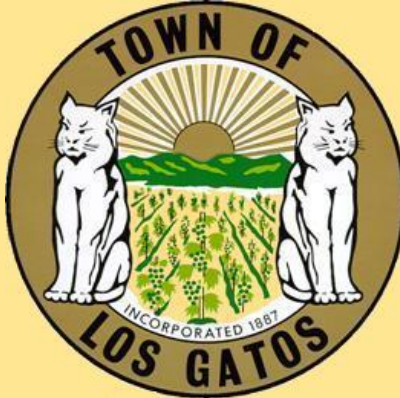




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# CODE COMPLIANCE

**Approach and Service Options**

**August 5, 2014**

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# Current Town Approach

- Respond to complaints
- Work with property owners to comply
- Issue stop work orders, citations, fines, and other mechanisms as appropriate
- Inform complainant of status
- Change part time contract service to full time Town Code Compliance Officer and part time CSO for late night activities



# Recent Compliance Activity

- **Highest priority cases are health and safety**
  - *Response in 24 hours*
- **“Report a Concern” on Town website**
  - *In July, 21 concerns reported*
  - *Of these, 11 concerns resolved*
- **Noise complaints increased significantly since Leaf Blower Ordinance adopted**
  - *Over 70 complaints since July 1, 2014*



# Service Options - Noise

- Provide proactive noise monitoring
- Engage citizens in noise data collection
- Pilot noise monitoring with a business

***Budgeted resources are expected to be sufficient to add these services to existing workload.***



# Service Options - CUP

- **Provide proactive enforcement**
  - *Emphasize seating, signage, or other*
  - *Focus on a certain area of Town each year*
- **Establish annual compliance reviews**
  - *Self-certification with proactive follow up*
  - *Focus on a certain type of CUP each year*

***Focus needed to provide one of these services within budgeted resources.***



# Service Options - Other

- **Coordinate with ABC**
- **Broaden coordinated response to problematic cases**

***Budgeted resources are expected to be sufficient to add these services to existing workload***



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# **Proposed Performance Standards**

- **Contact complainants in 2 business days**
- **Achieve compliance within 60 days for 95% of cases**
- **Progressive fines and penalties after 60 days**
- **Schedule CUP compliance hearings, as needed**





# Next Steps

- **Council direction on service approach and options**
- **Council input on Draft Compliance Policy and Procedures**
- **Return to Council for its adoption of the Compliance Policy and Procedures**



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