

## **TRRG Annual Meeting Code Enforcement Report, May 8, 2021**

During 2020, Code Enforcement Inspectors had to learn how to manage their work during a pandemic. They immediately began working remotely from home and in their trucks and had to scatter their in-office computer work time to accommodate proper social distancing. COVID-19 Safety guidelines meant that inspectors could not go into homes or businesses for in-person inspections and the Homeless Protocol was suspended on City properties. Environmental Services did clean up and allowed the homeless to return to avoid spreading COVID. Private property violation notices were sent out for homeless activity complaints and inspectors were assisted in removing homeless by Tucson Police Department if a “no trespassing” sign was posted.

City Court was shut down for citation hearings. They briefly started up again in July and only the Judge, Defendant and Code Inspector were allowed to attend. When COVID cases spiked again, court was shut down again until the end of September. There was talk of doing Zooms for arraignments and discussions on how to present evidence in court that never came to fruition. When hearings resumed on Tuesdays and Thursdays they began with cases from March. Court-ordered abatements and demolitions were also slowed down because the department was unable to use DOC labor crews to assist in the clean up. There will be a lot of catching up to do for inspectors, customer service and court activity. Hiring for 2 new inspectors was put on hold indefinitely.

At the end of fiscal year 2020 Code Enforcement had:

- \*6,200 Total Cases
- \*690 Building Safety Emergencies (fires, fallen trees, electrical and cooling issues)
- \*11,700 Site Inspections
- \*2,519 Notices of Violation
- \*318 Citations
- \*9,500 Customer Service calls answered

These numbers do not include Community Service numbers for weeds and junk motor vehicles, but in January Laurie Pumphrey gave me these numbers for all of 2020:

- \*Total complaints-1605 with 1057 weed cases and 548 JMV cases.

- \*79 cases were pending and 1491 cases were closed

It is still hard to have CSOs work on these cases because their computers don't talk to PRO and it's difficult to update cases. Also, many residents don't approve of having TPD use their CSOs this way. CE would like these cases back if they can get more inspectors.

In the Fall of 2020, Code Enforcement began to work on modifying 3 Neighborhood Preservation Ordinance Codes because:

- \*The noise ordinance doesn't allow CE to enforce constructions noise.

- \*Cooling complaints from rentals need stricter enforcement towards landlords.

- \*The RV code and people living in them needed to allow for winter visitors to resident's homes . Discussion on allowable length of time for these visitors continues, but a 10 day limit was mentioned.

IAPC-Independent Audit Performance Committee was asked by Council member Duram in March of 2020 to audit Code Enforcement. He was concerned about how long everything takes and especially with property demolitions in Ward 3. Due to the pandemic the Audit didn't start until October. The Commission wanted to go over the CE Training Manual that was TRRG inspired and edited by Ruth, Bonnie and I in 2017. Director Carlos De La Torre spend a lot of time explaining which UDC and NPO ordinances CE is required to enforce if there is a complaint. They questioned a new inspector and an experienced inspector, did a separate car ride-along with an inspector, reviewed intake of cases procedure, on call inspectors, court procedures, etc. They meet with Carlos De La Torre, Pat Tapia, Cristina Polsgrove, Martin Romero and Laurie Pumphrey once a month for 2 hour meetings. There is no timeline for the end of this audit and Code Enforcement looks forward to a positive outcome that will bring to light everything CE does including being the enforcement arm for PDSD.

Code Enforcement duties continue to increase and luckily they were finally able to hire 2 new inspectors in February from in-house who are now fully trained and have been assigned to their own areas. Now there are a total of 12 inspectors and while more inspectors are still needed there is no conversation about more hires coming from the City Manager

Currently, all Inspectors are still telecommuting, 4 new iPads have been purchased and they are still getting online training on the new Tyler computer system called EnterGov, which will replace the ancient Permits Plus. Training is very time consuming, but EnterGov will be easier to use, make a big difference for CE efficiency, and everyone is waiting as patiently as they can. Unfortunately, TPD will not be apart of this system. It was hoped to have this up and running by June, but a system glitch has occurred and a necessary upgrade is needed so implementation will be delayed until September.