



AGENDA STAFF REPORT

Public Safety Commission Meeting

COMMISSION BUSINESS

Agenda Item No. 7.2

June 23, 2020

Review Proposed Priorities for Community Enhancement and Safety Code Violations.

Prepared By:

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Recommended Action(s)

Staff recommends that the Public Safety Commission review and comment on proposed priorities for City code violations.

Summary

Community Enhancement and Safety (CES) has established three levels of case priorities for different types of City code violations allowing staff to triage cases during periods of high case volume and prioritize cases during proactive inspections.

Background

During 2018 and 2019 the City invested heavily in Community Enhancement and Safety to better address code violations and quality of life issues in the City of Eastvale. Staff was increased to a total of eight comprised of four field inspection officers, one street sweeping parking enforcement officer, an office specialist, an emergency management specialist, and a division manager. In addition, the City purchased two trucks and two electric vehicles, new laptops and printers for field staff, and a new software management program to help CES staff more effectively manage code cases. By the end of 2019 CES reduced complaint response time from as much as 15 days during peak times, down to under two business days, or less.

CES also implemented a comprehensive neighborhood proactive sweep program to educate residents and issue notices for all violations in the target neighborhoods. CES was on track to complete sweeps throughout the entire City by the end of 2020 while continuing to maintain initial complaint response

times under two business days and provide for timely follow up on existing cases.

It remains the goal of CES to be proactive in neighborhoods to foster a high quality of life for residents Eastvale even after staff reductions resulting from City budget cuts. To do so, we have instituted a triage program where cases are assigned one of three priority levels as they are received. This allows us to focus on the most serious life safety and quality of life issues first, particularly during times of high call volume.

Priority 1 cases include any violation that presents a health or life safety issue. Officers respond as quickly as possible (next available officer) to priority 1 cases. Priority 2 cases include code violations that have a higher impact on the quality of life of Eastvale residents. Officers generally respond within two business days of receiving a priority 2 complaint (as long as all priority 1 cases have been adequately addressed). Priority 3 cases are also important but are generally less of an immediate impact to quality of life. Officers generally respond within 5 business days of receiving a priority 3 complaint (as long as all priority 1 and 2 cases have been adequately addressed).

Any issue that, by its nature, has the potential to create a life or healthy safety issue is automatically deemed priority 1 regardless of which category it would normally fall into. Examples include; a building that is in such a poor condition that it creates a risk to life or property or a parking violation where the vehicle is creating a hazard to pedestrians or other vehicles.

Otherwise, case type priorities will generally be established as follows:

Topics and priority levels:

Priority 1

Attractive Nuisances

Marijuana Grow Houses

Illegal Dumping

Commercial vehicles parked in residential neighborhoods

Any immediate health or safety threat

Priority 2

Abandoned/Inoperative Vehicles

Building Code Violations/Permits Required

Foreclosures/abandoned buildings

Graffiti

Homelessness Issues

Junk/Garbage in View

Noise Complaints

Outdoor Storage

Parking violations – street sweeper

Right of Way obstructions (i.e. basketball hoops)

Property Maintenance/Landscape

Property Maintenance/Structure

Public Nuisances

Short Term Rentals

Signs - Off site or in right of way

Storm Water Violations

Trash Containers in Public View (left at street)

Weed Abatement/Undeveloped Land

Priority 3

Business Registration

Home Occupations

Outdoor lighting

Rental Property Registration

Parking Violations - Other (i.e. 72 hours)

Parking Violations - Parking on Landscape

Parking Violations - Recreational Vehicles

Signs - Other

Shopping Carts

Temporary Holiday Displays

Trash Containers in Public View (not screened)

Trash Removal Service Required

Yard/Garage Sales

The proactive sweep program has also been modified. Instead of proactive sweeps covering entire neighborhoods, officers continuously look for and act on priority 1 and 2 case types as they respond to resident complaints and perform follow up inspections on other cases (proactive patrol). In addition, officers will carve out time each week to sweep certain streets in a coordinated way that will result in all streets being covered before a sweep occurs on the same street again (micro-sweeps).

We do not anticipate being able to cover the entire City within a year as previously planned, however, with the combination of proactive patrol, micro-sweeps, and emphasis on more serious violations first, we expect to be able to maintain higher levels of compliance even with reduced staff size.

Strategic Plan Action - Priority Level: 1A | Target #: 4 | Goal #: 1

Strengthen organizational development and effectiveness (Target #4, Goal #1). Enhance community quality of life (Target #2, Goal #1).

Fiscal Impact

There is no known fiscal impact associated with implementing a prioritized response system.

Prior City Council/Commission Action

There has been no prior City Council or Commission action on this item.

Attachment(s)

Not Applicable.