

# Q3 Building Safety & Federal Programs Quarterly Report

For the Quarter ended September 30, 2012

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## Building Safety & Planning Department: Construction Code Compliance – Permits and Licenses

### Permits:

#### Q3 2012 - July 1, 2012 – September 30, 2012

Type of Permit	Number Applied	Number Issued	Amount Due	Total Paid
Building	170	133	95,777.45	\$61,527.93
Demolition	21	20	\$0.00	\$9,005.00
Mechanical	86	81	125.00	\$14,292.00
Electrical	114	108	325.00	\$66,265.00
Plumbing	40	38	125.00	\$6,861.00
Team Inspection	9	N/A	350.00	\$2,700.00
IMPC 2000	15	N/A	0.00	\$2,800.00
Fire	3	3	0.00	\$8,331.00
Zoning Compliance	18	11	0.00	\$2,310.00
Sign	11	5	400.00	\$1,710.00
Totals	487	395	97,102.45	\$175,801.93

#### Q3 2011 - July 1, 2011 – September 30, 2011

Type of Permit	Number Applied	Number Issued	Amount Due	Total Paid
Building	143	134	\$3,975.00	\$155,459.48
Demolition	11	11	\$0.00	\$76,720.00
Mechanical	68	67	\$0.00	\$14,171.00
Electrical	61	58	\$125.00	\$16,384.00
Plumbing	30	29	\$0.00	\$7,612.00
Team Inspection	24	N/A	\$900.00	\$6,300.00
IMPC 2000	0	N/A	\$0.00	\$0.00
Fire	1	1	\$0.00	\$584.00
Zoning Compliance	16	13	\$0.00	\$1,755.00
Sign	12	10	\$160.00	\$1,460.00
Totals	366	323	\$5,160.00	\$280,445.48

*("Number Issued" and "Total Paid" is based off the permits that were applied during this quarter; both tables were generated between October 26 & 29, 2012)*

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November 9, 2012

**Annual Total Revenue by Permit Issues**

Permit Type	Building		Demolition		Mechanical		Electrical		Plumbing	
	Issued	Fee Paid	Issued	Fee Paid	Issued	Fee Paid	Issued	Fee Paid	Issued	Fee Paid
2012 (through Oct. 31)	412	\$924,711.45	203	\$82,200.00	264	\$56,338.00	320	\$114,850.00	144	\$42,803.00
2011 (March 1 - Dec 31)	435	\$393,341.64	100	\$403,125.00	332	\$91,432.00	266	\$57,141.00	206	\$54,865.00
2010	688	\$567,198.55	94	\$37,155.00	330	\$63,991.00	300	\$82,746.00	186	\$39,310.00
2009	1022	\$414,988.00	133	\$46,800.00	313	\$60,451.00	366	\$69,924.00	252	\$45,883.00
2008	611	\$283,246.00	61	\$68,745.00	200	\$50,596.10	232	\$68,391.00	180	\$37,736.00

Permit Type	Team Inspection		IMPC 2000		Fire		Zoning Compliance		Sign	
	Issued	Fee Paid	Issued	Fee Paid	Issued	Fee Paid	Issued	Fee Paid	Issued	Fee Paid
2012 (through Oct. 31)	57	\$16,550.00	35	\$6,450.00	7	\$13,377.00	21	\$3,740.00	26	\$4,475.00
2011 (March 1 - Dec 31)	51	\$15,870.00	8	\$1,650.00	7	\$4,850.00	36	\$5,277.00	52	\$6,705.00
2010	36	\$12,270.00	73	\$12,925.00	22	\$11,664.00	0	\$0.00	36	\$5,330.00
2009	6	\$1,650.00	22	\$4,700.00	9	\$2,575.00	4	\$635.00	27	\$4,240.00
2008	0	\$0.00	0	\$0.00	14	\$4,934.00	51	\$13,625.18	27	\$3,450.00

		Total
2012 (through Oct. 31)	Issued 1,489	Fee Paid \$1,265,494.45
2011 (March 1 - Dec 31)	1,493	\$1,034,256.64
2010	1,765	\$832,589.55
2009	2,154	\$651,846.00
2008	1,376	\$530,723.28

### Certificates:

**Rental Registration:** According to BS&A, between July 01, 2011 and September 30, 2011, The City of Pontiac collected **\$466,160.00** in revenue on rental registration and inspection fees. This revenue was collected on **3,461** rental certificates.

Between July 01, 2012 and September 30, 2012, The City of Pontiac collected **\$314,450.00** in revenue on rental registrations. This revenue was collected on **1,226** certificates. In addition, 2,497 triennial inspections were paid collecting \$95,285.00 in revenue.

On the surface, this drop is considerable; however there are a number of factors that impact the reporting of rental registrations. The first is that because many registrations are mailed in, staff in the Building Safety office continues to process the five council districts which for which registrations were due by August 31. Second is that a considerable number of registrations were accompanied with checks in the incorrect amount (typically the checks were an underpayment of registration and inspection fees). To assist with accounting and help simplify reconciliations, partial payments have not been processed and returned to the applicant. This process requires a significant commitment of staff time to contact the applicant via mail or phone to have the applicant resubmit the payment for the correct amount. The process to correct these issues is on-going. Finally, approximately \$20,000 in rental registration fees is also being held up due to checks submitted that do not match invoices processed. Reconciling these invoices is a priority for building staff and is scheduled to be completed by October 31. Building Safety staff has addressed the problems and has developed internal controls that require Building Safety staff to review invoices before they are submitted to treasury.

### Vacant Property Registration:

There was not Vacant Property Registration required for the 2011 third quarter. During the third quarter of 2012 the City of Pontiac has registered **92 vacant properties** collecting **\$44,510.00** in revenue. The first round of Vacant Property registrations were due August 31, 2012, these applications were included with the rental registration mailing to the five districts that were also due August 31.

### Business License:

Between July 01, 2011 and September 30, 2011 the City processed **39** business license transactions collecting **\$8,265.00** in revenue. Between July 01, 2012 and September 30, 2012 the City of Pontiac processed **46** business license transactions collecting **\$11,500.00** in revenue. Please note that the number of transactions is not related to the number of licenses that were issued. Business license renewals for the 2012-2013 year have not been mailed for any of the four quarters. Business License renewals will be mailed by October 31, 2012 and payment will be due December 28, 2012.

### Permits – Analysis and Recommendations

- Permit revenue declined by approximately \$108,000 in Q3 2012 versus Q3 2011. The decline can be directly tied to declines in building and demolition permit fees, which are based on the value and size of projects. During Q3 2011, one \$70,000 demolition permit was issued, which accounted for the major difference between Q3 2011 and Q3 2012. The difference in building permit revenue is based on the value of construction. Quite simply, not as many large value construction projects were submitted during Q3 2012.
- Despite the difference in revenue, the number of permit applications received has increased 18% from Q3 2012. The number of permits issued has declined 3% in Q3 2012 compared to the same period in 2011. The decrease in issued permits can be traced to a few factors including permits that are approved pending payment which and for permit applications which were rejected.
- The increase in permit applications is important because it is demonstrative of a larger pattern of greater compliance with the City's building and zoning regulations. This is largely based on two primary causes: the

increased level of service and reduced turnaround time for plan review and permitting and the increased expectation of enforcement of City code.

- The decrease in permit cost paid is also impacted by the value/cost of the construction or work being performed. Smaller projects have lower permit costs. Q3 of 2011 had a number of permits that had a large value of construction, resulting in a high permit cost.
- The implementation of the vacant property registration has positively impacted neighborhoods and has helped to improve the resolution of code enforcement activities. While the number of properties that have registered as vacant remains relatively low, staff will be focusing enforcement activities on vacant property and rental registration enforcement in Q4 2012.
- According to BS&A, between July 01, 2011 and September 30, 2011, The City of Pontiac collected **\$466,160.00** in revenue on rental registration and inspection fees. This total included both the registration and inspection fees.
- Between July 01, 2012 and September 30, 2012, The City of Pontiac collected **\$314,450.00** in revenue on rental registrations. During Q3 2012, rental inspections accounted for \$95,285 in fees paid. In Q3 2011, these fees were accounted as a part of the rental registration fee and not accounted for separately.
- Adding the \$314,450.00 in registration fees, \$95,285.00 in inspection fees and \$44,510 of revenue from Vacant Property registration totals \$454,245.00 in rental/vacant property registration and inspections compared with \$466,160.00 in Q3 2011 – a decline of \$11,915 or 2.5%.
- The small decline in rental/vacant property fees may be attributed to a reduction in the population of renters in the City, however, we believe that there are a considerable portion of non-homestead residential properties that are failing to comply with the rental registration ordinance. During Q4, one additional full-time inspector position will be added to staff to assist in identifying these properties and bringing them into compliance.
- Also affecting the reporting of rental registrations are the following factors:
  - The first is that because many registrations are mailed in, staff in the Building Safety office continues to process the five council districts which for which registrations were due by August 31.
  - Second is that a considerable number of registrations were accompanied with checks in the incorrect amount (typically the checks were an underpayment of registration and inspection fees). To assist with accounting and help simplify reconciliations, partial payments have not been processed and returned to the applicant. This process requires a significant commitment of staff time to contact the applicant via mail or phone to have the applicant resubmit the payment for the correct amount. The process to correct these issues is on-going.
  - Finally, approximately \$20,000 in rental registration fees is also being held up due to checks submitted that do not match invoices processed. Reconciling these invoices is a priority for building staff and is scheduled to be completed by October 31. Building Safety staff has addressed the problems and has developed internal controls that require Building Safety staff to review invoices before they are submitted to treasury.

### **Hearing Officer and Board of Appeals:**

During the third quarter of 2011 no Hearing Officer or Board of Appeal Meetings were held as the dangerous buildings process had not been refined until 2012. During the third quarter of 2012 the City of Pontiac held one Hearing Officer Meeting and two Board of Appeals meetings. Effective Q2 2012, the City appointed a Hearing Officer and a Board of Appeals. The Hearing Officer is a quasi-judicial position filled by an individual with extensive experience in the building trades who is not otherwise affiliated with the City of Pontiac. The Board of Appeals is made up of appointed officials containing three building trade professionals and two residents with a demonstrated interest and commitment to fighting blight within Pontiac.

The process for ordering a demolition is for the Building Safety staff to identify dangerous buildings. Many of these are identified by complaints received from the public, through consultation with the Fire Department and Oakland County Sheriff. The remainder is identified by Building Safety staff while they are in the field. Building Safety staff compiles a case file for dangerous buildings that includes photos of existing conditions, complaints, violations and property history. Property owners of record are notified via certified mail as to a hearing on the property. The

Hearing Officer then conducts a hearing on the property and issues a demolition order, tables the case for more information or dismisses the case because it is determined that the building has been made safe and secure. All demolition orders are referred to the Board of Appeals. The Board of Appeals follows the same noticing procedure. At both hearings, the property owner has the opportunity to offer corrective remedies and/or improvement plans. Once the Board of Appeals upholds a demolition order, that demolition order is recorded on the property deed with the Oakland County register of Deeds to ensure that any new owner has knowledge of the demolition order and will be required to provide a cash demolition bond prior to the issuance of any permits.

The Hearing Officer began hearing dangerous building cases in June, and as a result of these hearings, 23 properties were ordered demolished and referred to the Board of Appeals. The Board of Appeals began reviewing dangerous buildings in May. The first cases were dangerous buildings that had been previously heard by the Hearing Officer in 2010 but which had not resulted in action. Following the July Hearing Officer cases, the Board of Appeals heard 64 dangerous buildings cases and ordered 53 properties demolished; found two had been made safe and secure, and tabled nine other cases for more information.

The result of each meeting is as follows:

#### **Hearing Officer (July 11, 2012)**

Hearing Officer's Order	Number of Properties/Houses
Demolish within 30 days	23
Table Till Next Meeting	11
<b>Total</b>	<b>34</b>

#### **Board of Appeals (August 15, 2012)**

Board of Appeals' Order	Number of Properties/Houses
Demolish within 30 days	31
Safe and Secure	2
Table Till Next Meeting	6
<b>Total</b>	<b>39</b>

#### **Board of Appeals (August 29, 2012)**

Board of Appeals' Order	Number of Properties/Houses
Demolish within 30 days	22
Safe and Secure	0
Table Till Next Meeting	3
<b>Total</b>	<b>25</b>

#### **Code Enforcements:**

Compared with the Q3 results from 2011, the Building Safety Division has investigated more than double the number of complaints. The third quarter of 2012 brought a drastic increase of code enforcement complaints received compared to the same quarter in the prior year. Citizen participation in reporting code violations along with the data compiled from the 2012 Property Survey has been a major factor in this increase. Of the 38 tickets that were issued in Q3 2012, 28% were issued on vacant properties. During Q3 2012, 22 properties with outstanding violations were scheduled for demolition and another 45 referred to the Hearing Officer to being the condemnation process. Only six properties were referred to the Hearing Officer during Q3 2011 and none were scheduled for demolition. This increase shows the City's focus on resolving long-term issues with problem structures.

The process for code enforcement actions begins with the filing of a complaint with the Building Safety office. An initial inspection is conducted to determine if a code violation exists. While the code enforcement officers have the ability to issue tickets upon finding a violation, it has been the practice of the Building Safety Division to contact the property owner, either in person or in writing, to provide an opportunity to correct the violation. Particularly for tall grass and debris violations, code enforcement officers provide seven to ten days to correct the violation before citations are issued. This courtesy is extended because many times, the problems are resolved more effectively and, more importantly without having to go to district court, which is a financial cost for the City. Ticketing also does not typically generate adequate revenue for the City to abate the original violations – making the practice of issuing citations upon initial finding of a violation a lose-lose scenario. It is the approach of the Building Safety Division and Wade Trim to pursue abatement and resolution before resorting to issuing citations as direct contact with property owners has proved more effective in resolving violations at a lower cost to the City. Nevertheless, it should be clear from the 38 citations issued in Q3 2012 that failure to resolve violations in a timely fashion will result in citations.

Key points from the tracking data include:

- **Code enforcement activities increased 267%, from 408 actions in Q3 2011 to 1,498 code enforcement actions in Q3 2012**
- Issued 38 tickets in Q3 2012 versus five in the same period in 2011 (the number of tickets issued only reflects if a ticket has been issued to the property. It does not represent the total number of tickets that were issued.)
- Inspected 511 complaints which resulted in no violation compared with 92 from Q3 2011, an increase of over 400%.
- Number of Dangerous Buildings complaints received increased 133%, from 31 in Q3 2011 to 71 in Q3 2012
- Number of debris complaints increased by two-thirds and the number of debris complaints resulting in no violation increased 229%
- Unregistered rental units complaints increased from 20 in Q3 2011 to 239 in Q3 2012 and vacant property complaints increased from 6 in Q3 2011 to 224 in 2012.
- Code enforcement focus during Q3 was on tall grass and weeds; actions on tall grass enforcement increased **174%** from 117 in Q3 2011 to 320 in Q3 2012
- 82 properties were referred to a contractor to be mowed.
- 211 complaints or 66% of all tall grass complaints in Q3 2012 resulted in no violation.
- Unregistered rental complaints increased tenfold, from 20 in Q3 2011 to 239 in Q3 2012. This increase is directly attributable to the work of April Beasley while she was working as an intern for the City during Q3 of 2012 and current interns Kalen Cochran and Zachary Beech.

**Q3 2011 (July 01, 2011 – September 30, 2011) Code Enforcement Activity – (table generated October 29, 2012)**

Category	Board of Appeals	Condemned Awaiting Clearance	Inspection Pending	No Violation	Posted as Vacant	Referred to Health Dept.	Referred to Hearing Officer	Referred to Planning Dept.	Referred to Oakland County	Referred to Public Works	Referred to Police	Rehabilitation Agreement	Resolved	Ticket Issued	Violations	Structure is Scheduled for Demolition	Total
After Fire	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Abandoned Vehicles	-	-	-	2	-	-	-	-	-	-	-	-	6	2	3	-	13
Dangerous Building	-	4	3	4	-	-	1	-	-	-	-	2	14	-	3	-	31
Dangerous Tree Limb	-	-	1	3	-	-	-	-	-	1	-	-	1	-	3	-	9
Debris	-	-	4	17	-	-	-	-	-	1	-	-	19	3	19	-	63
Electrical	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2
Misc.	-	-	2	2	-	-	-	-	-	-	-	-	2	-	-	-	6
No Bus. Lic.	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Open to Trespass	-	-	1	4	-	-	-	-	-	-	-	-	18	-	17	-	40
Operating Bus. In res.	-	-	-	6	-	-	-	-	-	-	-	-	2	-	5	-	13
Rental Complaint (tenant/landlord)	-	-	7	9	-	-	-	-	-	-	-	-	6	-	11	-	33
Rodents	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Tall Grass	-	-	6	30	-	-	-	-	-	-	-	-	39	-	42	-	117
Trees / Shrubs	-	-	1	1	-	-	-	-	-	-	-	-	2	-	1	-	5
Unregistered Rental	-	-	6	1	-	-	-	-	-	-	-	-	5	-	8	-	20
Vacant	-	-	1	2	-	-	-	-	-	-	-	-	1	-	2	-	6
Working w/o permits	-	-	4	6	-	-	-	-	-	-	-	-	6	-	4	-	20
Duplicate in Error	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	4
Open to Trespass – FP Board-Up	-	-	-	1	-	-	-	-	-	-	-	-	15	-	1	-	17
Property Maintenance	-	-	2	-	-	-	-	-	-	-	-	-	1	-	1	-	4
Tall Grass/Weeds - Vendor	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	2
<b>Total</b>	<b>0</b>	<b>4</b>	<b>38</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>141</b>	<b>5</b>	<b>122</b>	<b>0</b>	<b>408</b>

**Q2 2012 (April 01, 2012 – June 30, 2012) Code Enforcement Activities (table copied from Q2 2012 report)**

Category	Board of Appeals	Condemned Awaiting Clearance	Duplicate in Error	Inspection Pending	No Violation	Posted as Vacant	Referred to Health Dept.	Referred to Hearing Officer	Referred to Planning Dept.	Referred to Oakland County	Referred to Public Works	Referred to Police	Rehabilitation Agreement	Resolved	Ticket Issued	Violations	Structure is Scheduled for Demolition	Total
After Fire	-	1	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	5
Abandoned Vehicles	1	-	-	6	6	-	-	-	-	-	-	1	-	2	-	4	-	20
Dangerous Building	23	1	-	22	6	-	-	13	-	-	-	-	4	9	-	8	19	105
Dangerous Tree Limb	-	-	-	1	3	-	-	-	-	-	-	-	-	1	-	1	-	6
Debris	2	-	-	22	56	1	-	1	-	-	1	-	-	5	1	16	-	105
Electrical	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Misc.	1	-	-	17	12	-	1	-	-	1	-	2	4	2	1	1	-	42
No Bus. Lic.	-	-	-	6	-	-	-	-	-	-	-	-	-	-	2	4	-	12
Open to Trespass	2	-	2	36	11	4	-	11	-	-	-	-	-	4	-	17	-	87
Operating Bus. In res.	-	-	-	4	6	-	-	-	-	-	-	-	-	2	-	2	-	14
Rental Complaint (tenant/landlord)	-	-	-	11	4	-	-	-	-	-	-	-	-	4	-	1	-	20
Rodents	-	-	-	1	3	-	-	-	-	-	-	-	-	1	-	2	-	7
Tall Grass	2	-	-	19	211	-	-	16	-	-	8	-	-	5	3	54	2	320
Trees / Shrubs	-	-	-	-	1	-	-	-	-	-	1	-	-	-	1	1	-	4
Unregistered Rental	1	-	-	172	14	-	-	-	-	-	-	-	-	38	-	14	-	239
Vacant	1	-	-	3	4	26	-	2	-	-	-	-	-	-	1	5	-	42
Working w/o permits	1	-	-	7	12	-	-	-	1	-	-	-	-	9	1	5	-	36
Duplicate in Error	-	-	-	-	-	-	-	-	-	-	-	-	-	21	-	-	-	21
Open to Trespass – FP Board-Up	-	-	-	-	6	-	2	-	-	-	-	-	-	28	-	1	1	38
Property Maintenance	-	-	-	1	1	-	-	-	-	-	1	-	-	-	-	1	-	4
<b>Total</b>	<b>34</b>	<b>2</b>	<b>2</b>	<b>330</b>	<b>356</b>	<b>31</b>	<b>3</b>	<b>45</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>3</b>	<b>8</b>	<b>131</b>	<b>10</b>	<b>137</b>	<b>22</b>	<b>1127</b>

Q3 2012 – July 01, 2012 – September 30, 2012 – (table generated October 29, 2012)

Category	Board of Appeals	Condemned Awaiting Clearance	Duplicate in Error	Inspection Pending	No Violation	Posted as Vacant	Referred to Health Dept.	Referred to Hearing Officer	Referred to Planning Dept.	Referred to Oakland County	Referred to Public Works	Referred to Police	Rehabilitation Agreement	Resolved	Ticket Issued	Violations	Structure is Scheduled for Demolition	Total
After Fire	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-	2	-	7
Abandoned Vehicles	-	-	-	3	16	-	-	-	-	-	-	-	-	1	-	5	-	25
Dangerous Building	7	9	-	22	3	-	-	4	-	-	-	-	6	14	5	2	1	73
Dangerous Tree Limb	-	-	-	-	8	-	-	-	-	-	-	-	-	1	-	2	-	11
Debris	-	-	-	2	57	-	-	-	-	-	1	-	-	3	-	9	-	72
Electrical	-	-	-	-	-	-	-	-	-	-	-	-	-	1	4	-	-	5
Misc.	-	-	-	10	29	-	-	-	-	-	1	1	-	1	-	5	-	47
No Bus. Lic.	-	-	-	2	3	-	-	-	-	-	-	-	-	-	1	1	-	7
Open to Trespass	-	-	-	5	142	-	-	-	-	-	-	-	-	10	6	42	-	205
Operating Bus. In res.	-	-	-	1	14	-	-	-	-	-	-	-	-	-	-	2	-	17
Rental Complaint (tenant/landlord)	-	-	-	9	2	-	-	-	-	-	-	-	-	1	4	-	-	16
Rodents	-	-	-	1	5	-	-	-	-	-	-	-	-	-	-	-	-	6
Tall Grass	-	-	-	6	166	-	-	-	-	-	-	-	-	16	10	54	-	252
Trees / Shrubs	-	-	-	1	12	-	-	-	-	-	-	-	-	-	-	2	-	15
Unregistered Rental	-	-	-	113	14	-	-	-	-	-	-	-	-	47	2	19	-	195
Vacant	-	-	-	116	18	3	-	-	-	-	-	-	-	3	11	72	-	223
Working w/o permits	-	-	-	16	19	-	-	-	-	-	-	-	-	4	-	3	-	42
Duplicate in Error	-	-	-	-	-	-	-	-	-	-	-	-	-	33	-	-	-	33
Open to Trespass – FP Board-Up	-	-	-	-	9	-	-	-	-	-	-	-	-	156	-	1	-	166
Tall Grass/Weeds - Vendor	-	-	-	-	62	-	-	-	-	-	-	-	-	-	-	20	-	82
<b>Total</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>439</b>	<b>511</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>268</b>	<b>38</b>	<b>208</b>	<b>0</b>	<b>1498</b>

## Inspections: scheduled and performed

**Q3 July 1, 2011 – September 30, 2011** (table generated in October 2012)

Inspection Type	Inspections Performed	Percent
Building	228	14.9
Demolition	49	3.2
Mechanical	125	8.2
Electrical	113	8.7
Plumbing	68	4.4
Team Inspection	86	5.6
IMPC 2000	0	0.0
Fire	6	0.4
Zoning	6	0.4
Sign	0	0.0
Rental	186	12.1
Ordinance	666	43.4
Totals	1533	

**Q3 July 1, 2012 – September 30, 2012** (table generated in October 2012)

Inspection Type	Inspections Performed	Percent
Building	298	7.4
Demolition	172	4.3
Mechanical	161	4.0
Electrical	197	4.9
Plumbing	77	1.9
Team Inspection	81	2.0
IMPC 2000	21	0.5
Fire	16	0.4
Zoning	9	0.2
Sign	5	0.1
Rental	1039	25.8
Ordinance	1955	48.5
Totals	4031	

**Q2 April 1, 2012 – June 30, 2012** (table copied from Q2 2012 report)

Inspection Type	Inspections Performed	Percent
Building	308	9.9
Demolition	327	10.5
Mechanical	247	7.9
Electrical	218	7.0
Plumbing	115	3.7
Team Inspection	132	4.2
IMPC 2000	14	0.4
Fire	7	0.2
Zoning	14	0.4
Sign	3	0.0
Rental	439	14.1
Ordinance	1294	41.5
Totals	3118	

**Total inspections performed since tracking and permitting was entered into BS&A system (began in mid-2008)**

	Building	Demo.	Mech.	Elect.	Plumb.	Team Inspection	IMPC 2000	Fire	Zoning	Sign	Rental	Ordinance	Totals
<b>2012</b> (through Oct. 31)	866	904	629	656	335	337	45	24	25	25	1953	3662	<b>9461</b>
<b>2011</b> (March 1 - Dec 31)	823	256	542	612	321	334	12	16	22	36	768	2238	<b>5980</b>
<b>2011</b> (Jan 1- Feb 29)	70	18	27	27	16	1	10	3	0	5	106	11	<b>294</b>
<b>2010</b>	1026	355	444	795	410	152	87	68	0	21	1563	588	<b>5509</b>
<b>2009</b>	1509	205	441	767	451	24	23	47	0	8	1017	2079	<b>6571</b>
<b>2008</b>	606	5	242	373	314	0	0	13	23	8	1015	13	<b>2612</b>

### Inspections and Code Enforcement- Analysis and Recommendations

- Through the first three quarters of 2012, staff had performed 43% more inspections than during all of 2009, which was the peak year of inspections following the implementation of BS&A. The 2012 totals are also 58% more than during the first ten months of Wade Trim's engagement with the City.
- Staff has performed more code enforcement inspections during the first nine months of 2012 than all of 2008, 2009 and 2010 combined.
- Building Safety has added additional staff during Q3 2012 to address code enforcement, vacant property, rental registration and business licensing.
- Code enforcement inspections accounted for 48% of all inspections in Q3, and one quarter of all code enforcement inspections result in a finding of no violation.
- The high percentage of inspections resulting in no violation is an increasing concern because these inspections generate no revenue to cover the cost of performing the inspections. Code enforcement inspections resulting in no violation accounted for approximately 200 man hours during Q3 alone.
- There is a general misunderstanding on the part of residents as to what constitutes a violation. Greater efforts need to be made in 2013 to educate the public on tall grass, weed and debris standards to reduce the unfunded activities of city staff.
- The City's approach to tall grass and weed abatement during both 2011 and 2012 was inefficient and had limited effectiveness. The 2011 budget allocated no funds to tall grass and weed abatement; therefore no tall grass complaints were resolved. The 2012 grass cutting program required building safety to field and inspect all complaints and then provide a list of properties to be mowed to DPW. DPW was responsible for coordinating the activities of the mowing contractor, inspecting completed work and for processing all payment requests. The 2012 program represented an improvement as over 180 properties were mowed, however the tracking and coordination of mowing can be improved with a single entity responsible for all aspects of the mowing program.

- Code enforcement activities increased 267%, from 408 actions in Q3 2011 to 1,498 code enforcement actions in Q3 2012 which is a direct result of dedicated staff working exclusively on code enforcement – both complaint-driven and self-initiated enforcements.
- Unregistered rental units complaints increased from 20 in Q3 2011 to 239 in Q3 2012 and vacant property complaints increased from 6 in Q3 2011 to 224 in 2012. This increase was due to the work of City interns to identify potential violations.
- In Q3 the Building Safety Department performed 4,031 inspections which is a 162% increase when compared with the same period in the prior year and 29% increase over Q2 2012. This significant increase in inspections is directly related to the increase in the total number of complaints received, permits issued and rental properties registered.
- Q3 2012 activities include 439 pending inspections, a large number of which are vacant and open to trespass complaints generated from the 2012 Property Survey, which were entered into the system completely during Q3 2012.
- Additionally, there are 116 unregistered rental complaints pending inspection in the system which April Beasley, who generated and investigated most of these while working as an intern for the City, has been working to resolve.
- The increase in complaints received is due to two primary factors. First, during Q3 2012, the results of the property survey were fully entered into the BS & A system to track vacant, open and dangerous buildings. Second, and most importantly, we believe the volume of outside complaints directed the Building Safety has increased because the public has gotten a direct response when calling the Building Safety office and the increased percentage of resolved complaints has demonstrated the ability of the division to get many issues resolved that typically went unresolved in the past.
- The Building Safety Division now fields most complaint calls because division staff consistently answers phone calls and returns voice mail messages. Because of the level of customer service provided, staff finds themselves trying to address complaints that are outside the Division's jurisdiction and which staff have no power to resolve.
- Improvements to the way complaints are filed, tracked and acted upon have greatly expanded the measurable performance of the Building Safety Division in resolving complaints. Still, additional improvements are possible and staff continues to work to improve the process so that complaints are more effectively addressed. In particular, April Beasley was hired to assist with code enforcement and to help improve the tracking of all complaints. Most of the improvements staff is focused on have to do with how actions are entered into the BS&A software. These changes will result in a higher percentage of closed and resolved complaints.

### **Administrative Analysis and Recommendations**

Building Safety services was contracted to improve the efficiency and effectiveness of the division, to improve customer service and to reduce the operating costs for the City. To continue to improve the efficiencies and customer service,

- As of September 30, after 18 months, Terminal Server still was not functioning reliably in a way that enables inspectors to use their tablet computers in the field to enter inspection results. This is the City's responsibility.
- As of September 30, the business licensing module was not installed on all machines in the Building Safety Division.
- All city building files have been moved to the basement of City Hall, but have yet to be fully organized and re-filed. It is essential to get these files organized as soon as possible. This is the City's responsibility.

- Additional office space is needed as a result of adding additional code enforcement staff. This is the City's responsibility.
- Consolidation of all departments that deal with development and construction (Building Safety, Engineering, Planning) should be concentrated into City Hall to provide a one-stop experience for customers.
- In the weeks leading up to county property auctions, the number of FOIA requests asking for property and title information soars, overwhelming staff and diverting manpower to services which generate no revenue to cover costs. Moving forward, we recommend the City adopt fees for FOIA requests and provide a computer terminal in City Hall for residents to check property status in BS & A for a small fee.
- As mentioned previously, the 2012 tall grass and weed abatement program was an improvement over 2011, but still fell short of expectations. For the 2013 growing season, Wade Trim will be responsible for all aspects of the mowing program - from selecting contractors, to inspections and payment of contractors – subject to the City allocating budget funds for mowing.
- The City's contract with Wade Trim was amended in September to extend the agreement through June 30, 2017. Wade Trim's responsibilities were expanded to add additional code enforcement staff and complete responsibility for the City's tall grass and weed mowing program beginning in 2013.

## Planning Department

### Applications:

#### July 1, 2011 – September 30, 2011 (table generated October 2012)

Type of Permit	Number Applied	Approved	Denied	Canceled/Postponed	Total Paid
Site Plan Review	22	16	0	6	\$10,900.00
Special Exception Permit	5	4	1	0	\$3,000.00
Historic District Commission	3	3	0	0	\$0.00
Lot Split/Combination	4	4	0	0	\$400.00
Zoning Map Amendment	1	0	0	1	\$2,150.00
Zoning Board of Appeals	2	1	0	1	\$600.00
Vacation Street/Alley	1	1	0	0	\$300.00
<b>Totals</b>	<b>38</b>	<b>29</b>	<b>1</b>	<b>8</b>	<b>\$17,350.00</b>

#### July 1, 2012 – September 30, 2012 (table generated October 2012)

Type of Permit	Number Applied	Approved	Denied	Canceled/Postponed	Total Paid
Site Plan Review	17	15	0	2	\$13,080.00
Special Exception Permit	5	5	0	0	\$5,300.00
Historic District Commission	8	7	1	0	\$1,000.00
Lot Split/Combination	6	5	1	0	\$1,500.00
Zoning Map Amendment	2	2	0	0	\$2,950.00
Zoning Board of Appeals	5	4	0	1	\$3,100.00
Vacation Street/Alley	2	1	0	1	\$1,500.00
<b>Totals</b>	<b>45</b>	<b>39</b>	<b>2</b>	<b>4</b>	<b>\$28,430.00</b>

#### Planning Revenues and Expenditures July 1, 2008-June 30, 2012

	Fiscal Year Ending June 30, 2009	Fiscal Year Ending June 30, 2010	Fiscal Year Ending June 30, 2011	Fiscal Year Ending June 30, 2012
<b>Revenue</b>	\$ 35,546.58	\$ 43,642.00	\$ 34,325.70	\$ 68,762.20
<b>Expenditures</b>	\$ 237,614.10	\$ 286,971.44	\$ 144,755.32	\$ 125,813.98
<b>Difference</b>	\$ (202,067.52)	\$ (243,329.44)	\$ (110,429.62)	\$ (57,051.78)

## Analysis and Recommendations

- The number of planning applications submitted in the third quarter of 2012 is comparable to the number of planning applications submitted in the same quarter of 2011.
- The change in the planning fee schedule resulted with an increase in revenue, primarily from applications that prior to July 2012 had no fee or a minimal fee associated.
- Generally speaking, fee increases that took effect July 1, 2012 have generated numerous complaints from applicants. These increases were the result of the division failing to cover costs for many consecutive years. Reducing the staffing from three full time positions to one 60% position cut the operating deficit by 48% for the fiscal year ending June 30, 2012.
- Fee increases were necessary to recover the costs associated with reviews, hearings etc. Planning Department functions are fully supported by associated fees. The goal of the fee schedule that took effect on July 1, 2012 is to make the Planning Division revenue neutral.
- The new fee schedule is based on the cost to perform the review services, hold public meetings/hearings and provide the state-mandated public noticing. As with fees in all divisions, these fees need to be re-examined on a regular basis and be adjusted if costs rise or fall.

## Federal Programs Division Q3 2012 Accomplishments

As a result of Pontiac becoming a part of the Oakland County Urban County Consortium (based on direction from the U.S. Department of Housing and Urban Development), the Federal Programs Division was closed on June 30, 2012 and the bulk of federal program (CDBG, NSP, HOME) responsibilities transferred to Oakland County Community and Home Improvement Division (OC CHI).

Q3 2012, like the preceding quarter, focused on drawing down outstanding CDBG and HOME program balances from prior Program Years to help facilitate a clean transfer of these programs to OC CHI. The remaining staff of Richard Marsh, Tuesday Redmond and Eugenie Cravens worked to prepare documentation for project closeout, submit the CAPER for PY 2011, release home improvement liens, complete NSP1 projects and other requirements for transferring responsibilities to the County.

### Accomplishments:

- We boarded up 41 properties and expended approximately \$120,000
- Processed final ROW pay request for demolition program closeout,
- Reorganized office and began filing and boxing up files for office relocation.
- Updated Federal Program files for retention for program years 2009 to date and purged unessential files.
- Updated Federal Programs personal property inventory list.
- Disposition of three city lots owned by federal programs.
- Discharged of 200 liens on properties for which home rehabilitation projects have been completed.
- Began reconciling all Federal programs accounts, which total \$7.5 million.
- Developed internal road map and schedule based on HUD close-out regulations.
- Reviewed and accounted for all previous recipients of HOME rental/HOME buyer and NSP 1 home buyer and rental assistance.
- Developed monitoring schedules based on each property's unique affordability period.
- Developed CDBG and NSP 1 demolition (end use) policy pertaining to program income. Specifically, all costs for demolition of private properties in excess of \$25,000 must have liens attached to the property. Further, the re-use of the land must meet HUD national area benefit.

- Identified and recorded all previous Demolitions that exceeded \$25,000 and placed appropriate liens on those properties.
- Began gathering data for the CAPER and held the required CAPER public hearing.
- Completed, coordinated and collected data required for following programs and reporting requirements:
  - HUD form 2516 submittal
  - Section 3 report
  - NSP 1 4th quarter progress report
  - Revised NSP 1 3rd quarter progress report,
  - HPRP QPR 12 and QPR 13 reports
- Prepared a draft development agreement for Lighthouse for \$535,000. Lighthouse activities covered under the contract are as follows:
  - Construct two new rental houses
  - Provide home buyer down payment assistance,
  - Provide home ownership counseling
  - CHDO reserve.
- Solicited RFP's for the 2012 County CDBG and NSP 3 demolition programs. We received the following applications:
  - 16 CDBG applications
  - 15 NSP3 applications
- Prepared Asbestos Survey RFP and Asbestos Abatement RFPs. Received the following submissions:
  - Asbestos survey - 12 responses
  - Abatement - 13 responses
- Met with Oakland County to assist with resolving 2010 HOME allocation in IDIS,
- Met with County regarding County CDBG program expectations and environmental process.

## Analysis and Recommendations

- Wade Trim will cease providing oversight of all federal program activities effective December 31, 2012.
- Richard Marsh of Wade Trim will continue to help the City wind down all previous program year activities and will provide close-out assistance until December 31, 2012.
- Mr. Marsh will continue to meet with Oakland County on a weekly basis through the end of the year to help facilitate the total transfer of all program responsibilities.
- Mr. Marsh will continue to assist Joseph Sobota, the Director of Community Development, with training pertaining to federal program matters.