

Enforcement Data Sharing Update - June 21, 2005

The last update on data sharing provided to CU/City Oversight group August 11, 2004. Please refer to August 19, 2004 WIP for meeting summary. Works efforts related to this issue are also summarized in September 9, 2004 WIP (a status report for implementation of the code enforcement audit).

<http://www.ci.boulder.co.us/clerk/WIP/2004/08-19-04/3b.pdf>

<http://www.ci.boulder.co.us/clerk/WIP/2004/09-09-04/3d.pdf>

Data sharing goals for the next 12 months, as identified in the 2004 presentation to the CU/City Oversight Group, and a summary of work results are as follows:

Automate & improve information sharing practices between Public Works, Municipal Court, and BPD systems to create a comprehensive view of all enforcement related activities in the city.

Results: Phase I completed allowing staff the ability to access and query information from Public Works (EZEO and Rental Housing), BPD (Calls for Service), and Municipal Court (Summonses). This allows staff to monitor properties by searching and viewing city wide enforcement activities for specific addresses.

This work integrates enforcement data with the city's GIS mapping software. The mapping allows staff to examine enforcement trends, identify potential problem properties, inform and further refine enforcement responses and strategies. To date, the study areas have included Goss Grove, and portions of Martin Acres and University Hill neighborhoods.

Collect information from Parking Services, locations of liquor licenses from the City Clerk's office, and Fire Department.

Results: Liquor License information has been mapped and integrated with the city's GIS mapping software.

In July of 2005 a website will be available for the public to search, view, and map all liquor licenses information in the city.

Discussions of priorities and goals related information sharing from Parking Services and the Fire Department will occur in the fourth quarter of 2005. A work plan will be developed for 2006.

Continue to work with CU on data sharing efforts.

Results: Public Works provides reports (bi-weekly) of all environmental and zoning code violations and associated rental housing information to the CU Liaison. This information is shared with CU to support a program that includes contacting student residents that have received a violation to educate them in regards to city codes and provide information about how to be “good neighbors”. The BPD is sharing warning information with the CU Liaison for use in this same student educational program.

On-going efforts:

- City shares information about student violations with Judicial Affairs.
- Municipal Court case managers share information with Judicial Affairs about student violations for sentence-compliance issues.
- Rental Housing information is shared with CU for education and outreach purposes.

Improve LandLink system to more effectively monitor repeat offenders and problem properties.

Results: The LandLink system is being updated to so that potential problem properties can be more easily monitored in support of the Nuisance Abatement Ordinance. Property “parcel tags” are being added to repeat offender locations allowing for automatic notification to staff of any additional property violations. In addition, the parcel tags will be used for property reporting and monitoring purposes. Estimated completion date is July 2005.

Also, implementing reporting tool for fraternities to monitor enforcement activities. Estimated completion date is July 2005.

The existing rental housing database will be migrated into the LandLink system. Having the rental housing and LandLink data in one database will improve data sharing efforts and improve property monitoring, analysis and reporting capabilities. This work will be completed in 2006.

Provide a weekly web report listing all environmental and zoning enforcement property complaints received.

Results: Data associated with complaint/contact and summons information is posted on the city web site and periodically updated:

<http://www.ci.boulder.co.us/buildingservices/df3.html>

Several E-Government applications are planned for roll out during June/July 2005:

- **Building Permit Status** – This application will enable customers to query, via the Web, their permit application and find out about the status of the permit, status of the fees, (paid and due), and the inspections that are required, scheduled and/or completed.
- **Property GIS Mapping** - This application will provide the same interactive GIS mapping information that customers currently receive when they visit the P&DS Service Center.
- **Property Information Report** – This application will provide the same property search capabilities that customers currently receive when they visit the P&DS Service Center including the ability to research a property’s development approval history.
- **Code Enforcement Report Form** – This application provides customers with a centralized location for reporting potential code violations and prompts customers to provide information necessary for staff to follow up on a complaint.

With the local interest in the Code Enforcement Report Form, it is important to note that these Website changes were prioritized based on customers’ most frequent requests. Currently, 52 percent of code enforcement activity is complaint initiated (over 2,400 cases/year); 48 percent of code enforcement is officer-initiated. Currently, complaints are made via e-mail and telephone. Staff does not anticipate increased reporting. Instead, the proposed system should be more efficient by providing staff with complete information upfront and requiring less staff time to follow up with customers to obtain necessary information. The city Website will also continue to provide suggestions for being a “Good Neighbor” and a link to the city’s Conflict Resolution/Mediation Services.

Additional Efforts:

Improve communication with property owners and Landlords about enforcement activities related to their properties:

The CPL Noise Notification was created in 2002. This notice is used for the following notifications: 1. Sent to Owner. Notifies that EZEO has issued summons for noise violations. Requests Owner's assistance in resolving the problems. 2. Sent to Residents. Warns residents of noise complaints and of possible legal action.

The Notice of Violation was created in 2003. This notice is sent to the owner. It specifically states the violations and corrective action required along with a due date. It also states the settlement agreement requirement if there is another violation within the next 12 months or two or more violations within the next 24 months.

Currently, staff is evaluating the feasibility of creating a website for property owners and landlords that would provide them with the ability to search property addresses and view enforcement-related information in order to monitor their properties. Assuming this is

made a priority and that it can be implemented with existing resources, this would be available in 2006.

Improve response in the field by using remote wireless systems:

Currently, staff is evaluating providing EZEO officers with wireless laptops in their vehicles, similar to the system currently used by the BPD for wireless CAD dispatch. In addition, these laptops could be used for access to the LandLink system (providing access to enforcement information in the field). Budget and technology testing issues are being evaluated to determine next steps. Potential implementation date: 1st quarter 2006.