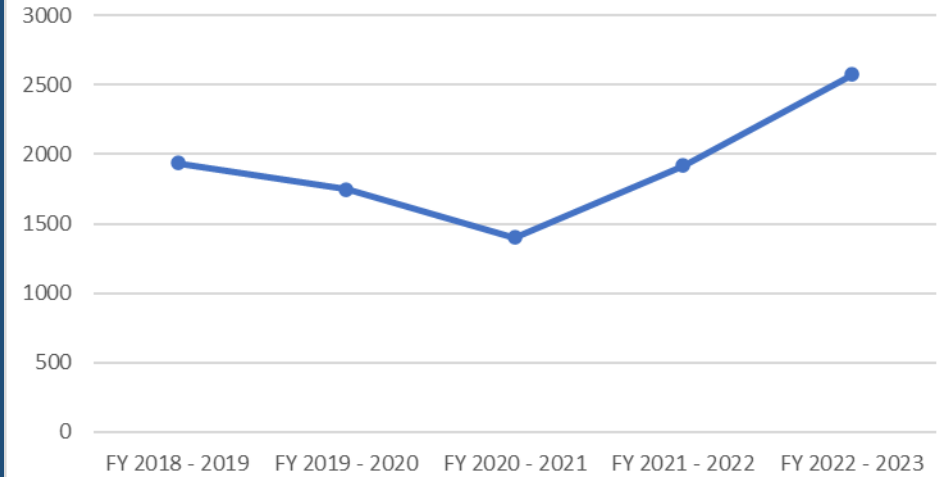
Abatements
February 2021 to June 2021 = 1
FY 2021-2022 = 17
FY2022-2023 = 33

Performance Trends

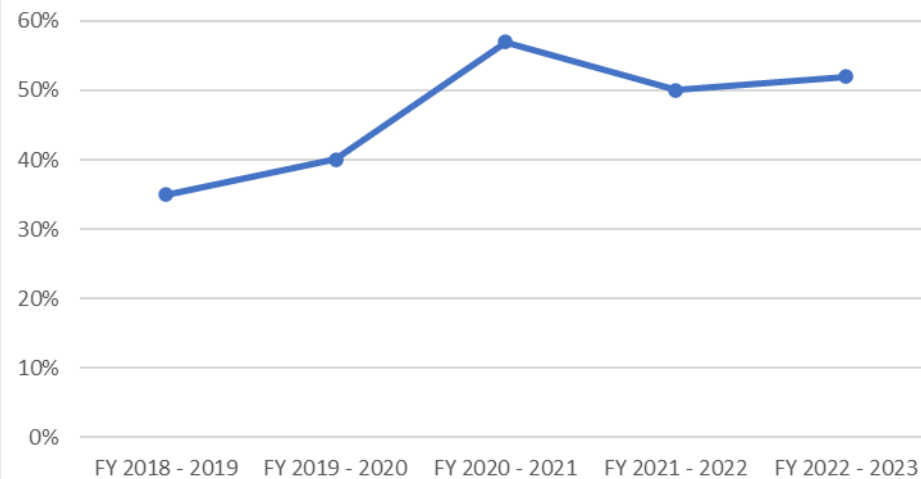
2 Day response



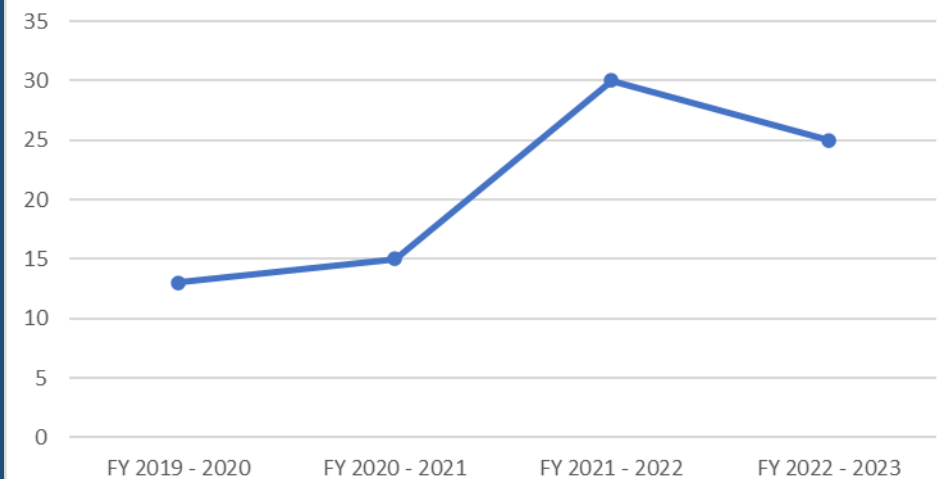
Commercial Property Inspections



% of Self-initiated cases

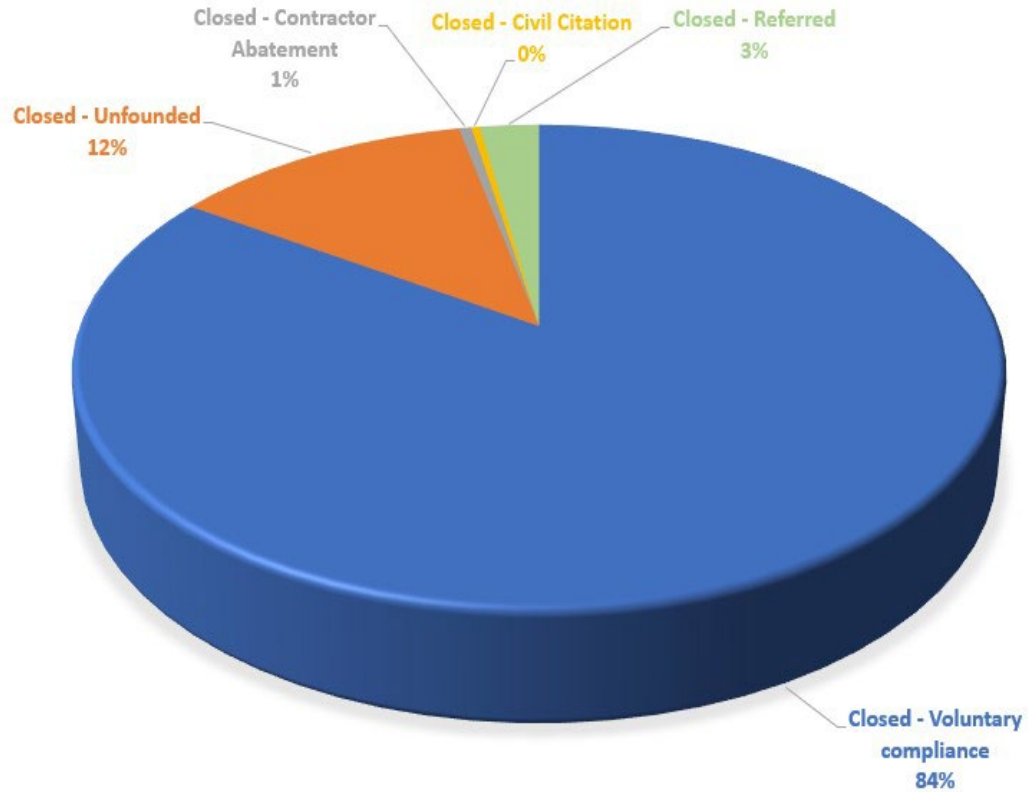


Case Cycle time

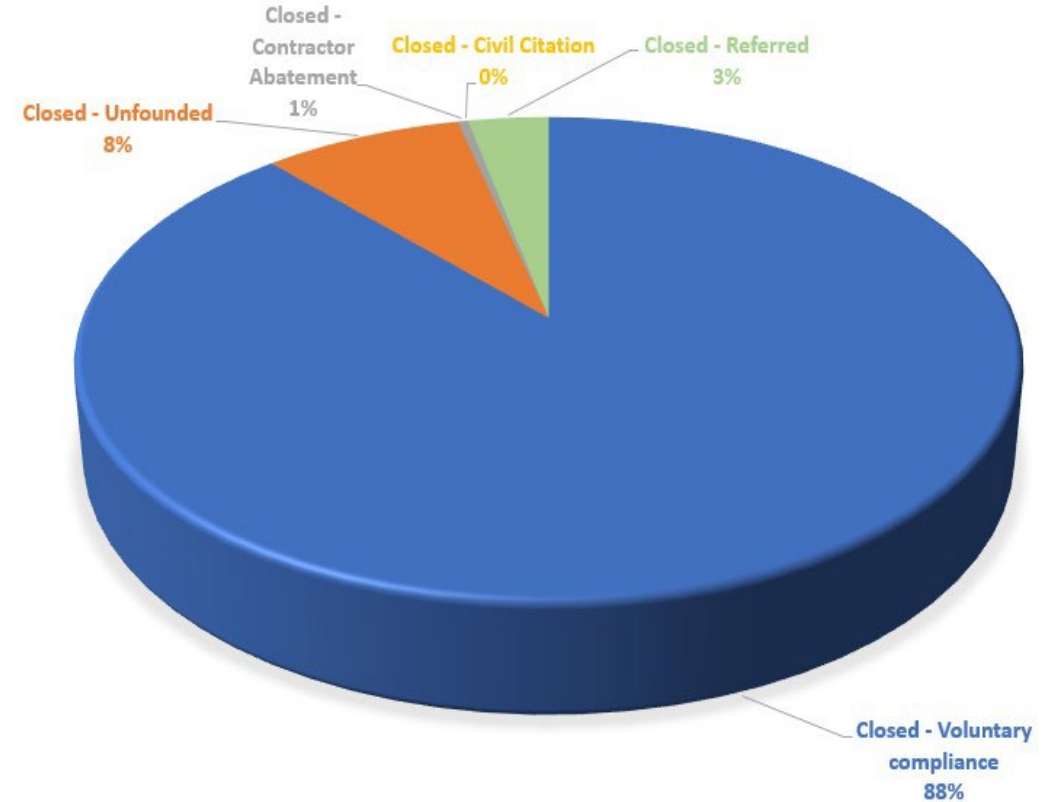


Case Outcomes – FY22/23

RESIDENTIAL CLOSED CASES STATUS FY 22/23



COMMERCIAL CLOSED CASES STATUS FY 22/23



2021 Procedure and Code Changes

Code Changes:

- 30-17(A) Work performed without a permit
- 30-17(J) Premise identification
- 30-19(G) Vehicle parking on unimproved surfaces
- 30-20(C) Stagnant water
- 30-20(I) Prohibits illegal dumping or accumulations of animal waste -
Bi-weekly minimum removal
- Designates Neighborhood Resources Department as administrator

Administrative Procedure Changes:

- Neighborhood Preservation Senior Manager responsible for Code interpretation and implementation
- Eliminated administrative hearings for abatements and streamlined process
 - 62 days start to finish (Previously 100+ days)
- Established procedures for serving citations
 - Hand delivery (3 attempts)
 - Mail regular & certified
 - If unsuccessful, posted on the property
- Escalating penalty scale, \$250 first violation, \$500 second violation, \$750 third violation within 24 – month period

Education

Updated Chapter 30

- Effective January 2021

Coordinated Education Outreach

- Good Neighbor 101 (4 per year)
- G.A.I.N. Event
- Safety Fair
- Envision Events (6 in FY 22/23)
- Sun Groves Annual Spring Fling
- Social Media Posts



Collaboration



Forthcoming Changes

Technology:

- Building Blocks – Advanced map-based data collection software
- Enhanced analytic data collection
- Acquire new 5G Ipads and compatible vehicle printers to improve efficiency and productivity
- Yodeck – Cloud-based digital signage platform for the purpose of displaying pertinent code case information on a monitor for internal staff

Staffing:

- Downtown/business district Code Enforcement Inspector (residential and commercial)

Enforcement:

- Short Term Rental ordinance effective August 1, 2023

Property Maintenance Code Amendments:

- Lighting
- Vehicles obstructing the right-of-way

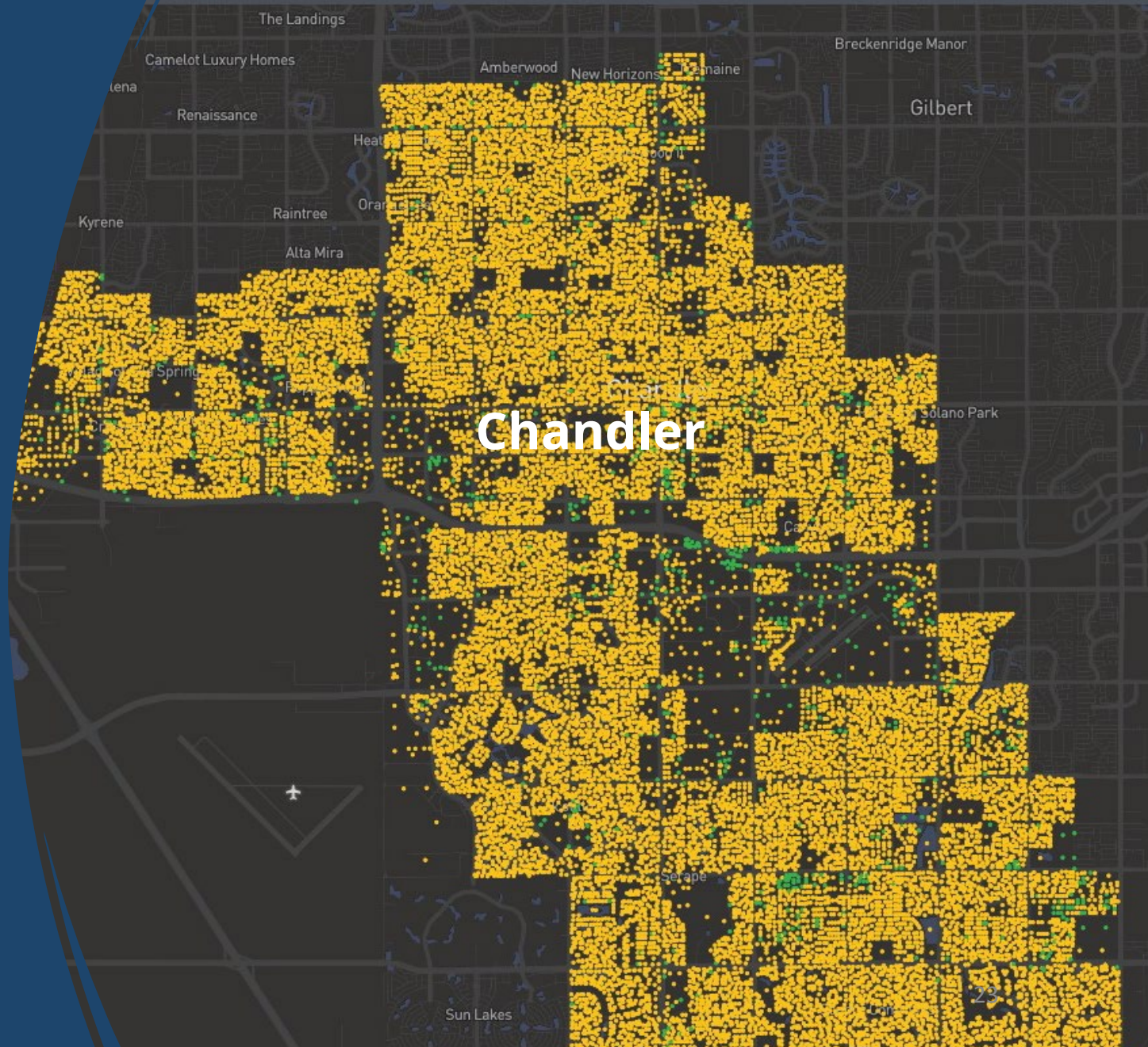
Vehicle Obstructing Right-of-Way



100,835 properties

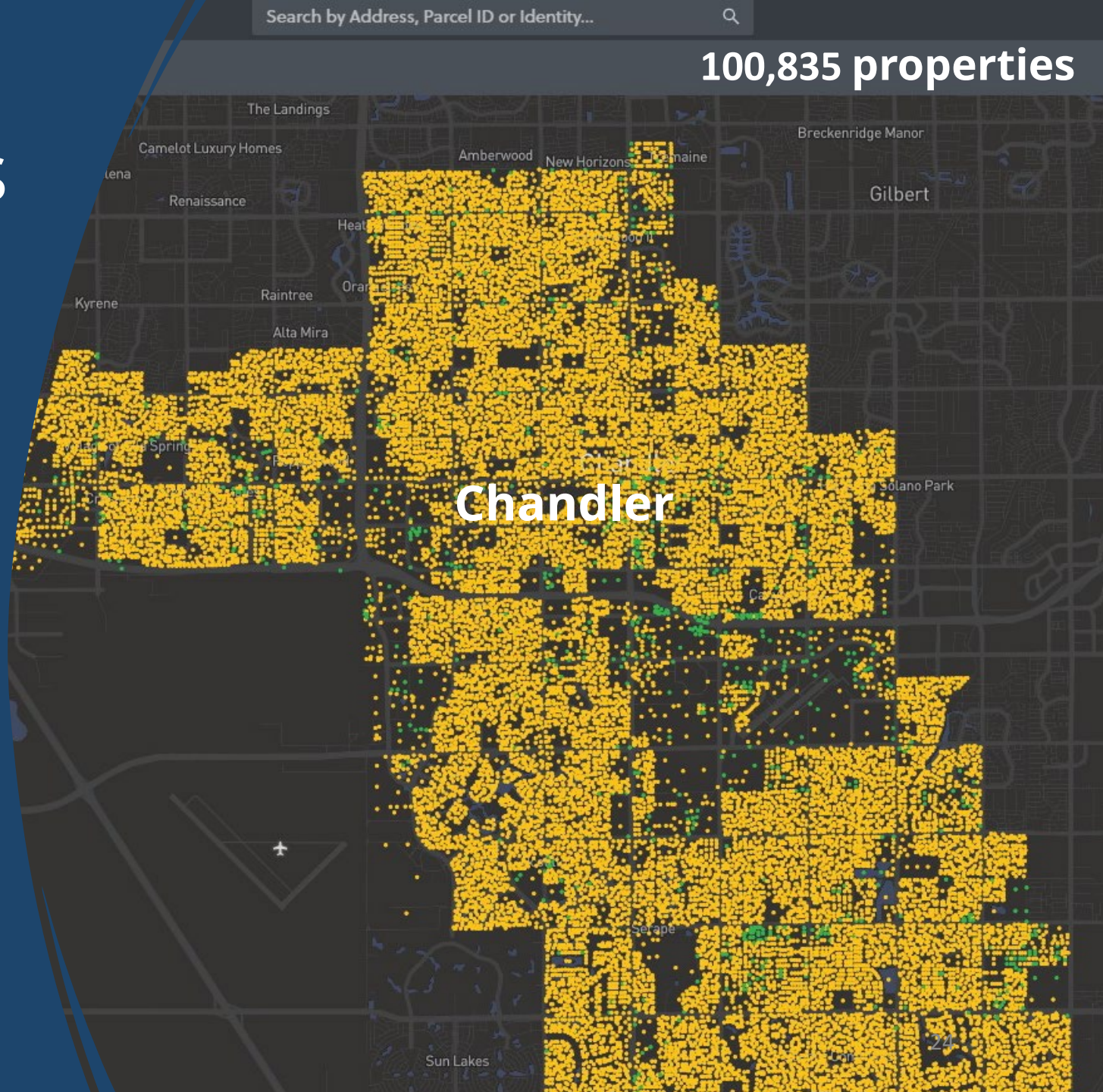
Building Blocks

Advanced Mapping and Analytics Based Application that connects data held in different systems and formats across City Departments, State and Federal Agencies.



Summary of Benefits

- Allows for multifaceted approach to address needs from the physical, safety, and community perspectives
- Identify distribution of resources and City services
- Identify areas with greatest need
- Predictive capabilities



Data Sources

- Maricopa County Assessor
- United States Postal Service
- Geographic Information System (GIS)
- 2020 Decennial Census Block Data
- American Community Survey
- US Census Bureau
- Comprehensive Housing Affordability Strategy (CHAS)
- Lexis Nexis (Police Calls for Service)
- City of Chandler
 - Lucity
 - Accela
 - GoGov
 - Parks and Recreation Data
 - Active Board and Commission Membership

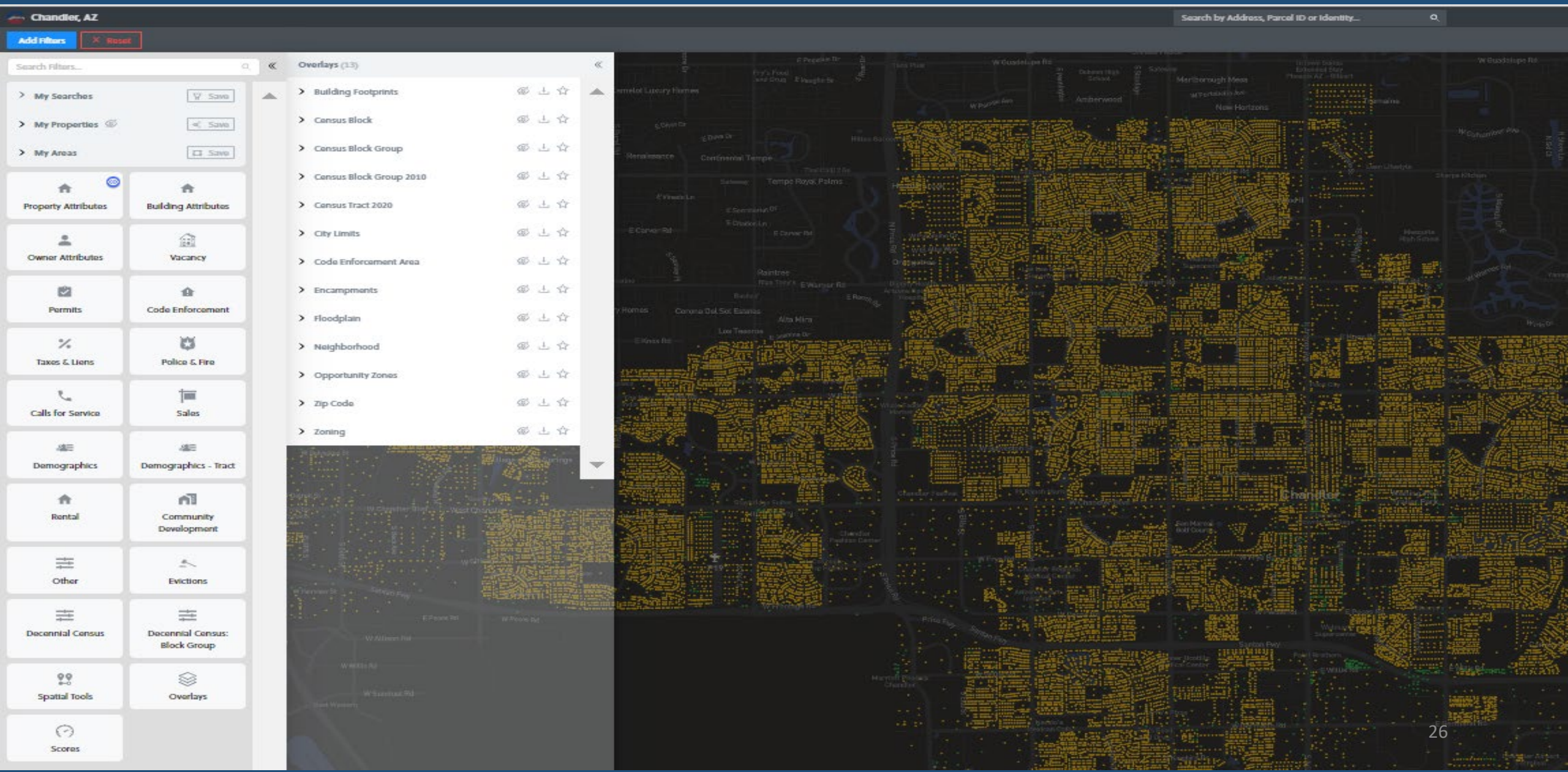
Future Sources

- Fire Calls for Service
- Terros Health Data
- Court Data
- Utilities

Targeted Analysis

- Code Enforcement
 - Violations
 - Graffiti
 - Case Counts
 - Illegal Dumping
- Neighborhoods
 - HOAs
 - Registered Communities
 - Aging Neighborhoods
 - Programs
 - For Our City eligibility
 - Golden Neighbors
 - Equity
 - Envision
- Homelessness Management
 - Encampment Reporting
- Property
 - Rental
 - Evictions
 - Building Permits

Filters and Overlays



Suspected Rentals

Search by Address, Parcel ID or Identity...



erica.barba@chandleraz.gov Support

Save

Current Use



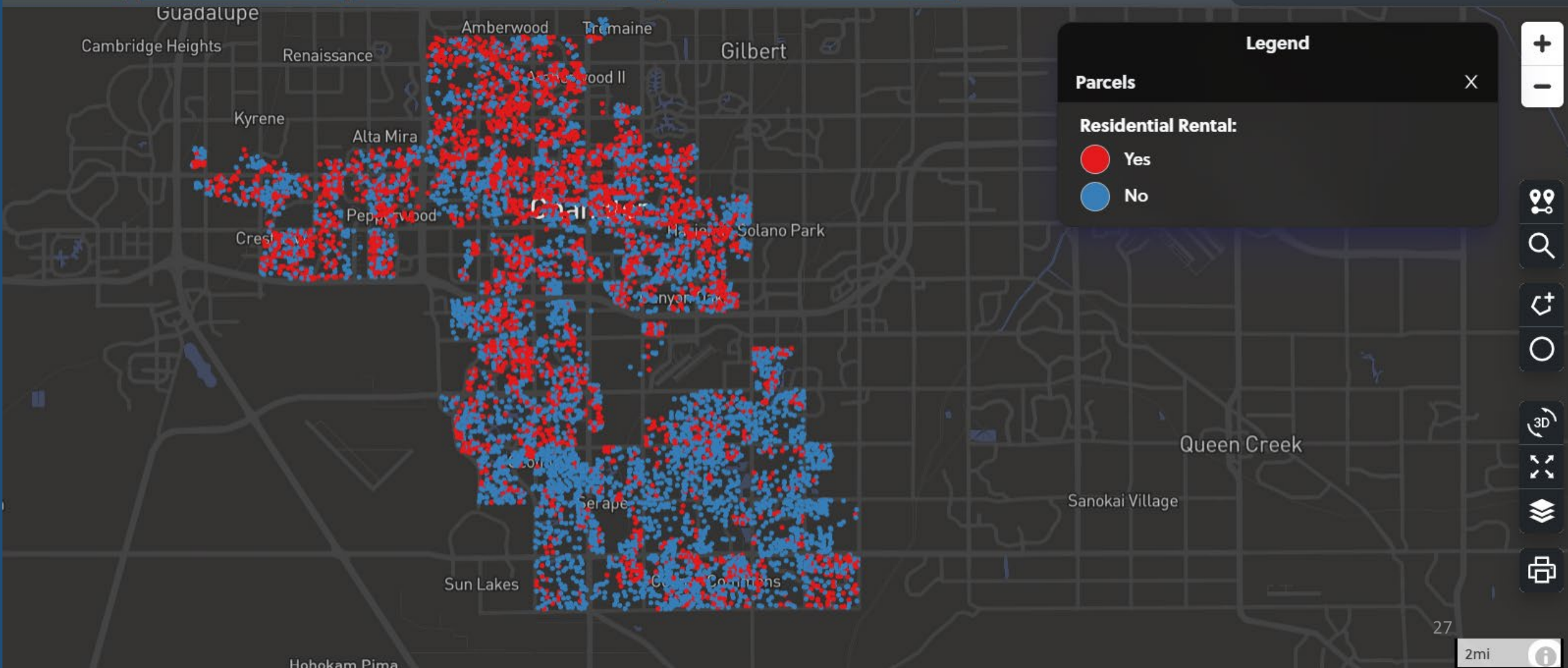
Owner Property Count



Owner Occupied: No



14,389 properties



Envision Report

Neighborhoods

- Amberwood South
- Galveston
- South Historic Chandler



Scoring

Weighted numbering system to leverage data across departments to identify overall distribution of City resources.

Neighborhood_Score_v2 (clone) - (Census Block Group)

Last Run: 06/04/2023 12:21 pm

Choose Color Scale



Choose Layer to Score

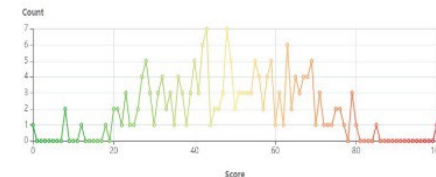
Census Block Group

Saved Filter

Schedule

MANUAL

Overall Distribution



Factor Weights



Filters included in this score

*Not exhaustive

- > **Code Violations - Count by Type**
From 05/01/2021 to 12/31/2023
- > **Police Calls for Service**
- > **Tax Delinquent**
- > **Property Sales - Count**
From 05/01/2021 to 12/31/2023
- > **Case General Status**
From 05/01/2021 to 12/31/2023
- > **USPS Vacancy**
- > **Residential Rental**
- > **Families with Children Under 18**
- > **Renter Cost Burdened**
- > **Homeowner Cost Burdened**
- > **Evictions - Count by Type**
From 05/01/2021 to 12/31/2022
- > **Building Permits - Count by Type**
From 05/01/2021 to 12/31/2023
- > **Grant Type By Neighborhood**
- > **Number of Neighborhoods by Census Block Group**
- > **Average Library Usage by Census Block**

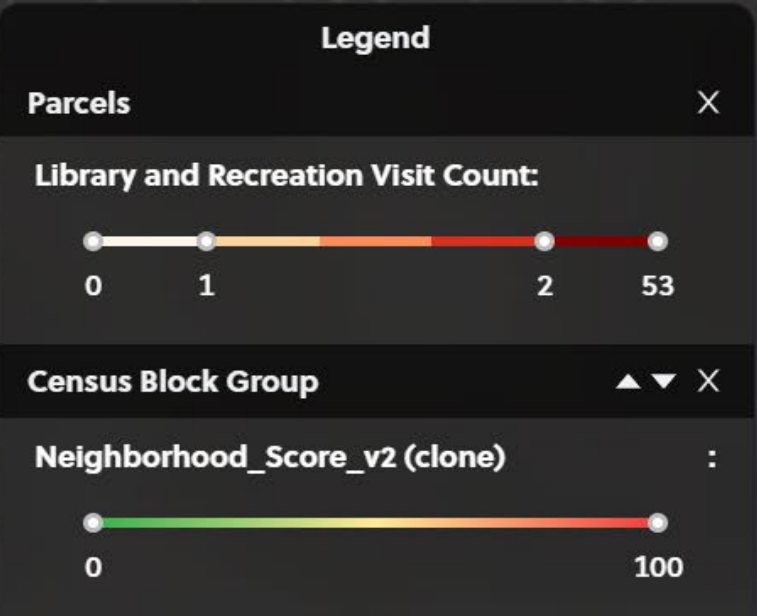
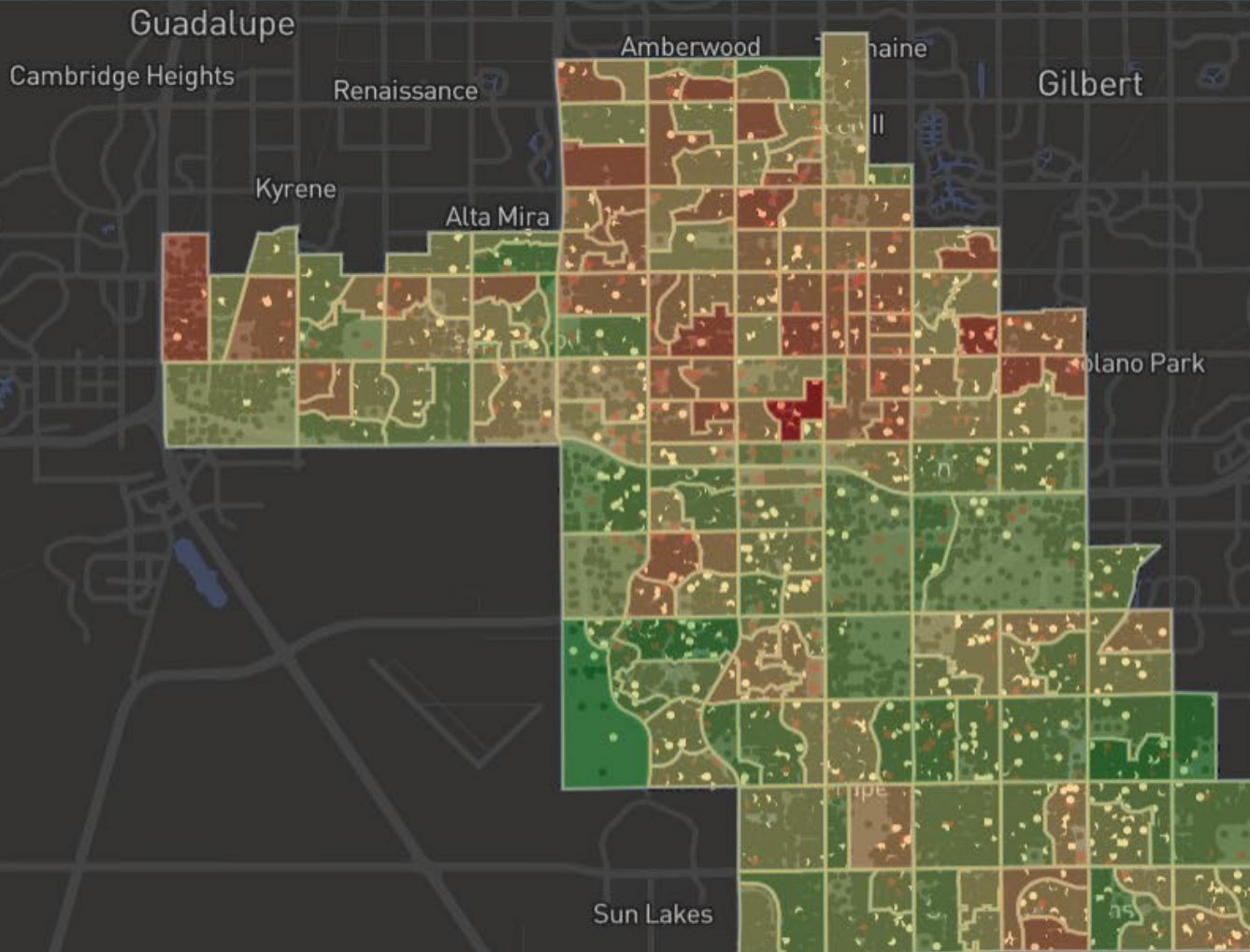
Library and Recreation Visits

Search by Address, Parcel ID or Identity...



erica.barba@chandleraz.gov Support

100,883 properties



Citywide Outreach Pilot Program

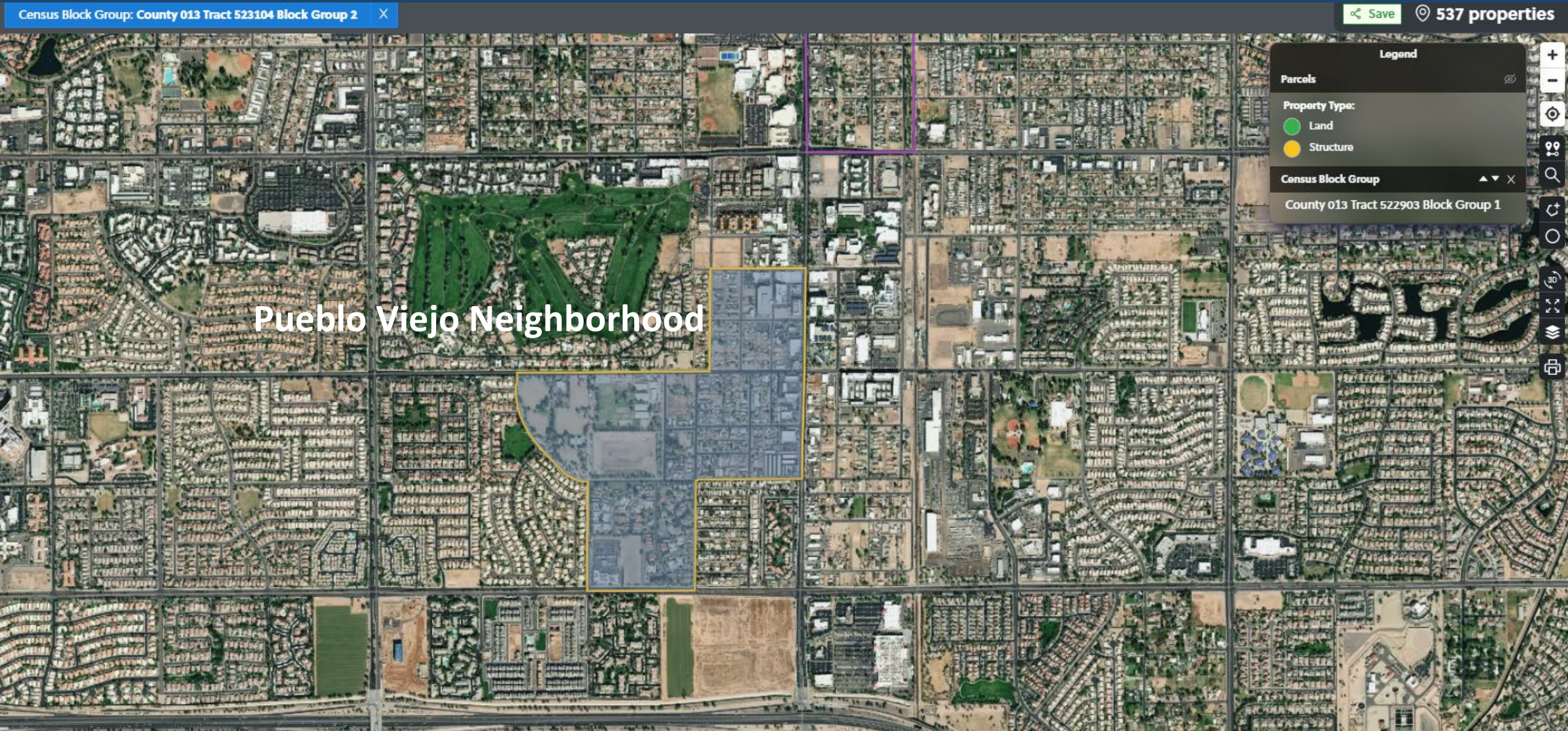
Decision Package for Multi-departmental Pilot focusing on two neighborhoods/area and serves as a pre-cursor to the Envision Program

Pilot Components

- Outreach
- Mini-events
- Weekly Recreation Activities
- Open Gym
- City Resources



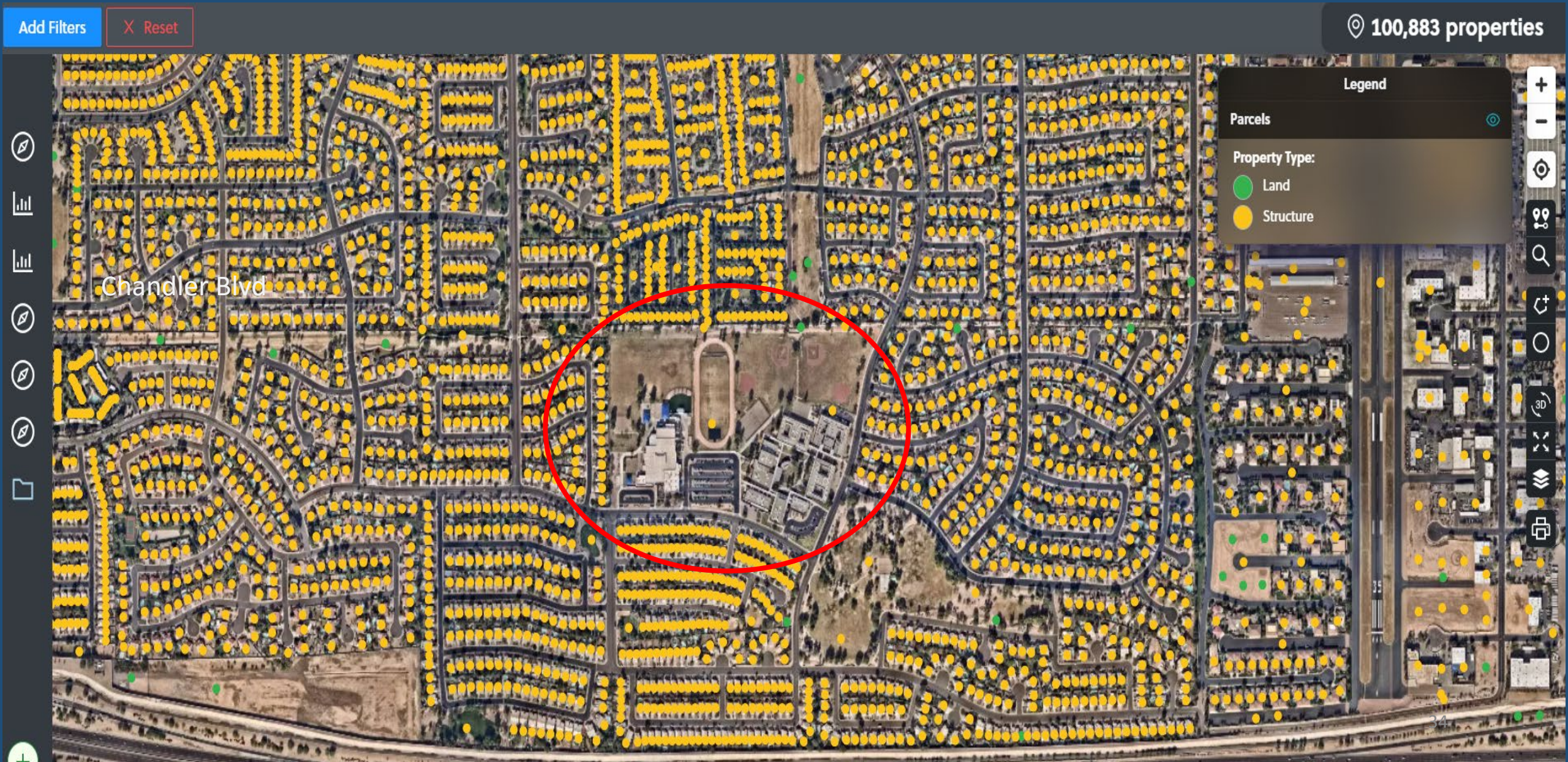
Pueblo Viejo Satellite View



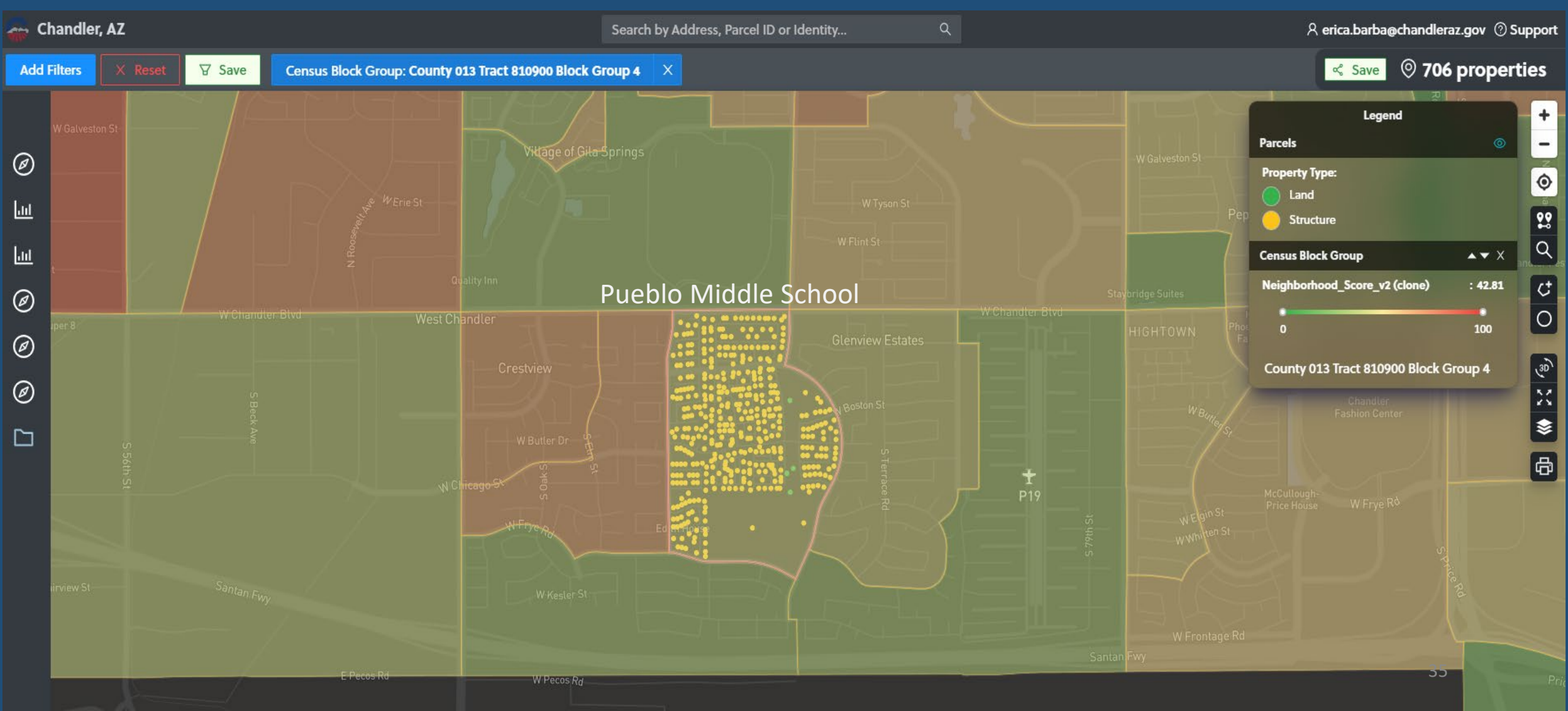
Pueblo Viejo Neighborhood Scoring



Pueblo Middle School - West Chandler



Pueblo Middle School - West Chandler Scoring



Next Steps

- Neighborhood Outreach:
 - Additional community needs assessments in Pueblo Viejo; Glenview Estates, and Twelve Oaks Neighborhoods
 - Partnerships with San Marcos Elementary (Pueblo Viejo) and Pueblo Middle School (Glenview Estates and Twelve Oaks)
 - Mobile jazz festival beginning in early 2024
- Downtown Area Code Enforcement:
 - Implement the downtown/business district code enforcement program with new Commercial/Residential Code Inspector
- Code Changes/Additions to Property Maintenance Ordinance:
 - Add proposed lighting code – “No person shall cause, allow, or permit any exterior lighting rays to be directed off the property upon which the lighting is located on any abutting or adjacent public or private property”
 - Amend code dealing with right-of-way obstructions to include “vehicles obstructing sidewalks”