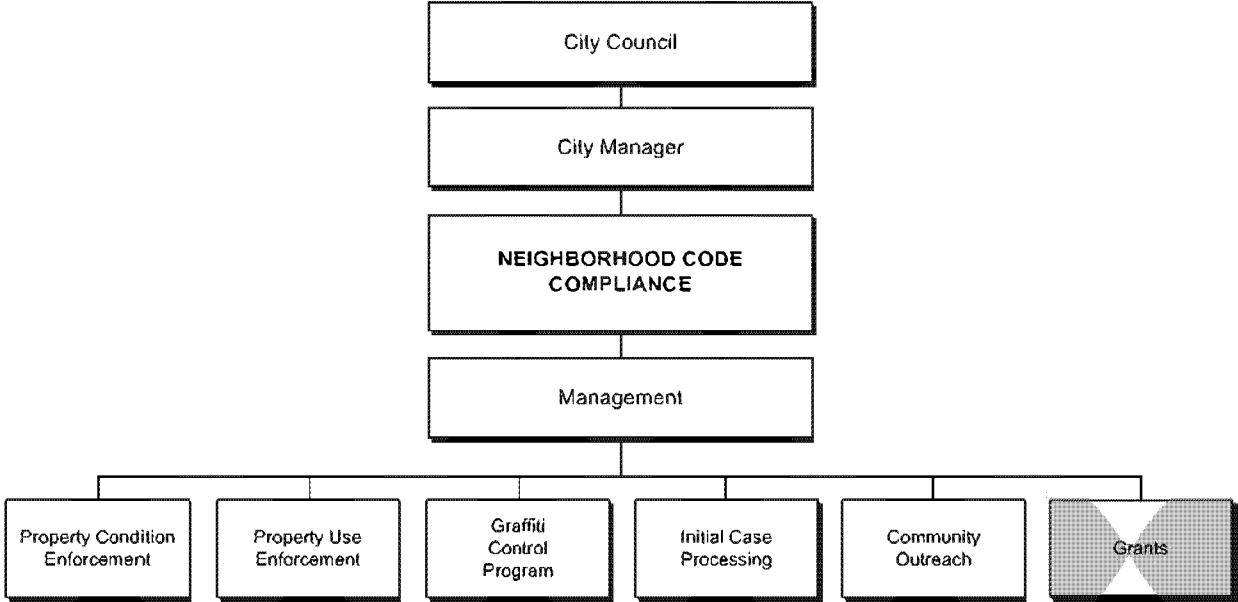


# Neighborhood Code Compliance

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# Neighborhood Code Compliance



## Mission Statement

To work in partnership with the people of San Diego to maintain a safe and desirable living and working environment; to improve the quality of San Diego's neighborhoods through education, enforcement and abatement; and to respond to community concerns and attain code compliance while maintaining high professional standards and continually seeking improvements and innovations.

## Department Description

The Neighborhood Code Compliance (NCC) Department was created in 1993 to address violations primarily associated with private property. The focus of the Department is to ensure that City residents live, work, and play in a safe and desirable environment.

The majority of the Department's cases are initiated by resident complaints. NCC prides itself on being able to resolve the large majority of violations via voluntary means. However, a variety of administrative and judicial remedies are available when voluntary compliance is not achieved. These remedies include mediation, fines, abatement, recording notices with the County, and referral to the City Attorney.

The Department enforces State and local regulations related to:

- Construction and grading
- Disabled access
- Environmentally sensitive lands
- Graffiti
- Land use and zoning
- Substandard housing conditions
- Unsafe buildings
- Vacant buildings that are a public nuisance

NCC is closely aligned with the Police Department, the City Attorney's Office and the community.

# Neighborhood Code Compliance

## Department Description

These partnerships enable NCC to:

- Resolve complex community issues
- Communicate with volunteers and the community
- Provide services and information to the public

## Division/Major Program Description

### Community Outreach

This section leverages resources by recruiting and training volunteers to identify and resolve code violations in their neighborhoods before referral to City staff for formal enforcement action. The Graffiti Control Program provides materials and supplies to residents engaged in removing graffiti. The Program also coordinates volunteer paint-outs, promotes graffiti education, and organizes prevention events for youth and community groups.

### Graffiti Control Program

The Graffiti Control Program was created in 1992 and consists of 13 staff members, who use a multi-faceted approach to eliminate graffiti vandalism and resulting blight. Prevention and education efforts include enhancing public awareness through the website and community presentations. The one-stop Graffiti Hotline, which residents call for information and to report graffiti, is a central part of the graffiti eradication program. At the Paint and Materials Exchange Bank, property owners and volunteers receive free recycled paint and supplies to remove graffiti. Program staff engage in the prompt removal of graffiti from City inventory and work with businesses and large institutions to keep their properties graffiti-free. Code enforcement includes notification to private property owners in violation, and enforcement of provisions designed to control theft and the illegal sale of spray paint and glass etching products to minors. Program staff also coordinate with the Police Department's Graffiti Strike Force and members of the criminal justice community to influence arrest rates and implement deterrent sentencing of graffiti vandals.

### Initial Case Processing

This section is usually the public's first contact with the Department. Public information clerks answer the intake hotline, provide the public with information regarding San Diego Municipal Code violations, log complaints, and refer calls to the appropriate department and/or agency. This staff also processes voluntary compliance letters asking property owners to correct violations; initiates the assignment of cases to investigators for further enforcement actions; and issues noise permits for construction activity and special events.

# Neighborhood Code Compliance

## Division/Major Program Description

### Management

This section provides the overall policy coordination, planning, management, fiscal and information services for all of the operating programs of the Department.

### Property Condition Enforcement

This Division, originally formed to consolidate enforcement programs for building, housing, engineering and noise violations, has 14 field investigators who enforce violations related to construction codes, housing standards, lead hazards, disabled access, vacant and abandoned buildings, mobile homes, newsracks, and billboards advertising alcohol in proximity to sites where children congregate. Inspectors partner with police officers to provide comprehensive responses to problems in the Mid-City, Southeastern and Central police service areas. Investigator support is also provided to the Drug Abatement Response Team, which includes police detectives and two Deputy City Attorneys.

### Property Use Enforcement

This Division has 16 field investigators who enforce violations of the Land Development Code. Issues related to property use include the following: violations of requirements of Land Development Permits, non-permitted dwelling units, zoning, illegal businesses, illegal grading, lot coverage, setbacks, height restrictions, parking requirements, landscaping, environmental preservation, historical and coastal regulations, and signs. Proactive inspection programs are designed and implemented in selected areas throughout the City.

## Service Efforts and Accomplishments

Long regarded as a national leader in the area of code enforcement, NCC's Vacant Properties Program was selected as a best practice model in 2002 by the International City/County Management Association for excellence in the implementation of a process to rehabilitate abandoned buildings. City staff now serve in an advisory capacity to the National Vacant Property Campaign Advisory Board.

NCC is partnering with the Environmental Services Department through the new and innovative Lead Safe Neighborhoods Program to hold property owners, tenants and contractors responsible for reducing lead paint hazards within housing units constructed prior to 1978.

NCC is partnering with the Police Department in a Graffiti Strike Force that is intended to more aggressively pursue graffiti vandals and reduce crime related to graffiti. NCC was instrumental in providing cost impact data in order to provide accurate estimates for the collection of restitution. As compared to previous years, revenue collected by the City from graffiti vandals has increased five fold.

NCC continues to be aggressive in enforcing illegal grading violations. The Grading Violation Assessment Team (G-VAT) focuses on code enforcement issues related to environmentally sensitive lands and historical resources. Partnerships with the City Attorney's Code Enforcement Unit and the Development Services Department have aided in the success of this enforcement effort. Improved enforcement tools and public information materials have been developed to deter violations from occurring and to more effectively respond to violations.

# Neighborhood Code Compliance

## Service Efforts and Accomplishments

NCC increased the utilization of volunteers for code enforcement activities. After receiving specialized training, selected volunteers have augmented the Department's code enforcement response during non-standard working hours. The volunteers can provide additional "eyes and ears" to document violations and issue administrative citations for violations such as illegal garage sales, illegal signage, vendors in the public rights-of-way and parking on the lawn.

## Future Outlook

NCC will continue to focus on the Mayor's Goal #3, Create neighborhoods we can be proud of, and Goal #8, Make San Diego America's safest city. The following initiatives are being undertaken to pursue these goals:

- Conduct a comprehensive review of ordinances and fee schedules related to NCC activities and revise as necessary. Examples include: increasing restitution, fines, and hours of community service for graffiti vandals; ordinances related to vacant properties, noise and newsracks; and increasing general fines, penalties, and fee schedules as appropriate for deterrence and cost recovery.
- Help resolve issues emerging in mixed-use and high-density entertainment areas. This is addressed at two levels. First, at the local level through the Mixed Use Advisory Committee. Second, at a national scale through the Responsibility Hospitality Institute.
- Implement a zero-tolerance policy on graffiti viewable from City freeways. Since the majority of graffiti vandalism is motivated by the desire for fame and publicity, removing graffiti viewed from freeways deters future graffiti vandalism.
- Improve the public's knowledge of, and accessibility to, NCC services and related forms over the Internet.
- Create an educational video regarding the adverse effects of graffiti vandalism on neighborhoods. The video would be distributed to schools for viewing during assemblies and classes.
- Continue to expand the capabilities of the City's automated case management system to integrate a wider variety of data to better coordinate overall City activities.
- Coordinate activities with the Affordable Housing Task Force to improve the quality and availability of housing stock in the City of San Diego.

## Budget Dollars at Work

1,852 Noise complaints were investigated  
19,388 Graffiti service requests processed  
2,480 Calls received on the Graffiti Hotline  
94 Vacant properties rehabilitated or demolished  
7,184 Properties brought into compliance

# Neighborhood Code Compliance

Neighborhood Code Compliance							
	FY 2003 BUDGET		FY 2004 BUDGET		FY 2005 FINAL		FY 2004-2005 CHANGE
Positions	70.02		65.02		<b>62.02</b>		(3.00)
Personnel Expense	\$ 4,420,693	\$	4,446,535	\$	<b>4,667,544</b>	\$	221,009
Non-Personnel Expense	\$ 1,128,988	\$	949,930	\$	<b>735,819</b>	\$	(214,111)
<b>TOTAL</b>	<b>\$ 5,549,681</b>	<b>\$</b>	<b>5,396,465</b>	<b>\$</b>	<b>5,403,363</b>	<b>\$</b>	<b>6,898</b>

## Department Staffing

	FY 2003 BUDGET	FY 2004 BUDGET	FY 2005 FINAL
<b>GENERAL FUND</b>			
<b>Neighborhood Code Compliance</b>			
Community Outreach	3.00	2.50	<b>2.50</b>
Department Management	5.02	5.02	<b>5.02</b>
Graffiti Control	10.00	10.50	<b>11.00</b>
Initial Case Processing	4.00	4.00	<b>3.00</b>
Property Condition Enforcement	23.50	20.00	<b>20.00</b>
Property Use Enforcement	24.50	23.00	<b>20.50</b>
<b>Total</b>	<b>70.02</b>	<b>65.02</b>	<b>62.02</b>

## Department Expenditures

	FY 2003 BUDGET	FY 2004 BUDGET	FY 2005 FINAL
<b>GENERAL FUND</b>			
<b>Neighborhood Code Compliance</b>			
Community Outreach	\$ 267,998	\$ 254,431	\$ <b>247,153</b>
Department Management	\$ 718,588	\$ 748,907	\$ <b>633,564</b>
Graffiti Control	\$ 1,038,967	\$ 987,977	\$ <b>1,024,043</b>
Initial Case Processing	\$ 189,679	\$ 199,435	\$ <b>171,144</b>
Property Condition Enforcement	\$ 1,736,064	\$ 1,539,876	\$ <b>1,708,095</b>
Property Use Enforcement	\$ 1,598,385	\$ 1,665,839	\$ <b>1,619,364</b>
<b>Total</b>	<b>\$ 5,549,681</b>	<b>\$ 5,396,465</b>	<b>\$ 5,403,363</b>

## Grant Funds

	FY 2003 BUDGET	FY 2004 BUDGET	FY 2005 FINAL
Targeted Code Enforcement	\$ 545,966	\$ 540,225	\$ <b>490,822</b>
Enforcement in Public Rights-of-Way	\$ -	\$ 55,796	\$ <b>60,000</b>
Vacant Properties Coordination	\$ -	\$ 85,000	\$ <b>38,500</b>
Title 24 Enforcement	\$ 76,510	\$ 78,285	\$ <b>81,849</b>
Art-as-Vandalism Deterrent	\$ 3,000	\$ -	\$ -

# Neighborhood Code Compliance

## Grant Funds

	FY 2003 BUDGET	FY 2004 BUDGET	FY 2005 FINAL
Code Enforcement Incentive Program (CEIP) State Fund	\$ 66,628	\$ 64,434	\$ 32,991
<b>Total</b>	<b>\$ 692,104</b>	<b>\$ 823,740</b>	<b>\$ 704,162</b>

## Significant Budget Adjustments

### GENERAL FUND

Neighborhood Code Compliance	Positions	Cost
<p><b>Salary and Benefit Adjustments</b></p> <p>Adjustments to reflect the annualization of the Fiscal Year 2004 negotiated salary compensation schedule, Fiscal Year 2005 negotiated salaries and benefits, changes to average salaries, retirement contributions and other benefit compensation.</p>	0.00	\$ 453,839
<p><b>Non-Discretionary</b></p> <p>Adjustments to reflect expenses that are determined outside of the Department's direct control. Examples of these adjustments include utilities, insurance, and rent.</p>	0.00	\$ (15,442)
<p><b>Reduction in Miscellaneous Non-Personnel Expense</b></p> <p>Reductions in contractual services and transportation allowance.</p>	0.00	\$ (48,465)
<p><b>Reduction to Graffiti Removal on Private Property</b></p> <p>A reduction in the Urban Corps contract will result in less City-financed graffiti removal from private properties.</p>	0.00	\$ (62,000)
<p><b>Support for Information Technology</b></p> <p>Funding has been reallocated according to a Citywide review of information technology budget requirements and priority analyses.</p>	0.00	\$ (89,617)
<p><b>Reduction in Enforcement of Significant Violations</b></p> <p>The reduction of 1.00 Senior Zoning Investigator, 1.00 Zoning Investigator and 1.00 Senior Clerk will decrease resolved zoning complaints by 400 and add to the current backlog of 2,767 active cases. Violations impacted relate to illegal businesses in residential zones, conditional use permits, and illegal dwelling units. In addition, customer service over the phone will be delayed and Voluntary Compliance Letters, the first contact with most alleged violators, will take longer to be issued.</p>	(3.00)	\$ (231,417)



# Neighborhood Code Compliance

## Expenditures by Category

	FY 2003 BUDGET		FY 2004 BUDGET		FY 2005 FINAL
<b>PERSONNEL</b>					
Salaries & Wages	\$ 3,346,574	\$	3,271,383	\$	3,285,924
Fringe Benefits	\$ 1,074,119	\$	1,175,152	\$	1,381,620
<b>SUBTOTAL PERSONNEL</b>	<b>\$ 4,420,693</b>	<b>\$</b>	<b>4,446,535</b>	<b>\$</b>	<b>4,667,544</b>
<b>NON-PERSONNEL</b>					
Supplies & Services	\$ 812,870	\$	633,009	\$	521,844
Information Technology	\$ 250,017	\$	257,624	\$	179,811
Energy/Utilities	\$ 58,543	\$	51,739	\$	26,606
Equipment Outlay	\$ 7,558	\$	7,558	\$	7,558
<b>SUBTOTAL NON-PERSONNEL</b>	<b>\$ 1,128,988</b>	<b>\$</b>	<b>949,930</b>	<b>\$</b>	<b>735,819</b>
<b>TOTAL</b>	<b>\$ 5,549,681</b>	<b>\$</b>	<b>5,396,465</b>	<b>\$</b>	<b>5,403,363</b>

## Revenues by Category

	FY 2003 BUDGET		FY 2004 BUDGET		FY 2005 FINAL
<b>GENERAL FUND</b>					
Licenses and Permits	\$ 58,000	\$	58,000	\$	54,000
Fines, Forfeitures, and Penalties	\$ 11,000	\$	11,000	\$	16,000
Revenue from Other Agencies	\$ 203,158	\$	5,000	\$	20,000
Charges for Current Services	\$ 87,300	\$	487,300	\$	722,207
Other Revenues	\$ 1,500	\$	1,500	\$	1,000
Transfers from Other Funds	\$ 357,771	\$	404,694	\$	405,000
<b>TOTAL</b>	<b>\$ 718,729</b>	<b>\$</b>	<b>967,494</b>	<b>\$</b>	<b>1,218,207</b>

## Key Performance Measures

	FY 2003 BUDGET		FY 2004 BUDGET		FY 2005 FINAL
Average cost per Voluntary Compliance Letter sent	\$37.94		\$52		\$48.90
Average cost per building/housing/noise case referral	\$434		\$385		\$427
Average cost per land development and zoning case referral	\$666		\$555		\$600
Average cost per reported graffiti violation	\$41.56		\$49.40		\$68
Average cost per code enforcement volunteer case referral	\$96	(1)	\$65		\$22.75

(1) In FYs 2003 and 2004, the efficiency was incorrectly based on 1.00 Senior Planner. This was corrected in FY 2005 to include a 0.50 Senior Zoning Investigator.

# Neighborhood Code Compliance

## Key Performance Measures

	FY 2003 BUDGET	FY 2004 BUDGET	FY 2005 FINAL
Average cost per volunteer/participant in graffiti control activities	\$8.59	\$7.62	<b>\$9.51</b>

## Salary Schedule

### GENERAL FUND

#### Neighborhood Code Compliance

<i>Class</i>	<i>Position Title</i>	<i>FY 2004 Positions</i>	<i>FY 2005 Positions</i>	<i>Salary</i>	<i>Total</i>
1218	Assoc Management Analyst	1.00	<b>1.00</b>	\$ 58,746	\$ 58,746
1277	Combination Inspector II	10.00	<b>10.00</b>	\$ 60,011	\$ 600,108
1348	Info Systems Analyst II	1.00	<b>1.00</b>	\$ 59,625	\$ 59,625
1356	Code Compliance Officer	8.00	<b>8.00</b>	\$ 41,116	\$ 328,924
1357	Code Compliance Supv	1.00	<b>1.00</b>	\$ 47,297	\$ 47,297
1402	Document Input Clerk-Terminal	1.00	<b>1.00</b>	\$ 34,774	\$ 34,774
1465	Field Representative	1.00	<b>1.00</b>	\$ 35,842	\$ 35,842
1535	Clerical Assistant II	1.00	<b>1.00</b>	\$ 32,748	\$ 32,748
1648	Payroll Specialist II	1.00	<b>1.00</b>	\$ 38,254	\$ 38,254
1746	Word Processing Operator	4.00	<b>4.00</b>	\$ 34,859	\$ 139,434
1776	Public Information Clerk	3.00	<b>3.00</b>	\$ 34,873	\$ 104,618
1849	Sr Combination Inspector	2.00	<b>2.00</b>	\$ 68,748	\$ 137,496
1855	Sr Civil Engineer	1.00	<b>1.00</b>	\$ 85,566	\$ 85,566
1872	Sr Planner	1.00	<b>1.00</b>	\$ 70,784	\$ 70,784
1876	Executive Secretary	1.01	<b>1.01</b>	\$ 48,366	\$ 48,850
1879	Sr Clerk/Typist	2.00	<b>1.00</b>	\$ 39,790	\$ 39,790
1880	Sr Zoning Investigator	4.00	<b>3.00</b>	\$ 61,775	\$ 185,326
1974	Utility Supv	1.00	<b>1.00</b>	\$ 47,146	\$ 47,146
1978	Utility Worker I	4.00	<b>4.00</b>	\$ 33,170	\$ 132,681
1979	Utility Worker II	3.00	<b>3.00</b>	\$ 36,599	\$ 109,796
1998	Zoning Investigator II	10.00	<b>9.00</b>	\$ 55,287	\$ 497,583
2111	Asst City Manager	0.01	<b>0.01</b>	\$ 179,900	\$ 1,799
2134	Neighborhood Code Compliance Dir	1.00	<b>1.00</b>	\$ 129,014	\$ 129,014
2214	Deputy Director	1.00	<b>1.00</b>	\$ 104,962	\$ 104,962
2270	Program Manager	1.00	<b>2.00</b>	\$ 93,014	\$ 186,028
2277	Graffiti Program Manager	1.00	<b>0.00</b>	\$ -	\$ -
	Field Training Pay	0.00	<b>0.00</b>	\$ -	\$ 3,246
	Overtime Budgeted	0.00	<b>0.00</b>	\$ -	\$ 16,058

# Neighborhood Code Compliance

## Salary Schedule

### GENERAL FUND

#### Neighborhood Code Compliance

<i>Class</i>	<i>Position Title</i>	<i>FY 2004 Positions</i>	<i>FY 2005 Positions</i>	<i>Salary</i>	<i>Total</i>
	Reg Pay For Engineers	0.00	<b>0.00</b>	\$ -	\$ 9,429
	<b>Total</b>	65.02	<b>62.02</b>		<b>\$ 3,285,924</b>

**NEIGHBORHOOD CODE COMPLIANCE** 65.02 **62.02** \$ **3,285,924**  
**TOTAL**

## Five-Year Expenditure Forecast

	<b>FY 2005 FINAL</b>	<b>FY 2006 FORECAST</b>	<b>FY 2007 FORECAST</b>	<b>FY 2008 FORECAST</b>	<b>FY 2009 FORECAST</b>	<b>FY 2010 FORECAST</b>
Positions	<b>62.02</b>	69.02	73.02	73.02	73.02	73.02
Personnel Expense	\$ <b>4,667,544</b>	\$ 5,408,924	\$ 5,945,710	\$ 6,124,081	\$ 6,307,804	\$ 6,497,038
Non-Personnel Expense	\$ <b>735,819</b>	\$ 777,522	\$ 805,348	\$ 829,508	\$ 854,393	\$ 880,025
<b>TOTAL EXPENDITURES</b>	\$ <b>5,403,363</b>	\$ 6,186,446	\$ 6,751,058	\$ 6,953,589	\$ 7,162,197	\$ 7,377,063

### Neighborhood Code Compliance

#### Fiscal Year 2006

Addition of the Mayor and City Council approved Affordable Housing Taskforce recommendations to increase staffing in NCC and the City Attorney's Office for aggressively pursuing substandard housing violations and prosecuting repeat offenders. The full staffing recommendation is as follows: 1.00 Senior Building Inspector, 4.00 Building Inspectors, 1.00 Word Processing Operator and 1.00 Deputy City Attorney.

#### Fiscal Year 2007

Addition of the Mayor and City Council approved Affordable Housing Taskforce recommendations to increase staffing in NCC and the City Attorney's Office for aggressively pursuing substandard housing violations and prosecuting repeat offenders. The full staffing recommendation is as follows: 1.00 Building Inspector, 1.00 Deputy City Attorney, 1.00 City Attorney Investigator and 1.00 Legal Assistant.

#### Fiscal Years 2008 - 2010

No major projected requirements.