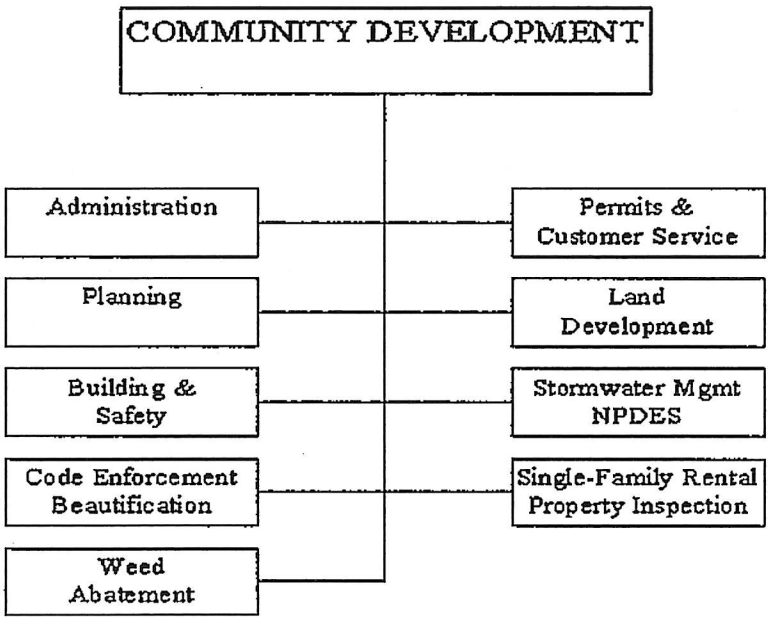
Community Development



Full Time Employees	
Administration	9.00
Enforcement & Beautification	23.50
Permits & Customer Service	9.00
Single Family Rental Inspection	10.25
Stormwater Management	2.00
Building & Safety	7.50
Planning	4.00
Weed Abatement	2.25
Land Development	2.50
Community Development Total	**70.00**

Community Development

Business Plan – Overview

Mission Statement:	To facilitate quality development by providing efficient and accurate processing of development plans and permits, and stormwater management, while promoting and maintaining standards to preserve and improve the quality of life and public safety and beautification in the City.

About The Department

The Community Development Department is comprised of nine program areas, which include Administration, Permits and Customer Service, Advance Planning, Land Development, Building and Safety, Stormwater Management/NPDES, Code Enforcement/Beautification, Single-Family Rental Property Inspection and Weed Abatement.

1. Administration. This program is responsible for the overall policy direction and management of the department and provides administrative support to management staff and programs. This division is also responsible for budget preparation and maintenance, billing for departmental services, processing all invoices and purchase orders, and personnel processing and policy.

2. Permits and Customer Service. This program is responsible for plan check submittal, plan review, and issuance of permits. This program also provides general information related to planning, building, and engineering requirements.

3. Planning. This program is responsible for periodic updates of the City's General Plan and processing applications for conditional use permits, subdivisions, variances, and development permits consistent with the City's General Plan and Development Code, and other planning-related laws as outlined in the California Government Code. Staff also provides support to the Planning Commission, Development/Environmental Review Committee, and Historical Preservation Commission. The program oversees environmental analysis for public and private projects, prepares and administers specific plans and area plans, conducts special studies related to land use and development and works with other agencies and the public on special land use related projects.

4. Land Development. This program participates on the Development/ Environmental Review Committee to establish improvement requirements for new development and also provides plan checking for new development, including site grading and drainage and related off-site improvements within the

public right of way. The division checks subdivisions, parcel maps, and records of survey for conformance with the Subdivision Map Act.

5. Stormwater Management/NPDES. This program is responsible for compliance with the City's Municipal Separate Storm Sewer System (MS4) permit, in accordance with the National Pollution Discharge Elimination System (NPDES) requirements. The division provides input on the design of development projects and ensures Water Quality Management Plans (WQMP) contain adequate best management practices (BMP) for stormwater quality; inspects construction sites, municipal property, and commercial and industrial businesses to ensure pollutant control measures are in place and provides stormwater-related educational material to the public and development community.

6. Building and Safety. This program is responsible for building and on-site inspections to ensure compliance with building codes, state laws and regulations, state energy and conservation requirements, disabled access requirements, implementation of the City's mobile home park inspection and unreinforced masonry building mitigation programs, and other City ordinances. The division provides staff support to the Disabled Access Appeals Board.

7. Code Enforcement/Beautification. This program is responsible for the promotion of safety and beautification in the City to improve the quality of life for residents by working with the community, neighborhood organizations and other departments and agencies to ensure that existing buildings and properties conform to the property maintenance ordinances and other applicable codes.

8. Single-Family Rental Property Inspection. This program is responsible for enforcing minimum property maintenance standards for single-family rental properties by conducting proactive annual inspections and working towards the overall goal of beautification of the City.

9. Weed Abatement. This program is responsible for conducting semi-annual inspections of all vacant lots in the City, to hold property owners accountable for maintaining their property to prevent fire hazards, eliminate blighted conditions and to improve the overall aesthetics of the City.

Top Accomplishments for FY 2009/10

1. Completion of the Housing Element update.

2. Completion of the comprehensive sign code update.

3. Implementation of GIS Module of Permits Plus.

4. Implementation of Interactive Voice Recognition System for Inspection Requests and Results.

5. Implementation of the GoEnforce Code Enforcement software program, allowing officers to be completely wireless in the field.

6. Implementation of the Single-Family Rental Inspection Program.

7. Continuation of proactive participation in the community including attending Neighborhood Cluster Associations and other community events distributing information on property maintenance and other applicable code requirements.

8. Authorization from the Mayor and Common Council and completed the destruction of paid/closed files dating back to 1987.

Major Issues for FY 2010/11

1. Coordination of the Omnitrans sbX project and local business concerns.

2. Implementation of staff reorganization to develop and restructure the permit process.

3. Establishment of an electronic "plan check" submittal process to streamline the plan check process.

4. Updated MS4 Permit requirements will increase plan check review times, inspection priorities, education focus, and fiscal needs to participate in the County Area-wide Stormwater Program.

5. Implementation of Water Efficient Landscape Ordinance.

6. Storage, archiving and organizing of files and plans.

7. Providing employee development opportunities through expanded training.

8. Adoption of the 2010 California Building Standards Codes and the California Green Building Code.

9. Training and Certification of Building and Safety Staff to comply with SB 1608 (CA Access Specialist Certification (CASP)).

10. Work with the Economic Development Agency to develop additional resources for home owners who lack financial ability to bring property into compliance.

11. Streamline and consolidate services with Finance for processing payments, collections and liens.

12. Incorporating properties within the recently annexed County islands into current workload.

13. Development of ordinances to provide tools necessary for the continued implementation and improvement of our mission statement.

14. Identify a funding source for maintenance and replacement of equipment.

15. Explore options for vacant lot beautification through installation of low maintenance vegetation in the down-town area.

Community Development
Budget Summary

A. Expenditures by Programs	[A]2007/08 Actual	[A]2008/09 Actual	[A]2009/10 Budget	2010/11 Proposed	Percent Change 2009/10-2010/11
Administration	1,569,076	1,611,436	1,577,321	1,703,800	8%
Enforcement & Beautification	1,979,258	2,032,691	1,989,658	2,149,200	8%
Permits & Customer Service	569,870	585,255	572,864	618,800	8%
Single Family Rental Inspection	798,997	820,567	803,195	867,600	8%
Stormwater Management	404,103	415,012	406,226	438,800	8%
Building & Safety	615,548	632,166	618,782	668,400	8%
Weed Abatement	273,331	280,710	274,768	296,800	8%
Land Development	194,960	200,224	195,985	211,700	8%
Planning	600,445	616,655	603,600	652,000	8%
Total	7,005,588	7,194,715	7,042,400	7,607,100	8%

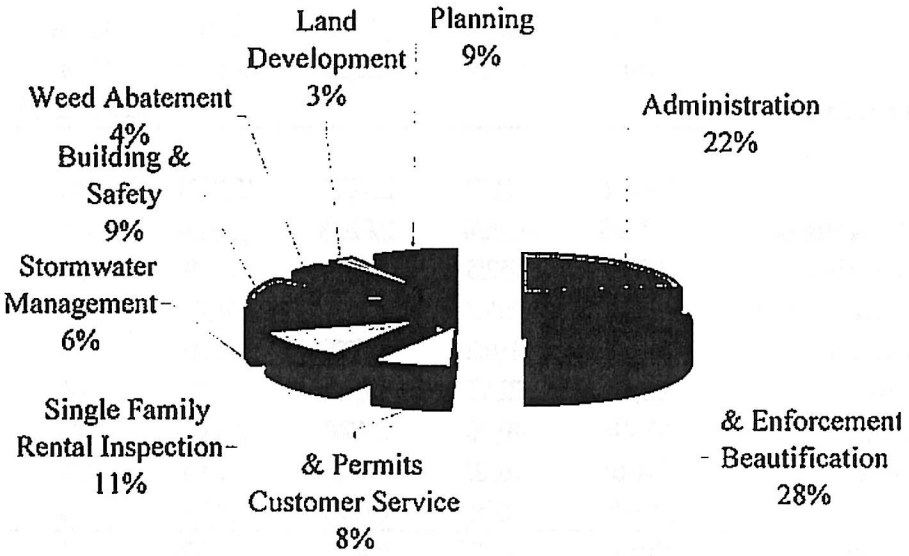
B. Expenditures by Classification					
Personnel Services	5,551,554	5,784,891	5,172,500	5,394,300	4%
Maintenance & Operations	357,092	319,730	508,400	558,900	10%
Contractual Services	417,899	677,030	920,100	998,200	8%
Internal Services[B]	633,802	364,980	392,500	628,700	60%
Capital Outlay	19,141	48,084	48,900	27,000	0%
Debt Service	26,100	0	0	0	0%
Credits / Billables					
Total	7,005,588	7,194,715	7,042,400	7,607,100	8%

C. Funding Sources					
General Fund	4,430,288	4,554,565	4,629,300	5,846,700	26%
EDA / CDBG	2,575,300	2,640,150	2,413,100	1,760,400	-27%
Total	7,005,588	7,194,715	7,042,400	7,607,100	8%

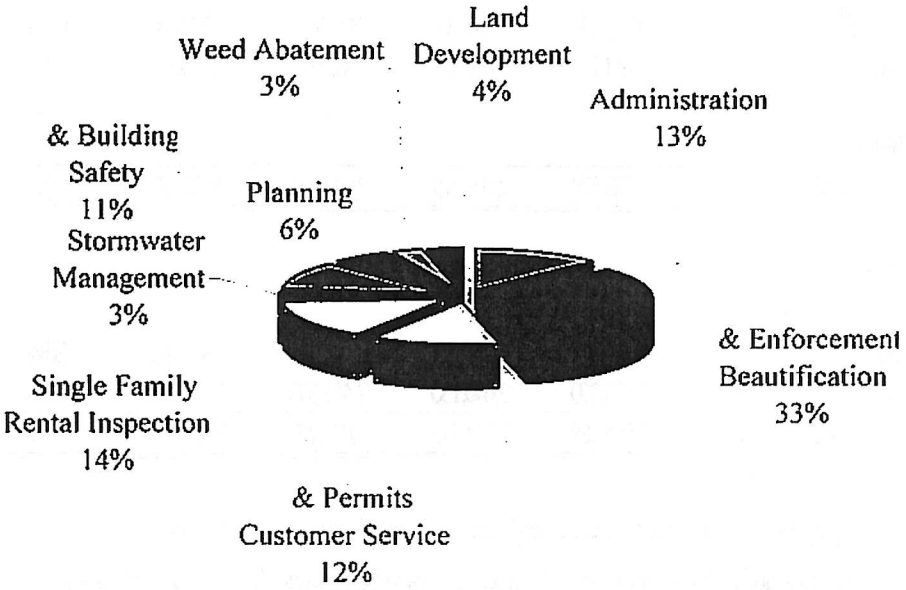
[A]For comparison purposes prior fiscal year actual expenditure are allocated to the current program

[B]Workers Compensation and Liability charges have been added to each Department's Internal Service Charges.

2010/11 Proposed Budget



Full-Time Employees



Community Development
Program: Administration

Program Summary

Program Code:	0001
Program Purpose:	To plan, administer and coordinate the resources necessary to ensure cost effective and efficient support services to the Community Development Department.
Strategic Goals Addressed:	• Business and Economic Development • Responsive Government

5 – Year Program Goals

1. Use new technology to provide improved services to citizens and to make recommendations and implement approaches that coordinate with other departments and serve a growing city.

2. Streamline the process for reimbursement and other accounting-related activities.

3. Develop and implement succession and career planning in each program to ensure effective management and supervision.

4. Establish an advisory group with members from the development community to solve problems and propose process improvements.

5. Focus on customer service and enhance communications and consistency during the development process by the creation of the Permits and Customer Service program.

6. Develop a program for measuring customer service satisfaction.

7. Examine and revise internal systems and processes to empower staff to more effectively and rapidly respond to changing conditions (e.g., changes in the economy, foreclosure trends, etc.) while maintaining necessary accountability and control.

8. Continue to work with the County Assessor's Office and Finance on tracking lien payments paid through property taxes.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$1,569,076	$1,611,436	$1,577,321	$1,703,800
Full Time Employees		9.00	9.00	9.00
Funding Sources				

Program Changes

None.

FY 2010/11 Program Objectives

1. Transition to a program budget.
2. Ensure expenditures submitted by the Department are in accordance with budget provisions and fund policies.
3. Create written Policies and Standard Operating Procedures to effectively communicate expectations to staff and respond to community needs.
4. Continue to monitor the archiving process for staff and public access.
5. Cross-train staff on various office and accounting procedures.
6. Streamline internal processes to create efficiencies and responsiveness to customers.
7. Implement a technology fee to provide for replacement of computers and other technologies/equipment to improve department efficiency.
8. Explore funding options for Code staffing.

Ongoing Program Objectives

1. Continue to monitor the archiving process for staff and public access.
2. Continue improvement of complaint tracking and follow-up measures through the SB Access Online.
3. Provide administrative, technical and financial support to Community Development to ensure cost effectiveness and efficiency.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Percentage of annual performance targets met in all programs					85%
Maintain overall customer satisfaction rating of "Good" or higher on an "Exceeded" scale in SB Access Online Program					90%
Maintain overall customer satisfaction rating of "Good" or higher on an "Exceeded" scale in SB Access Online Program with the Permits and Customer Service program					90%
Percentage of planned FY2011 objectives met by all programs					85%
Number of Standard Operating Procedures developed					4
Percentage of Department performance measures with data and documentation reported by required due date					95%
Percentage of demands for lien pay offs processed within 30 days					95%
Percentage of costs recovered through lien process					85%
Percentage of department complaints investigated responded to within one week					95%

Performance Measure: Notes

1. None.

Community Development

Program: Permits and Customer Service

Program Summary

Program Code:	0024
Program Purpose:	To provide timely and efficient services to the development community, to receive and process development applications, review plans and applications for compliance with codes and ordinances, issue permits and provide development related information in an accurate and timely manner.
Strategic Goals Addressed:	• Business and Economic Development • Responsive Government

5 – Year Program Goals

1. Provide an integrated one-stop permit center for the intake and processing of development plans and the issuance of permits.

2. Improve the efficiency and effectiveness of the development process by the continued implementation of technology improvements and the continued training of staff.

3. Provide permit services 24 hours per day 7 days per week so citizens can use the internet to submit select permit applications, zoning applications, and see the Master Plans and GIS maps.

4. Develop a program for measuring customer service satisfaction.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$569,870	$585,255	$572,864	$618,800
Full Time Employees		12.00	10.00	9.00
Funding Sources				

Program Changes

None

FY 2010/11 Program Objectives

1. Reorganization of the front counter operations to establish unitary control, accountability, and the effective and efficient delivery of services.

2. Cross-train existing counter staff in the processing of basic Building, Engineering, and Planning applications.

3. Establish a standard processing or turn-around time for all disciplines involved in the review of construction plans and measure on-time performance.

4. Establish a procedure to prioritize the processing of major projects.

5. Fully Implement the Interactive Voice Recognition (IVR) System for the Department.

Ongoing Program Objectives

1. Provide prompt, knowledgeable, and effective plan review and application processing services to the development community.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Average customer wait time before receiving service.					45 min.
Percentage of customers that rate service as above average or better.					85%
Percentage of zoning verification reviews and general inquiries completed in 15 minutes or less.					75%
Percentage of permits issued on-line.					10%
Percentage of inspection request scheduled via the Interactive Voice Recognition (IVR).					75%
Percentage of plan review submittals processed online					30%

Performance Measure: Notes

Community Development

Program: Planning

Program Summary

Program Code:	0029
Program Purpose:	To implement City General Plan policies and zoning regulations by processing land use and development applications, providing assistance to applicants, making recommendations to decision makers and providing information to the public.
Strategic Goals Addressed:	• Safe Community • Business and Economic Development • Responsive Government • Transportation and Infrastructure • Beautification

5 – Year Program Goals

1. Streamline and improve the Planning Division review procedures and services.

2. Facilitate economic development and recovery of the City through effective Planning Division services.

3. Improve and enhance the on-line resources and information related to planning and development on the City web site.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$600,445	$616,655	$603,600	$652,000
Full Time Employees		4.00	4.00	4.00
Funding Sources				

Program Changes

1. None

FY 2010/11 Program Objectives

1. Facilitate economic development by giving priority to application intake and new business registration reviews by Planning Staff.

2. Implement the new Water Efficient Landscape Ordinance with a revision of the landscaping design standards and the landscape plan review process.

Ongoing Program Objectives

1. Provide excellent service with Planning and zoning information to the public, other departments and outside agencies.

2. Continue the archived document imaging and indexing project.

3. Continue to cooperate with other agencies concerning their planned facilities in the City, or in the review of project plans that may impact the City, and in the preparation of regional plans that include or affect the City.

4. Meet with EDA staff monthly or more frequently, as needed to ensure a coordinated approach to Planning and redevelopment activities and to facilitate economic development.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Percentage of zoning verification reviews for new businesses (not property rental) completed in 1 day or less.					95%
Percentage of zoning verification reviews and general inquiries completed in 15 minutes or less.					75%
Percentage of meeting requests for EDA business development prospects attended or scheduled in 3 days or less.					90%
Percentage of initial plan reviews completed within 45 days.					80%
Number of long range plans coordinated or prepared in collaboration with others to implement the vision of the Mayor and Council.					5
Percentage of new planning cases reviewed within two weeks.					85%

Performance Measure: Notes

Community Development
Program: Land Development

Program Summary

Program Code:	0030
Program Purpose:	To facilitate development in a manner consistent with the City's codes, standards, and policies by reviewing and inspecting public improvements associated with new development.
Strategic Goals Addressed:	• Business and Economic Development • Responsive Government

5 – Year Program Goals

1. Ensure high quality infrastructure is provided by new development.
2. Improve access to City infrastructure records.
3. Update the storm drain and sewer atlas to reflect the current system.
4. Provide online plan check.
5. Develop standardized design policies for private stormwater basins.
6. Compile and access development review statistics to ensure that resources needed to ensure services are provided in a timely manner.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$194,960	$200,224	$195,985	$211,700
Full Time Employees		3.00	3.00	2.50
Funding Sources				

Program Changes

None.

FY 2010/11 Program Objectives

1. Update the public improvement data bases when projects are completed.
2. Work in partnership with developers, City departments, and other agencies to create quality public improvements.

3. Update the City standard drawings for public improvements related to development projects.

Ongoing Program Objectives

1. Scan and index plans and documents and make them available online.
2. Optimize records and storage retrieval.
3. Provide accurate, complete, and timely engineering reviews of technical studies, plans, maps, and permit applications.
4. Monitor the construction of public infrastructure improvements for quality assurance and compliance with City specifications and regulations.
5. Track the value of public improvements constructed by private developers.
6. Provide training for plan checkers and inspectors.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Percentage of parcel maps, lot mergers, lot line adjustments, and certificates of compliance reviewed within 30 days.					100%
Percentage of planning cases and reviews of site plans completed within two weeks.					85%
Percentage of final plans reviewed and signed within 48 hours.					90%
Percentage of initial plan reviews completed within 45 days.					80%
Percentage of inspections completed on the date scheduled.					90%
Written correction notice provided to the contractor and entered into Permits Plus.					85%
Percentage of public improvement plans entered into the City's data bases.					85%

Performance Measure: Notes

None.

Community Development

Program: Stormwater Management - NPDES

Program Summary

Program Code:	0027
Program Purpose:	To protect the quality and beneficial uses of all waters of the State through development review, construction and facility inspections, education and storm drain system maintenance monitoring, in order to comply with all local, State and Federal water quality regulations.
Strategic Goals Addressed:	Responsive Government

5 – Year Program Goals

1. Incorporate low impact development (LID) in the City's Development Code, ordinances, and standard design specifications.

2. Develop a City-specific Stormwater Program local implementation plan (LIP) that identifies responsible activities and staff.

3. Require maintenance agreements for all post-construction BMPs.

4. Adopt ordinances that require control measures for known pathogen and bacteria sources.

5. Develop an inventory of septic systems within the City jurisdiction.

6. Develop a pro-active Illicit Discharge/Illegal Connection Program.

7. Develop a database module to track post-construction BMP inspections.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$404,103	$415,012	$406,226	$438,800
Full Time Employees		2.00	2.00	2.00
Funding Sources				

Program Changes

1. None

FY 2010/11 Program Objectives

1. Participate in Area-Wide LIP Draft development.

2. Inspect MS4 permit-specified existing businesses.

3. Review violation notices to determine most common offenses to provide education training.

4. Prioritize all construction, commercial, industrial and municipal sites based on a risk potential to adversely affect water quality for inspection purposes.

5. Participate in the MS4 database upgrade work group.

6. Work in conjunction with IT to determine if the NPDES MS4 permit inspection modules can be incorporated into Permits Plus.

Ongoing Program Objectives

1. Continue to participate in the Area-Wide County Stormwater Program.

2. Ensure compliance with NPDES Permit requirements to the maximum extent practicable.

3. Provide City representation at all Area-Wide Stormwater Management Program meetings.

4. Investigate all reported sanitary sewer spills.

5. Train other City departments on NPDES permit requirements.

5. Ensure inspection staff maintains professional certifications.

6. Provide educational material on the City website for the most common NPDES violations and for water conservation.

7. Keep inspection staff trained on current BMP use and installation.

8. Provide educational material to commercial and industrial site owners.

9. Provide staffing at regional public education events.

10. Participate in Area-Wide Program workshops and studies.

11. Continue to work with other divisions to incorporate NPDES requirements into new development and Capital Improvement projects while strengthening

relationship with Engineering, Planning and Building & Safety to streamline NPDES requirements during the development process.

12. Strengthen intergovernmental relationships that enhance NPDES regulatory compliance.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Percentage of initial review of Erosion/Waste Management Control Plans, Water Quality Management Plans and Stormwater Pollution Prevention Plans completed within 45days.					80%
Percentage of inspection of the MS4 permit-specified existing businesses.					85%
Percentage of inspections performed on construction sites.					100%
Percentage of inspections completed on the date scheduled.					95%
Percentage of stormwater-related complaints investigated within one week.					80%

Performance Measure: Notes

1. None

Community Development
Program: Building and Safety

Program Summary

Program Code:	0028
Program Purpose:	To ensure the safety, accessibility, and energy efficiency of building construction within the City through the enforcement of minimum Building Standards adopted by the State of California and the City of San Bernardino in order to provide for the safety, health and welfare of the public.
Strategic Goals Addressed:	• Business and Economic Development • Responsive Government

5 – Year Program Goals

1. Ensure that buildings constructed or remodeled within the City comply with the California Building Standards Codes contained in Titles 24 and 25 of the California Code of Regulations and other applicable laws and ordinances.

2. Improve the efficiency and effectiveness of the development process by the continued implementation of technology improvements and the continued training of staff.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$615,548	$632,166	$618,782	$668,400
Full Time Employees		9.00	8.00	7.50
Funding Sources				

Program Changes

1. None

FY 2010/11 Program Objectives

1. Obtain Certified Accessibility Specialist (CASP) Certification of at least one staff member and accessibility training for other staff members as mandated by SB 1608.

2. Adopt the 2010 California Building Standards Codes by January 1, 2011 and provide training for staff members regarding the requirements of the new codes.

Ongoing Program Objectives

1. Provide prompt, knowledgeable, and effective inspection services to the development community.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Percentage of initial plan reviews completed within 45days.					80%
Recheck Turn-around time of 2 weeks or less.					80%
Percentage of inspections completed on the date scheduled.					95%
Written correction notice provided to the contractor and entered into Permits Plus.					85%

Performance Measure: Notes

1. None

Community Development

Program: Code Enforcement / Beautification

Program Summary

Program Code:	0021
Program Purpose:	To promote the safety and beautification of the community and improve the quality of life for residents by working with the community, neighborhood organizations and other departments and agencies to ensure that existing building and properties conform to the property maintenance ordinances and other applicable codes.
Strategic Goals Addressed:	• Safe Community • Responsive Government • Beautification • Housing and Economic Development

5 – Year Program Goals

1. Continue to streamline processes and implement proactive programs, code amendments, and to improve enforcement tools.

2. Continue educational efforts with neighborhood and business groups or associations regarding neighborhood empowerment and revitalization efforts.

3. Partner with and assist the Economic Development Agency to identify issues and problematic areas that may benefit from a proactive approach by Code Enforcement to enhance the vitality of the downtown area.

4. Partner with other departments, agencies and community organizations to help neighborhoods develop safe and clean environments for their community and enhancement of major gateways into the City including beautifying on and off ramps, medians and main corridors.

5. Continue proactive participation in the City's revitalization efforts.

6. Strengthen partnerships with Police and Fire Departments to address blighted properties that are directly associated with nuisance activities.

7. Continue to conduct "Team" inspections as needed to provide positive impacts in the City.

8. Improve reporting capabilities and efficiencies through advanced training on GoEnforce software program.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$1,979,258	$2,032,691	$1,989,658	$2,149,200
Full Time Employees		30.00	26.00	23.50
Funding Sources				

Program Changes

1. None

FY 2010/11 Program Objectives

1. Partner and participate with other departments and agencies for the economic development and beautification of the downtown area.

2. Identify and adopt new policies, procedures and ordinances to assist all departments in addressing the increase in vacant, abandoned and forclosed properties throughout the City.

3. Set aside funding for vehicle replacement with roll-downs from San Bernardino Police Department to replace unsafe vehicles.

4. Fill the vacant, budgeted Code Enforcement Officer II position.

Ongoing Program Objectives

1. Administer an effective City-wide code enforcement program.

2. Continue to provide training and keeping officers current on policies and procedures for the GoEnforce software program.

3. Provide excellent and ethical customer service on a consistent basis regarding code enforcement issues.

4. Provide a link between residents and their municipal government enabling citizens to take personal responsibility for making sure that their neighborhoods and homes are safe, clean and of a consistent high quality.

5. Insure that the physical condition of residential and commercial neighborhoods comply with established community standards and codes.

6. Respond effectively and efficiently to threats to the public health, safety and general welfare.

7. Provide timely and consistent response to calls for service.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Percentage of proactive cases open					25%
Average number of work days from when complaints first reported until initial response					5
Percentage of closed cases: A: Referred to other departments B: Achieved voluntary compliance C: With administrative fines D: After abatement E. With criminal citations					 1% 10% 75% 10% 4%
Percentage of cases abated and closed A: 1-30 days B: 31-60 days C: 61-90 days D: over 91 days or still open					 60% 15% 15% 10%
Percentage of cases appealed to Hearing Officer					25%
Percent of cases heard by the Hearing Officer: A: Withdrawn B: Affirmed C: Reduced Fines D: Amended (time extension or other change from staff recommendations) E: Overturned					 2% 88% 3% 5% 2%
Average customer wait time before receiving service					15 min.

Performance Measure: Notes

1. None.

Community Development

Program: Single-Family Rental Property Inspection

Program Summary

Program Code:	0019
Program Purpose:	The Single-Family Rental Inspection Program enforces minimum property maintenance standards for single-family rental properties by conducting proactive annual inspections and compliments the Department's overall goal of beautification of the City.
Strategic Goals Addressed:	• Safe Community • Responsive Government • Beautification • Housing and Economic Development

5 – Year Program Goals

1. Coordinate efforts to identify rental properties with City Clerk's Business Registration.

2. Continue using technology to enhance streamlining efforts.

3. Partner with other City departments and neighborhood associations to educate the public about the Single-Family Rental Property Inspection Program.

4. Increase collection rate of the annual inspection fee.

5. Work with Finance and other affected Departments to contract with an independent collection agency.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$798,997	$820,567	$803,195	$867,600
Full Time Employees		12.00	11.00	10.25
Funding Sources				

Program Changes

1. None.

FY 2010/11 Program Objectives

1. Identify, inspect and invoice all identified single-family rental properties.

2. Increase collection rate by a minimum of 10%.

Ongoing Program Objectives

1. Promote the beautification of the City through the inspection of single-family rental properties and obtain compliance through enforcement of property maintenance ordinances and applicable laws.
2. Continue educational efforts to homeowners to provide desirable rental properties to the community.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Number of single-family rental properties A) Inspected					9,340
Percent of properties that qualify for the "self-certification" program					30%
Percentage of closed cases: A: Referred to other departments B: Voluntary compliance C: Administrative Fines					 10% 65% 25%
Percentage of cases abated and closed A: 1-30 days B: 31-60 days C: 61-90 days D: over 91 days or still open					 45% 20% 15% 20%
Percentage of cases appealed to Hearing Officer					35%
Percent of cases heard by the Hearing Officer: A: Withdrawn B: Affirmed C: Reduced fines D: Amended (time extension or other change from staff recommendations) C: Overturned					 3% 80% 10% 5% 2%
Collection rate of annual inspection fee					75%

Performance Measure: Notes

None.

Community Development

Program: Weed Abatement

Program Summary

Program Code:	0020
Program Purpose:	To conduct semi-annual inspections of all vacant lots in the City, to hold property owners accountable for maintaining their property in order to prevent fire hazards, eliminate blighted conditions, and to improve the overall aesthetics of the City.
Strategic Goals Addressed:	• Responsive Government • Beautification

5 – Year Program Goals

1. Implement a more effective and efficient process of notification and collection of incurred costs.

2. Explore different avenues of progressive penalties to encourage property owners to maintain their own properties (rather than having City contractor's perform abatements and collecting costs from owners) and to abate hazardous conditions and blight as they occur.

3. Increase collection rates to a minimum of 80% by working with Finance and other affected Departments to contract with an independent collection agency rather than collections through the lien process.

Program Budget Summary

	2007/08 Actual	2008/09 Actual	2009/10 Proposed	2010/11 Proposed
Funding Level	$273,331	$280,710	$274,768	$296,800
Full Time Employees		2.00	2.00	2.25
Funding Sources				

Program Changes

1. None.

FY 2010/11 Program Objectives

1. Increase abatement collection rate by a minimum of 10%.

2. Work with property owners to monitor their own properties and promptly remove hazardous and blighted conditions of vacant lots throughout the City.

3. Educate property owners on City requirements for maintaining their property and on the consequences for non-compliance.

Ongoing Program Objectives

1. Continue to work with other departments, contractors and property owners towards the beautification of the City.

2. Work with property owners for the prevention of public nuisances and hazardous conditions of vacant lots throughout the City.

Performance Measures

	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Mid-Year	2010/11 Target
Number of vacant lots inspected					12,500
Number of property owners notified to clean premises					4,100
Number of lots reinspected for compliance					4,100
Number of properties issued to contractor for abatement and invoiced					400
Percentage of invoices resulting in lien					90%
Number of liens placed on tax roll					275

Performance Measure: Notes