
Neighborhood Services Update

Council Workshop
7/19/2018

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Neighborhood Services

- Last update was in 2014
- Overview of program
- Highlight changes in program since last update



What is Neighborhood Services ?

Neighborhood Services (Code Enforcement) staff are responsible for inspecting properties and enforcing City Ordinances and Zoning Standards.

BEFORE



AFTER



Complaints

- **Who? What? Where?**
 - Citizen Reported
 - (Phone, E-mail or Counter). Complainants remain anonymous throughout process (Data Privacy Laws).
 - Passive Community Observations (PCOs)
 - PCOs were initiated over 15 years ago at the direction of the Blaine City Council. The intent of this program is to identify code violations, educate the general public on city codes and zoning standards and to eliminate potential neighborhood conflicts (hard feelings between complainants and violators).





“OUR GOAL”



- Ideal outcome is voluntary compliance within requested time frame.
- Education is our primary tool as many residents may be unaware they have a violation.

How Long Will It Take ?

Most complaints get resolved with the issuance of a “request for compliance letter”.

	<u>Time frame</u>
– Initial letter of compliance	(10 days)
↓	
– Notice of Violation	(20 days)
↓	
– Municipal Court Citation	(35 days)
↓	
– Anoka County Summons	(60+ days)



Violations Remain – What's Next?

- Municipal Court Citation
 - Pay the ticket and resolve code violation
- Anoka County Summons
 - Misdemeanor offense
- City Abatement (cost being assessed to property)
 - BCO Section 34.285 requires notification prior to abatement
 - graffiti clean-up (10 days)
 - tall grass (1st offense /10 days, repeat offenses/ 3 days)
 - securing vacant buildings



What happens if violator ignores citations?



- Criminal prosecution - Judge will issue a warrant for arrest.
- Violator may be taken to jail for failure to appear (court).

Prosecuting Cases

In order to prosecute, we must provide detailed evidence of violation.



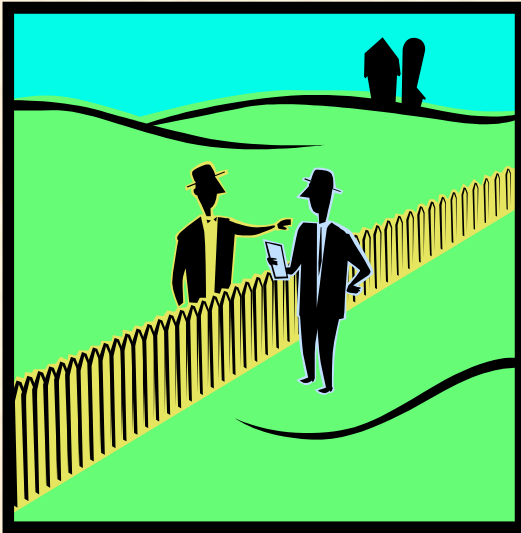
- Proof (photos) of Violation (must be witnessed by member of City Staff or a credible witness).
- Proof that proper notifications were given (keep detailed records and copies).
- Proof that a “reasonable amount of time” was given to correct violation(s).



Citizen Action



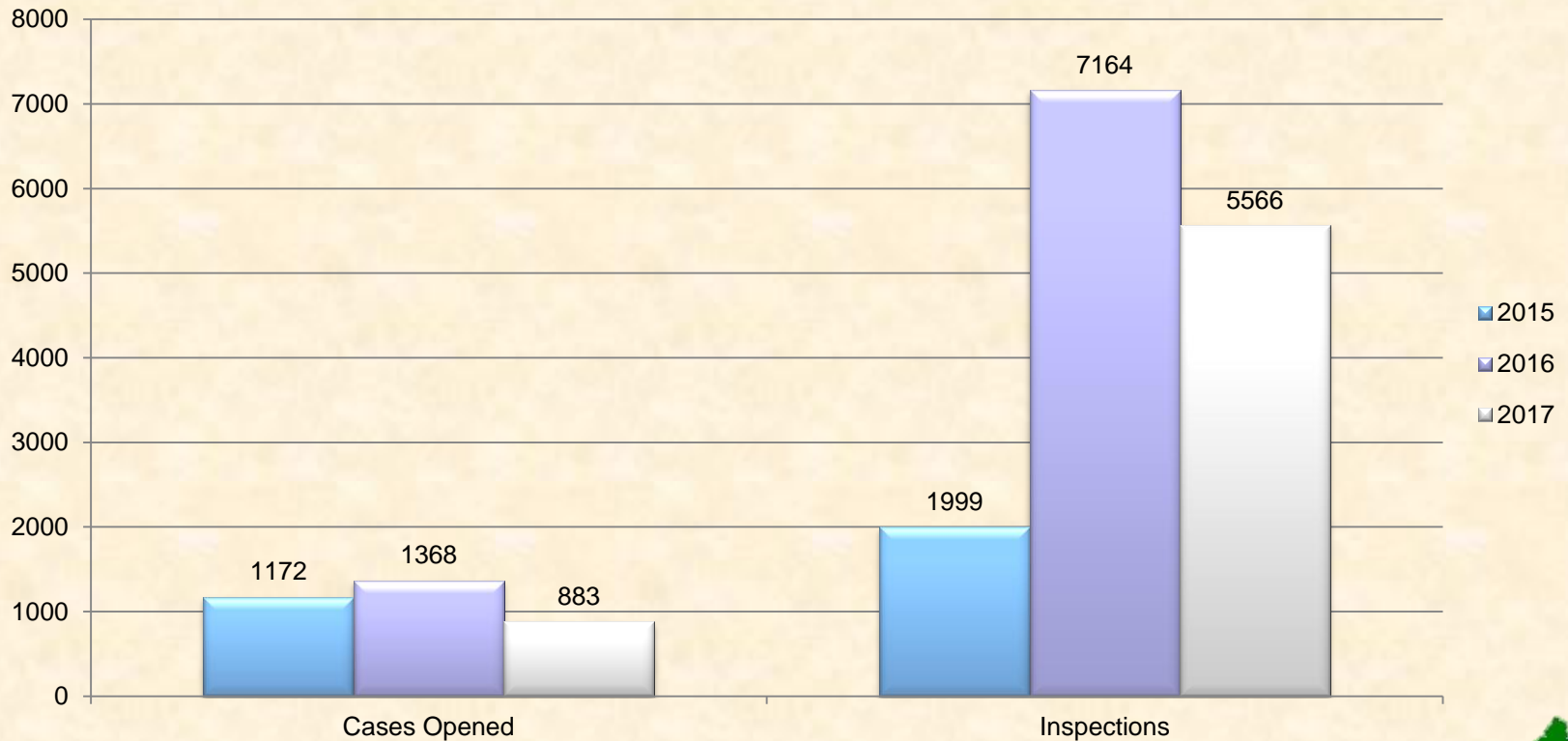
A citizen can Act as a “Witness”!



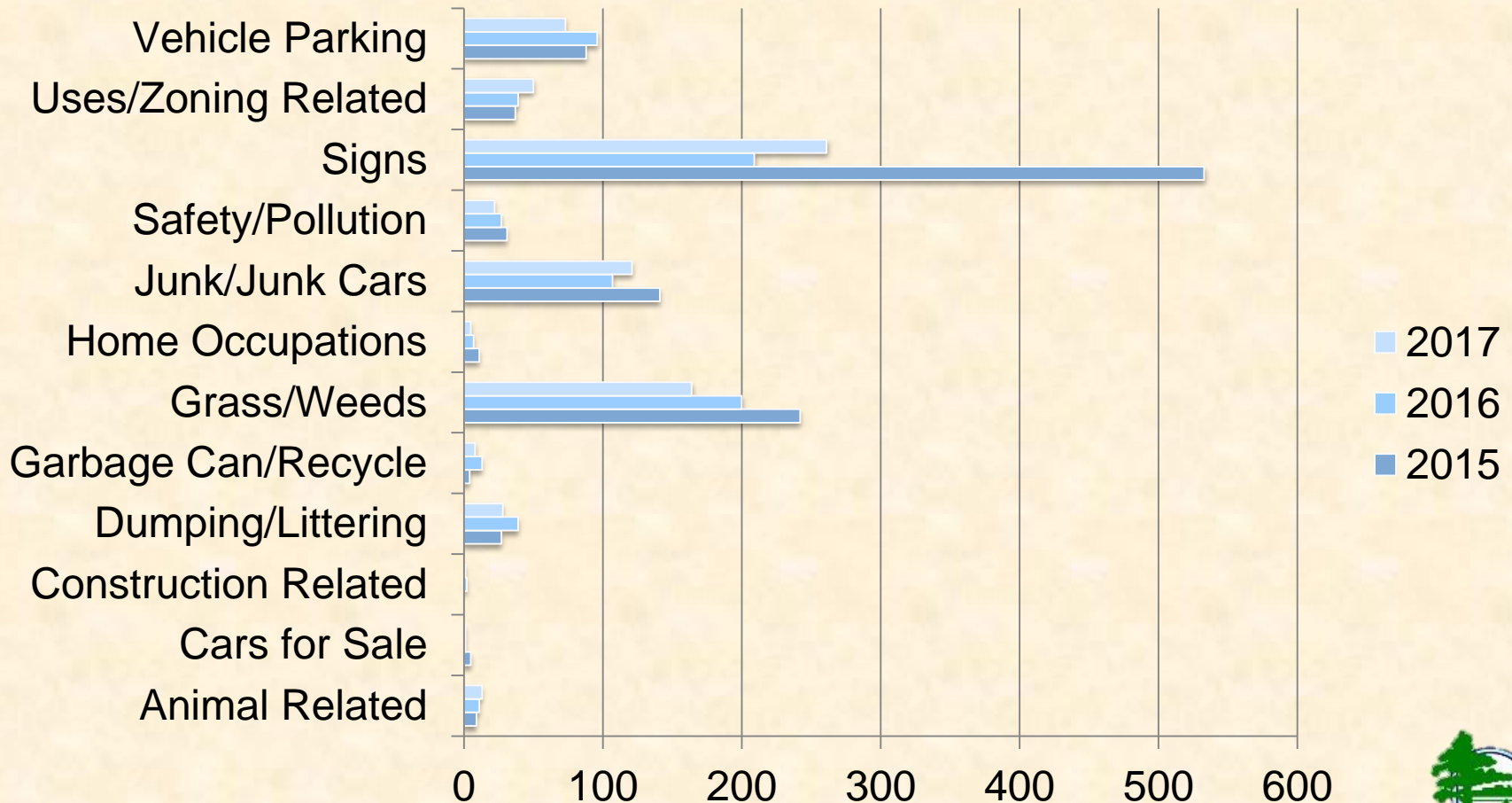
- Citations may be issued based on citizen observation. Citizen is considered a “witness” and shall provide all physical proof (photos & testimony) at court hearing. City staff prepares citation.

Cases & Inspections

Neighborhood Services Statistics



Types of Non-PCO Cases

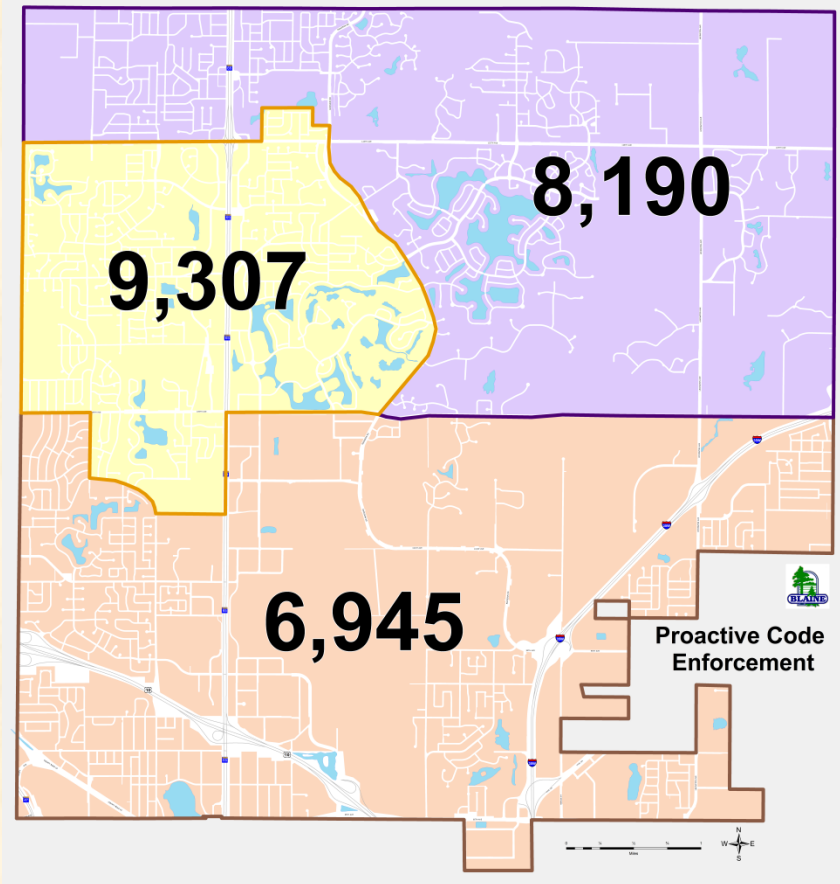
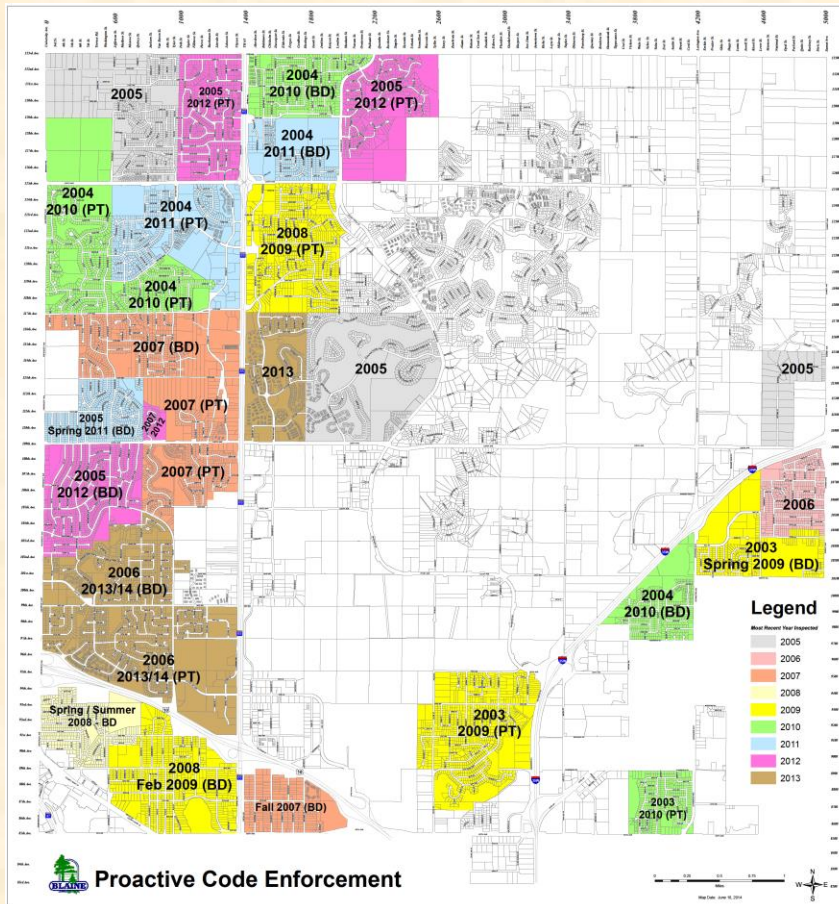


Passive Community Observation Cases

- In 2015, change to inspection schedule to be more inline with other Community Standard Divisions. City divided into three inspection areas.
- Also change in office procedures to make system more efficient.
- Resulting in a large increase in the number of PCO inspections conducted annually.



Inspection Area Changes



PCO's No Violation vs. Violations Found

- 2016 first full year of inspections under new system.
- 2016 – PCO Inspections
 - No Violations – 5510
 - Violations – 64, 1.1%
- 2017 – PCO Inspections
 - No Violations – 4206
 - Violations – 84, 1.9%



Exterior Rental Inspections

- In addition to the PCO inspections, the change requested by council in 2015 to conduct exterior inspections annually of all rental properties adds on average an additional 1200 to 1300 property inspections each year.



Passive Community Observation Inspections

- The recent changes in both programs results in an increase of PCO type inspections from an average of 1000 inspections annually to an average of 5000 inspection annually.



Examples of Residential Violations



Tall Grass



Animal Related



Illegal Structure



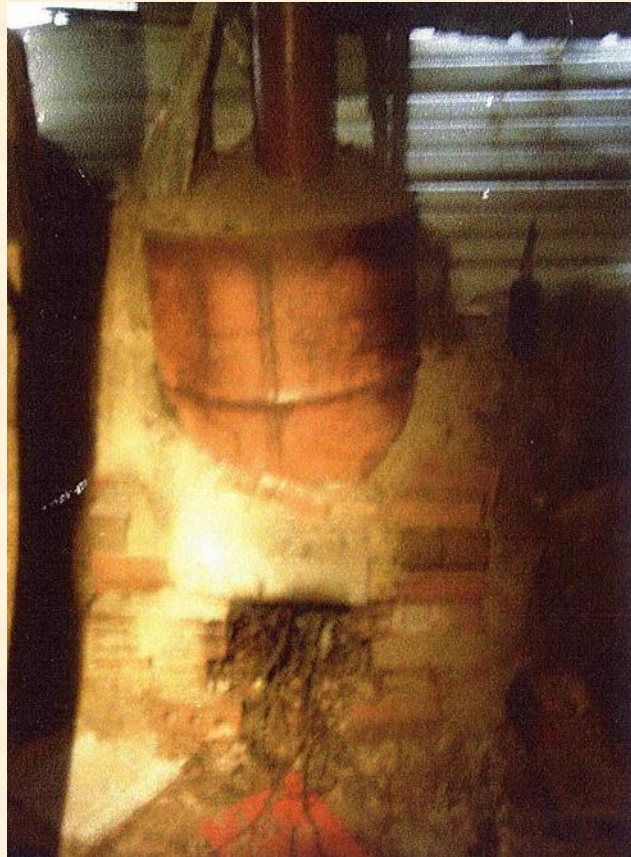
Illegal Structure



Illegal Structure



Illegal Structure



Parking Violation



Parking Violation



Parking Violation



Parking Violation



Parking Violation



Exterior Storage of Misc. Unused Items



Exterior Storage of Misc. Unused Items



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Property Clean-up



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Questions?

