

# Q1 Building Safety & Federal Programs Quarterly Report for the Quarter ended March 31, 2013

---

## Building Safety & Planning Department:

### Construction Code Compliance – Permits

#### Permits:

##### Q1 January 01, 2012 – March 31, 2012

Type of Permit	Number Applied	Number Issued	Amount Due	Total Revenue on Permits Applied for During Q1	Actual Revenue Collected During Q1
Building	118	104	\$17,332.50	\$778,908.06	\$766,867.52
Demolition	125	120	\$650.00	\$49,525.00	\$114,575.00
Mechanical	102	99	\$545.00	\$26,728.00	\$26,019.00
Electrical	105	99	\$520.00	\$22,728.00	\$23,515.00
Plumbing	68	65	\$150.00	\$29,564.00	\$31,494.50
Team Inspection	21	10	\$900.00	\$6,650.00	\$6,650.00
IMPC 2000	4	4	\$0.00	\$800.00	\$1,200.00
Fire	1	1	\$0.00	\$379.00	\$0.00
Zoning Compliance	1	1	\$0.00	\$125.00	\$125.00
Sign	25	21	\$375.00	\$2,890.00	\$3,015.00
<b>Totals</b>	<b>570</b>	<b>524</b>	<b>\$20,472.50</b>	<b>\$918,297.06</b>	<b>\$973,461.02</b>

("Number Issued" and "Total Revenue" is based off the permits that were applied during this quarter; table was generated on January 28, 2013). Actual Revenue includes fees paid on permits applied for during previous quarters. Total Revenue figure is the amount collected on Q1 permit applications only. Amount due is fees for permits that remain outstanding.

##### Q1 January 01, 2013 – March 31, 2013

Type of Permit	Number Applied	Number Issued	Amount Due	Total Revenue on Permits Applied for During Q1	Actual Revenue Collected During Q1
Building	124	106	\$5,581.60	\$291,650.60	\$268,302.60
Demolition	3	3	\$0.00	\$22,235.00	\$22,235.00
Mechanical	137	128	\$3,242.00	\$21,370.00	\$16,765.00
Electrical	439	413	\$3,195.00	\$140,005.00	\$23,134.00
Plumbing	275	281	\$899.00	\$51,265.00	\$13,648.00
Team Inspection	25	58	\$0.00	\$18,950.00	\$4,450.00
IMPC 2000	23	32	\$200.00	\$5,535.00	\$5,985.00
Fire	5	0	\$1,033.00	\$0.00	\$371.00
Zoning Compliance	4	2	\$0.00	\$600.00	\$450.00
Sign	35	9	\$9,240.00	\$3,005.00	\$3,260.00
<b>Totals</b>	<b>1070</b>	<b>1032</b>	<b>\$23,390.60</b>	<b>\$554,615.60</b>	<b>\$358,600.60</b>

("Number Issued" and "Total Revenue" is based off the permits that were applied during this quarter; tables was generated on April 8, 2013) Actual Revenue includes fees paid on permits applied for during previous quarters.

Total Revenue figure is the amount collected on Q1 permit applications only. Amount due is fees for permits that remain outstanding.

## Certificates and Licensing

### Rental Registration Program:

**Q1 January 01, 2012 – March 31, 2012** (Table generated April 08, 2013)

Certificate Type	Number of Applications Processed	Total Revenue on Permits Applied for During Q1	Actual Revenue Collected During Q1
Rental Registration/Inspections	129	\$45,750.00	\$123,050.00

("Number Issued" and "Total Revenue" is based off the certificates that were applied during this quarter; table was generated on April 08, 2013) Actual Revenue includes fees paid on certificates applied for during previous quarters. Total Revenue figure is the amount collected on Q1 certificate applications only.

**Q1 January 1, 2013 – March 31, 2013** (Table generated April 08, 2013)

Certificate Type	Number of Applications Processed	Total Revenue on Permits Applied for During Q1	Actual Revenue collected – During Q1
Rental Registrations	255	\$87,450.00	\$127,985.00
Rental Inspections	1211	\$41,650.00	\$67,685.00
Vacant Property Registration	50	\$23,500.00	\$24,000.00
Total Certificates	1516	\$152,600.00	\$219,670.00

("Number Issued" and "Total Revenue" is based off the permits that were applied during this quarter; tables was generated on April 08, 2013) Actual Revenue includes fees paid on certificates applied for during previous quarters. Total Revenue figure is the amount collected on Q1 certificates applications only.

According to BS&A, between January 1, 2012, and March 31, 2012, the City of Pontiac collected \$123,050.00 on 129 rental certificates. Comparably, (according to BS&A), between January 1, 2013 and March 31, 2013, the City of Pontiac collected \$127,985.00 on 255 rental registrations and \$67,685.00 on 1,211 triennial inspection certificates.

These registrations and triennial inspection certificates produced \$129,100.00 in Q1 revenue. Collections on rental registrations, inspections, re-inspections, and late fees for the entire quarter totaled \$196,670.00.

In 2012, there were 1,840 registered rentals (3,749 registered rental units), which generated \$568,310.00 in registration fees and \$279,655 in inspection fees. The 2009-2011 American Community Survey identified 11,565 owner-occupied housing units in the City and 11,747 rental occupied housing units in the City. The 1,840 registered rentals account for 3,749 units or approximately 32% of the number of rental units in the City as estimated by the American Community Survey (ACS). The ACS also estimates that approximately 13% of rental units within the City are vacant. Based on ACS data, there are approximately 7,823 unregistered rental units within Pontiac. The code enforcement staff has been focusing on unregistered rentals and vacant properties since Q4 2012 and will continue prioritizing the enforcement of the City's rental and vacant property registration ordinances.

Changes to the way rental registrations and inspections are entered into BS &A helped to provide additional tracking data that allows for comparison of registrations, inspections and vacant property registrations. Prior to Q4 2012, rental registrations and inspections were entered in a way that did not allow for these to be tracked separately. The shift to triennial inspections for buildings in the rental registration program necessitated this change.

**Vacant Property Registration:** There was no Vacant Property Registration required for the Q1 2012 as the program did not launch until Jan 1, 2012 and the first applications were not accepted until March 29, 2012. During Q1 2013 the City of Pontiac has registered 50 vacant properties collecting \$23,500.00 in revenue. Throughout the entire quarter \$24,000.00 was generated in revenue, meaning one vacant property registration fee was collected for an application submitted during a prior quarter. During 2012, a total of 159 properties registered as vacant generating \$79,510.00 in registration fees. The 2009-2011 American Community Survey estimates there are 28,648 housing units in the City. Of these, 5,334 or 18% are estimated to be vacant. Again, the code enforcement staff has focused efforts on enforcing the City's vacant and rental registration ordinances since Q4 2012 and will continue to prioritize vacant property registration compliance.

### **Business License:**

Between January 1, 2012 and March 31, 2012, the City of Pontiac processed 217 business license transactions collecting \$70,210.00

Between January 1, 2013 and March 31, 2013, the City of Pontiac processed 199 business license transactions collecting \$47,805.00. Business license renewal for the 2013 year will be mailed out to responsible parties 60 days prior to the date of expiration on their current business licenses. Please note, all 2012 business license renewals were due by December 31, 2012

There are an estimated 3,786 companies operating in Pontiac (Source U.S. Census Bureau: State and County QuickFacts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, County Business Patterns, Economic Census, Survey of Business Owners, Building Permits, Consolidated Federal Funds Report, Census of Governments). 613 business licenses were issued in 2012, generating \$207,370.00 in license fees. The 613 business licenses represent approximately 16% of businesses operating in Pontiac. During Q2 2013, code enforcement will be prioritizing business license enforcement activities.

### **Permits and Licenses – Analysis and Recommendations**

- The amount of permit revenue generated during Q1 2013 dropped 63% from Q1 2012 totals. This decline, while substantial, was also expected because Q1 2012 permit fees and revenues were inflated by the St. Joseph Mercy Hospital building permits, which accounted for almost all of the \$487,254.46 difference in building permit fees between Q1 2012 and Q1 2013.
- Permit fees increased for electrical permits (+107%) and plumbing permits (+73%) and decreased for mechanical permits (-20%) in Q1 2013 compared with Q1 2012. A large part of the increase in electrical permit fees is due to the electrical permits pulled for SJMH.
- The volume of permits issued increased by 150% in Q1 2013 over Q1 2012 totals. This increase can be at least partially attributed to an increase in rental inspections and certifications and maintenance required to bring those units into code compliance.
- The number of property maintenance permits issued increased eightfold and permit fees increased from \$800 in Q1 2012 to \$5,350 in Q1 2013. This is indicative of both an increase in code enforcement activity and implementation of policy for providing a mechanism for property owners to get buildings off of the demolition list.
- 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 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 has focused enforcement activities on vacant property and rental registration enforcement since Q4 2012.

- According to BS&A the City of Pontiac collected \$219,670.00 in revenue on rental registration and inspection fees. In Q1 2013, an increase of 182% over Q1 2012 totals.
- The low rate (16%) of businesses complying with City Business License requirements in 2012 indicates a clear need to revise the City's business licensing ordinance to streamline the registration process and reduce the costs of starting or opening a business. The purpose of business licensing is to ensure the collection of City income taxes and therefore, considerable changes can be considered to the ordinance to simplify the process and reduce costs of licensing over the long term. However, business license fees help to subsidize city code enforcement. We recommend lowering business license fees and finding a new funding source for code enforcement. Such a change will make it easier and less expensive to open new businesses in Pontiac.
- The rental registration ordinance was enacted for the purposes of ensuring residents have access to safe housing that meets building code. Less than half of the City's rental units are currently registered as rentals. The lack of code enforcement and the difficulty in working with the rental registration program prior to 2011 has created a culture where landlords are willing to disregard the City's registration ordinances and gamble that they will not get caught. The code enforcement staff will continue to focus on identifying unregistered rentals (and vacant properties) and working with landlords to ensure compliance with Pontiac regulations.
- Based on ACS data, there are approximately 7,823 unregistered rental units within Pontiac.
- Of the 3,749 registered rental units, only 830 or 22% have passed inspections. 2,919 rental units are either in the process of correcting violations or awaiting a first or re-inspection. This is a disproportionately high number of units that are not in compliance and are the result in the delayed mailing of many rental registration renewals in 2012. Going forward Building Safety will develop a reporting system in BSA that better alerts staff when a rental unit has not scheduled an inspection within 60 days of the registration renewal application. When necessary, staff hours will be increased during peak periods to deal with an increase in rental inspections.
- Only 159 vacant properties were registered in 2012, just 3% of the 5,334 vacant properties estimated by the most recent American Community Survey. Another 50 vacant properties registered in Q1 2013, bringing the total number of registered vacant properties to 209, or 9% of the estimated number of vacant properties.
- Code enforcement efforts need to be directed to rental registration and business licensing and a recommendation for changing the type of violation from a municipal civil infraction to a criminal misdemeanor is included beginning on page 14 of this report.
- The City Council Building Safety subcommittee is working with the larger City Council to provide direction on requiring inspections for mobile homes, as permitted under state law. It is our recommendation, that the City require such inspections.

## Hearing Officer and Board of Appeals

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.

Beginning in 2012, the City began a pilot project that requires property owners of single family homes ordered for demolition by the Board of Appeals to pay a cash bond to the City in an amount equal to the cost of demolition before any permits can be obtained by the property owner. The previous method for obtaining building permits for condemned buildings was to petition City Council for a Resolution A Rehabilitation Agreement. These agreements were ultimately successful in returning very few, if any properties to the tax roles as habitable buildings, leaving the City responsible for demolition when owners either abandon the property or lose it to tax foreclosure. Since the onset of this program, 14 demolition bonds have been paid. Nine of these projects, or 64%, have been completed and the bonds returned to the property owners. Three are still active and work is progressing as required by the rehabilitation agreement. Another two properties, both insured properties damaged by fire, have had the rehabilitation agreements expire without complying with the terms of the agreement. The demolition bond paid on these two properties did not cover the full cost of demolition as there are Fire Insurance Withholding funds available to make up the difference. The 86% success rate of this program suggests that it may be expanded to larger residential buildings and commercial structures. It may be necessary to develop a formula that allows for surety bonds instead of cash bonds for buildings exceeding a certain square footage.

During the first quarter of 2012 no Hearing Officer or Board of Appeal Meetings were held as the dangerous buildings process had not been refined until Q2 2012. Both the Hearing Officer and Board of Appeals meet quarterly. During the first quarter of 2013 the City of Pontiac held one Hearing Officer Meeting and one Board of Appeals meeting.

During Q1 2013, the Hearing Officer heard cases on 86 buildings, and ordered demolition of 63 of those (73%). Another 19 were tabled until the Q2 2013 meeting to provide an owner with the opportunity to secure and improve a property, with the stipulation that the property owner return before the Hearing Officer at the Q2 2013 meetings to demonstrate that the property had been adequately secured and/or repaired.

The Q1 Board of Appeals meeting held February 20, 2013, resulted in 57 properties being ordered demolished and 17 tabled for further action. The result of each meeting is as follows:

#### **Hearing Officer (January 09, 2013)**

Hearing Officer's Order	Number of Properties/Houses
Demolish within 30 days	63
Table Till Next Meeting	19
Removed	4
Total	86

#### **Board of Appeals (February 20, 2013)**

Board of Appeals' Order	Number of Properties/Houses
Demolish within 30 days	57
Table Till Next Meeting	17
Removed	1
Total	75

## Code Enforcements and Inspections

Q1 2013 – (January 1, 2013 – March 31, 2013) – (table generated April 8, 2013)

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3
Abandoned Vehicles	-	-	-	1	14	-	-	-	-	-	-	-	-	5	3	13	-	36
Dangerous Building	1	5	-	3	10	1	-	113	-	-	-	-	-	1	1	5	-	140
Dangerous Tree Limb	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2	-	3
Debris	-	-	-	3	11	-	-	-	-	-	-	-	-	4	6	31	-	55
Electrical	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Misc.	-	-	-	17	52	-	-	-	1	-	-	-	-	27	2	50	-	149
No Bus. Lic.	-	-	-	4	17	-	-	-	-	-	-	-	-	7	4	69	-	101
Open to Trespass	-	-	-	4	6	-	-	-	-	-	-	-	-	6	7	14	-	37
Operating Bus. In res.	-	-	-	1	3	-	-	-	-	-	-	-	-	-	1	2	-	7
Rental Complaint (tenant/landlord)	-	-	-	7	-	-	-	-	-	-	-	-	-	1	1	9	-	18
Rodents	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Tall Grass	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Trees / Shrubs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2
Unregistered Rental	-	-	-	113	47	-	-	-	-	-	-	-	-	162	113	135	-	570
Vacant	-	-	-	9	2	-	-	-	-	-	-	-	-	1	2	14	-	28
Working w/o permits	-	-	-	2	7	-	-	-	1	-	-	-	-	5	2	17	-	34
Duplicate in Error	-	-	-	-	-	-	-	-	-	-	-	-	-	24	-	-	-	24
<b>Total</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>164</b>	<b>171</b>	<b>1</b>	<b>0</b>	<b>113</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>243</b>	<b>142</b>	<b>367</b>	<b>0</b>	<b>1209</b>

**Q1 2012 (January 1, 2012 – March 31, 2012) Code Enforcement Activity – (tabled copied from Q1 2012 Report)**

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	Total
After Fire	-	-	1	-	-	-	-	-	-	-	-	-	-	-	6	7
Abandoned Vehicles	-	-	1	3	-	-	-	-	-	-	2	-	1	-	3	10
Dangerous Building	1	7	1	2	-	-	-	-	-	-	-	4	16	-	7	38
Dangerous Tree Limb	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	2
Debris	1	1	7	28	-	-	2	-	1	2	1	-	24	-	26	93
Electrical	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Misc.	-	-	6	5	-	-	-	1	-	1	-	-	6	-	2	21
No Bus. Lic.	-	-	1	2	-	-	-	-	-	-	-	-	1	1	-	5
Open to Trespass	-	2	1	19	1	-	11	-	1	-	-	-	11	-	28	74
Operating Bus. In res.	-	-	1	5	-	-	-	-	-	-	-	-	2	-	-	8
Rental Complaint (tenant/landlord)	-	-	6	4	-	-	-	-	-	-	-	-	5	-	9	24
Rodents	-	-	-	2	-	-	-	-	-	-	-	-	1	-	1	4
Tall Grass	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	2
Trees / Shrubs	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	3
Unregistered Rental	-	-	7	-	-	-	-	-	-	-	-	-	-	-	2	9
Vacant	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	2
Working w/o permits	-	-	1	8	-	-	-	-	-	-	-	-	6	-	4	19
Property Maintenance	-	-	1	2	-	-	-	-	-	-	-	-	1	-	1	5
<b>Total</b>	<b>2</b>	<b>10</b>	<b>34</b>	<b>82</b>	<b>1</b>	<b>0</b>	<b>14</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>78</b>	<b>1</b>	<b>90</b>	<b>328</b>

**Q4 2012 (October 01, 2012 – December 31, 2012) Code Enforcement Activities (table copied from Q4 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	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	5	-	8
Abandoned Vehicles	-	-	-	5	3	-	-	-	-	-	-	-	-	2	1	8	-	19
Dangerous Building	21	43	-	74	61	-	-	99	-	1	-	-	-	17	5	19	-	340
Dangerous Tree Limb	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3
Debris	-	-	-	756	157	-	-	-	-	-	-	-	-	29	4	66	-	1012
Electrical	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Misc.	-	-	-	12	2	-	-	-	-	-	-	-	-	1	-	2	-	17
No Bus. Lic.	-	-	-	13	2	-	-	-	-	-	-	-	-	1	1	3	-	20
Open to Trespass	-	-	-	4	7	-	-	-	-	-	-	-	-	6	5	12	-	34
Operating Bus. In res.	-	-	-	3	5	-	-	-	-	-	-	-	-	1	-	-	-	9
Rental Complaint (tenant/landlord)	-	-	-	12	2	-	-	-	-	-	-	-	-	5	6	2	-	27
Rodents	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2
Tall Grass	-	-	-	1	4	-	-	-	-	-	-	-	-	8	1	16	-	30
Trees / Shrubs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Unregistered Rental	-	-	-	267	37	-	-	-	-	-	-	-	-	105	17	7	-	433
Vacant	-	-	-	9	3	-	-	-	-	-	-	-	-	3	11	11	-	37
Working w/o permits	-	-	-	17	11	-	-	-	-	-	-	-	-	5	-	4	-	37
Duplicate in Error	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-	-	-	7
<b>Total</b>	<b>21</b>	<b>43</b>	<b>-</b>	<b>1174</b>	<b>301</b>	<b>-</b>	<b>-</b>	<b>99</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>190</b>	<b>51</b>	<b>156</b>	<b>-</b>	<b>2037</b>



Compared with the Q1 results from 2012, the number of code enforcement actions taken by the Building Safety Division has increased 268%. Compared with Q4 2012, the number of complaints investigated by the Division decreased 41%. The decrease in the amount of code enforcement activity is directly attributable changes made in the way complaints and inspections are entered into the BSA system. These changes were fully implemented during Q1 2013. The changes are designed to insure follow up actions happen and actually force a next action to be entered into the system.

The change in how the information is recorded has indirectly resulted in a drop in inspections pending from 1,174 in Q1 2012 to 164 in Q1 2013. Of course, the addition of code enforcement staff has worked to erase a considerable amount of complaint backlog as well.

It is always the goal of the Building Safety Division and the Code Enforcement staff, in particular, to resolve ordinance violations. In general, the process of code enforcement begins with the receipt of a complaint – either from a citizen or entered by an inspector. The first step is an initial inspection by the code enforcement officer. In Q1 2013, 14% of all complaints resulted in a finding of no violation, down from 25% of all complaints resulting in no violation during Q1 2012 and down from 15% in Q4 2012. If a violation is found, the Division sends a letter or communications personally with the property owner to identify the violation and necessary steps for resolution. At this point, a re-inspection of the property is scheduled (the inspection is generally scheduled within ten business days). If, upon re-inspection a violation is still present, the inspector will write the property owner a ticket.

It is important to note that when a property owner pays a ticket, this money goes directly to the 50<sup>th</sup> District Court and is not available to abate the violation. Therefore, staff views tickets as a tool of last resort. Nevertheless, 142 were written during Q1 2013, an increase of 182% over Q4 2012 and more than all tickets written for code violations combined since March 1, 2011.

Key points from the tracking data include:

- Code enforcement activities increased 269%, from 328 actions in Q1 2012 to 1,209 code enforcement actions in Q1 2013.
- Issued 142 tickets in Q1 2013 versus one in the same period in 2012.
- Inspected 171 complaints which resulted in no violation compared with 82 from Q3 2011, an increase of 109%.
- The areas with the most complaint activity were dangerous buildings and unregistered rental. This activity is a direct result of pro-active work by the city to identify these properties.
- Code enforcement focus during Q1 was on unregistered rental properties with 162 of the 570 complaints resolved and 113 tickets issued.
- 113 properties were referred to the Hearing Officer.
- Closure rate (number of complaints resolved, abated, referred or ticketed) increased from 110 closures in Q1 2012 to 547 closures in Q1 2013.

## Inspections: scheduled and performed

**Q1 January 01, 2012 – March 31, 2012** (table copied from Q1 2012 report)

Inspection Type	Inspections Performed	Percent
Building	260	11.2
Demolition	405	17.5
Mechanical	221	9.6
Electrical	241	10.4
Plumbing	143	6.2
Team Inspection	124	5.4
IMPC 2000	10	0.4
Fire	1	0.0
Zoning	2	0.0
Sign	17	0.7
Rental	475	20.5
Ordinance	413	17.9
Totals	2,312	

**Q1 January 01, 2013 – March 31, 2013** (table generated April 08, 2013)

Inspection Type	Inspections Performed	Percent
Building	138	3.0
Demolition	63	1.4
Mechanical	109	2.3
Electrical	149	3.2
Plumbing	66	1.4
Team Inspection	106	2.3
IMPC 2000	50	1.1
Fire	10	0.2
Zoning	0	0.0
Sign	3	0.0
Rental	1,338	28.8
Ordinance	2,621	56.3
Totals	4,653	

**Q4 October 01, 2012 – December 31, 2012**

(tabled copied from Q4 2012 report)

Inspection Type	Inspections Performed	Percent
Building	279	6.7
Demolition	87	2.1
Mechanical	170	4.1
Electrical	280	6.7
Plumbing	104	2.5
Team Inspection	104	2.5
IMPC 2000	51	1.2
Fire	28	0.7
Zoning	9	0.2
Sign	3	0.0
Rental	1118	27.0
Ordinance	1909	46.0
Totals	4,142	

**Inspections and Code Enforcement- Analysis and Recommendations**

- Ordinance violations are currently classified as civil infractions with a maximum fine of \$500. While failure to comply invites additional tickets, we believe that certain violations are better treated as criminal misdemeanors. Specifically, violations of the rental registration ordinance, vacant property registration ordinance, working without a permit, and business licensing requirement would be more effective as criminal misdemeanors. The goal is always to resolve ordinance violations and the civil infraction penalty is not always the most effective method to insure compliance.
- During Q1 2013, the number of inspections performed by the Building Safety Division doubled from Q1 2012 and increased 12% from Q4 2012.
- Code enforcement inspections accounted for 56% of all inspections or 10% less than in the previous quarter.
- As was true in Q42011, 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 171 man hours during Q1 alone.
- While the growing season concluded in October, code enforcement activity shifted focus to unregistered rentals, businesses and vacant properties in Q4 2012 and Q1 2013.
- Unregistered rental units complaints increased from 9 in Q1 2012 to 570 in Q1 2013. This increase was due largely to the work of City interns to identify potential violations.
- During the first two quarters of 2013, code enforcement activities will be directed at identifying unregistered rentals, unregistered vacant buildings and unlicensed businesses and bringing them into compliance with City ordinances. While the Building Safety staff will remain responsible for all code

enforcement activities, our officers will be prioritizing these three areas as they have the best potential for positive impact on the surrounding neighborhoods and quality of life for residents.

- 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 such as animal control complaints, as well as complaints about potholes, streetlights, garbage collection and property taxes.
- 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. Changes enacted in Q1 2013 helped to reduce the backlog of complaints and increase closure rate.
- In order to more effectively deal with the large volume of code enforcement activity, a second code enforcement position was been added to begin in Q1 2013.
- Additionally, staff continues to undergo training and evaluation to ensure complaints, actions and resolutions actions are entered into the B,S &A software so that performance can be measured accurately and every individual complaint can be tracked through resolution.

#### **Policy/Administrative Analysis and Recommendations**

- As of March 31, after 24 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.
- During Q1, the City began beta-testing the new .NET Building Licensing module in partnership with B,S&A. As this has progressed, the beta testing has resulted in the delayed issuance of licenses.
- As of December 31, 2012 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. Office expansion had not begun as of March 31, 2012, nor had a relocation plan been discussed.
- 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. Bids for mowing are due in Q2 2013 and \$40,000 has been allocated for tall grass and noxious weed abatement in 2013.

## Planning Department

### Applications:

**January 01, 2012 – March 31, 2012** (table generated 4/23/13)

Type of Permit	Number Applied	Approved	Denied	Canceled/ Postponed	Total Paid	Total Revenue Collected By Application
Site Plan Review	12	9	1	2	\$6,800.00	\$7,000.00
Special Exception Permit	2	1	1	0	\$875.00	\$875.00
Historic District Commission	1	0	0	1	\$0.00	\$0.00
Lot Split/Combination	5	5	0	0	\$0.00	\$0.00
Zoning Map Amendment	3	3	0	0	\$4,950.00	\$4,950.00
Zoning Board of Appeals	3	3	0	0	\$725.00	\$725.00
Vacation Street/Alley	0	0	0	0	\$0.00	\$0.00
<b>Totals</b>	<b>26</b>	<b>21</b>	<b>2</b>	<b>3</b>	<b>\$13,350.00</b>	<b>\$13,550.00</b>

**January 01, 2013 – March 31, 2013** (table generated 4/23/13)

Type of Permit	Number Applied	Approved	Denied	Canceled/ Postponed	Total Paid	Total Permit Collected By Application
Site Plan Review	16	12	1	3	\$14,740.00	\$14,740.00
Special Exception Permit	6	3	1	2	\$6,000.00	\$7,200.00
Historic District Commission	8	7	1	0	\$1,600.00	\$1,600.00
Lot Split/Combination	6	6	0	0	\$1,550.00	\$1,550.00
Zoning Map Amendment	1	1	0	0	\$0.00	\$0.00
Zoning Board of Appeals	3	2	1	0	\$2,250.00	\$2,250.00
Vacation Street/Alley	0	0	0	0	\$0.00	\$0.00
<b>Totals</b>	<b>40</b>	<b>31</b>	<b>4</b>	<b>5</b>	<b>\$26,140.00</b>	<b>\$27,340.00</b>

## Planning Boards and Commissioners

### Planning Commission

Scott Hudson—term expires June 30, 2015  
Pat Hollis-- term expires June 30, 2015  
Ashley Fegley-- term expires June 30, 2013  
Dayne Thomas-- term expires June 30, 2013  
Hazel Cadd—term expires June 30, 2014,  
VACANT – term expires June 30, 2014  
Ken Glass-- term expires December 31, 2013 (Concurrent with Mayoral term)

### Zoning Board Appeals:

1. Sam Anderson-- EXPIRED TERM. Term expired February 2, 2013
2. Pat Hollis-- term expires June 30, 2015 (concurrent with expiration of PC term)
3. Carlos Bueno-- EXPIRED TERM. Term Expired February 2, 2013
4. Laurie Slade-- term expires February 2, 2014
5. Deb Monroe-- term expires February 2, 2014
6. Lee Todd-- term expires February 2, 2015
7. Ahmad Taylor-- term expires February 2, 2015 (appointed as an alternate)
  - a. VACANT Alternate – term expires February 2, 2016

### Historic District Commission:

1. John Cohassey—EXPIRED TERM. Term expired July 15, 2004
2. Ken Burch-- EXPIRED TERM. Term expired Dec. 31, 2005
3. Yvonne Sabourin-- EXPIRED TERM. Term expired Nov. 29, 2004
4. Larry Svalya-- EXPIRED TERM. Term expired Sept. 9, 2011
5. Rick David-- EXPIRED TERM. Term expired Jan 7, 2012
6. Donna Mallonen-- EXPIRED TERM. Term expired Dec. 18, 2009
7. VACANT – EXPIRED TERM

The most pressing concern is to fill the vacant position on the Planning Commission, which is a mayoral appointment. Similarly, Commissioners Fegley and Thomas have terms that expire on June 30, 2013 and will need to be addressed prior to the expiration of their terms.

Of equally pressing concern is the status of two members of the Zoning Board of Appeals, whose terms expired on February 2, 2013 – Sam Anderson and Carlos Bueno. These positions need to be filled by City Council reappointment prior to the March ZBA meeting. Further, Ahmad Taylor was appointed by order as an alternate member of the ZBA. However, because of the even number of ZBA members, he has been participating in meetings and deliberations. We recommend his appointment be amended to be a full member and two alternates identified and appointed as alternate ZBA members.

All members of the Historic District Commission have expired terms. New or reappointments are necessary as soon as possible. Terms should ideally be staggered so that the entire board cannot turn over at one time. The Historic District Ordinance needs to be updated so that it is in compliance with State Law and the HDC populated with members meeting state requirements. Two of the members must least two members be selected from a list of citizens submitted by one or more duly organized local historic preservation. One member must also be a

graduate of an accredited school of architecture who has 2 years of architectural experience or who is an architect registered in this state.

## **Analysis and Recommendations**

- The number of planning applications submitted in the Q1 of 2013 increased 102% from Q1 2012.
- The increase in revenue between 2012 and 2013 can be attributed to the change in the planning fee schedule.
- Q4 2012 was the first time that fees generated covered the cost of reviews. Application and review fees failed to cover all planning costs in Q1 2013.
- One vacancy on the Planning Commission (term expiring June 30, 2014) needs to be filled as soon as possible. Two positions need to be filled with re-appointments of Commissioners Fegley and Thomas or with new appointments.
- Annual training is necessary for Planning Commissioners and needs to be completed by August 31, 2013.
- Two ZBA positions for terms expiring February 2, 2016 need to be filled prior to the March ZBA meeting.
- All HDC positions need to be appointed or re-appointed as soon as possible.

## **Federal Programs Division Q1 2013 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).

Richard Marsh continued to assist in the closeout of CDBG, CDBG-R, NSP 1 and HOME. During Q1, the City received final approval from HUD for the final closeout of CDBG-R. Richard Marsh will continue to provide closeout assistance into Q2 2013.