



Department of Sustainable Development Code Compliance Division Presentation



July 12, 2016

Mission

The Code Compliance division's mission is to protect the health, safety, and welfare of our neighbors by conducting a comprehensive code compliance program that fosters voluntary compliance efforts and prompt correction of violations.



CITY OF FORT LAUDERDALE
**Department of
Sustainable Development**

Code Compliance Division

Goals

The goal is to achieve voluntary compliance through education and outreach.



CITY OF FORT LAUDERDALE
**Department of
Sustainable Development**

Code Compliance Division

Who We Were

Code Inspections

- 1 Manager
- 1 Assistant Manager.
- 5 Supervisors (Responsible for approximately 27 Code Compliance officers).
- 27 Code Compliance Officers (Including 4 Business Tax Receipt Inspectors).



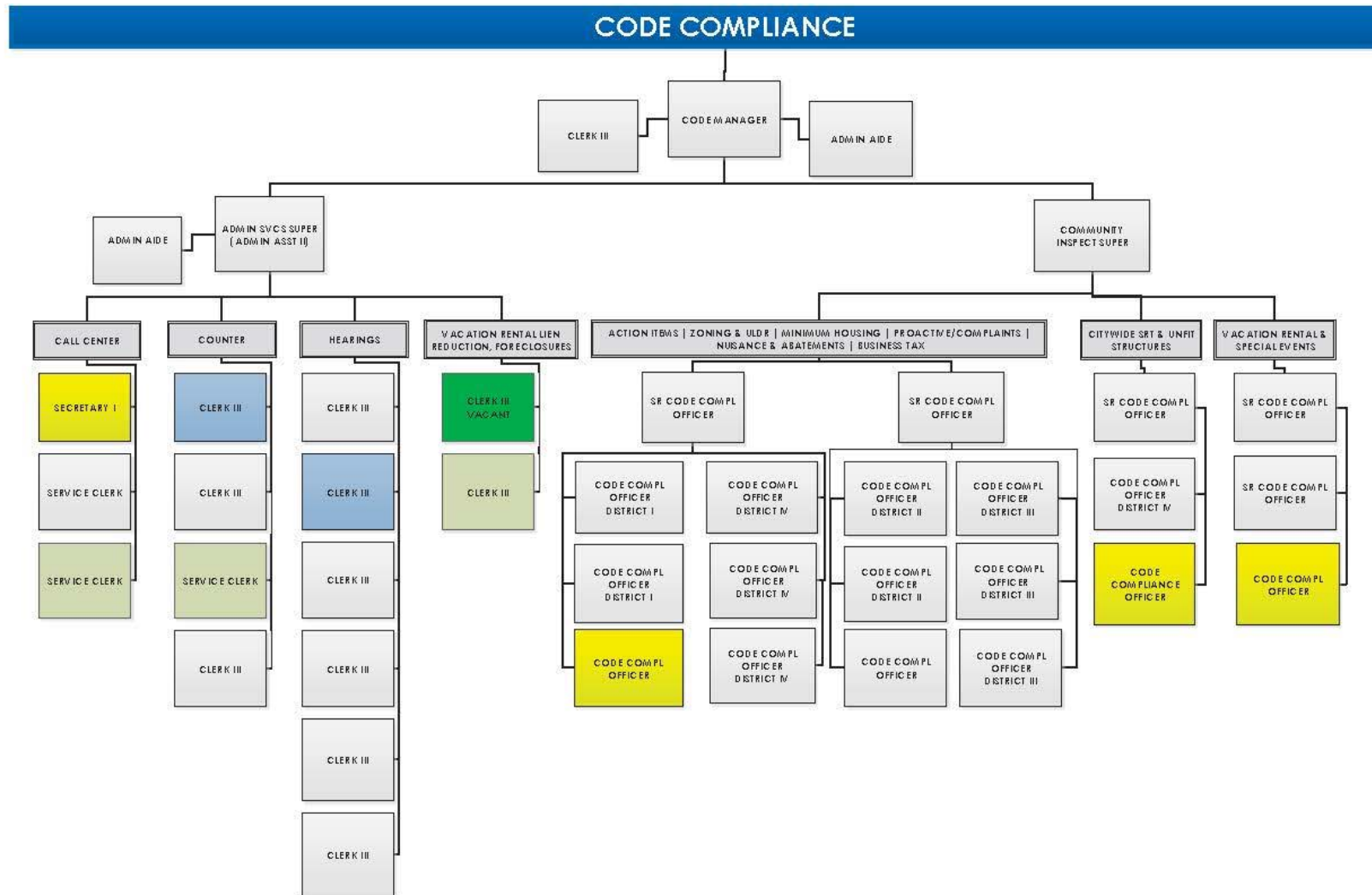
Who We Are

Code Inspections

- 1 Manager
- 1 Supervisor (Responsible for 17 Code Compliance Officers)
- 17 Code Compliance Officers



Current Organizational Chart





Administrative Services

(Excludes Community Inspections)

- Lien Reduction Program (131 cases)
- Vacation Rental Registration Program (161 applications received, 191 cases for unregistered rentals opened)
- Call center (65+ cases/daily)
- Front Counter Customer Service
- Lien/Fine Payment Intake
- Contract Management (911 Restoration, Monroe Lawn Services, The BG Group, etc.)
- Special Assessments for Nuisance Abatement
- WaterWorks Program outreach
- Code@fortlauderdale.gov email response.
- Laserfiche Project
- Technology Integration (One Solution)
- Record and release liens
- Lien payoff quotes
- Archiving



Community Inspections Administration

- Special Magistrate (twice per month)
- Sea Turtle Outreach (annual)
- Lot Clearing
- First Class and Certified Mail for Notice of Violations and Notice of Hearings
- Print Notice of Violations
- Schedule Initial inspections
- Case Entry for special projects
- Courtesy Letter mailings for Neighborhood Outreach Program

Building Administration

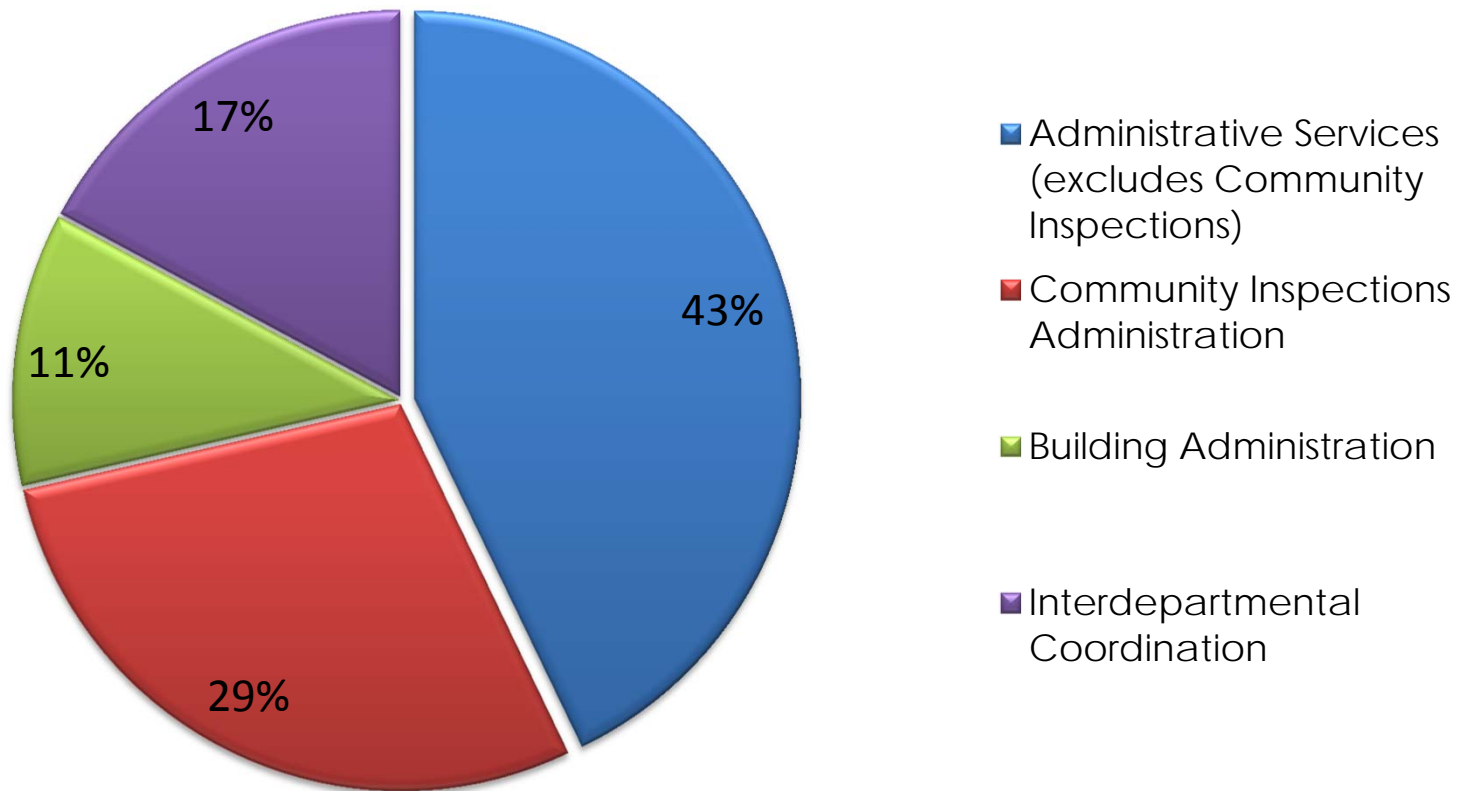
- Code Enforcement Board (once per month)
- Unsafe Structures Board (once per month)
- Nuisance Board Ups
- Demolitions

Interdepartmental Coordination

- Collections
- Lien foreclosure
- +750 - 900 Expedited and Standard Lien Searches monthly
- 75-100 Bulk Trash cases monthly
- Bankruptcy research



Administrative Services (12 Admin Staff)



Code Compliance Services

Code Inspections

- City Manager and Commission Action Items
- Daily Patrols through the Neighborhoods
- ULDR/Zoning
- Business Tax Receipts Enforcement (**New**)
- Minimum Housing Enforcement
- Public Nuisance Enforcement and Abatement Action
- Bulk Trash, Illegal Dump, Trash Cart, and Enclosure Maintenance Enforcement
- Work without a Permit (**New**)
- Illegal Tree Removal/Hat-racking Enforcement.
- Noise Control Enforcement



Code Compliance Services

Code Inspections

- Case Management and Resolution
- Civil Citations
- Illegal Snipe/Bandit Sign Removal (**New**)
- Vacant Property Registration (**New**)
- Community Outreach and Beautification Program (**New**)
- Special and Rapid Response Team Projects (**New**)
- Volunteer Program for Sign Removal (**New**)
- Volunteer Program for Vacation Rental Registration Compliance (**New**)
- Vacation Rental Registration Enforcement (**New**)
- Participation in Special Event Review (**New**)



Code Compliance Services

Code Inspections

- Participation in the Commission District Joint Meetings, Homeowner/Civic Association Meetings, and Council of Fort Lauderdale Civic Association Meetings (**New**)
- In conjunction with FL PD, enforcement of illegal sale of parking associate with major special events such as Tortuga, Air & Sea Show, Memorial Day, July Fourth, SWATCH Volleyball, International Boat Show
- Citywide Towing Enforcement on city owned lots
- Seawall Elevation Enforcement (**New**)

There are currently 17 Code Inspectors covering our 38 square mile coastal community, serving over 175,000 neighbors, and coordinating, planning, and implementing approximately 24 programs/services.



CITY OF FORT LAUDERDALE
**Department of
Sustainable Development**

Code Compliance Division

Department Objective	Performance Measures	FY 2014 Actual	FY 2015 Actual	FY 2016 Projection	FY 2016 Target	FY 2017 Target
Ensure well-maintained private and public property (NE 5-2)	Average number of code inspections completed per code officer	2,195	2,510	2,100	2,400	No Target
	Number of code violation cases	8,021	6,947 ¹	7,000	7,500	No Target
	Percentage of code violation cases resolved through voluntary compliance	76.1%	78.1%	75.0%	75.0%	75.0%
	Average number of days from complaint to first inspection	1.48	1.32	1.5	1.40	2 days
	Satisfaction with cleanup of litter and debris on private property	49%	52%	58%	53%	60%
	Satisfaction with mowing/cutting of weeds/grass on private property	45%	55%	58%	56%	60%
	Call system abandoned call percentage (Code Compliance queue only)	5.49%	8.55% ²	8.5%	8.00% ³	8.00%

¹ Code violation case volumes have declined in FY 2015 due to a Division restructuring. Senior code enforcement officers are no longer assigned to individual neighborhoods and have assumed a more supervisory role, with a focus on high-priority action and special response items.

² The percentage of abandoned calls has increased in FY 2015 due to the transfer of the Division's dedicated call center operator.

³ According to the International Finance Corporation, the global benchmark for abandoned calls is between 5% and 8%.

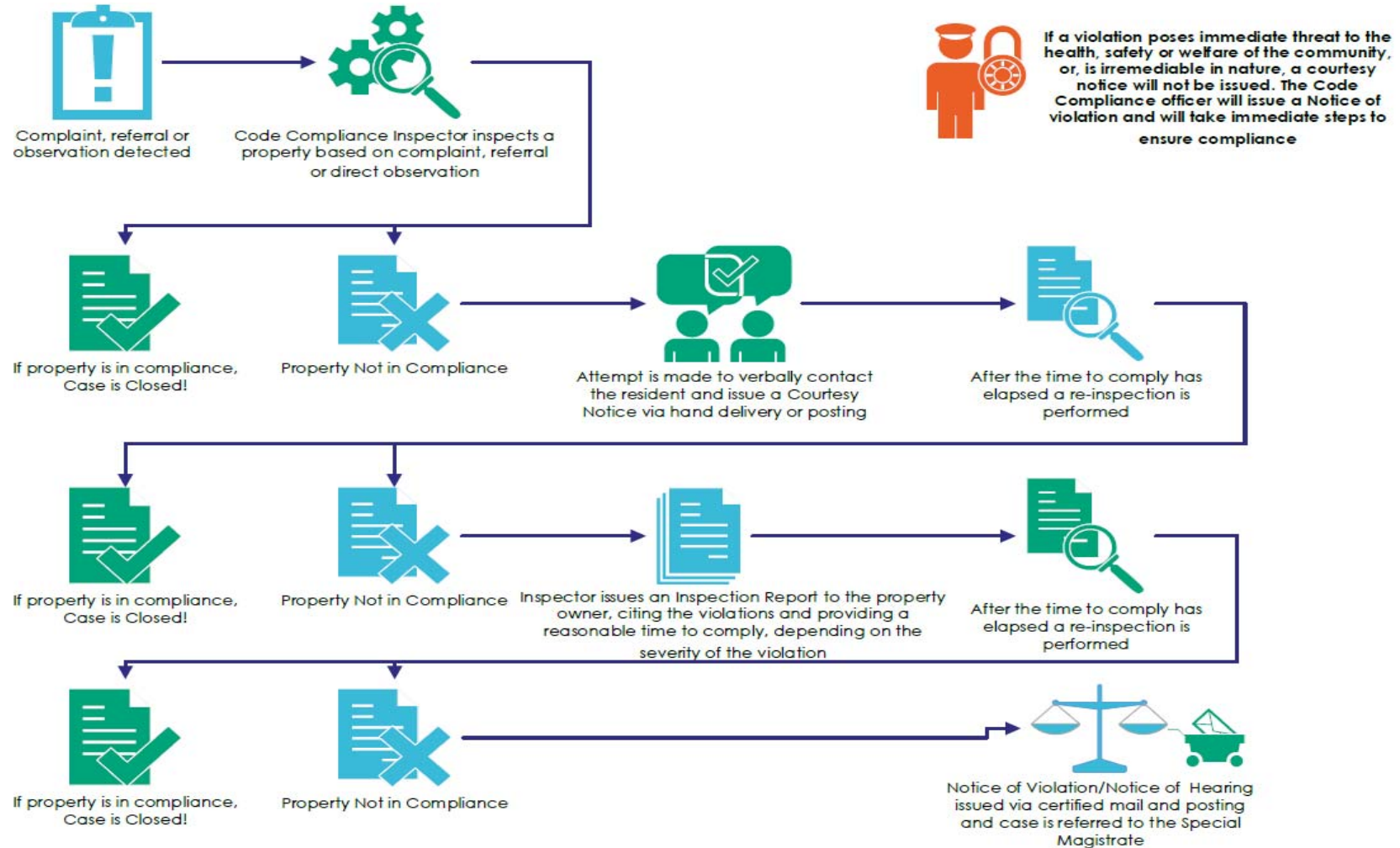


Regulatory Environment

- City of Fort Lauderdale Code of Ordinances
- Florida Statute Chapter 162 – County or Municipal Code Enforcement
- Florida Statutes Chapter 112 – Standards of Conduct (Code of Ethics for Officials, Employees, Attorneys)
- Florida Statutes Chapter 838 – Bribery; Misuse of Public Office
- Florida Statutes Chapter 119 – Public Records
- Florida Statutes Chapter 286 – Public Business (Sunshine Law)
- Florida Statutes Chapter 90 – Evidence Code
- Florida Constitution Article I, Section 23 – Right of Privacy
- United States Constitution 4th Amendment - Search and Seizure
- United States Constitution 5th Amendment – Rights of Persons
- United States Constitution 14th Amendment – Rights Guaranteed, Privileges and Immunities of Citizenship, Due Process and Equal Protection



Compliance Inspection Process



CITY OF FORT LAUDERDALE
**Department of
 Sustainable Development**

Code Compliance Division



Community Beautification Program

REDEFINING COMMUNITY OUTREACH

Building Community through Public Outreach

Program is comprised of 4 components

1. Redefining Community Outreach
2. Neighborhood Beautification Alliance
3. Leave No Business Behind
4. Special Response Team





Community Beautification Program

REDEFINING COMMUNITY OUTREACH

Building Community through Public Outreach





Community Beautification Program

REDEFINING COMMUNITY OUTREACH

Building Community through Public Outreach

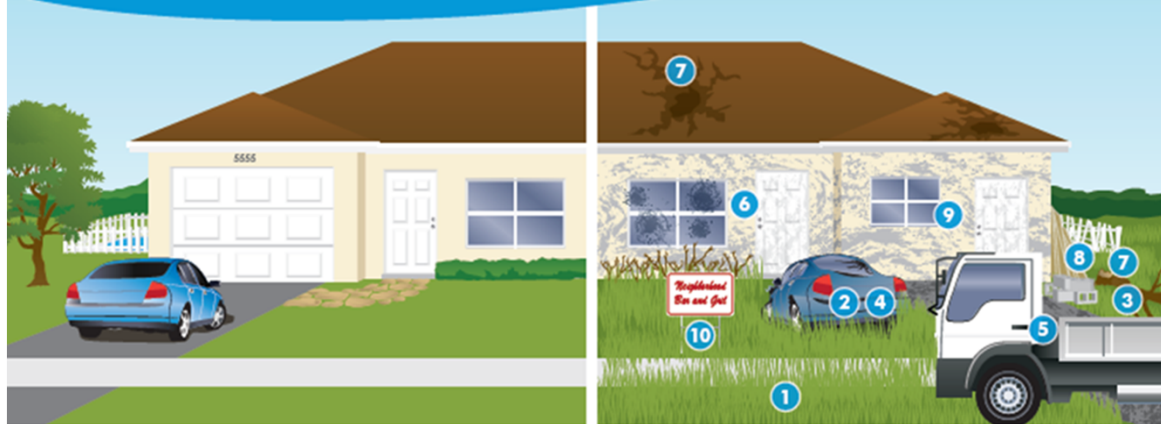
- Our tool shed:
 - Communication strategy
 - Public education and outreach
 - Neighbor-centric
 - Voluntary compliance
 - Resources and coordination of assistance
 - Consistency in message and standards





CITY OF FORT LAUDERDALE

CODE COMPLIANCE DIVISION



COMMON CODE VIOLATIONS

1. YARD MAINTENANCE STANDARDS

Maintenance of yards and swales/rights-of-way abutting property are the responsibility of the property owner. The right-of-way must be free of obstructions caused by trees, vegetation, or other objects.

2. INOPERATIVE MOTOR VEHICLES

Inoperative and/or derelict vehicles are not permitted. A vehicle is considered inoperative if a current tag isn't displayed and/or it is not fully equipped to legally and safely operate on public streets.

3. JUNK, TRASH AND DEBRIS

Junk, auto parts, furniture, trash, tires, building materials, tree trimmings, and any other debris cannot be left in the yard and must be properly disposed of.

4. PARKING

Parking is permitted for passenger cars and motorcycles in residential properties only on a legal driveway or in a garage.

5. COMMERCIAL EQUIPMENT

Commercial equipment and vehicles cannot be parked or stored in a residential area unless they are in a fully enclosed structure.

6. MAINTENANCE OF STRUCTURES

Exterior building structures and walls shall be maintained in a secure and attractive manner.

7. CONDITION OF STRUCTURES

Any wood, siding, shingles, roof covering, railings, fences, walls, ceilings, porches, doors, windows, screens, and other exterior parts of a structure must be maintained in weather tight, rodent proof, sound condition and in good repair. An owner may need to board up a vacant structure.

8. OUTDOOR STORAGE

Outdoor storage is prohibited. You may not keep indoor furniture, household appliances, auto parts, building materials, or any other similar items outside.

9. ILLEGAL DWELLING UNITS

Dwelling units added to interior/exterior of a structure without proper permits are illegal regardless of how long they have existed.

10. PROHIBITED BUSINESSES

Most businesses are not allowed to operate in residential areas. Engaging in a business requires a Business Tax Receipt and zoning approval.



CITY OF FORT LAUDERDALE

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Violation Priorities

TYPE OF COMPLAINT	PRIORITY	SCHEDULE	COMMENTS
Raw sewage spills / leaks	Immediate	Call Environmental	Leaks on property, backup in buildings
Discharge into storm drains	Immediate	Call Environmental	Dumping of oil and other contaminates
Life safety/Imminent threat	Immediate	Call Area Building Inspector	Publically exposed electric, public stair railings, ETC.
Fire damage	Immediate	Call Area Building Inspector	Referred from Fire Department
Car hits house	Immediate	Call Area Building Inspector	Referred from Fire Department
Boat sinking in waterway	Immediate	Call Marine Patrol	Boat taking on water in the City's waterways
Intersection site triangle overgrowth	High	1 day	Overgrowth covering stop sign or other traffic device
Tree abuse/Hat racking	High	1 day	Illegal tree removal, hat racking
Pool green, stagnant water	High	1 day	Pools in disrepair, trash in pools, green water
Work without permit	High	1 day	Structure built or altered without a permit
Outside storage	High	1 day	Storage of items on property
Overgrowth, trash and debris	High	1 day	Overgrowth, rubbish, and junk on property or swale
Parking lot issues	High	1 day	Potholes, striping, wheel stops,
Minimum housing issues	High	1 day	Illegal addition, interior building concerns



Violation Priorities

Dumpster issues (commercial)	Medium	1-2 days	Overflowing, disrepair, enclosure maintenance
Graffiti	Medium	1-2 days	Property owner responsibility
Fence in disrepair	Medium	1-2 days	Broken fence, missing slats, chain link missing top bar
Inoperable vehicle	Medium	1-2 days	Vehicles with no tags or not road worthy
Illegal signs	Medium	1-2 days	Signs on swale or medians
Paint chipping or peeling	Medium	1-2 days	Structure requiring painting
Commercial vehicles	Low	2-4 days	Commercial vehicles parked overnight in residential areas
Signs in disrepair	Low	2-4 days	Sign maintenance
Setback violations	Low	2-4 days	Structure built too close to adjacent property
Waterway site triangle overgrowth	Low	2-4 days	Waterway overgrowth in rear yard
Boat in disrepair	Low	2-4 days	Boat maintenance
Swale, items placed in swale areas	Low	2-4 days	Basketball nets, obstructions.
Animal complaints	Low	2-4 days	Too many dogs, barking, odor
Turtle lighting complaints	scheduled as resources and timing allow		
Noise \ Lighting complaints	scheduled as resources and timing allow		
Swale installation or pyramids	scheduled as resources and timing allow		
Trash cart complaints	scheduled as resources and timing allow		





Community Beautification Program

REDEFINING COMMUNITY OUTREACH

Building Community through Public Outreach

- Increased 55% to 58%: 2015 Neighbor Survey in enforcing of mowing and cutting of weeds and grass on private property
- Increased from 52% to 58%: 2015 Neighbor Survey in removal of litter and debris on private property





Community Beautification Program

REDEFINING COMMUNITY OUTREACH

Building Community through Public Outreach

- Increased from 56% to 60%:
2015 Neighbor Survey in
enforcing the maintenance of
residential property
- Decreased from 60% to 59%:
2015 Neighbor Survey in
enforcing the maintenance of
business property





Community Beautification Program

NEIGHBORHOOD BEAUTIFICATION ALLIANCE

Neighbor-2-Neighbor



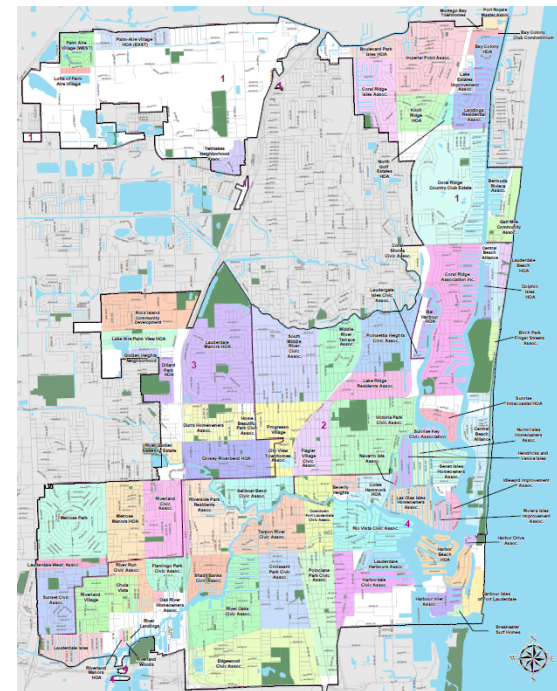


Community Beautification Program

NEIGHBORHOOD BEAUTIFICATION ALLIANCE

Neighbor-2-Neighbor

- Building community:
 - Engaging our HOA/Civic associations
 - Compliance through HCD subsidies
 - Distribution of educational material
 - Identifying properties for re-use



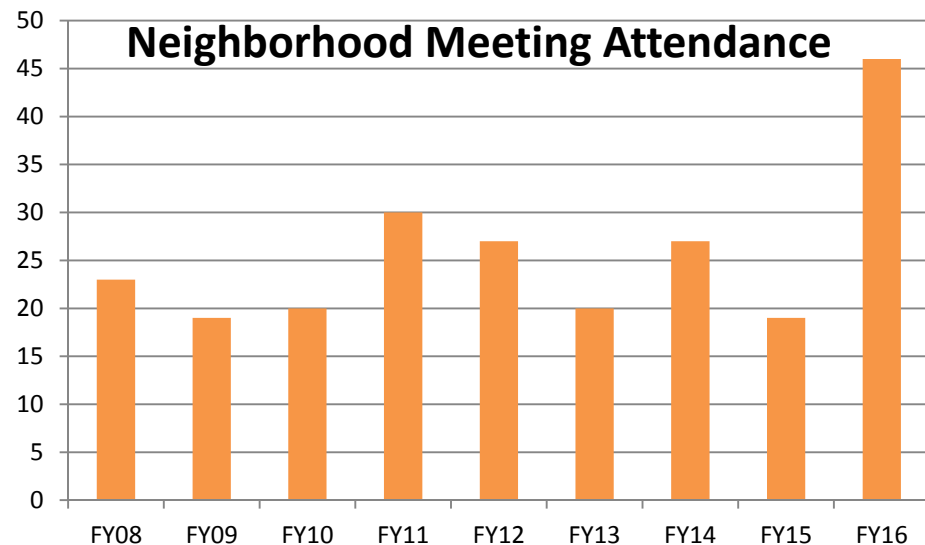


Community Beautification Program

NEIGHBORHOOD BEAUTIFICATION ALLIANCE

Neighbor-2-Neighbor

- 4 HOA-lead neighborhood tours (FY 2016)
- 46 Neighborhood meetings attended by code personnel (FY 2016)





Community Beautification Program

LEAVE NO BUSINESS BEHIND

One business at a time, block by block

- Economic development and community reinvestment:
 - Activate the commercial corridor
 - Heighten awareness of regulations, standards, and incentives
 - Collaboration among stakeholder





Community Beautification Program

SPECIAL RESPONSE TEAM

Multi-disciplinary approach to nuisance abatement

- Tactical compliance strategies: Coordinated effort between Code Compliance, Police, Fire, Environmental, Business Tax, Zoning, Building, Parks and Rec, Broward County.
 - Blight and criminal abatement
 - Multi-agency planning and coordination
 - Faster prosecution of cases





Community Beautification Program

SPECIAL RESPONSE TEAM

Multi-disciplinary approach to nuisance abatement



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Community Beautification Program

SPECIAL RESPONSE TEAM



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Process Improvements Completed

People

- ✓ Train code enforcement staff
- ✓ Restructure the division

Technology

- ✓ Equip code officers with new laptops, vehicle mounts and mobile printers
- ✓ Install water billing application on laptops
- ✓ Consistent complaint and violation types

Legislation

- ✓ Lien settlement guidelines
- ✓ Implementation of vacation rental registration ordinance

Process

- ✓ Create lien foreclosure process
- ✓ Create “dirty dozen” list
- ✓ Develop response time by violation type
- ✓ Compliance of City-owned property
- ✓ Establish work without a permit procedure



Sustaining Our Momentum

- Proactive approach
 - Top 10 property maintenance checklist
 - Monthly community outreach detail
 - Weekly patrol of commercial corridor
 - Placement of hard costs on property tax roll
 - Residential Rental Inspection Program
 - Re-occupancy Certification Program
- Mitigating blight
 - Lien foreclosure on chronic nuisance properties
 - Demolition of uninhabitable structures

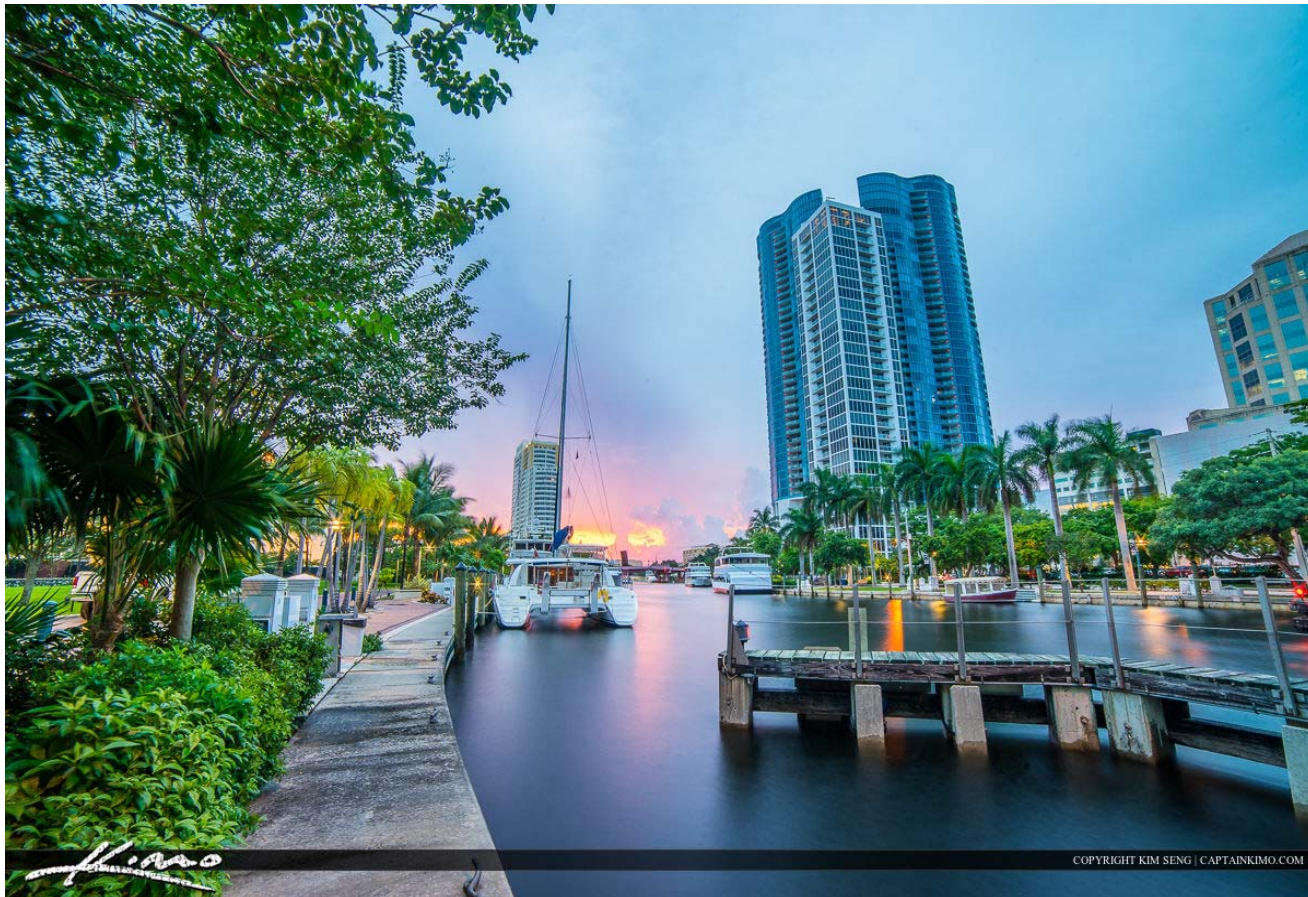


Sustaining Our Momentum

- Continuity and consistency in our code compliance efforts
 - Civil citation ordinance amendment and technology
 - Vacant lot case initiation for chronic violators
 - Bi-weekly evening inspections
 - Communication with other departments for maintenance of city owned property
 - Train pertinent city agencies on code practices or issues and coordinate information exchange



***Working together to make Fort Lauderdale
the place you never want to leave!***





Q & A

