

Meeting Minutes

City Council Work Session

August 17, 2023 | 4:30 p.m.
Council Chambers Conference Room
88 E. Chicago St., Chandler, AZ



Call to Order

The meeting was called to order by Mayor Kevin Hartke at 4:30 p.m.

Roll Call

Council Attendance

Mayor Kevin Hartke
Vice Mayor Matt Orlando
Councilmember OD Harris
Councilmember Mark Stewart
Councilmember Christine Ellis
Councilmember Jane Poston
Councilmember Angel Encinas

Appointee Attendance

Josh Wright, City Manager
Kelly Schwab, City Attorney
Dana DeLong, City Clerk

Staff in Attendance

Tadd Wille, Assistant City Manager
Leah Powell, Neighborhood Resources Director
Guy Jacques, Neighborhood Preservation Senior Manager
Erica Barba, Management Analyst Senior
Priscilla Quintana, Neighborhood Preservation Program Manager
Phillip Hubbard, Neighborhood Services Program Manager

Discussion

1. Presentation and Discussion Regarding City of Chandler's Neighborhood Preservation and Code Enforcement Standards, Procedures, and Programs

MAYOR HARTKE called for a staff presentation.

JOSHUA WRIGHT, City Manager, introduced the discussion item and said this will be an educational presentation on Code Enforcement data and how we make data-driven decisions to invest in our neighborhoods.

LEAH POWELL, Neighborhood Resources Director, presented the following presentation.

- Neighborhood Preservation and Code Enforcement
- Agenda
 - Department and Neighborhood Preservation Overview
 - Mission
 - Past Practices
 - Continuous Improvement / Recent Innovative Process 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

GUY JACQUES, Neighborhood Preservation Senior Manager, continued the presentation.

- 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

COUNCILMEMBER ENCINAS asked about any statistics for the Neighborhood Programs mentioned.

PRISCILLA QUINTANA, Neighborhood Preservation Program Manager said that requests are saved as data.

MR. JACQUES continued the presentation.

- 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
 - Collaboration
 - Education
 - 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
- Improved Reporting
 - GOGov
 - 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

COUNCILMEMBER ENCINAS said that the mobile printers are a great use of technology and asked what improvements have been made to the system.

MR. JACQUES mentioned that technology improvements would be covered later in the presentation.

PHILLIP HUBBARD, Neighborhood Services Program Manager, continued the presentation.

- Previous Inspector Area Assignments
 - Inspector territories not determined through data collection

COUNCILMEMBER ELLIS asked if the purple area in South Chandler being assigned to the lead inspector role was because there are a lot of homeowners' associations in the area.

MR. HUBBARD answered that that was part of it, also newer developments.

COUNCILMEMBER ELLIS asked if there are neighbors helping each other or are there more calls.

MR. HUBBARD said that neighbors helping is not unique. There are less code violations that code inspectors are referred to.

MR. HUBBARD continued the presentation.

- 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

VICE MAYOR ORLANDO asked about how the 50% proactive performance metric was developed.

MR. JACQUES said that the performance goals is 50% minimum proactivity on the inspector set by previous managers.

VICE MAYOR ORLANDO asked how the proactivity measure is calculated.

MR. HUBBARD said the numbers on the slide were reactive, not representing inspectors' own cases. Performance goals will be covered in a later slide.

MS. POWELL added that cases are separate than number of inspections performed.

MAYOR HARTKE asked if these are separate cases or activities.

MR. HUBBARD said the map depicts cases only.

MR. HUBBARD continued the presentation.

- Enhanced Automation
 - Automated notices with mobile printing capabilities
- 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)

VICE MAYOR ORLANDO asked about the performance goal of closing a case within 30 days.

MR. HUBBARD answered that the goal is to have the issue abated within 30 days.

VICE MAYOR ORLANDO asked about an inspectors' 360 inspection.

MR. HUBBARD said that inspectors inspect areas like alleys and neighbors, while also managing their current case load. The goal is to be equitable through assigned territories.

VICE MAYOR ORLANDO asked if inspectors could reinspect other territories' areas for enforcement.

MR. HUBBARD said inspectors have an assigned territory and a day off in their four day a week schedule. Leads would do initial inspections to keep on schedule but not re-inspections if someone were out.

VICE MAYOR ORLANDO asked about the process of inspections and follow up.

MR. JACQUES said that the process is once a violation exists on a property, we attempt contact to communicate to the resident. If they cannot be contacted, we issue a notice of violation letter. The notice allows 10 – 14 days to correct the violation. The inspection stays with the same inspector to maintain continuity.

VICE MAYOR ORLANDO asked how the four-day work schedule works with the inspection timeline.

MS. POWELL answered that the mindset towards documentation of the case is that the inspector does not know what cases may have to go to court. With scheduling, the Saturday scheduling was done as a pilot and was unsuccessful when running short-staffed. Staff will come in if needed on Saturday for temporary special events or projects. Typically, people resolve violation issues on weekends. There is also the consideration of how weekend activity is policed differently from weekdays and how that would affect the community. Historically, weekends have not been effective to work, but it could be revisited.

MR. HUBBARD continued the presentation.

- Statistics
- Performance Trends

- Case Outcomes

MAYOR HARTKE said that the cases that are hard to pursue are where we get stuck, code inspectors do all they can do, what other resources can we pursue to solve these cases.

MR. JACQUES said that there must be a responsible party to pursue.

MS. POWELL added that things get held up by court.

MR. JACQUES said that cases are not enforced.

MAYOR HARTKE asked what we can do within our purview.

MR. WRIGHT said he will follow up with some ideas.

MR. JACQUES continued the presentation.

- 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

COUNCILMEMBER STEWART asked if the criminal charges in response to chapter 35 violations are state statute or city ordinance.

MR. JACQUES answered that it is city ordinance.

COUNCILMEMBER STEWART said we are linked to pursuing it civilly.

MR. JACQUES added that these codes in land use and zoning ordinance were incorporated into the property maintenance code.

MR. JACQUES continued the presentation.

- Education
 - Updated Chapter 30
 - Effective January 2021
 - Coordinated Neighborhood 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

COUNCILMEMBER ENCINAS supported the new changes mentioned and requested a direction towards older traditional neighborhoods to support increased property values and reducing blight and deterioration. He asked how they could support continued focus on caring for traditional neighborhoods.

MS. POWELL said a piece of that is the data collected. This is a balancing act between proactive and reactive. We are cognizant of impact on low- and moderate-income homeowners, such as in neighborhoods with alleyways. We try to keep responses quick and equitable to all situations.

ERICA BARBA, Management Analyst Senior, continued the presentation.

- 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

MS. POWELL continued the presentation.

- 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.
- Library and Recreation Visits
- Citywide Outreach Pilot Program
 - Decision Package for Multi-departmental Pilot focusing on two neighborhoods/area and serves as a precursor 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)
- 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”

VICE MAYOR ORLANDO asked how aggressive we need to be with code enforcement to stop these problems.

MAYOR HARTKE asked to hear more examples of ways we can add programs to help neighborhoods. Enforcement is important, we need to consider how to give direction.

VICE MAYOR ORLANDO asked to clarify how aggressive we need to be with the code enforcement philosophy.

MAYOR HARTKE requested staff for further information.

COUNCILMEMBER STEWART asked to see further investment in these programs and results of currently implemented programs like bulk pickups.

MS. POWELL said that data is being collected on things like illegal dumping and bulk pickups.

COUNCILMEMBER ELLIS said there is a small minority of code violations in the whole of Chandler. We must look at our community and see what we can do to help.

COUNCILMEMBER ENCINAS said we need to work jointly to resolve this issue.

Adjourn

The meeting was adjourned at 6:00 p.m.

ATTEST: _____
City Clerk

Mayor

Approval Date of Minutes: September 18, 2023

Certification

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Work Session of the City Council of Chandler, Arizona, held on the 17th day of August 2023. I further certify that the meeting was duly called and held and that a quorum was present.

DATED this _____ day of September, 2023.

City Clerk