

MEETING DATE: 11/26/07

AGENDA ITEM: Consideration of Enforcement Services Proposed Work Program

ATTACHMENTS

Pages

- | | | |
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| 1. | Enforcement Services Proposed Work Program. | 1-69 |
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ATTACHMENT 1

CITY OF CULVER CITY

9770 Culver Boulevard, Culver City, California 90232

Sol Blumenfeld
Community Development Director

ENFORCEMENT SERVICES DIVISION

310 253-5940
310 253-5824 Fax

ENFORCEMENT SERVICES PROPOSED OPERATIONS MANUAL

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CITY OF CULVER CITY

9770 Culver Boulevard, Culver City, California 90232

Sol Blumenfeld
Community Development Director

CODE ENFORCEMENT DIVISION

310 253-5940
310 253-5824 Fax

MISSION STATEMENT

The mission of the Enforcement Services Division is to protect, preserve and improve the quality of life of the citizens of Culver City through effective, appropriate and proactive enforcement of the City's codes and ordinances, to be sensitive to the needs of the public and business communities, and to maintain these standards with a commitment to integrity and excellence in customer service.

Culver City Employees take pride in effectively providing the highest levels of service to enrich the quality of life for the community by building on our tradition of more than seventy-five years of public service, by our present commitment, and by our dedication to meet the challenges of the future.

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SERVICE AREA: COMMUNITY DEVELOPMENT
 DEPARTMENT: COMMUNITY DEVELOPMENT
 RESP. MGR.: S. BLUMENFELD



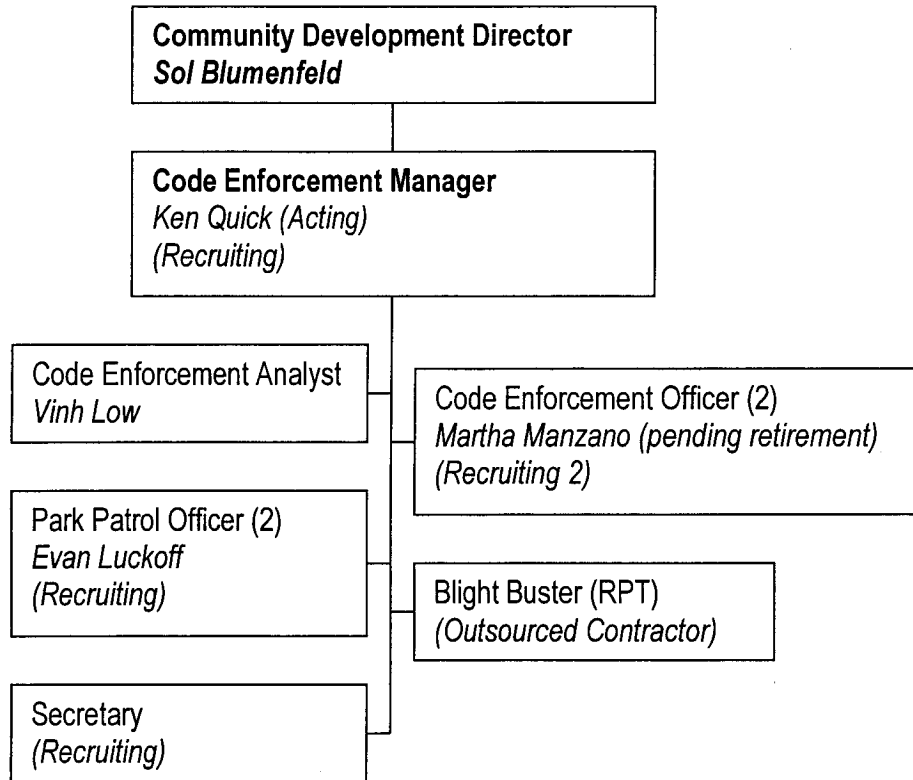
2007-08 & 2008-09
 BUDGET

<u>REGULAR POSITIONS</u>	2005-06 ACTUAL	2006-07 ACTUAL	2007-08 CITY MGR RECOMMED	CHANGE PRIOR YEAR	2008-09 CTY MGR RECOMMED	CHANGE PRIOR YEAR
<u>52500 Enforcement Services***</u>						
Code Enforcement Analyst	0.0	0.0	1.0	1.0	1.0	0.0
Code Enforcement Officer	0.0	0.0	2.0	2.0	2.0	0.0
Code Enforcement Supervisor	0.0	0.0	1.0	1.0	1.0	0.0
Park Patrol Officer	0.0	0.0	2.0	2.0	2.0	0.0
Secretary	<u>0.0</u>	<u>0.0</u>	<u>0.84</u>	<u>0.84</u>	<u>0.84</u>	<u>0.0</u>
Division Total	0.0	0.0	6.84	6.84	6.84	0.0

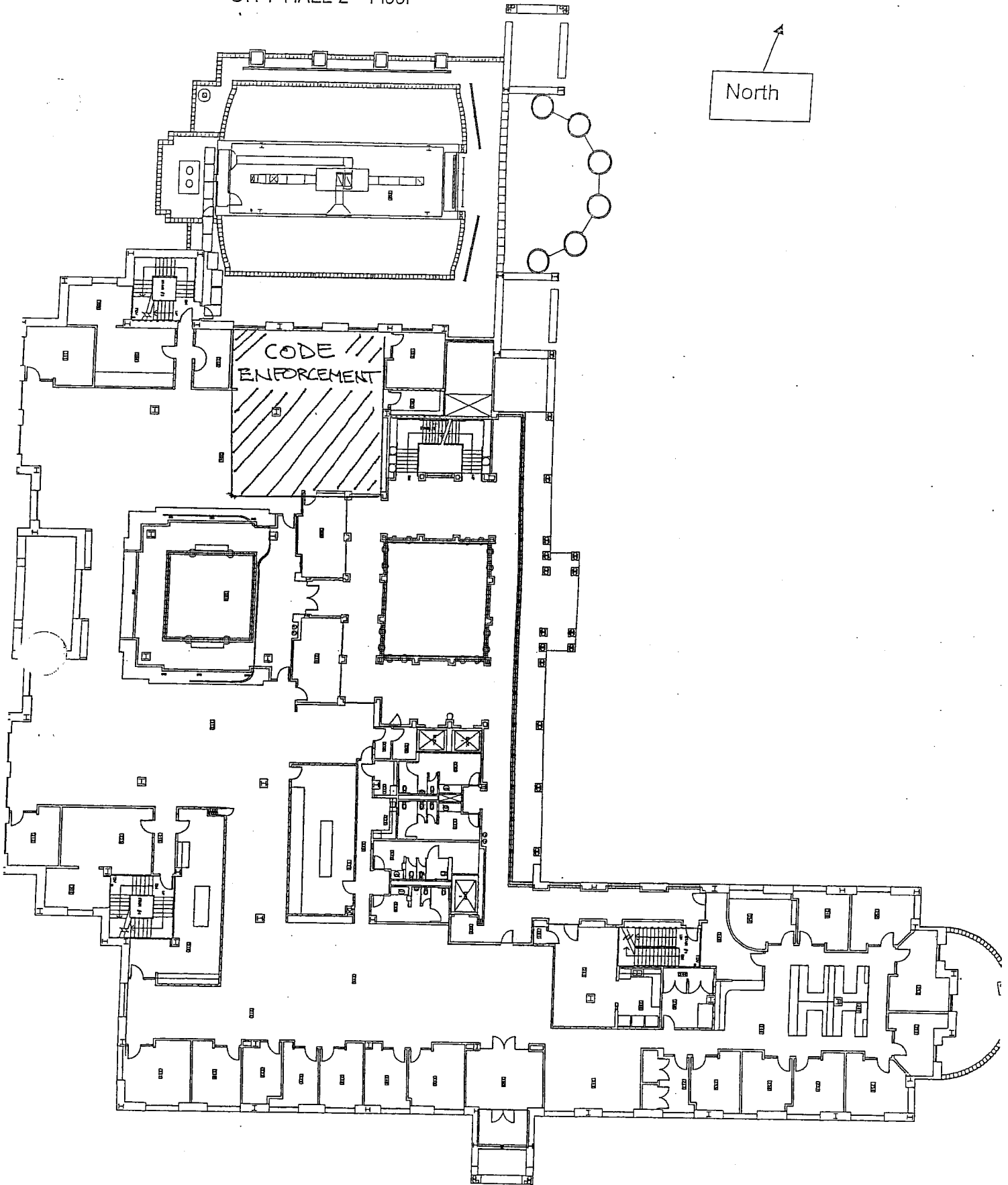
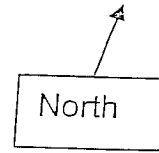
Expenditures and Appropriations
By Object of Expense
Fiscal 2007-08 and 2008-09

COMMUNITY DEVELOPMENT DEPT				101	52500			
				GENERAL FUND	Enforcement Services			
Expend Actual 2005-06	Adjusted Budget 2006-07	Expense Object	Expense Object Description	City Mgr Recommd 2007-08	Change from Prior year Adjusted	% Change	City Mgr Recommd 2008-09	% Change
0	0	411100	Regular Salaries	392,878	392,878	—	413,331	5.2%
0	0	411200	Part-Time Salaries	15,000	15,000	—	15,000	0.0%
0	0	411300	Overtime Pay	580	580	—	580	0.0%
0	0	431000	Deferred Compensation	4,635	4,635	—	5,522	19.1%
0	0	432000	Social Security	30,452	30,452	—	32,086	5.4%
0	0	433000	Retirement	47,431	47,431	—	50,099	5.6%
0	0	433500	Deferred Retirement	22,686	22,686	—	23,909	5.4%
0	0	434000	Workers Compensation	26,299	26,299	—	26,842	2.1%
0	0	435000	Group Insurance	71,750	71,750	—	80,350	12.0%
0	0	435500	Retiree Insurance	19,010	19,010	—	21,862	15.0%
0	0	436000	State Disability Insurance	969	969	—	1,348	39.1%
0	0	437000	Health Benefits	450	450	—	500	11.1%
0	0	440000	Uniform Allowance	1,920	1,920	—	1,920	0.0%
0	0	Total	Personnel Services	634,060	634,060	—	673,349	6.2%
0	0	512100	Office Expense	2,144	2,144	—	2,448	14.2%
0	0	512200	Printing and Binding	0	0	—	0	—
0	0	512300	Postage	0	0	—	0	—
0	0	512400	Communications	2,950	2,950	—	2,950	0.0%
0	0	514100	Departmental Special Supplies	2,078	2,078	—	2,095	0.8%
0	0	514600	Small Tools & Equipment	210	210	—	210	0.0%
0	0	516100	Training & Education	3,450	3,450	—	3,450	0.0%
0	0	516700	Memberships & Dues	320	320	—	320	0.0%
0	0	600200	R&M - Equipment	310	310	—	310	0.0%
0	0	600800	Garage Expenses	15,065	15,065	—	16,189	7.5%
0	0	605400	Amortization of Equipment	3,574	3,574	—	3,574	0.0%
0	0	650300	Liability Reserve Charge	12,953	12,953	—	13,221	2.1%
0	0	Total	Maint & Operations	43,054	43,054	—	44,767	4.0%
0	0	Division Total		677,114	677,114	—	718,116	6.1%

Enforcement Services Division



CITY HALL 2nd Floor



Code Enforcement & Park Patrol Preliminary Work Plan & Division Organization

A. Mission Statement:

The mission of the Code Enforcement Division is to protect, preserve and improve the quality of life of the citizens of Culver City through effective, appropriate and proactive enforcement of the City's codes and ordinances, to be sensitive to the needs of the public and business communities, and to maintain these standards with a commitment to integrity and excellence in customer service.

B. Staffing and Division Location:

1. The Division will be staffed with one secretary to field and direct calls and complaints, one Code Enforcement Manager, one Code Enforcement Analyst, two Code Enforcement Officers, two Park Patrol Officers and one Blight Buster.
2. The Code Enforcement Division will be located on the 2nd floor of City Hall adjacent to the Building Division on the west wing of the building (See attached plan).
3. The Park Patrol will continue to maintain offices at the Public Works facility at 9505 Jefferson Blvd, and will report in daily to the Community Development Department office.
4. All division staff will report to the Code Enforcement Manager and to the Department Director (See attached organization chart and job specs.).
5. The Division will operate on a 40-hour work week. The Code Enforcement and Park Patrol Officers will work 40 hours per week, with seven-day coverage by alternating Monday through Friday and Wednesday through Sunday schedules, and will record violations found during weekends at parks and along commercial corridors. The division manager will establish the weekly schedule.
6. The City will be divided geographically between the two Code Enforcement Officers for general inspection and casework purposes, though both officers shall be sufficiently familiar with the entire city to work a case from either territory. Color coding is used on maps and files to indicate the territory and cases for each officer, red for officer number one and blue for officer number two. A street listing identifies the areas that are assigned to each officer.

C. Code Enforcement/Park Patrol Goals:

1. Enforce codes through voluntary compliance wherever possible.
2. Keep accurate Code Enforcement and Park Patrol logs for all enforcement activities.
3. Ensure staff is appropriately trained to issue tickets (warrant training), conduct inspections, and keep accurate and complete records.
4. Code Enforcement and Park Patrol Officers are to complete PC832 training through the Peace Officer Training Program.
5. Code Enforcement and Park Patrol Officers may also receive tactical training by Culver City Police Department (the "CCPD") as available.
6. Ensure that Park Patrol visits all park facilities each work day, engages public with positive and friendly demeanor and uses enforcement tools when necessary to maintain park policies and regulations pursuant to the Culver City Municipal Code.
7. Standardize all park regulations and prohibitions to facilitate enforcement and ensure that parks are safe and clean.

8. Codify all park policies into Municipal Code.
9. Ensure that public property and public building regulations are properly enforced pursuant to Chapter 13 of the Municipal Code.
10. Coordinate enforcement of subcontractor list requirements with City Treasurer's Office/City Finance Office and Building Division.

D. Park Patrol:

1. Park Patrol Officers are to maintain a positive presence in the parks, using foot patrols to survey the properties.
2. Park Patrol Officers are to observe and report; their visible presence should be sufficient to discourage improper use and acts.
3. Park Patrol Officers shall take self-defense training sessions administered by the CCPD as deemed appropriate. Park Patrol Officers may carry pepper spray and batons, but their use is to be strictly discouraged and restricted.
4. Administrative citations may be issued for any infraction of the Municipal Code.
5. Vicious dogs will be reported to the County of Los Angeles/Department of Animal Care and Control.
6. Park Patrol Officers are to coordinate and collaborate with PRCS Recreation Leaders regarding violations or problems (possibly via cell phone).

E. Code Enforcement Field Inspections:

1. Conduct field surveys and inspections daily (8:00am – 3:00pm).
2. Prepare case files, correspondence (4:00pm – 5:30pm).
3. Sign out for field inspections and review field work with manager each day.
4. Conduct weekly staff meetings to review case logs and work status.
5. Manager to refer matters to City Attorney, Director of Parks, Recreation and Community Services, or other City staff for follow-up as necessary (i.e. prosecutions, abatements, park maintenance issues, etc.).
6. When the division manager is not on duty, the officers shall check in and out with the CCPD Watch Commander.

F. Procedures for Fielding Violations:

1. Request complainant's name, address, and telephone number.
2. Request the location and nature of potential violation.
3. Describe case processing to complainant.
4. Assign case to a Code Enforcement Officer.
5. Log all information into electronic database in code enforcement log.
6. Advise complainant on case status.
7. Set up CRM interface with code enforcement log (IT and Building Division staff).
8. Secretary to route CRM references to appropriate code enforcement staff person or manager.
9. Include all CRM references in code enforcement logs.
10. Color code all files to denote responsible Code Enforcement Officer (refer to Section B6).

G. Code Enforcement Case Files:

1. Set up permanent code enforcement hard copy, case file storage. Organize files by violation address.

2. Set up electronic case file system. Organize files by violation address.
3. File contents: All case correspondence, City Attorney check-list, violation cites, photos, evidence, phone logs, and staff notes.
4. Record retention for one year, and then purge file contents if case closed. Continue to maintain electronic files.
5. Secretary and Code Enforcement Officers/Park Patrol Officers and division manager are responsible for file upkeep.
6. Establish file check-out procedures for both public and internal use.

H. Set Up Permits Plus Code Enforcement Log:

1. Work with Building Official and Permit Technicians to create "Office Link" database in Permits Plus system.
2. Import standard log form (attached).
3. Train all Code Enforcement, Park Patrol, Planning, Building, and Redevelopment staff on log input.
4. Provide training to offices of City Attorney and Parks, Recreation and Community Services on log access.

I. Standard and Non-standard Notification Letters and Orders to Comply ("OTC") (see attached work flowchart):

1. Issue standard form notification Letter No. 1. (Allow 2 weeks to correct).
Log issuance of letter.
2. Issue standard form notification Letter No. 2 – Reminder. (Allow 2 weeks to correct).
Log issuance of letter.
3. Issue standard form notification Letter No. 3 – Final letter. (Allow 2 weeks to correct).
Log issuance of letter.
4. Review log each week and, as necessary, issue citation(s) for continuing citable offenses based on above schedule (See Administrative Penalties Section below).
5. On a weekly basis issue, as necessary, standard and non-standard notifications, orders to comply, and/or citations (see attached examples).
6. Illegal construction, building code violations or bootleg are subject to misdemeanor penalties or prosecution per City's Municipal Code. Use OTC procedure for misdemeanor violations.
7. Electronic samples of OTC's are located on the V Drive. An alphabetical index identifies OTC code sections.
8. When required, an invoice is attached to the OTC, which is issued "return receipt requested". To obtain an invoice, contact Accounts Receivable via e-mail, and provide the case number, address of violation, code section pertaining to violation, name of violator, the owner's address, and the amount of the assessment. Accounts Receivable will then provide an invoice via e-mail.

J. Administrative Penalties:

1. Complete draft staff report and Ordinance with City Attorney and Director of Parks, Recreation and Community Services. Calculate budget for hearing officer and potential revenues from penalty fees (See below).
2. Calendar Council Ordinance hearing, December '07.
3. Retain Hearing Officer and establish hearing protocol, December '07.

4. Establish fee account with Treasurer's Office.
5. Print citation ticket books with carbon duplicates (or establish alternate method of issuing citations with automatic duplication, such as hand-held citation writers).

K. Substandard Notice:

When OTC's for non-life safety violations do not result in code compliance, the recommended action, after three warning letters have been sent, is to file a "Substandard Building Declaration" with the County Records office. This costs the city nothing, makes a public record of the condition and can open the way for prosecution if warranted. This may be sufficient to prompt property owners to correct their property without further action.

Other Non-Court Options

Once a Substandard has been filed, other options could be undertaken to encourage the owner to bring his property into compliance.

1. If a substandard notice is filed, the City shall notify the mortgage holder and insurer of the substandard filing. Although this option has never been used, it seems likely that, when threatened with higher interest and insurance rates, or the cancellation of coverage, a property owner might be more inspired to take corrective action. As finding this information takes a lexis/nexus search, there would be a small cost incurred.
2. For rental properties, we could notify the State Franchise Tax Board of the Substandard filing after a six-month waiting period. Although we have never done this, the policy of the Tax Board is to investigate expenses, depreciation and amortization of such properties. Again, it may be enough to inspire the property owner to take corrective action. The only cost would be in time spent by the Code Enforcement Officer filing and keeping records of the paperwork.

Office Conference

If the above procedures do not result in code compliance, it may be necessary to schedule an office conference with the City Prosecutor and the property owner and his representative. After this conference, the City Prosecutor may decide whether criminal prosecution or civil action is warranted. Cases may be referred as one of the following:

- Recommended for Review by Prosecutor and office conference
- Substandard Filing is Proposed With No Further Action
- Substandard Has Been Filed, Further Action is Proposed
- Substandard Filing is Proposed as a Start to Further Action

L. Amnesty:

1. The City's amnesty program allows homeowners to keep their existing conversion/illegal addition until such time as the property's title changes hands.
2. All amnesty cases will be logged into the Code Enforcement log.
3. Amnesty files are colored purple, and purple-colored notices are placed into the Building Safety files.
4. Amnesties are also recorded in the Permits Plus system.

5. When an amnesty case is closed, the purple notice is removed from the Building Division files, the address is deleted from the amnesty list, and the notes are removed from the Permits Plus system. The file is moved from the active files to the archives.

M. Task Force:

1. The Enforcement Services Division will coordinate a standing Task Force meeting to be held every second month. Additional meetings may be called as needed, and meetings may be cancelled for insufficient agenda.
2. Task Force meetings shall consist of representatives from the following departments and divisions:
Enforcement Services
Police
Fire Administration or Prevention
City Treasurer's Office or Finance Department
City Attorney's Office
Public Works
City Manager's Office
Planning
Building Safety
Other departments/divisions will be included as appropriate.

N. Municipal Codes Appeal Committee

1. Disagreements regarding corrections of code violations may be appealed to the Municipal Codes Appeal Committee (the "MCAC").
2. When an appeal is filed a turquoise-colored file is started, and the following steps initiated: A turquoise-colored notice is placed in the Building Division files, and the appeal is posted on the monthly meeting list through the City Manager's office 30 days prior to the hearing.
3. The Enforcement Services Analyst is responsible for organizing the MCAC meeting, and the Division Manager must represent the division at the appeal hearing.

O. New Bootlegs:

1. Follow procedures in Section E, 1, with request to enter property to verify complaint.
2. Bootlegs are identified in building Safety files by a red notice added by the Code Enforcement secretary. The secretary also adds a notice in Permits Plus to "lock" the property from future permit issuance, and enters the property in the Code Enforcement log with the notation "Bootleg".
3. Determine whether an inspection warrant is required; if so, obtain warrant.
4. Inspect premises and record observations.
5. Issue Order to Comply and/or proceed with prosecution as necessary.

P. Commercial Corridors:

1. The Blight Buster brings in all signs collected in the field. If a sign contains information that can be used to contact the responsible party, they are contacted by telephone, mail, e-mail, or a combination of the three. A copy of all correspondence sent and received is recorded in the Code Enforcement log.

2. Survey commercial corridors once each week and record violations regarding illegal signs posted on construction fences, utility poles or illegal sandwich board signs on the public right of way. Report any illegally posted signs to Blight Buster for removal.
3. Identify location for signs removed from right of way and procedure for returning signs to violators.
4. Log all violations observed in field into Code Enforcement Log. (No exceptions).
5. Planning Division to synthesize common CUP violations for enforcement. (See attached Lists on Commercial Area Violations).
6. The Planning Division will log a CUP or AUP permit into Permits Plus. CUP and AUP files are maintained by the Enforcement Services Analyst.
7. Common commercial corridor violations to be monitored include:
 - Illegal signs (most common violation)
 - Non maintenance of signs/abandoned signs
 - Non-Permitted Outdoor display and sale of merchandise
 - Outdoor storage of materials
 - Non maintenance of landscaping and property in general
 - Illegal storage containers
 - Parking spaces being used for purposes other than parking (storage of trash dumpsters, equipment and other items)
 - Barbed wire fencing
 - Illegal fences (due to location, height, etc..)
 - Non permitted special events
 - Non permitted outdoor dining

Q. Home occupation Permits:

1. The Planning Division provides copies of Home Occupation permits which are logged into Permits Plus, then filed in alphabetical order under street name.

R. Banner Permits:

1. Banner Permits are issued by the Planning Division. Banner permits vary in length from one month to three months. Upon expiration, the banner must be removed or a new application for permit must be submitted to the Planning Division. Banner permits will be logged into the Code Enforcement logs noting the date of expiration. On the date of expiration the Code Enforcement Officer pulls the banner permit from the binder and prepares a standard compliance letter and issues it to the business with a request to remove the banner or reapply for another permit (follow procedure in Section E).

S. Graffiti Complaints:

1. Graffiti violations identified through field observation are e-mailed to Public Works (Heustace Lewis) for eradication.
2. Graffiti murals are referred to CDD Cultural Affairs (Christine Byers) as well as Public Works.

T. Shopping Cart Complaints:

1. Shopping cart complaints received via telephone, e-mail, or through field observation are recorded in the Code Enforcement log and the responsible company is contacted via

telephone and fax with the location of the stray cart(s) and, if known, the store location from which the cart(s) came.

U. Garage Sale Signs:

1. Garage sale signs in violation of the Municipal Code generate a form letter to the address of the property.

ENFORCEMENT SERVICES PERSONNEL JOB DUTIES

Code Enforcement Manager:

1. Assures prompt response to complaints of municipal code violations, as well as directs timely inspection of all residential and commercial properties to ensure compliance with local laws, codes, and ordinances.
2. Reviews and suggests revisions of the Municipal Code to the Community Development Director to maintain codes and regulations that are up-to-date and conform to all federal, state, and local requirements.
3. Effectively plans, schedules, and controls the utilization of time by Code Enforcement Officers, Park Patrol Officers and Blight Busters. Assures the timely and productive scheduling of staff to accomplish both field and office work.
4. Provides informed and skilled technical assistance and advice to planners, code enforcement staff, and homeowners on matters pertaining to code enforcement, zoning regulations, local ordinances, procedures, and appeal rights.
5. Generates a monthly report for the Community Development Director regarding code enforcement actions and workload, and maintains various work records related to the development of such a report.
6. Generates a monthly report mid-month to mid-month for the Parks and Recreation Commission regarding Park Patrol actions, and maintains various work records related to the development of such a report.
7. Maintains a schedule of commercial corridor inspection assignments and provides a report of same for the Department's weekly update to City Council.
8. Maintains quality control of the work of code enforcement staff by making spot checks of the staff in the field, reviewing and evaluating workload and staff assignments. Coordinates training of code enforcement staff to assure the staff keeps informed of changing regulations, ordinances, and laws relating to law enforcement procedures.
9. Responds to and resolves complaints from citizens including investigations to determine responsibility for the problem and methods of resolving the problem.
10. Maintains a competent and motivated work force by selecting, disciplining, motivating, training, and evaluating subordinate staff.
11. Develops policies and procedures to improve code enforcement activities such as public education, appeal procedures, testimonial procedures, and report writing.
12. Performs the more difficult and complex code enforcement inspections to assure local properties conform to all applicable state and local ordinances, codes, and regulations.
13. Studies changes in code provisions, state laws and legal procedures to keep current in enforcement skills. Maintains a current and thorough working knowledge of relevant codes

CODE ENFORCEMENT PERSONNEL JOB DUTIES

Code Enforcement Analyst:

1. Inspects property to assess compliance with land use requirements of the Code. Reports findings and determines corrections required, and issues compliance citations. Assures corrections are made to violations of the above provisions. Maintains complete and accurate logs and records and prepares routine reports of compliance efforts which describe problems and their resolutions.
2. Works cooperatively and effectively with residents and property owners, and with the Community Development Department staff, specifically the Building Safety and Planning Divisions, to achieve and maintain compliance with land use requirements.
3. Responds to public requests for information in a professional, courteous and knowledgeable manner. Establishes rapport with public contacts and effectively communicates land use information and code interpretations. Keeps complainants informed of the status of their complaints.
4. Prepares factual and complete staff reports about land use compliance matters. Makes presentations to the Planning Commission and City Council as required.
5. Maintains current and thorough working knowledge of code provisions and department programs and their requirements. Interpret and applies code provisions.
6. Assists Code Enforcement Officers as necessary.
7. Consistently makes efficient use of time performing assigned inventory, inspection and compliance tasks in a proactive manner.
8. Creates draft legal documents, for the review of the professional legal staff, to be recorded against real property.
9. Conducts research about policy and operations pertinent to the department.
10. Assists in budget preparation and review. Gathers and analyzes data for the budget including financing, staffing and organizational levels.
11. Keeps manager informed of problems and issues about which the manager may not be aware, and assists with the supervision of clerical personnel.

CODE ENFORCEMENT PERSONNEL JOB DUTIES

Code Enforcement Officer:

1. Inspects residential, commercial, and industrial buildings to assure compliance with zoning, nuisance, land use, and the Municipal Code. Records accurately the findings of the inspection, the corrections needed, and issues orders to comply to achieve compliance with the Code.
2. Assures corrections are made to violations of the zoning, land use, nuisance of the Municipal Code in a timely manner.
3. Issues citations, confers with and recommends action to the City Attorney if corrections are not made, and prepares case records for presentation to the City Attorney's Office when prosecution becomes necessary.
4. Prepares and keeps accurate logs, reports, and records regarding code enforcement inspections, violation notices and investigations which are legible, complete, up to date, and descriptive of problems encountered.
5. Works cooperatively and effectively with residents and property owners to achieve housing conditions which comply with zoning, land use, nuisance, and of the Municipal Code. Interprets codes and regulations and explains the code enforcement program.
6. Maintains a current and thorough working knowledge of zoning, land use, and nuisance provisions of the Municipal Code, and is able to correctly interpret and apply them.
7. Responds to public inquiries and complaints regarding possible violations of the zoning, land use, and nuisance provisions of the Municipal Code in a timely manner. Thoroughly investigates possible violations gathering evidence, photographing the violation, contacting the responsible person, and assuring the correction of the violation. Keeps complainants aware of the status of their complaint.
8. Makes efficient use of his/her time keeping up with assigned inspection workloads. Promptly responds to inspection appointments; completes a reasonable number of inspections given work time available.
9. Assures compliance with the sign ordinance regarding size and placement. Removes signs placed illegally in the public right of way. Conducts thorough field inspections to identify possible violations of the sign ordinance.
10. Assures compliance with codes for signs, land use, zoning, required landscaping, fences and hedges, barbed wire, razor ribbon.
11. When driving through the community, remains aware of any potentially negative issues arising in the City's parks and medians and reports the same to the Park Patrol or the appropriate department.

CODE ENFORCEMENT PERSONNEL JOB DUTIES

Park Patrol Officer:

1. Maintains a visible presence in City parks; serves as front-line information contact with public.
2. Monitors the activities in and around the municipal parks and medians, observing and reporting anti-social and criminal activity. Contacts the Police Department when law enforcement assistance is required.
3. Assures safety of the public and municipal property and when necessary, handles confrontational situations according to departmental policy.
4. Receives and transmits information utilizing a two-way radio (and possibly cell-phone); patrols park facilities on foot and by vehicle.
5. Issues parking and municipal code citations; may make private person's arrests (citizen's arrests) and testify in court.
6. Keeps logs and prepares clean, concise, accurate, and thorough reports as required.
7. Submits a weekly report to the Code Enforcement Manager summarizing activity.
8. Carries police baton and pepper spray as a defensive weapon.
9. Assists the police when called upon to do so.
10. Records and reports graffiti observed while in transit between destinations.
11. Records and reports illegal signs, banners, flyers and advertising observed while on duty.
12. Establishes and maintains a good working relationship with PRCS Recreation Leaders to assist them with or record and report problems and violations.

Additional Job Duties:

The following tasks are typically performed by individuals in this classification but are considered less than essential.

1. Performs various public service tasks as assigned.

CODE ENFORCEMENT PERSONNEL JOB DUTIES

Code Enforcement Secretary:

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Prepares written drafts, reports, requisitions, and documents using a typewriter, data entry terminal, fax machine, and personal computer to enter and retrieve data; produces professional documents using a variety of software packages. Composes correspondence requiring discrimination and judgment in the selection of data or the interpretation of rules or policies.
2. Establishes and maintains confidential files concerned with personnel and/or policy matters. Keeps filing up to date. Correctly uses a filing system so that material is readily retrievable.
3. Records documents and actions taken on sensitive issues, and is responsible for releasing information to authorized parties.
4. Performs payroll, timekeeping, and data entry. Processes overtime and leave slips, entering data and reconciling the time books.
5. Promptly opens and correctly distributes incoming mail and processes outgoing mail.
6. Arranges the schedule of appointments for staff, exercising discretion in committing their time and in referring callers or visitors to other appropriate sources of information or service.
7. Produces accurate typed memoranda and reports which are neat and prepared in appropriate format from rough written drafts, verbal instructions and/or transcription. Edits drafts for proper working, grammar, and content.
8. Maintains cost and budgetary records, formulates portions of budget requests, and types and prepares the annual budget request.
9. Stays current with trends in secretarial techniques and practices. Seeks way to improve office operations.

CODE ENFORCEMENT PERSONNEL JOB DUTIES

Blight Buster:

The Blight Buster is a budgeted fund, not a staff position. In the past the functions have been performed by City employees outside the hours of their regular duties. No specialized training is required to perform these duties beyond a basic understanding of the City's restrictions on posting signs, handbills and fliers. A total of \$15,000 has been budgeted in fiscal years 2207-08 and 2008-09 for this service. In future, this function will be an outsourced service contracted through a company or individual for part-time service.

The Blight Buster will primarily be responsible for reconnoitering the commercial corridors and removing illegally-posted signs, handbills and fliers. The Blight Buster shall record the location and type of each item removed and submit the log with the evidence to the Code Enforcement Analyst, who will enter the information into the Code Enforcement log and proceed according to the Enforcement Services work program.

The Code Enforcement analyst shall keep a record of the Blight Buster's schedule, and the status of budgeted funds for the service. A brief summary of the Blight Buster's work shall be included in the Division Manager's weekly projects update to the Community Development Director.

ENFORCEMENT SERVICES SCHEDULES

It is recommended the following schedules be introduced for the Code Enforcement and Park Patrol Officers:

Code Enforcement Officers:

Officer One (1) - 7:30am – 4:30pm, Sunday through Thursday
Officer Two (2) – 8:30am – 5:30pm, Tuesday through Saturday

M	T	W	Th	F	Sat	S
1	1	1	1			1
	2	2	2	2	2	

Park Patrol Officers:

Officer One (1) – 3:00pm – 12:00am, Monday, Tuesday,
10:00am – 7:00pm, Wednesday, Saturday, Sunday
Officer Two (2) – 3:00pm – 12:00am, Wednesday through Sunday

M	T	W	Th	F	Sat	S
1	1	1			1	1
		2	2	2	2	2

COMMERCIAL CORRIDOR INSPECTION

Code Enforcement Officers shall inspect the commercial corridors within Culver City on a weekly basis for violations of the City's codes relating to signs, banners, and advertising materials, as well as to record and report graffiti, abandoned or discarded vehicles or materials, and overgrown or unkempt properties in violation of the Municipal Code. Observed violations shall be recorded in the officers' field log for processing as described in the Code Enforcement work program. The Division Manager shall maintain a schedule of commercial corridor inspection assignments and provide a report of same for the Community Development Department's weekly update to City Council.

The commercial corridors in Culver City include:

Washington Blvd (bounded by Walnut Ave to the west, Fairfax Ave to the east)

Sepulveda Blvd (Venice Blvd to the north, Centinela Ave to the south)

Jefferson Blvd (Higuera St to the north, Sepulveda Blvd to the south)

Venice Blvd, south side (Sawtelle Blvd to the west, Overland Ave to the east)

Culver Blvd (Overland Ave to the west, Washington Blvd to the east)

Slauson Ave (405 fwy to the west, Hannum Ave to the east)

Overland Ave (Venice Blvd to the north, Jefferson Blvd to the south)

Green Valley Circle (Sepulveda Blvd to the west, Slauson Ave to the east)

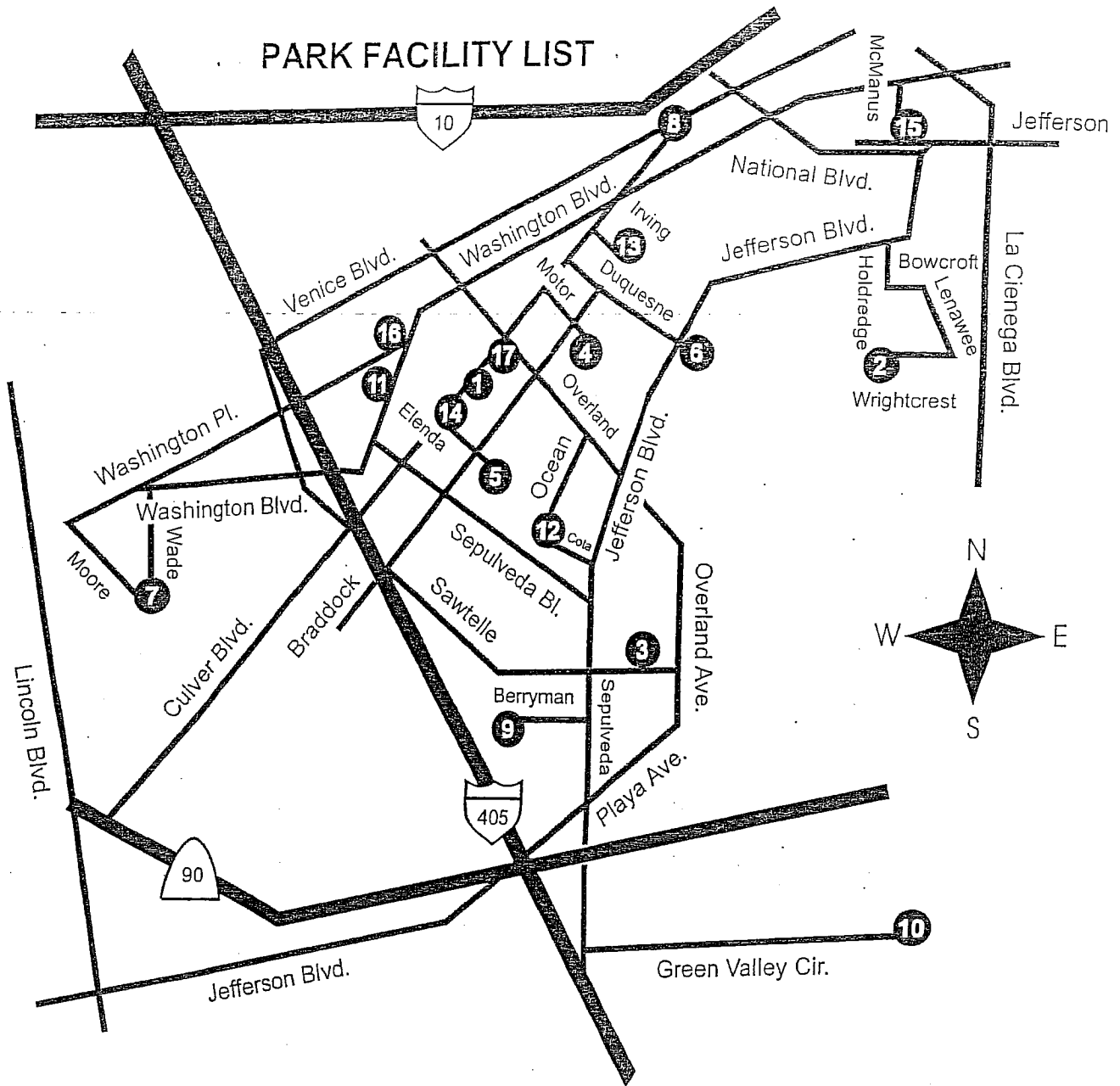
Bristol Pkwy (Slauson Ave to the north, Centinela Ave to the south)

National Blvd (Washington Blvd to the west, Jefferson Blvd to the east)

COMMON COMMERCIAL CORRIDOR CODE AND ZONING VIOLATIONS

- Illegal signs (most common)
- Non-maintenance of signs/abandoned signs
- Outdoor display and sale of merchandise
- Outdoor storage of materials
- Non-maintenance of landscaping and property in general
- Illegal storage containers
- Parking spaces being used for purposes other than parking (storage of trash dumpsters, equipment and other items)
- Barbed wire fencing
- Illegal fences (due to location, height, etc.)
- Non-permitted special events
- Non-permitted outdoor dining

PARK FACILITY LIST



- | | | |
|--|---|--|
| 1. National Guard Armory
10808 Culver Blvd | 8. Ivy Substation & Media Park
Venice Blvd & Culver Blvd
310 253-6642 | 15. Syd Kronenthal Park
3459 McManus Ave
310 839-0127 |
| 2. Blair Hills Park
5950 Wrightcrest Dr | 9. El Marino Park
5301 Berryman Ave
310 253-6648 | 16. Tellefson Park
Washington Pl & Tilden Ave |
| 3. Blanco Park
5801 Sawtelle Blvd
310 253-6681 | 10. Fox Hills Park
Green Valley Cir & Buckingham Pkwy | 17. Teen Center
4153 Overland Ave
310 253-6674 |
| 4. Dr Paul Carlson Park
Braddock Dr & Motor Ave | 11. La Ballona Playground
10915 Washington Blvd
310 877-0586 | 17. Municipal Pool
4175 Overland Ave
310 253-6680 |
| 5. Culver City High School
4401 Elenda Ave | 12. Lindberg Park
5041 Rhoda Way | 17. Senior Center
4095 Overland Ave
310 253-6700 |
| 6. Culver City Park (Bill Botts Fields)
Duquesne Ave & Jefferson Blvd | 13. Linwood E Howe Playground
4100 Irving Pl | 17. Veterans' Memorial Building (VMB)
4117 Overland Ave
310 253-6625 |
| 7. Culver West Park (Alexander Park)
4162 Wade St
310 253-6644 | 14. Paddle Tennis Park
Culver Blvd & Elenda Ave | 17. Veterans' Park
4117 Overland Ave |

City of Culver City, California
Parks and Recreation Commission Agenda Item Report

Meeting Date: 09/06/07		Item Number: A-1	
AGENDA ITEM: Community Development Department Response to Commissioner's Questions Regarding Proposed Code Enforcement Reorganization in Connection with Park Patrol.			
Contact Person/Dept. Sol Blumenfeld, Director Community Development		Phone Number: (310) 253-5702	
Fiscal Impact: Yes ☐ No ☒		General Fund: Yes ☐ No ☒	
Public Hearing: ☐		Action Item: ☐	Attachments: ☒
Public Notification: PRCS Master Notification List (08/30/07).			
Department Approval: Bill La Pointe, PRCS Director		City Attorney Approval: N/A	
City Controller Approval: N/A		City Manager Approval: N/A	

RECOMMENDATION:

Staff recommends that the Parks and Recreation Commission review the Community Development Department's responses to questions raised by Commissioners at their August 8, 2007 meeting and provide comments to staff.

BACKGROUND:

On August 7, 2007 the Parks and Recreation Commission requested that the Community Development Director provide an overview of the code enforcement reorganization as it pertains to the Park Patrol. At that meeting, the Commission provided a list of questions to staff on the proposed reorganization. The Community Development Director reported that the relocation of Code Enforcement to the Community Development Department was part of a reorganization proposed by the City Manager and approved by the City Council in the FY 07-08 budget hearing process. Over the last 60 days staff has been working on the reorganization plan which includes establishing procedures for fielding, recording and following up on code enforcement violations or complaints. He indicated that while Division reorganization planning is still underway, several issues have already been identified that pertain to Commission concerns noted at the August meeting. The Community Development Director was also asked to provide a follow-up written response to the questions of the Commission for presentation at the September meeting.

City of Culver City, California
Parks and Recreation Commission Agenda Item Report

DISCUSSION:

The following provides a response to the Commission's questions:

Commissioner Daly-Redholtz

1. Would Park Patrol deal with the Police Department?

Answer: It is expected that in the event of serious crimes and violent or threatening behavior by park user, the Park Patrol will call the Police Department for assistance.

2. What will you do to cover the busiest and most important times in our parks (afternoons, evenings and weekends)?

Answer: The Park Patrol will continue to work a 40 hour work week, but will maintain a flexible schedule that facilitates coverage during busy weekend, evening and holiday schedules. Although the work schedules are still in preparation, the requirement for flexible scheduling and evening and holiday work will be reflected in the job description for all code enforcement staff including the Park Patrol. The Division supervisor will be responsible for overseeing the work schedule to ensure coverage during peak periods.

3. Are you keeping the class specification for Park Patrol? Recommend that Park Patrol specs remains separate from Code Enforcement officer specs.

Answer: The Park Patrol job specification will remain an independent classification from the Code Enforcement Officer.

4. What are your staffing and budget levels?

Answer: An excerpt from the adopted FY 07-08 Budget is provided as Attachment A.

5. How and what kind of training will the staff receive?

Answer: The Park Patrol will be required to receive training in code enforcement as it relates to the Department and will receive specific training related to enforcement of park safety and operation regulations. They will also be required to participate in specific training related to issuance of citations and using the City's computer tracking system to record violations as part of a comprehensive code violation data base.

City of Culver City, California
Parks and Recreation Commission Agenda Item Report

6. What will be the communication protocol between CDD & PRCS?

Answer: The Division Supervisor will meet daily with the Division staff in order to assign tasks, refer matters for intradepartmental or interdepartmental disposition and ensure adequate communication among staff members. The Supervisor will compile a list of action items each week to be presented to the Director for review and approval. This report will be forwarded to the Director of Parks, Recreation and Community Services for information and follow-up. The Park Patrol will be required to report into the Community Development Department Code Enforcement Supervisor daily. Park Patrol staff will maintain a desk and computer workstation at the Community Development Department in order to conduct daily business.

7. Park Patrol must bring a "presence" to the parks.

Answer: The Park Patrol will be required to follow whatever protocols that the Recreation and Parks Commission have established in the "PRCS Regulations". That will include visiting parking sites daily, walking the park, issuing citations as required and recording violations in the Division computer log.

8. How will the Park Patrol be contacted by the public? The city's web site will be revised to include both the Community Development Department and the Parks and Recreation Department as the reporting location for park problems. The Division Secretary will field calls and refer them as necessary to Park Patrol staff. Park signage may also need to be changed as necessary to reflect both locations for reporting problems.

9. What does the organization flow chart look like?

Answer: The Code Enforcement Division Organizational Chart is provided as Attachment B.

10. What are the powers of Park Patrol? And what are they not?

Answer: The Park Patrol's authority is enumerated in the current job specification and summarized as follows:

Park Patrol Officer:

1. Monitors the activities in and around the municipal parks, observing and reporting anti-social and criminal activity. Reports to Police Department when law enforcement assistance is required.

City of Culver City, California
Parks and Recreation Commission Agenda Item Report

2. Assures safety of the public and municipal property and when necessary, handles confrontational situations according to departmental policy.
3. Receives and transmits information utilizing a two-way radio; patrols park facilities by foot and by vehicle.
4. Issues parking and municipal code citations, May make private person's arrests and testify in court.
5. Keeps logs and prepares clean, concise, accurate, and thorough reports as required.
6. Carries police baton and pepper spray as a defensive weapon.
7. Assists the police when called upon to do so.
8. Performs various public service tasks as assigned.

The City Attorney will review the current job specification relating to "private person's arrests" as it relates to City liabilities.

11. Is there any gain by this reorganization?

Answer: The proposed reorganization will produce greater synergy for the Code Enforcement Division by providing additional "eyes" on the street and in the parks to spot potential problems for referral to appropriate enforcement staff personnel. Also upon adoption of a new Administrative Penalties ordinance, the Park Patrol will have the ability to issue citations as an enforcement tool. The Park Patrol will also take advantage of the new computer permit tracking system to record violations, track repeat violators and cite accordingly for repeat offenses which should enhance code enforcement in the parks. This computer data base will also be used for budgeting purposes for the new Division to track and quantify activity and to provide funding resources where they are needed most. The new Division supervisor position that will be recruited over the next 60 days will provide greater management review and staff accountability. Thus from both a staff management and regulatory perspective, the reorganization should produce better enforcement outcomes for the city.

The Director of Parks, Recreation and Community Services notes that as a part of the Master Planning process for the Recreation and Parks Department the Consultant (MIG) will be reviewing ordinances and "PRCS Regulations". From that review process the Commission may want to make recommendations about codifying or eliminating out of date or inconsistent regulations for the City's parks. Any regulations that are codified into law in the City's Municipal Code may be subject to the penalties provisions of the Administrative Penalties Ordinance which will give the Park Patrol another tool for enforcement. It is important to note that the City Attorney is also reviewing the PRCS Regulations to ensure that they are legally enforceable and consistent with the Municipal Code.

City of Culver City, California
Parks and Recreation Commission Agenda Item Report

Commissioner James

- How/why did we decide on this change?

Answer: The relocation of Code Enforcement to the Community Development Department was part of a reorganization proposed by the City Manager and approved by the City Council in the FY 07-08 budget hearing process. That reorganization included relocating the Park Patrol as part of a new Code Enforcement Division. The desire was to bring uniformity to the enforcement efforts in the city and to build synergy among the various departments involved in enforcing the city's codes. Some of the regulations that Parks Patrol enforces must be codified into the Municipal Code in order to make citations and related penalties enforceable. The proposed reorganization was seen as a means to ensure that code enforcement procedures are uniformly established and enforced among various city departments for infractions and misdemeanor offenses.

- Wants resolution on the following issues:
 - Reporting. (See Answers Number 6 and 11)
 - Wants the Park Patrol out of their cars walking the park. They should have a presence. (See Answer Number 7)
 - Will there be an easy means of communication between PRCS & CDD? (See Answers Number 6 and 11).
 - Working when parks are busy. (See Answer Number 2).

Vice-Chair Shapiro

- Concurred with Commissioners Daly-Redholtz and James.
- Noted that Chair Cooper should be asked for his written comments and concerns and that they should be presented to Community Development Director Blumenfeld for his responses.

ATTACHMENTS:

- A. Excerpt from the Adopted FY 07-08 Budget Relating to Park Patrol Staffing and Budgeting.
- B. Code Enforcement Division Organizational Chart.
- C. List of Uncodified Park Regulations.

City of Culver City, California
Parks and Recreation Commission Agenda Item Report

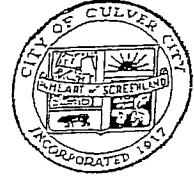
MOTION:

That the Parks and Recreation Commission:

Review the Community Development Department's responses to questions raised by Commissioners at their August 8, 2007 meeting and provide comments to staff.

ATTACHMENT A

SERVICE AREA: COMMUNITY DEVELOPMENT
DEPARTMENT: COMMUNITY DEVELOPMENT
RESP. MGR.: S. BLUMENFELD



2007-08 & 2008-09
BUDGET

	2005-06 ACTUAL	2006-07 ACTUAL	2007-08 CITY MGR RECOMMED	CHANGE PRIOR YEAR	2008-09 CTY MGR RECOMMED	CHANGE PRIOR YEAR
<u>REGULAR POSITIONS</u>						
<u>52500 Enforcement Services***</u>						
Code Enforcement Analyst	0.0	0.0	1.0	1.0	1.0	0.0
Code Enforcement Officer	0.0	0.0	2.0	2.0	2.0	0.0
Code Enforcement Supervisor	0.0	0.0	1.0	1.0	1.0	0.0
Park Patrol Officer	0.0	0.0	2.0	2.0	2.0	0.0
Secretary	<u>0.0</u>	<u>0.0</u>	<u>0.84</u>	<u>0.84</u>	<u>0.84</u>	<u>0.0</u>
Division Total	0.0	0.0	6.84	6.84	6.84	0.0

Expenditures and Appropriations
By Object of Expense
Fiscal 2007-08 and 2008-09

COMMUNITY DEVELOPMENT DEPT

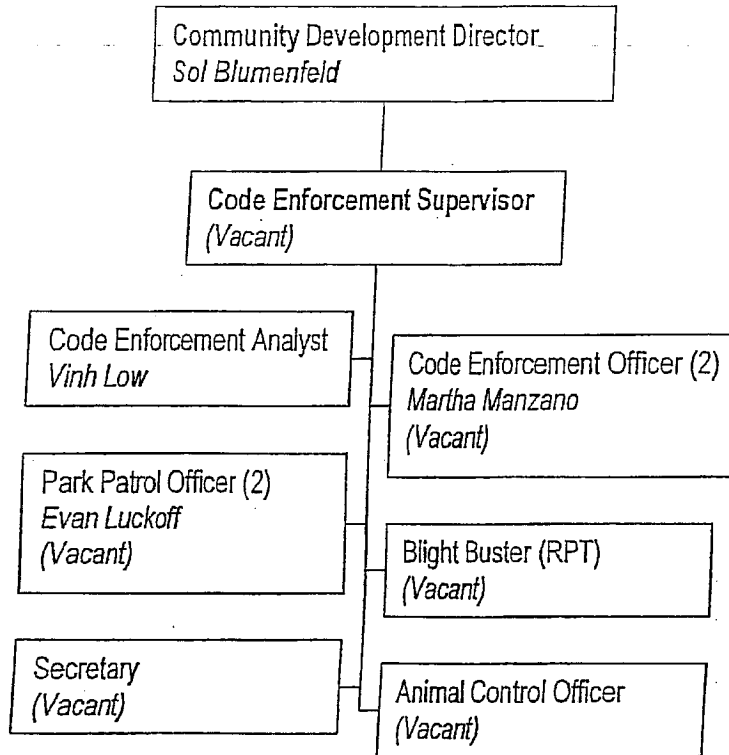
101
GENERAL FUND

52500
Enforcement Services

Expend Actual 2005-06	Adjusted Budget 2006-07	Expense Object	Expense Object Description	City Mgr Recommd 2007-08	Change from Prior year Adjusted	% Change	City Mgr Recommd 2008-09	% Change
0	0	411100	Regular Salaries	392,878	392,878	—	413,331	5.2%
0	0	411200	Part-Time Salaries	15,000	15,000	—	15,000	0.0%
0	0	411300	Overtime Pay	580	580	—	580	0.0%
0	0	431000	Deferred Compensation	4,635	4,635	—	5,522	19.1%
0	0	432000	Social Security	30,452	30,452	—	32,086	5.4%
0	0	433000	Retirement	47,431	47,431	—	50,099	5.6%
0	0	433500	Deferred Retirement	22,686	22,686	—	23,909	5.4%
0	0	434000	Workers Compensation	26,299	26,299	—	26,842	2.1%
0	0	435000	Group Insurance	71,750	71,750	—	80,350	12.0%
0	0	435500	Retiree Insurance	19,010	19,010	—	21,862	15.0%
0	0	436000	State Disability Insurance	969	969	—	1,348	39.1%
0	0	437000	Health Benefits	450	450	—	500	11.1%
0	0	440000	Uniform Allowance	1,920	1,920	—	1,920	0.0%
0	0	Total	Personnel Services	634,060	634,060	—	673,349	6.2%
0	0	512100	Office Expense	2,144	2,144	—	2,448	14.2%
0	0	512200	Printing and Binding	0	0	—	0	—
0	0	512300	Postage	0	0	—	0	—
0	0	512400	Communications	2,950	2,950	—	2,950	0.0%
0	0	514100	Departmental Special Supplies	2,078	2,078	—	2,095	0.8%
0	0	514600	Small Tools & Equipment	210	210	—	210	0.0%
0	0	516100	Training & Education	3,450	3,450	—	3,450	0.0%
0	0	516700	Memberships & Dues	320	320	—	320	0.0%
0	0	600200	R&M - Equipment	310	310	—	310	0.0%
0	0	600800	Garage Expenses	15,065	15,065	—	16,189	7.5%
0	0	605400	Amortization of Equipment	3,574	3,574	—	3,574	0.0%
0	0	650300	Liability Reserve Charge	12,953	12,953	—	13,221	2.1%
0	0	Total	Maint & Operations	43,054	43,054	—	44,767	4.0%
0	0	Division Total		677,114	677,114	—	718,116	6.1%

ATTACHMENT B

Code Enforcement Division



ATTACHMENT C

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Within the limits of any public park, it shall be unlawful for any person:

A. Having charge, care, custody or control of any dog, or other animal, fowl, or reptile to cause, permit, or allow the same to be within the limits of any public park within the City unless such person shall have obtained a special permit from the City Council to conduct an entertainment or exhibition in which an animal is a participant.

(65 Code, Sec. 5-12) (Ord. No. CS-290; Ord. No. CS-405 Sec. 1)

B. To carry or discharge any air gun or firearm, or discharge any missile from a slingshot or bow, or bring, or have in his possession, or set off or otherwise cause to explode or discharge or burn any firecrackers, torpedoes, rockets or other fireworks or explosives or inflammable material, or discharge them or throw them into any such areas from land or highway adjacent thereto. This prohibition includes any substance, compound, mixture or article that in conjunction with any other substance or compound would be dangerous from any of the foregoing standpoints. This provision, however, shall not prevent the holding of fireworks exhibitions or display in public parks or places when authorized by the City Council.

C. To swim, bathe, wade in, or pollute the water of any fountain or pond within a park or playground area.

D. To build or attempt to build a fire, except in such areas and under such regulations as may be designated by the Parks, Recreation and Community Services Director. No person shall drop, throw, or otherwise scatter lighted matches, burning cigarettes or cigars, tobacco paper or other inflammable material within any park or on any highway, road or street abutting or contiguous thereto.

E. To camp or lodge therein, provided that special permission may be given to youth organizations for special demonstration purposes to temporarily maintain such camp or lodge.

F. To ride, or drive any horse or other animal, or propel any vehicle, cycle, or automobile elsewhere than on the roads or drives provided for such purpose.

G. To leave a bicycle lying on the ground or paving, or set against trees, or in any place or position where other persons may trip over or be injured by it, or leave a bicycle in a place other than a bicycle rack when such is provided and there is space available, or ride a bicycle other than on the right hand side of the road paving as close as conditions permit, and bicycles shall be kept in single file when two or more are operating as a group. Bicyclists shall at all times operate their machines with reasonable regard to the safety of others, signal all turns, pass to the right of any vehicle they are overtaking, and pass to the right of any vehicles they may be meeting.

PARK REGULATIONS (UNCODIFIED)

- H. To sleep or protractedly lounge on the seats, or benches, or other areas, or engage in loud, riotous, boisterous, threatening, abusive, insulting or indecent language, or engage in any disorderly conduct or behavior tending to a breach of the public peace.
- I. To announce, advertise or call public attention in any way to any article or service for sale or hire, or expose or offer for sale any articles or thing; nor shall he station or place any stand, cart, or vehicle for the transportation, sale or display of any such article or thing. Exception is here made as to any regularly licensed concessionaire acting by and under the authority and regulation of the Parks, Recreation and Community Services Director.
- J. To play or bet at or against any game which is played, conducted, dealt or carried on with cards, dice or other device, for money, chips, shells, credit or any other representative of value, or maintain or exhibit any gambling table or other instrument of gambling or gaming.
- K. To practice, carry on. Conduct or solicit for any trade, occupation, business or profession or circulate any petition of whatsoever kind or character without the permission of the City Council.
- L. To drive, or have any dray, truck, wagon, cart, or other traffic vehicle carrying goods or regularly used or employed in carrying goods, merchandise, lumber, machinery, oil. Manure, dirt, sand, or soil or any article of trade or commerce, or any offensive article or material whatsoever, upon any road or drive except such as may be especially provided or designed for such use, or such as may be authorized by permit from the Parks, Recreation and Community Services Director.
- M. To take part in or abet the playing of any games involving thrown or otherwise propelled objects such as balls, stones, arrows, javelins, or model airplanes, except in areas set apart for such forms of recreation. The playing of rough or comparatively dangerous games such as football, baseball and quoits is prohibited except on the fields and courts or areas provided therefor. Rollerskating shall be confined to those areas specifically designated for such pastime.
- N. To deposit any paper, fruit, rubbish, debris, or any waste material of any kind, except in such receptacles as may be located in such park therefor.
- O. To dress or undress an any vehicle, toilet or other place, except in such bathing houses or structures as may be provided for that purpose.
- P. To solicit alms or contributions for any purpose, whether public or private, without having obtained a permit so to do from the City Department authorized to issue such permits.

Q. To enter any area posted as "Closed to the Public", nor shall any person use, or abet the use of any area in violation of posted notices.

R. To fail to produce and exhibit any permit from the Parks, Recreation and Community Services Director he claims to have upon request of any authorized person who shall desire to inspect the same for the purpose of enforcing compliance with any ordinance or rule.

S. To disturb or interfere unreasonably with any person or party occupying any area, or participating in any activity, under the authority of a permit.
(65 Code, Sec. 25-11) (Ord. CS-290 Art. II Sec. 7; Ord. CS-973 Sec. 1; Ord. CS-1006 Sec. 1; Ord. No. 96-023 Sec. 1)

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A. Any person who rides or operates a skateboard, rollerskates, in-line skates or rollerblades in a publicly-owned or operated skateboard park in the City must wear a helmet, elbow pads and kneepads at all times and signage shall be posted setting forth these requirements and the penalty for violation thereof.

B. The Parks, Recreation and Community Services Director is authorized to set forth any administrative guidelines or processes and/or necessary rules and regulations regarding the use of public skateboard parks within the City.

C. Violation of this section shall constitute an infraction, subject to penalties as set forth in Sec. 1.01.045 of the Code.

(65 Code, Sec. 25-15) (Ord. No. 99-009, Sec. 1 (apart))

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Park Patrol Officers will be neat and clean, and hair will be in accordance with the following:

MALE: Hair will be well-groomed, clean, tapered and cut above the shirt collar. If an individual chooses to wear sideburns, they will be neatly trimmed and tapered in the same manner as his haircut. Sideburns will not extend below the lowest part of the exterior ear opening, will be of even width (not flared), and will end with a clean-shaven horizontal line. The face will be otherwise clean-shaven, except that an individual may wear a neatly trimmed mustache. The mustache may extend 1/4" beyond the corner of the mouth, but may not extend over the top of the lip or below the corners of the mouth.

FEMALE: Females shall keep their hair clean, neat, and well-groomed and not extend below the bottom of the collar. The bulk of length of the hair shall not interfere with the proper wear of any authorized headgear. (Longer hair styles are permitted if the hair is pinned in place so that the headgear fits snugly.)

CITIZEN REQUEST MANAGEMENT SYSTEM

All Enforcement Services staff will be trained to utilize the Citizen Request Management ("CRM") system as part of their routine duties. Also referred to as *GoCulver City*, CRM is an automated e-mail based system of customer service intended to allow the public to ask questions, register complaints or concerns, and receive responses and status updates from City staff. Questions and complaints are automatically distributed to the responsible party through pre-assigned channels. The system will also be used to track, calendar and respond to issues raised by the public via telephone calls. All contacts received through the CRM system will be entered into the Code Enforcement logs when a case is opened.

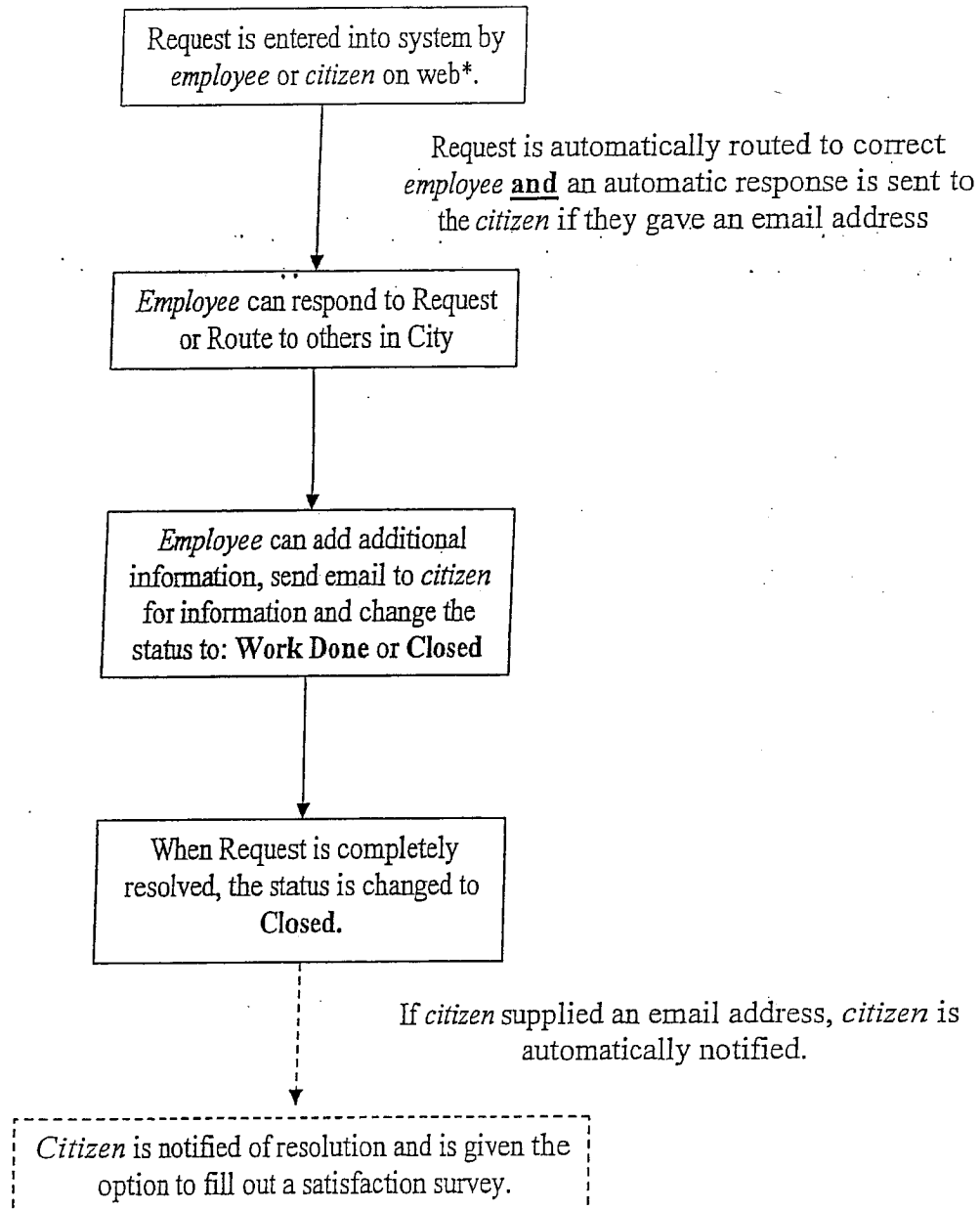
Each Enforcement Services employee will have access to the CRM system from any web-connected computer, and will log-in daily to access new queries, check for inter-departmental correspondence, and post status updates and responses regarding existing cases. The system is organized much like a conventional e-mail exchange system, whereby messages are entered, logged, posted, distributed and forwarded either as entire messages or as copies of messages. Photographs and documents may be attached to files as reference or evidence (though hard copies will continue to be retained in division files), and items may be calendared for future review or action.

Those subjects designated as within Enforcement Services' purview include, but are not limited to:

- Abandoned vehicles on private property
- Inoperable vehicles on private property
- Auto repairs on private property
- Illegal Home-based businesses
- Business conducted outside of building
- Outdoor storage
- Unpermitted construction (after-the-fact)
- Property maintenance/overgrowth
- Living in motorhome on private property
- Living in motorhome in City park or parking lot (Park Patrol)
- Camper on private property used for living or business
- Commercial vehicle used for home occupation in residential area
- Unpermitted sidewalk sale
- Reporting possible illegal signs
- Trees projecting onto street or sidewalk
- Weed abatement on public/private/vacant property
- Issues with illicit or illegal activities in or around parks

CRM USER TRAINING

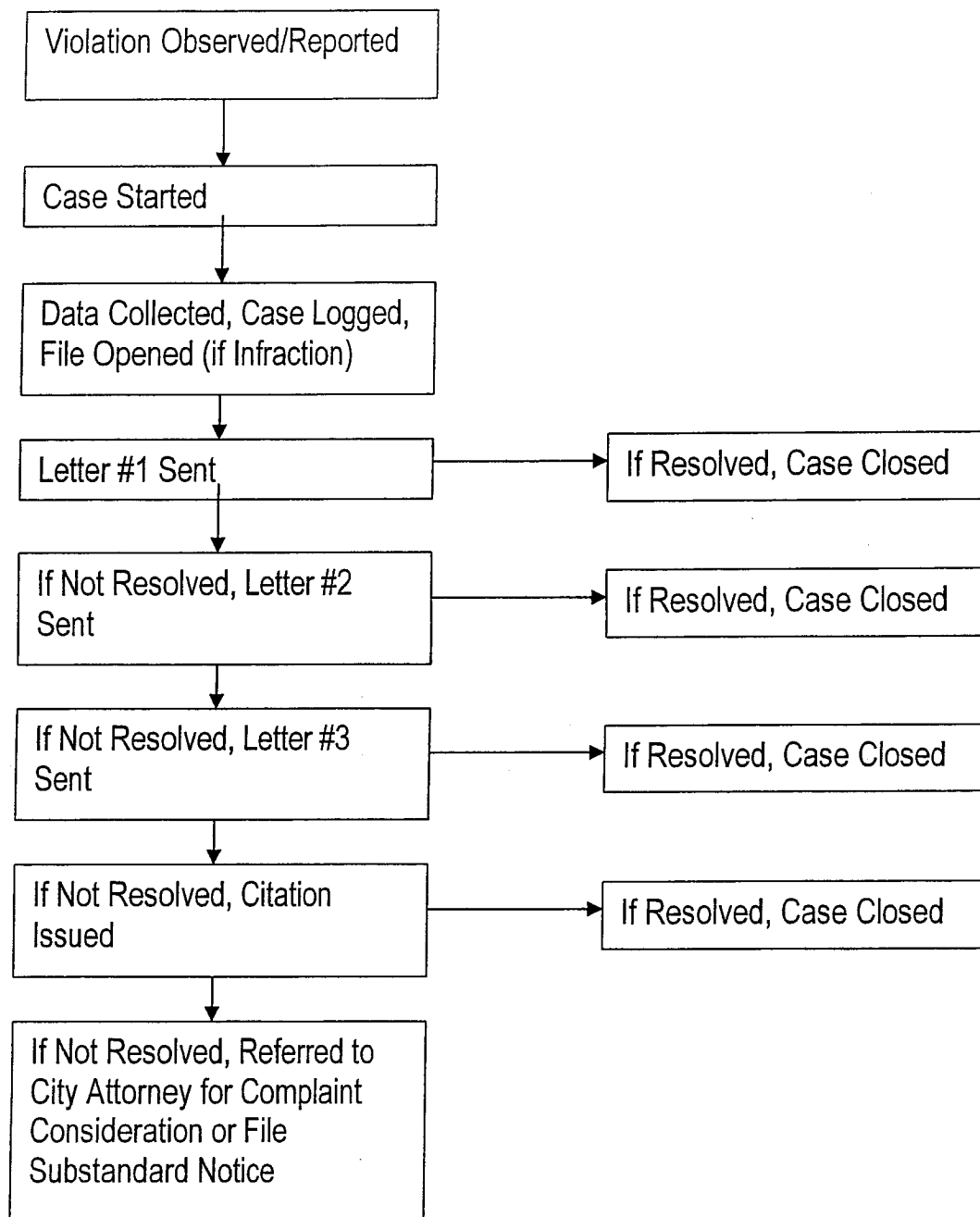
Work Flow



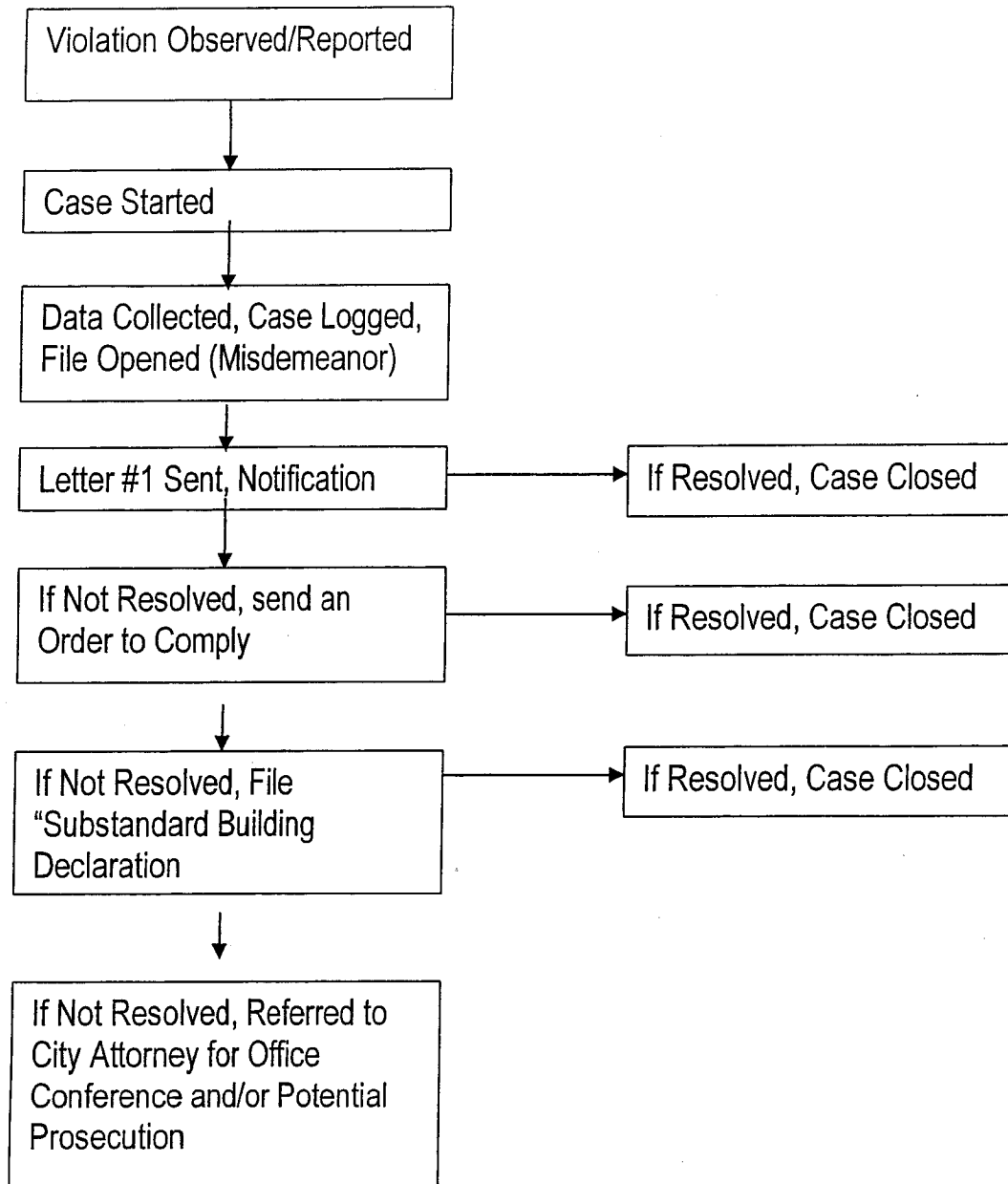
STANDARD PROCEDURE FOR VIOLATION NOTIFICATIONS

1. Request complainant's name, address, and telephone number.
2. Request the location and nature of potential violation.
3. Describe case processing to complainant.
4. Assign case to a Code Enforcement Officer per territory of violation, or to Park Patrol, as appropriate.
5. Log all information into electronic database in code enforcement log.
6. Advise complainant on case status.
7. Set up CRM interface with code enforcement log (IT and Building Division staff).
8. Secretary to route CRM references to appropriate code enforcement staff person or Code Enforcement Manager.
9. Include all CRM references in code enforcement logs.
10. Color code all files to denote responsible Code Enforcement Officer (refer to Section B6).
11. Set up permanent code enforcement hard copy, case file storage. Organize files by job address.
12. Set up electronic case file system. Organize files by violation address.
13. File contents: All case correspondence, violation cites, photos, evidence, phone logs, and staff notes.
14. Maintain files for one year, and then purge file contents if case closed. Continue to maintain electronic files.
15. Secretary and Code Enforcement Officers/Park Patrol Officers and division manager are responsible for file upkeep.
16. Establish file check-out procedures for both public and internal use.
17. Issue standard form notification Letter No. 1. (Allow 2 weeks to correct).
Log issuance of letter.
18. Issue standard form notification Letter No. 2 – Reminder. (Allow 2 weeks to correct).
Log issuance of letter.
19. Issue standard form notification Letter No. 3 – Final letter. (Allow 2 weeks to correct).
20. Log issuance of letter.
21. Review log each week and, as necessary, issue citation(s) for continuing citable offenses based on above schedule (See Administrative Penalties Section below).
22. On a weekly basis, issue as necessary standard and non-standard notifications, orders to comply, and/or citations (see attached examples).
23. Illegal construction, building code violations or bootleg are subject to misdemeanor penalties or prosecution per City's Municipal Code.
24. Electronic samples of Orders to Comply ("OTC"s) are located on the V Drive. An alphabetical index identifies OTC code sections.
25. When required, an invoice is attached to the OTC, which is issued "return receipt requested". To obtain an invoice, contact Accounts Receivable via e-mail, and provide the case number, address of violation, code section pertaining to violation, name of violator, the owner's address, and the amount of the assessment. Accounts Receivable will then provide an invoice via e-mail.

CODE ENFORCEMENT INFRACTION CASE FLOW



CODE ENFORCEMENT ORDERS TO COMPLY FOR MISDEMEANORS CASE FLOW



CODE ENFORCEMENT
CITY OF CULVER CITY
9770 Culver Blvd., Culver City, CA 90232
(310) 253-5940 Fax (310) 253-5824
COMPLAINT FORM

Date: _____

ADDRESS OF COMPLAINT/ Where violation is occurring	
NATURE OF VIOLATION. PLEASE BE SPECIFIC	
OWNER'S INFORMATION IF KNOWN If unknown, leave blank. Will be filled out by our office	

Complainant's name/address and phone number. This information will be kept CONFIDENTIAL except as otherwise required to be disclosed by Law

PORTION BELOW IS TO BE USED BY CODE ENFORCEMENT ONLY

Complaint Received by: _____ Date: _____

Referred to: _____ On _____ Case No. _____

Filename: form.complaint.counter

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COMMUNITY DEVELOPMENT DEPT CODE ENFORCEMENT LOG

LEGEND - SS = POTENTIAL SUBSTANDARD FILING SF = SUBSTANDARD IS FILED STB = STATE TAX BOARD CAN BE NOTIFIED C = POTENTIAL FOR CITATION ISSUANCE

[illegible]

EXAMPLE

COMMUNITY DEVELOPMENT DEPT CODE ENFORCEMENT LOG CEO01

LEGEND - SS = POTENTIAL SUBSTANDARD FILING SF = SUBSTANDARD IS FILED STB = STATE
TAX BOARD CAN BE NOTIFIED C = POTENTIAL FOR CITATION ISSUANCE

ST. NAME	ST. ADD	Condition/ Violation	OWNER BUSINESS	FILE OPEN DATE	1ST LETTER DATE	DATE OF NEXT FOLLOW UP
1. Cypress		outdoor storage w/o CUP	storage not a permitted use	#00-17	01/24/2001	plans at hayer 3/8 ck 4/22 (w/prsctr)
2. Aviation		CUP junk cars - landscape C		7/18/01 #00-10	07/18/2001	landscaping done monitor
3. Cypress		SWO additon		1/16/02 #02-17	01/22/2002	plans at hayer 2/25 ck 4/18
4. 8th St		Bootleg		5/2/02 #02-117	05/02/2002	permit issued 10/1/03, xpire 4/1/04
5. 7th St		SWO		5/6/02 #02-120	05/09/2002	to resubmit, ck 4/17
6. Prospect		garage conversion SS		7/9/02 #02-160	07/09/2002	pmts xpire 4/20 RB called 3/8
7. Monterey		Fence, deck Exp pmts SS		8/7/02 #02-174	08/07/2002	permits expired 1/28 ddln 3/31
8. Palm		Bootleg SF/STB		8/14/02 #02-187	spoke 8/14/02	can file w/State Tax 2/04 to submit new docs by 3/30
Springfield		Bootleg		8/27/02 #02-192	08/27/2002	new ltr 3/1 - ck for pmts 3/31 (w/prsctr)
10. Many	Businesses	Sidewalk Signs/Banners C		#####	02/03/2003	on going - on complaint basis
11. Valley		CUP Emissions		9/10/02 #02-199	09/10/2002	to HBFD 3/1
12. Cypress		CUP Emissions		9/10/02 #02-199	09/10/2002	to HBFD 3/1
13. Circle		SWO Stairs SF		10/8/02 #02-212	10/08/2002	Mull Atny canceled Feb Mediation meeting
14. Pier		Street widths		10/8/02 #02-221		in progress ck 4/15
15. 2nd St		Garage Conversion SS		10/28/02 #02-227	10/28/2002	ddln 3/28 or file sub
16. 2nd St		Illegal addition SS		12/3/02 #02-242	12/03/2002	plan corrections rtnd 3/8 - ck 4/20
17. 2nd St		Illegal rebuild stairs SS		12/3/02 #02-243	12/03/2002	pmt xpired 12/6 - under review
18. Pier		Substand. mezzn SF		1/9/03 #03-02	01/09/2003	new plans to hayer 2/23 ck 4/22
19. Monterey		RBR Bootleg		1/22/03 #03-08	01/22/2003	ddln 3/31
20. 1st St		Substandard SF/STB		2/11/03 #03-14	02/12/2003	can notify State Tax 2/5/03 monitor
21. Hermosa		unsafe decks SS		02/20/03 #03-16	02/20/2003	pmit xpired 11/15 - new RBR 3/2 ck 3/30

08/22/2007

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CAROL A. SCHWAB
City Attorney

CITY ATTORNEY'S OFFICE

CITY OF CULVER CITY

9770 CULVER BOULEVARD, CULVER CITY, CALIFORNIA 90232-0507

CODE ENFORCEMENT DIVISION

(310) 253-5940

FAX (310) 253-5824

August 28, 2003

[REDACTED]
[REDACTED] Avenue
Los Angeles, CA 90066

Re: Property located at [REDACTED] Avenue in Culver City

Dear Mr. Derbise:

It has come to our attention that there may be an unpermitted conversion of a garage at your resident. A review of the Building Department records indicate that the construction does not appear to show permit(s) issued for such a structure.

Please be advised that Culver City Municipal Code Sections 22-52.(C)(2)(c), 9-10 and the Uniform Building Code require permits for virtually all constructions or alterations made to a residential structure.

Please contact our office at (310) 253-5940 within ten (10) days from the date of this letter to arrange for site inspection of the property in order to determine the nature and extent of the possible code violations. Ideally, we would like the inspection to take place the fourth Tuesday in June 2003. It is expected that the inspection will take approximately twenty (20) minutes.

Thank you very much for your cooperation and please do not hesitate to call me if you have any questions.

Very truly yours,

Vinh Low
Code Enforcement Analyst



CITY ATTORNEY'S OFFICE

CITY OF CULVER CITY

9770 CULVER BOULEVARD, CULVER CITY, CALIFORNIA 90232-0507

(310) 253-5940

FAX (310) 253-5824

SOL BLUMENFELD
Community Development
Department

CODE ENFORCEMENT DIVISION

XXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX
Culver City, CA 90232

Re: Graffiti XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Dear Mr. XXXXXXXXXXXXXXXXXXXX:

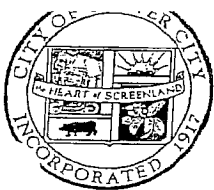
During our field observation, we observed that there is graffiti sprayed on the side of the wall at subject referenced property.

Enclosed please find a copy of the code Section concerning the removal of the graffiti on private property. If you wish the City's graffiti control office to assist you in the removal of the graffiti, please give them a call at (310) 253-6449.

Thank you very much for working with our office. Please give us a call at (310) 253-5940 if you have any questions.

Sincerely,

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CITY OF CULVER CITY

9770 Culver Boulevard
Culver City, CA, 90232-0507
(310) 253-5940

CODE ENFORCEMENT

ORDER TO COMPLY

NOTICE OF CONDITIONS NOT IN COMPLIANCE WITH CULVER CITY MUNICIPAL CODES

___ INITIAL WARNING	___ FIRST NOTICE	___ SECOND NOTICE
___ \$100.00	___ \$150.00	___ \$500.00

**NONCOMPLIANCE WILL RESULT IN ADMINISTRATIVE CHARGES, PLUS A CITATION,
AND/OR OTHER LEGAL ACTION BY THE CITY ATTORNEY'S OFFICE**

TO:	PHONE:
OWNER'S ADDRESS:	
RE: SITE ADDRESS:	CASE:

NOTICE IS HEREBY GIVEN THAT ON THE ABOVE DESCRIBED PROPERTY, WHICH APPEARS TO BE OWNED OR
CONTROLLED BY YOU, CONDITIONS EXIST WHICH CONSTITUTE VIOLATION(S) OF
THE CULVER CITY MUNICIPAL CODE.
THE VIOLATION(S) MUST BE CORRECTED ON OR BEFORE THE DATE(S) LISTED BELOW.

BY:	DATE OF ISSUANCE:
-----	-------------------

ITEM NO.	DESCRIPTION OF VIOLATION
1.	CCMC § 9.08.035 E. – USE OF SIDEWALKS FOR OUTDOOR DINING Unlawful for any person to use the sidewalk for outdoor dining without a valid Outdoor Dining License Agreement approved and executed by the City Engineer.

REQUIRED ACTION

RECEIPT OF THIS NOTICE IS HEREBY ACKNOWLEDGED THIS _____ DAY OF _____, 19____	
SIGNED _____	TITLE _____
___ NOTICE MAILED BY CERTIFIED MAIL, RETURN RECEIPT	RESOLVED:

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City Attorney Case Referral Form

Date Referred: _____ Inspector: _____

Location of Violation: _____

Property Owner: _____

P/O Contact Info: _____

Violation(s): Life/Safety: ☐ Yes ☐ No

Code Section	Description

Inspections: Attach Notes & Photographs

Date Inspected	Results

OTC's: Attach Copies

Type	Date issued	Results

Additional Comments:

--

SUBSTANDARD BUILDING DECLARATION

The following is an option that may be considered for building violation cases which remain unresolved after our regular enforcement procedures have been exercised. For non-life safety building violations, the recommended action, after three warning letters have been sent, is to file a "Substandard Building Declaration" with the County Recorder's Office. This costs the City nothing, makes a public record of the condition, and can open the way for further action. This may by itself be sufficient to prompt property owners to correct their property without further action. Building Safety Division inspection staff must confirm whether a violation is a life-safety matter.

Other Non-Court Options

Once a Substandard has been filed, other options could be undertaken to encourage the owner to bring his property into compliance.

1. If a substandard notice is filed, the City shall notify the mortgage holder and insurer of the substandard filing. Although this option has never been used, it seems likely that, when threatened with higher interest and insurance rates, or the cancellation of coverage, a property owner might be more inspired to take corrective action. As finding this information takes a lexis/nexus search, there would be a small cost incurred.
2. For rental properties, we could notify the State Franchise Tax Board of the Substandard filing after a six-month waiting period. Although we have never done this, the policy of the Tax Board is to investigate expenses, depreciation and amortization of such properties. Again, it may be enough to inspire the property owner to take corrective action. The only cost would be in time spent by the Code Enforcement Officer filing and keeping records of the paperwork.

Office Conference

If the above procedures do not result in code compliance, it may be necessary to schedule an office conference with the City Prosecutor and the property owner and his representative. After this conference, the City Prosecutor may decide whether criminal prosecution or civil action is warranted. Cases may be referred as one of the following:

- Recommended for Review by Prosecutor and office conference
- Substandard Filing is Proposed With No Further Action
- Substandard Has Been Filed, Further Action is Proposed
- Substandard Filing is Proposed as a Start to Further Action

EXAMPLES OF SUBSTANDARD FILINGS:

CASES RECOMMENDED FOR REVIEW/ACTION BY PROSECUTOR

[REDACTED] filed in criminal court deadline 8/21 with Kit Bobko
Non-permitted use

[REDACTED] Case opened Jan. 02 – Office Conference?
SWO – Storage shed – Haz Mat mixing, illegal storage.

CASES IN WHICH FILING SUBSTANDARD IS PROPOSED WITH NO FURTHER ACTION

[REDACTED] pending – case opened 12/02
Habitable rear addition to property line.

[REDACTED] pending – case opened 12/02
Rebuilt front stairs, with illegal deck to property line.

[REDACTED] pending – case opened 5/03
Rebuilt illegal wooden stairs in side yard.

[REDACTED] pending – case opened 6/03
Non-permitted deck and shed in side yard.

[REDACTED] pending – case opened 6/03
Rebuilt wood stairway without permits, it is unsafe.

CASES IN WHICH SUBSTANDARD HAS BEEN FILED, AND FURTHER ACTION IS PROPOSED

[REDACTED] Case opened 8/02
Bootleg apartment

[REDACTED] Case opened 10/02
Over-height stairs and deck

[REDACTED] Case opened 1/03
Illegally added 3rd floor – structurally unsafe

[REDACTED] Case opened 2/03

Structurally unsafe duplex – we had gas and electric cut off

CASES IN WHICH FILING SUBSTANDARD IS PROPOSED AS A START TO FURTHER ACTION

[REDACTED] pending – case opened 3/03
Building and zoning violations – new construction – no finals

[REDACTED] pending since 10/02
(had to get inspection warrant) room added to garage

[REDACTED] pending – case opened 6/03
House fire damaged 5 yrs ago, debris still in yard

[REDACTED] pending - case opened 8/03
Bootleg, illegal, unsafe deck and more

[REDACTED] pending – case opened 10/03
Illegal deck in front set back

[REDACTED] Case opened 10/03
Illegal front deck, possible bootleg

[REDACTED] Case opened 4/04
Non working fire sprinkler and alarm systems – deadline was July 4

EXAMPLE - DECLARATION OF SUBSTANDARD PROPERTY

RECORDING REQUESTED BY:
CITY OF CULVER CITY

WHEN RECORDED MAIL TO:
CRAIG JOHNSON
BUILDING OFFICIAL
CITY OF CULVER CITY
P.O. BOX 507
CULVER CITY, CALIFORNIA 90232-0507

Space above this line for recorder's use

DECLARATION OF SUBSTANDARD PROPERTY

Notice is hereby given that pursuant to the provisions of the Culver City Municipal Code, Chapters _____ as well as the California Health and Safety Code Chapter 17980, the property described below has been inspected and found to be substandard as defined in Section 17980.6 of the above Code and the owner has been or will be so notified.

This document will be terminated only when the City Building Official finds that the public nuisance has been abated and either that such abatement has been accomplished at no cost to the City or that any such costs have been repaid to the City, or that such costs have been placed upon the tax rolls as a special assessment pursuant to Section 25845 of the Government Code. Detailed information regarding this Declaration, Code Violations, or any costs or fees that must be paid the City, may be obtained by contacting the Building and Safety Division.

LEGAL DESCRIPTION

LOT xx
TRACT XXX
APN# XXXXX

ADDRESS: XXXX
Culver City

OWNER: XXX
 XXXXX ST
 Culver City , CA 90XXX

CITY BUILDING OFFICIAL

DATE: XXXXBER x, 2003

BY: _____

CRAIG JOHNSON
BUILDING OFFICIAL
CITY OF CULVER CITY

STATE OF CALIFORNIA
COUNTY OF LOS ANGELES

On _____ Before me _____
(DATE) (NAME, TITLE OF OFFICER)

personally appeared _____
(NAME(S) OF SIGNER(S))

____ Personally known to me - or - ____ Proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

WITNESS my hand and official seal, _____
(Signature of Notary)

EXAMPLE – SUBSTANDARD LETTER, FIRST NOTICE

DATE

#07-

Mr.
ADDRESS
Culver City, CA 90254

Subject: **Substandard Conditions** on your Property Located at ADDRESS, Culver City, California , APN #XXXXXX.

Dear Mr. :

Due to complaints, the City of Culver City has conducted an inspection of the above property. We discovered that XXXXXXXX, in violation of the following and other codes:

- Section 102 of the Uniform Building Code: Unsafe Buildings or Structures.
- Sections 3402, 3403.1 and 3403.2 of the Uniform Building Code: Maintenance, Additions, Alterations or Repairs.
- Section 17920.3 of the State Housing Law.
- Chapter XXX.XX, Section XXX of the Municipal Code.

Please XXXXX XXXXX no later than DATE. I can be reached at (310) 253-5940 Monday through Friday between 7:30 a.m. and 5:30 p.m. Please note: City Hall is closed on alternate Fridays.

Thank you for your anticipated cooperation.

Respectfully,

Code Enforcement Officer

cc: Sol Blumenfeld Director, Community Development Director
Craig Johnson, Building Official
City Prosecutor

EXAMPLE – SUBSTANDARD LETTER, SECOND NOTICE

DATE

#07-XX

Ms. OWNER
ADDRESS
Culver City, CA 90XXX

Subject: **Substandard Conditions** on your Property Located ADDRESS, Culver City, California 90XXX, APN #XXXX.

Dear Ms OWNER:

This is your **second notice** of the continued **Health and Safety Concerns** found on your property listed above. Conditions on your property are addressed by the following (and other) codes:

- Section 102 of the Uniform Building Code: Unsafe Buildings or Structures.
- Sections 3402, 3403.1 and 3403.2 of the Uniform Building Code: Maintenance, Additions, Alterations or Repairs.
- Section 17920.3 of the State Housing Law.
- Chapter XX.XX, Section XX of the Municipal Code.

If these conditions continue unabated, the City will begin proceedings to declare your property **Substandard**, pursuant to California Health and Safety Code Section 17980.6. Lien holders, lenders, and property insurers have access to this information and could adversely affect your standing with those institutions.

Furthermore, once the property is declared substandard, we can notify the California State Franchise Tax Board of this condition pursuant to California Revenue and Tax Code Sections 17274 and 24436.5. The Franchise Tax Board may deny state income tax deductions (interest, taxes, depreciation or amortization) to taxpayers who fail to bring substandard residential property into compliance with applicable housing codes.

Please take notice that the City of Culver City intends to invoke Revenue and Taxation Code Sections 17234 and 24436.5 within six months of the date of this letter if the property has not been brought to a condition of compliance.

EXAMPLE – SUBSTANDARD LETTER, SECOND NOTICE

Ms. OWNER

pg.2

Please XXXXX XXXXX no later than DATE. I can be reached at (310) 253-5940
Monday through Friday between 7:30 a.m. and 5:30 p.m. Please note: City Hall is closed
on alternate Fridays.

Respectfully,

Code Enforcement Officer

cc: Sol Blumenfeld Director, Community Development Director
Craig Johnson, Building Official
City Prosecutor

EXAMPLE – REMOVAL OF SUBSTANDARD DECLARATION

RECORDING REQUESTED BY:
City of Culver City

WHEN RECORDED MAIL TO:
City of Culver City
Building & Safety Division
P.O. Box 507
Culver city, CA 90232

TERMINATION OF DECLARATION OF SUBSTANDARD PROPERTY

I hereby certify that the Declaration of Substandard Property given by the City Building Official, City of Culver City and recorded as document xxxxx on Date in the Department of Registrar Recorder of Los Angeles County, is no longer in force or effect.

Said notice was filed against property described as follows:

LEGAL DESCRIPTION

Tract: xxx
Lot: xxx
APN# xxx

ADDRESS: xxx
 Culver City, CA 90XXX

OWNER: Name
 Address
 Culver City, CA 90XXX

DATED: xxx

CITY OF CULVER CITY
BUILDING OFFICIAL

Craig Johnson
Building Official
City of Culver City

STATE OF CALIFORNIA
COUNTY OF LOS ANGELES

On _____ Before me _____
(DATE) (NAME, TITLE OF OFFICER)

personally appeared _____
(NAME(S) OF SIGNER(S))

____ Personally known to me - or - ____ Proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

WITNESS my hand and official seal, _____
(Signature of Notary)

Process for Submitting Code Enforcement Cases to City Attorney's Office

It will be the duty of the Code Enforcement Secretary to send, record and file notification letters to all identified code violators, as well as to receive, process and file correspondence from those contacted. If a case is not resolved through the standard process involving three notification letters and the subsequent issuance of an administrative citation, a substandard notice will be filed, if applicable, or the case will be referred to the City Attorney's Office for consideration of prosecution or other means of resolution.

A formal procedure will be implemented to ensure that the City Attorney's Office receives complete and correct data in a uniform and timely manner. To this end, we have received a form designed and generated by the City Attorney's Office as a cover sheet to use for the compilation of cases we wish to refer for consideration of prosecution. Along with a completed cover sheet, Code Enforcement violation cases submitted to the City Attorney's Office should include copies of the following:

- Date violation was observed or reported
- Location of violation
- Code Enforcement Officer assigned to case
- Property owner
- Municipal Code Section(s) of violation(s)
- Description of violation(s)
- Date(s) inspected
- Results of inspection(s)
- All letters, notices, citations, and documents
- Records of all phone calls, meetings or conversations with violator(s)
- All staff notes on case
- All pictures of case
- Date referred to City Attorney's Office

All items listed above should be assembled in a standard size manila file folder labeled by the violation address (first) and the violator's name (second). Code Enforcement staff shall retain a complete copy of all files submitted.

CODE ENFORCEMENT JOB SPECS (Subject to revision)

ATTACHMENT A

CODE ENFORCEMENT ~~MANAGER~~ SUPERVISOR

DEFINITION

The occupant of this position is in the classified service. This management position is responsible for managing and supervising the day-to-day operation and ~~leads and participates in the work of enforcing the Code Enforcement Officers engaged in municipal code~~ including, but not limited to the following: sign code; building and zoning code; parks, public buildings and property code; property maintenance; and noise, and animals complaints.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the Community Development Director or designee City Attorney. The position is responsible for supervising ~~the Code Enforcement Officers, Land Use Compliance Specialist, and other professional, technical and clerical personnel.~~

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Assures prompt response to complaints of municipal code violations, as well as directs timely inspection of all residential and commercial properties to ensure compliance with local laws, codes, and ordinances.
2. Reviews and suggests revisions to the Municipal Code to the Community Development Director ~~City Attorney in order~~ to maintain codes and regulations that are up-to-date and conform with all federal, state, and local requirements.
3. Effectively plans, schedules, and controls the utilization of time by ~~Code Enforcement Officers, and the Land Use Compliance Specialist staff~~ to ~~increase~~ reduce the amount of time spent in the field office. Assures the timely and productive scheduling of staff to accomplish both field and office work.
4. Provides informed and skilled technical assistance and advice to ~~planners, code enforcement staff, and homeowners, and business owners~~ on matters pertaining to code enforcement, zoning regulations, local ordinances, procedures, and appeal rights.
5. Generates ~~a monthly~~ reports for the Community Development Director ~~City Attorney~~ regarding code enforcement actions and workload, and maintains various work records related to the development of such a report.
6. Maintains quality control of the work of ~~code enforcement services~~ staff by making spot checks of the staff in the field, reviewing and evaluating workload and staff assignments. Coordinates training of ~~code enforcement services~~ staff to ensure the staff keeps informed of changing regulations, ordinances, and laws relating to law enforcement procedures.
7. Prepares the annual budget for the Division ensuring the budget adequately documents the amount and level of services to be provided. Exercises control over the authorized budget to keep expenditures within the limits set.
8. Responds to and resolves complaints from citizens including investigations to determine responsibility for the problem and methods of resolving the problem.
9. Maintains a competent and motivated work force by selecting, disciplining, motivating, training, and evaluating subordinate staff.

Revised November 2007
Revised December 2006
November 1998

10. Ensures that ~~Develops policies and procedures to improve code enforcement services~~ staff follows policies and procedures to maintain effective enforcement activities such as public education, appeal procedures, testimonial procedures, and report writing.
11. Performs the more difficult and complex code enforcement inspections to assure local properties conform to all applicable federal, state and local ordinances, codes, and regulations.
12. Studies changes in code provisions, federal and state laws and legal procedures to keep current in enforcement skills. ~~Maintains a current and thorough working knowledge of relevant codes and standards, and is able to correctly interpret and apply them.~~
13. Works with the ~~Deputy City Attorney's Office //Assistant City Prosecutor~~ to ensure cases that proceed to prosecution are properly documented and testimony and evidence are properly presented.
14. Analyzes and reviews violations to determine if the violations rise to the level of prosecution or issuance of warrant to enter property.
15. Leads and participates in the work of code enforcement services staff including: ~~determining work procedures, assigning duties, training, assisting in solving work problems, enforcing City regulations and policies, and promoting work efficiency.~~
16. Reviews and interprets planning documents for code compliance, and provide advice to planners on violations.
17. Maintains a current and thorough working knowledge of municipal codes and city policies and is able to correctly interpret and apply them.

MINIMUM KNOWLEDGE, SKILLS AND ABILITY

Knowledge of:

- . Building, electrical, plumbing, mechanical, and fire codes, and zoning ordinances, and other pertinent state, municipal codes, and ordinances, and policies enforced by the City.
- . Principles and techniques of code inspection, citation issuance, legal procedures, report writing, appellate procedures, evidence presentation, and prosecution procedures, and principles of supervision.
- . Modern office practices, procedures, and methods.
- . Principles of organization, administration, budget, and personnel management.

Skill and Ability to:

- . Provide technical supervision and training.
- ~~Supervise and instruct subordinate personnel.~~
- . Analyze the flow of work for maximum effectiveness.
- . Prepare clear and concise written reports.
- ~~Deal tactfully and effectively with fellow employees and the general public.~~
- . Research and study the various municipal codes, and laws and ordinances with emphasis on code enforcement.
- . Communicate clearly and effectively both orally and in writing.
- . Establish and maintain effective working relationships with the public, supervisors, and fellow employees.
- . Conduct field inspections.
- . Analyze, interpret and provide recommendations in compliance with appropriate codes and ordinances.
- . Provide and maintain effective customer service.

LICENSE AND CERTIFICATES

Possession of a valid California Class C driver's license may be required if assigned to drive. Successful completion of Penal Code 832 P.O.S.T. certification within six months of hire.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: a Bachelor's Degree from an accredited college or university ~~two (2) years of related college course work graduation from the twelfth grade~~ and a minimum of four (4) ~~two (2) years of paid work experience in as a municipal, state or federal Code eEnforcement of codes or laws or as a law enforcement Police Officer including at least one (1) year of supervisory experience. Additional relevant Administrative work experience in a local government~~ may be considered in-lieu of formal education on a year for year basis.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- . Require vision (which may be corrected) to read small print.
- . Require the mobility to stand, stoop, reach, and bend.
- . Require the ability to stand for long periods.
- . Require the ability to walk long distances.
- ~~.. May be required to work in inclement weather.~~
- . Is subject to office and outside environmental conditions.
- . May be required to work evenings, weekends or holidays.

Title: CODE ENFORCEMENT ANALYST

Definition:

Occupants of this classification are in the classified service. This classification performs a wide variety of para-professional administrative assistance tasks including the responsibility for inspections, evaluations, compliance processes, and enforcement of land use, zoning, occupancy, nuisance, and related provisions of the Municipal Code.

Distinguishing Characteristics:

This classification is distinguished from Code Enforcement Officer in that this classification requires the ability to perform administrative tasks, an understanding of land use policies and programs, and the ability to exercise greater independent judgment in the performance of assigned duties.

Supervision Received and Exercised:

Positions in this class report to the City Attorney through a supervisor. Responsibilities may include the direct supervision of clerical positions.

Essential Job Duties:

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Inspects property to assess compliance with land use requirements of the Code. Reports findings and determines corrections required, and issues compliance citations. Assures corrections are made to violations of the above provisions. Maintains complete and accurate logs and records and prepares routine reports of compliance efforts which describe problems and their resolutions.
2. Works cooperatively and effectively with residents and property owners, and with the Community Development Department staff, specifically the Building Safety and Planning Divisions, to achieve and maintain compliance with land use requirements.
3. Responds to public requests for information in a professional, courteous and knowledgeable manner. Establishes rapport with public contacts and effectively communicates land use information and code interpretations. Keeps complainants informed of the status of their complaints.
4. Prepares factual and complete staff reports about land use compliance matters. Makes presentations to the Planning Commission and City Council as required.
5. Maintains current and thorough working knowledge of code provisions and department programs and their requirements. Interpret and applies code provisions.
6. Assists Code Enforcement Officers as necessary.
7. Consistently makes efficient use of time performing assigned inventory, inspection and compliance tasks in a proactive manner.
8. Creates draft legal documents, for the review of the professional legal staff, to be recorded against real property.
9. Conducts research about policy and operations pertinent to the department.
10. Assists in budget preparation and review. Gathers and analyzes data for the budget including financing, staffing and organizational levels.

11. Keeps supervisor informed of problems and issues about which the supervisor may not be aware, and assists with the supervision of clerical personnel.

Minimum Knowledge, Skill and Ability:

Knowledge of:

- Principles and practices of city and regional planning and redevelopment; budgeting; supervision.
- Municipal and other local government administrations and codes.
- Laws related to residential, commercial, and industrial land use.
- Research techniques, legal reference material and report presentation.
- Legal terms, documents and their processing; filing a variety of legal documents.

Skill and Ability to:

- Read, learn, and apply code requirements relating to land use and other code provisions.
- Determine measurements in the field using appropriate devices.
- Efficiently plan and organize time to produce effective results.
- Establish and maintain effective working relationships with the public, fellow employees, and Council and Commission members.
- Communicate tactfully in applying and interpreting codes related to land use.
- Prepare and present comprehensive but clear and concise reports.
- Carry out complex verbal and written instructions.
- Apply investigative and corrective techniques to assess and achieve compliance with codes.
- Analyze a variety of administrative issues and make sound procedural recommendations.
- Interpret and make decisions in accordance with laws, regulations, and policies.
- Maintain and organize filing systems.

License and Certificate:

Possession of a valid California Class C driver's license, if assigned to drive.

Training and Experience:

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: two years of college work and three years para-professional administrative duties in municipal government or a legal office environment. Additional administrative work experience in a local government may be considered in-lieu of education on a year for year basis. Some supervisory experience is desirable.

Physical Requirements and Working Conditions:

- Require vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Lower body mobility may not be required.
- Perform work which is primarily sedentary.
- Is subject to office and outside environmental conditions.
- May be required to use personal vehicle in the course of employment.
- May be required to attend periodic evening meetings and/or to travel within and out of City boundaries to attend meetings.
- May be required to work evenings or weekends.

Title: CODE ENFORCEMENT OFFICER

Definition:

The positions assigned to this classification are responsible for enforcing housing, zoning, land use and public nuisance provisions of the Municipal Code to assure residential, commercial, and industrial buildings are safe to use. Occupants of this classification are in the classified service.

Supervision Received and Exercised:

The positions assigned to this classification report to the Code Enforcement Supervisor.

Essential Job Duties:

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Inspects residential, commercial, and industrial buildings to assure compliance with zoning, nuisance, land use, and the Municipal Code. Records accurately the findings of the inspection, the corrections needed, and issues orders to comply to achieve compliance with the Code.
2. Assures corrections are made to violations of the zoning, land use, nuisance of the Municipal Code in a timely manner.
3. Issues citations, confers with and recommends action to the City Attorney if corrections are not made, and prepares case records for presentation to the City Attorney's Office when prosecution becomes necessary.
4. Prepares and keeps accurate logs, reports, and records regarding code enforcement inspections, violation notices and investigations which are legible, complete, up to date, and descriptive of problems encountered.
5. Works cooperatively and effectively with residents and property owners to achieve housing conditions which comply with zoning, land use, nuisance, and of the Municipal Code. Interprets codes and regulations and explains the code enforcement program.
6. Maintains a current and thorough working knowledge of zoning, land use, and nuisance provisions of the Municipal Code, and is able to correctly interpret and apply them.
7. Responds to public inquiries and complaints regarding possible violations of the zoning, land use, and nuisance provisions of the Municipal Code in a timely manner. Thoroughly investigates possible violations gathering evidence, photographing the violation, contacting the responsible person, and assuring the correction of the violation. Keeps complainants aware of the status of their complaint.
8. Makes efficient use of his/her time keeping up with assigned inspection workloads. Promptly responds to inspection appointments; completes a reasonable number of inspections given work time available.
9. Assures compliance with the sign ordinance regarding size and placement. Removes signs placed illegally in the public right of way. Conducts thorough field inspections to identify possible violations of the sign ordinance.
10. Assures compliance with codes for signs, land use, zoning, required landscaping, fences and hedges, barbed wire, razor ribbon.

Minimum Knowledge, Skill and Ability:

Knowledge of:

- Learn basic land use, zoning, signs, nuisance, and related codes and ordinances.

Skill and Ability to:

- Communicate and deal tactfully and effectively with the public and fellow employees.
- Interpret codes and ordinances related to housing, nuisances, zoning, signs, and land use
- Follow through on assignments undertaken.
- Learn the field of code enforcement.
- Make logical interpretations and coming to conclusions from studying facts.
- Apply investigative techniques to assess compliance with appropriate codes and ordinances.

License and Certificate:

Possession of a valid California driver's license.

Training and Experience:

Any combination equivalent to training and experience that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be: completion of high school and two years of experience in public contact work involving building construction or inspection.

Physical Requirements and Working Conditions:

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach, and bend.
- Require the ability to stand for long periods.
- Require the ability to walk long distances.
- Perform lifting, pushing and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- May be required to work in inclement weather without effective protection from sun, cold and rain.

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Title: PARK PATROL OFFICER

Definition:

Occupants of this classification are in the classified service. These non-sworn positions in the Parks, Recreation and Community Service Department assist in non-hazardous surveillance and municipal code enforcement activities in and around the municipal parks.

Supervision Received and Exercised:

The positions assigned to this classification report to the Parks Manager and/or Park Maintenance Supervisor.

Essential Job Duties:

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Monitors the activities in and around the municipal parks, observing and reporting anti-social and criminal activity. Reports to Police Department when law enforcement assistance is required.
2. Assures safety of the public and municipal property and when necessary, handles confrontational situations according to departmental policy.
3. Receives and transmits information utilizing a two-way radio; patrols park facilities by foot and by vehicle.
4. Issues parking and municipal code citations, may make private person's arrests and testify in court.
5. Keeps logs and prepares clean, concise, accurate, and thorough reports as required.
6. Carries police baton and pepper spray as a defensive weapon.
7. Assists the police when called upon to do so.

Marginal Job Duties:

The following tasks are typically performed by individuals in this classification but are considered less than essential.

1. Performs various public service tasks as assigned.

Minimum Knowledge, Skill and Ability:

Knowledge of:

- . City ordinances.
- . City regulations.
- . Patrol and surveillance.

Skill and Ability to:

- . Read and interpret City ordinances.
- . Accurately observe events, make sound judgments and firmly enforce ordinances and regulations.

- . Operate vehicular equipment.
- . Meet medical and physical requirements established by the City.
- . Deal tactfully and effectively with people.
- . Communicate effectively in both verbal and written form.
- . Keep records.
- . Remain in control of a situation and handle more than one situation at a time.
- . Demonstrate poise, maturity, patience, and overall emotional control under adverse conditions.
- . Make decisions and act promptly on them.
- . Enforce authority while staying within limits of authority.

License and Certificate:

Possession of a valid California Class C driver's license.

Training and Experience:

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: graduation from high school with some college course work preferred (particularly in Criminal Justice or Behavioral Sciences); some experience involving public contact.

Physical Requirements and Working Conditions:

- . Require the mobility to stand, stoop, reach, and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- . Perform lifting, pushing and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- . May be required to work in inclement weather without effective protection from sun, cold, and rain.
- . May be required to attend periodic evening meetings and/or to travel within and out of City boundaries to attend meetings.
- . May be required to work evenings, weekends or holidays.

SECRETARY

DEFINITION

Occupants of this classification are in the classified service. These positions perform secretarial work, relieve a manager or supervisor of a variety of clerical and administrative detail, and provide continuity to the operations of the office.

SUPERVISION RECEIVED AND EXERCISED

Positions in the classification are distinguished from the Administrative Clerk classification by the primary responsibility of the Secretary to provide direct support to a manager or supervisor, while Administrative Clerks tend to be more directly involved in accomplishing the day-to-day clerical functions of an office by providing clerical support to all professional, technical, and administrative members of the staff.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Prepares written drafts, reports, requisitions, and documents using a typewriter, data entry terminal, fax machine, and personal computer to enter and retrieve data; produces professional documents using a variety of software packages. Composes correspondence requiring discrimination and judgment in the selection of data or the interpretation of rules or policies.
2. Establishes and maintains confidential files concerned with personnel and/or policy matters. Keeps filing up to date. Correctly uses a filing system so that material is readily retrievable.
3. Records documents and actions taken on sensitive issues, and is responsible for releasing information to authorized parties.
4. Performs payroll, timekeeping, and data entry. Processes overtime and leave slips, entering data and reconciling the time books.
5. Promptly opens and correctly distributes incoming mail and processes outgoing mail.
6. Arranges the schedule of appointments for staff, exercising discretion in committing their time and in referring callers or visitors to other appropriate sources of information or service.
7. Produces accurate typed memoranda and reports which are neat and prepared in appropriate format from rough written drafts, verbal instructions and/or transcription. Edits drafts for proper working, grammar, and content.
8. Maintains cost and budgetary records, formulates portions of budget requests, and types and prepares the annual budget request.
9. Stays current with trends in secretarial techniques and practices. Seeks way to improve office operations.

10. Serves as a liaison in the dissemination of information to the public for the supervisor both in person and by telephone, employing tact and courtesy in dealing with the public. Makes a meaningful effort to understand the specific needs and problems of the public, and resolves these problems or refer them to the appropriate staff member. Clearly and consistently explains division and departmental regulations and policies to the public.
11. Copies and distributes documents in a timely manner.
12. Keeps the supervisor promptly advised of problems.
13. Operates a data entry terminal, fax machine, personal computer to enter and retrieve data; produces professional documents using a variety of software packages.
14. Processes complex documents according to predetermined but specialized procedures in an accurate and timely fashion.
15. Computes, receives, and accounts for fees remitted, issues receipts and permits, processes forms, maintains records of funds.

MINIMUM KNOWLEDGE, SKILLS AND ABILITY

Knowledge of:

- . Modern office practices and procedures, including business correspondence, record-keeping systems, and office equipment.
- . Basic English and arithmetic.

Skill and Ability to:

- . Operate calculators and computer terminals.
- . Perform arithmetic computations rapidly and accurately.
- . Maintain difficult and complex financial or statistical data and records.
- . Apply controls and procedures pertaining to maintenance of various sets of accounts.
- . Establish and maintain an effective working relationship with supervisors, other employees, and the public.
- . Supervise others.
- . Lead the work of an assigned function in order that deadlines and standards for accuracy and detail are fully achieved.
- . Interpret rules and regulations and effectively apply to assigned work.
- . Communicate effectively in both verbal and written form.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: graduation from high school or equivalent and three (3) years of progressively responsible experience at a level equivalent to an Administrative Clerk.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- . Require vision (which may be corrected) to read small print.
 - . Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Lower body mobility may not be required.
 - . Perform work which is primarily sedentary
 - . Is subject to office environmental conditions.
- May be required to work at a video display terminal for prolonged periods.
May be required to work at a video display terminal for prolonged periods.

City of Culver City, California
City Council Agenda Item Report

Meeting Date: 09/10/07

Item Number: A-4

AGENDA ITEM: Approval of a Budget Amendment to Fund an Increase of the Code Enforcement Secretary to a Full-Time Position.

Contact Person/Dept. Glenn Heald
Community Development

Phone Number: (310) 253-5752

Fiscal Impact: Yes ☒ No ☐

General Fund: Yes ☒ No ☐

Public Hearing: ☐

Action Item: ☒

Attachments: ☐

Public Notification: Master Notification List (09/05/07).

Department Approval:
Sol Blumenfeld (08/28/07)

City Attorney Approval:
Carol Schwab (by H. Iker) (09/04/07)

City Controller Approval:
Marlee Chang (09/04/07)

City Manager Approval:
Jerry Fulwood (09/05/07)

RECOMMENDATION:

Staff recommends the City Council approve a budget amendment adding \$4,115 to Account 10152500.411100 – 'Regular Salaries' for Fiscal Year 2007-08, to fund an increase of the Code Enforcement Secretary position to a full-time position from that of a fully-benefited reduced-hours position. Staff recommends this change be adopted permanently.

A Budget Amendment requires a 4/5ths vote.

BACKGROUND/DISCUSSION:

The position of Code Enforcement Secretary was originally a fully-benefited, full-time position. Some years back, the incumbent employee requested the hours be reduced to accommodate their personal schedule. As a result, the budget funding for this position was reduced from 100% to 84% though the authorized position remained as a full time position. The current adopted budget includes the consolidation of Enforcement Services Division which will require a higher level of public interaction as well as public counter service for this division; the work capacity for this position will be significantly increased, and therefore, it is recommended to restore this position to be a full time position.