

**NEIGHBORHOOD
CODE COMPLIANCE
DEPARTMENT**

CITY OF SAN DIEGO NEIGHBORHOOD CODE COMPLIANCE DEPARTMENT

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.

Enforcement Priorities

- Imminent health and safety hazards (i.e. unstable structures, leaking sewage)
- Illegal grading of Environmentally Sensitive Lands
- Substandard housing/buildings, illegal dwelling units
- Graffiti (especially lewd or racist graffiti, or graffiti on churches and libraries)
- Construction/demolition without required permits
- Disabled access violations
- Garages converted to habitable space
- Illegal land uses that cause public nuisances
- Mobile home park violations
- Vacant, unsecured structures
- Permanent encroachments in the right-of-way
- Noise that disturbs multiple residences
- Dilapidated or over-height fences
- Elimination of required trees and landscaping
- Storage not incidental to residential use
- Spray paint and acid etching material not properly secured in stores



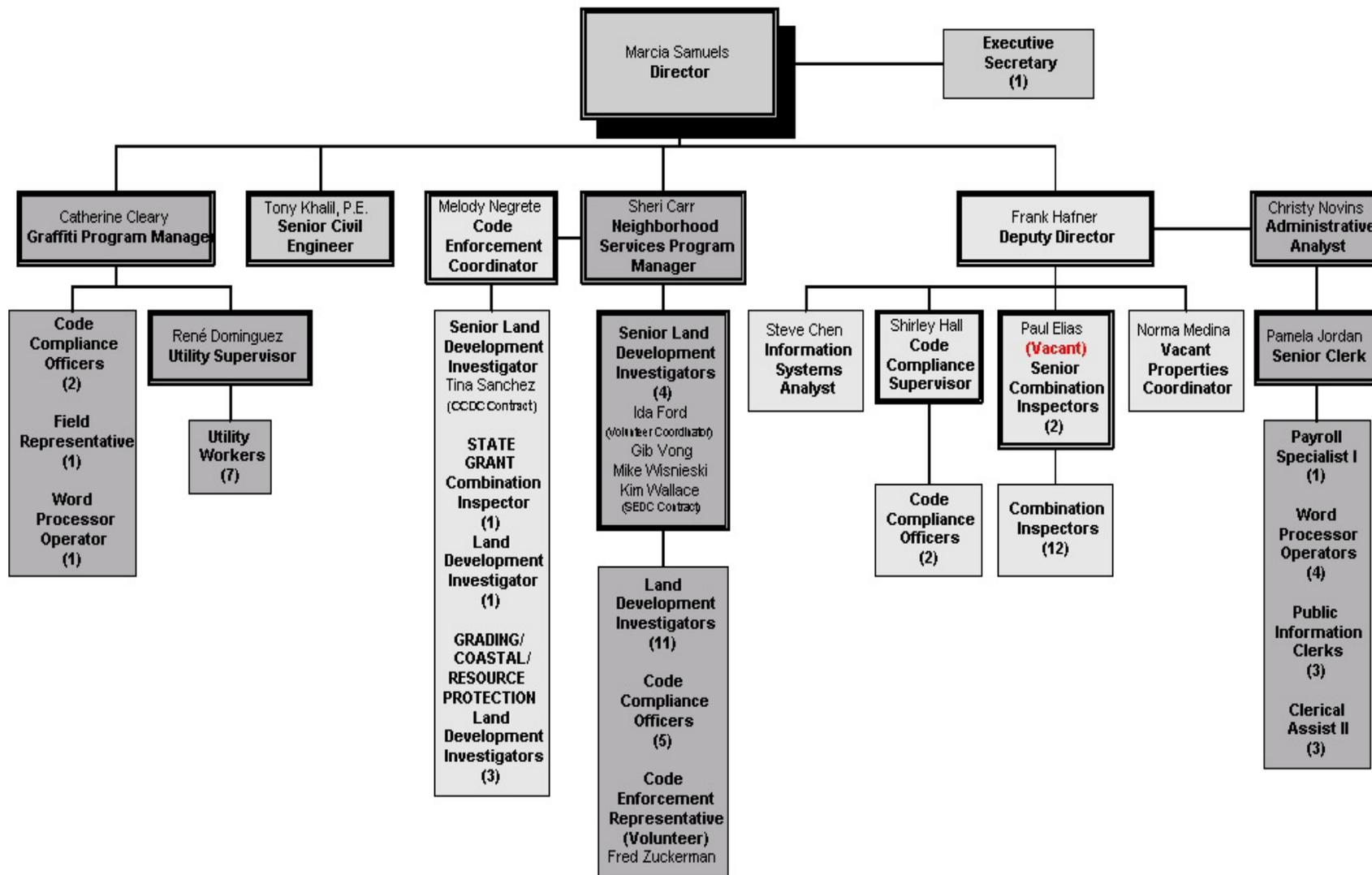
Budget Overview FY 05

\$5,389, 972	General Fund Budget
\$671,171	CDBG Funds
\$120,300	SEDC
\$126,103	CCDC
\$32,991	State Grant
\$30,000	Urban Corps Contract for graffiti removal

Department Statistics FY 04

4,881	Voluntary Compliance Letters Sent
4,562	Building/Housing/Noise Cases Received
3,166	Zoning Cases Received
17,483	Graffiti Service Requests
7,648	Cases Resolved by Volunteers
3,430	Hours Worked by Volunteers
132	Vacant Properties Rehabilitated or Demolished

City of San Diego
 Neighborhood Code Compliance Department
 Organization Chart
 March 25, 2005



**CITY OF SAN DIEGO
NEIGHBORHOOD CODE COMPLIANCE DEPARTMENT**

KEY CONTACTS

1200 Third Avenue, Suite 800, San Diego, CA 92101-4106

Complaint Intake Line: (619) 236-5500

Graffiti Hot Line: (619) 525-8522

<http://www.sandiego.gov/nccd/>

	<p><i>Marcia K. Samuels, Department Director</i> (619) 236-5502 mksamuels@sandiego.gov</p> <p>Department administration, policy, budget, high-profile and politically sensitive issues, liaison to Small Business Advisory Board, City Council and Council Committees.</p>
	<p><i>Sheri Carr, Land Development Program Manager, MS 51N</i> (619) 533-6144 scarr@sandiego.gov</p> <p>Property Use Enforcement: Land development/zoning, businesses operating in an unauthorized zone, illegal dwelling units, illegal grading, non-compliance with discretionary permits, illegal garage conversions, adult entertainment and sign violations.</p>
	<p><i>Catherine Cleary, Graffiti Control Program Manager, MS 47G</i> (619) 527-5449 ccleary@sandiego.gov</p> <p>Graffiti Control: Removes graffiti on City of San Diego (City) property (and private property if certain criteria are met), refers service requests to outside agencies, supports volunteer paint-outs, distributes free paint and supplies for graffiti removal, enforces graffiti regulations restricting access to spray paint and acid.</p>
	<p><i>Ida Ford, Code Enforcement Volunteer Program Coordinator, MS 51N</i> (619) 533-6135 iford@sandiego.gov</p> <p>Code Enforcement Volunteer Program: Supervises two volunteer programs, the Citizen Volunteer Program (CVP) and the Code Compliance Representative Program (CCR).</p>
	<p><i>Frank Hafner, Housing & Code Enforcement Deputy Director, MS 51N</i> (619) 236-5504 fhafner@sandiego.gov</p> <p>Property Condition Enforcement: Building violations, construction without permits, sewage leaks on private property, substandard housing, dangerous and dilapidated buildings/walls, mobile home parks, disabled access, vacant and unsecured buildings, billboards advertising alcohol, and noise violations (animal and construction).</p>
	<p><i>Norma Medina, Vacant Properties Program Coordinator, MS 51N</i> (619) 235-5837 nmedina@sandiego.gov</p> <p>Vacant Properties Program: Works with property owners to restore vacant properties to productive use and mitigates nuisance structures.</p>
	<p><i>Fred Zuckerman, Volunteer Code Compliance Representative, MS 51N</i> (619) 533-6123 fzuckerman@sandiego.gov</p> <p>Provides code enforcement on minor violations visible from public right-of-way from 5:00-8:00 p.m. during the week and on weekends as requested. Can assist with civil actions modeled after Safe Streets Now!</p>



CITY OF SAN DIEGO NEIGHBORHOOD CODE COMPLIANCE DEPARTMENT

HOW TO REPORT A COMPLAINT

Please document the address of the complaint. If there is a code enforcement volunteer group in your area, contact the chair or representative of that committee. Most groups are very successful in obtaining voluntary compliance.

The next step is to call our Intake Line at (619) 236-5500. Our Public Information Clerks will ask several questions, including your name and phone number. We are committed to keeping your name confidential unless we are requested to release the information by a judge.

Depending on the issue, a Voluntary Compliance Letter (VCL) is mailed to the alleged violator. You will receive a letter informing you that we have sent a VCL to the alleged violator. You will also receive a date by which the violation must be corrected. After that date, you must call us back to let us know if the alleged violation has not been corrected.

The Neighborhood Code Compliance Department (NCCD) resolves 80 percent of our cases in 6 months. Several examples of why a case could take longer include: the complexity of the case, whether legal issues are involved, or if the property is in probate.

Please keep in mind:

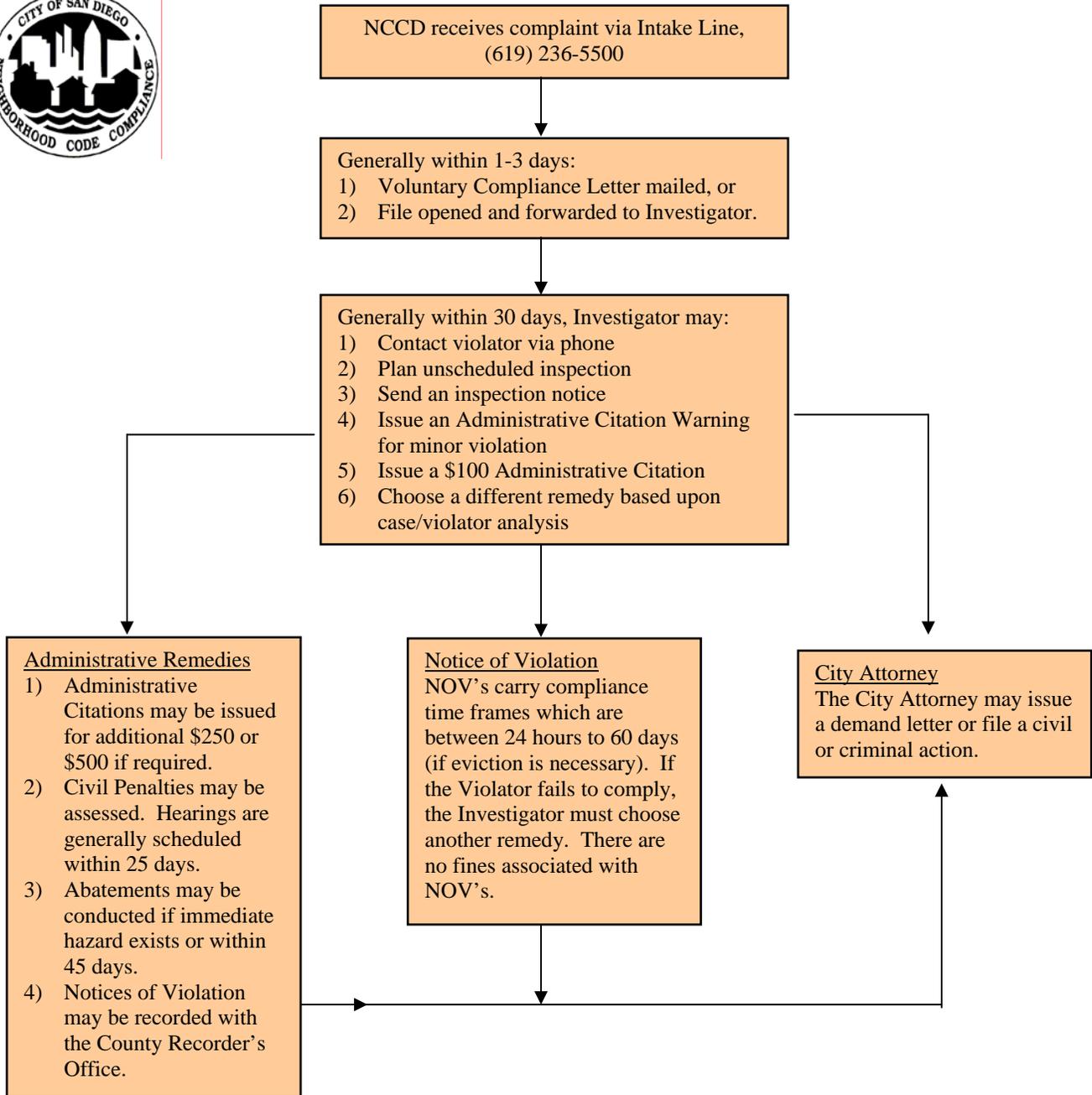
- We have more cases than can be processed, given the limited number of staff. There are currently over 5,000 cases in our backlog.
- Most neighbors want to be good neighbors and respond to issues brought to their attention.
- A letter signed by several neighbors is often all it takes to cause an owner to be more in control of their barking dog.
- NCCD takes pride in our working partnerships with Community Planning Groups, our trained volunteers, and all citizens.
- Code enforcement works the most efficiently when the recognized Community Planning Group agrees on priorities regarding code violations.
- Most cases are resolved by voluntary compliance without the need for fines and/or more expensive formal actions.

For more information regarding NCCD, see our website at: <http://www.sandiego.gov/nccd/>



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CODE ENFORCEMENT PROCESS



**Time frames are estimated and can be impacted by whether or not the violator is making incremental progress, administrative appeals, legal action, and inadequate or inaccurate information upon submittal by the complainant.*



CITY OF SAN DIEGO NEIGHBORHOOD CODE COMPLIANCE DEPARTMENT

VOLUNTEER CODE ENFORCEMENT PROGRAMS

The Neighborhood Code Compliance Department (NCCD) has two volunteer programs that have proven to be effective in resolving code violations; the Citizen Volunteer Program (CVP) and the Code Compliance Representative Program (CCR). Both of these are intended to better address minor violations that are clearly visible from the public right-of-way such as illegal residential auto repair, front yard parking, signs, newsracks, garage sales and excessive storage. Volunteers are also able to provide service during times that NCCD staff is generally not working; i.e., weekends and evenings. Volunteers are required to conform to standards for conduct that include avoiding all perceived and actual conflicts of interest.

COMMUNITY VOLUNTEER PROGRAM (CVP)

The CVP volunteers identify problems in their communities that are readily viewable from the public right-of-way. They are encouraged not to operate within two to three blocks of their home. The volunteers take actions to seek voluntary compliance, which in most cases is a two-letter program. The first letter is very cordial in describing the problem and asking that it be corrected. The second letter is more serious in that it indicates that compliance will avoid referral to the City that may result in fines. If the volunteer efforts are not successful, the case is referred to NCCD where it is elevated in priority above cases with similar types of violations. These volunteers do not have the authority to issue fines. However, they do have the authority to document alleged violations and remove illegal signs in the public right-of-way.

An NCCD field supervisor, Ida Ford (619) 533-6135, (iford@saniego.gov), is the volunteer coordinator. Ida coordinates the activities of 38 volunteer groups. She has 23 meetings each month, 13 during evening hours and ten during normal working hours. Fifteen groups have indicated that they do not want monthly updates. While they are usually associated with Community Planning Groups, any neighborhood can establish a program.

At the meetings, Ida reviews the status of active cases that have been referred by the group to NCCD and discusses current issues in that community. Prior to the meetings, Ida meets with NCCD staff to inform them of current issues and to acquire the status of each case that has been referred by the volunteers to NCCD.

Training

Training specific to the needs and interests of each volunteer group is provided by Ida Ford. The length and content of the training may vary among groups though it is generally about 2 hours. The basic training includes: reviewing the relevant Municipal Code Sections; criteria for determining if the conditions and known facts constitute an actual violation; and how to work cooperatively with people to avoid confrontation and be a good ambassador for the City. Generic business cards are provided which allows for some identification but enables them to remain anonymous if they choose. The overall goal is to target problems and not people.



Performance Measures

The Community Volunteer Program processes approximately 3,100 potential violations per year. The volunteers are successful in resolving 88 percent of the issues they address. Of those referred, NCCD resolves 70 percent within 90 days.

Budget

Since September, 2004, 60 percent of Ida's time has been committed to this program and approximately \$130 has been reimbursed by the City for postage, business cards and stationery.

CODE COMPLIANCE REPRESENTATIVE PROGRAM (CCR)

This program was initiated in October of 2003. The CCR Program currently operates with one citizen volunteer who has the authority to issue Notices of Violation and Administrative Citations. The volunteers of the CCR Program are selected through a rigorous process, patterned after the selection procedures for actual City staff. Candidates are required to submit a written application and a select number are given an oral interview. The CCR program includes the same standards of conduct as the CVP program and specifically prohibits working in their own neighborhood. The CCR volunteers can not be anonymous because they can issue fines in the form of Administrative Citations and can represent the City at appeal hearings.

Training

The training for the CCR program includes the same general elements of the CVP program. The training is more formal and takes about one week of in-office training and two days of field training. This training also includes the policies and procedures for issuing Notices of Violation and Administrative Citations.

Performance Measures

Since September 2003 this program has conducted 192 inspections after-hours to support existing NCCD staff. The program recently started independent enforcement activities with 27 Notices of Violation issued during the week of December 13, 2004. Non-compliance with these notices could result in the issuance of Administrative Citations by the Code Compliance Representatives.

Budget

The CCR program has \$4,200 budgeted for each volunteer per year to cover computer, phone, mileage, film, postage, and supplies/materials.

Administrative Remedies

The Municipal Code sections for the administrative remedies that are used by the CCR volunteers can be found at:

Notice of Violation

http://clerkdoc.sannet.gov/RightSite/getcontent/local.pdf?DMW_OBJECTID=09001451800ac755

Administrative Citation

http://clerkdoc.sannet.gov/RightSite/getcontent/local.pdf?DMW_OBJECTID=09001451800ac753

