

# Q3 Building Safety & Planning Quarterly Report for the Quarter ended September 30, 2015

## Building Safety & Planning Department:

### Construction Code Compliance – Permits

#### Permits:

July 1, 2015 – September 30, 2015 (table generated November 12, 2015)

| Type of Permit    | Number Applied | Number Issued | Total Value of Construction (applied permits) | Amount Due          | Total Revenue on Permits Applied for During Q3 | Actual Revenue Collected During Q3 |
|-------------------|----------------|---------------|---|---------------------|--|------------------------------------|
| Building          | 235            | 208           | \$ 29,761,951.75                              | \$ 26,425.00        | \$ 402,418.97                                  | \$ 422,134.51                      |
| Demolition        | 33             | 33            |   | \$ 0.00             | \$ 12,135.00                                   | \$ 11,535.00                       |
| Mechanical        | 91             | 87            |   | \$ 1,323.00         | \$ 18,370.20                                   | \$ 17,996.20                       |
| Electrical        | 127            | 122           |   | \$ 680.00           | \$ 40,900.00                                   | \$ 41,370.00                       |
| Plumbing          | 77             | 75            |   | \$ 315.00           | \$ 30,692.80                                   | \$ 27,385.80                       |
| Team Inspection   | 28             | N/A           |   | \$ 1,450.00         | \$ 5,750.00                                    | \$ 6,250.00                        |
| IMPC 2000         | 70             | N/A           |   | \$ 1,050            | \$ 12,450.00                                   | \$ 12,850.00                       |
| Fire              | 6              | 5             |   | \$ 567.00           | \$ 1,731.00                                    | \$ 3,162.00                        |
| Zoning Compliance | 32             | 24            |   | \$ 150.00           | \$ 4,385.00                                    | \$ 4,385.00                        |
| Sign              | 25             | 22            |   | \$ 540.00           | \$ 4,710.00                                    | \$ 3,680.00                        |
| Board of Appeals  | 0              | 0             |   | \$ 0.00             | \$ 0.00  | \$ 0.00                            |
| <b>Totals</b>     | <b>724</b>     | <b>576</b>    | <b>\$ 29,761,951.75</b>                       | <b>\$ 32,500.00</b> | <b>\$ 533,542.97</b>                           | <b>\$ 550,748.51</b>               |

("Number Issued" and "Total Revenue" is based off the permits that were applied during this quarter; tables was generated on November 12, 2015) Actual Revenue includes fees paid on permits applied for during previous quarters. Total Revenue figure is the amount collected on Q3 permit applications only. Amount due is fees for permits that remain outstanding.

July 1, 2014 – September 30, 2014 (table copied from Q3 2014 Report)

| Type of Permit    | Number Applied | Number Issued | Total Value of Construction (applied permits) | Amount Due           | Total Revenue on Permits Applied for During Q2 | Actual Revenue Collected During Q2 |
|-------------------|----------------|---------------|---|----------------------|--|------------------------------------|
| Building          | 374            | 333           | \$ 38,889,418.98                              | \$ 205,182.50        | \$ 343,862.50                                  | \$ 371,781.44                      |
| Demolition        | 79             | 77            |   | \$ 0.00              | \$ 40,680.00                                   | \$ 40,680.00                       |
| Mechanical        | 88             | 87            |   | \$ 50.00             | \$ 28,481.50                                   | \$ 27,477.50                       |
| Electrical        | 108            | 101           |   | \$ 400.00            | \$ 43,476.00                                   | \$ 45,211.00                       |
| Plumbing          | 88             | 81            |   | \$ 1,085.00          | \$ 25,020.80                                   | \$ 20,827.90                       |
| Team Inspection   | 15             | N/A           |   | \$ 350.00            | \$ 4,025.00                                    | \$ 4,125.00                        |
| IMPC 2000         | 67             | N/A           |   | \$ 450.00            | \$ 12,900.00                                   | \$ 13,250.00                       |
| Fire              | 4              | 2             |   | \$ 4,544.00          | \$ 422.00                                      | \$ 697.00                          |
| Zoning Compliance | 19             | 13            |   | \$ 0.00              | \$ 2,850.00                                    | \$ 2,850.00                        |
| Sign              | 24             | 18            |   | \$ 1,755.00          | \$ 6,445.00                                    | \$ 6,695.00                        |
| Board of Appeals  | 0              | 0             |   | \$ 0.00              | \$ 0.00  | \$ 0.00                            |
| <b>Totals</b>     | <b>866</b>     | <b>712</b>    | <b>\$ 38,889,418.98</b>                       | <b>\$ 213,816.50</b> | <b>\$ 508,162.80</b>                           | <b>\$ 533,594.84</b>               |

("Number Issued" and "Total Revenue" is based off the permits that were applied during this quarter; table was copied from Q3 2014 Report). Actual Revenue includes fees paid on permits applied for during previous quarters. Total Revenue figure is the amount collected on Q3 permit applications only. Amount due is fees for permits that remain outstanding.

## Certificates and Licensing

### Rental Registration Program:

**July 1, 2015 – September 30, 2015** (Table generated November 12, 2015)

| Certificate Type             | Number of Applications Processed | Total Revenue on Permits Applied for During Q3 | Actual Revenue collected – During Q3 |
|------------------------------|----------------------------------|--|--------------------------------------|
| Rental Registrations         | 219                              | \$ 65,700.00                                   | \$ 55,075.00                         |
| Rental Inspections           | 431                              | \$ 39,325.00                                   | \$ 68,400.00                         |
| Vacant Property Registration | 50                               | \$ 25,000.00                                   | \$ 25,000.00                         |
| <b>Total Certificates</b>    | <b>700</b>                       | <b>\$ 130,025.00</b>                           | <b>\$ 148,475.00</b>                 |

*(“Number Issued” and “Total Revenue” is based off the permits that were applied during this quarter; tables was generated on July 10, 2015) Actual Revenue includes fees paid on certificates applied for during previous quarters. Total Revenue figure is the amount collected on Q2 certificates applications only*

**July 1, 2014 – September 30, 2014** (Copied from Q3 2014 Report)

| Certificate Type             | Number of Applications Processed | Total Revenue on Permits Applied for During Q2 | Actual Revenue Collected During Q2 |
|------------------------------|----------------------------------|--|------------------------------------|
| Rental Registration          | 134                              | \$ 41,600.00                                   | \$ 45,950.00                       |
| Rental Inspections           | 342                              | \$ 24,700.00                                   | \$ 50,625.00                       |
| Vacant Property Registration | 44                               | \$ 22,010.00                                   | \$ 22,510.00                       |
| <b>Total Certificates</b>    | <b>520</b>                       | <b>\$ 88,310.00</b>                            | <b>\$ 119,085.00</b>               |

*(“Number Issued” and “Total Revenue” is based off the certificates that were applied during this quarter; table was copied from Q2 2014 Report) Actual Revenue includes fees paid on certificates applied for during previous quarters. Total Revenue figure is the amount collected on Q2 certificate applications only.*

According to the 2013 American Community Survey there are approximately 28,351 occupied housing units within the City of Pontiac. 11,507 (49.0%) of these units are owner-occupied; the remaining 11,978 (51.0%) are rental occupied. 4,866 units are designated as vacant.

During the 3<sup>rd</sup> quarter of 2015 the City of Pontiac processed 700 applications collecting \$ 148,475.00 in revenue. 431 rental inspection/tenant verification applications were processed collecting \$ 68,400.00. 219 Rental Registrations were processed collecting \$ 55,075.00 in revenue. Vacant Properties collected \$ 25,000.00 in revenue, 50 applications were received.

During the 3<sup>rd</sup> quarter of the previous year (2014), the City of Pontiac processed 520 certificate applications collecting \$ 119,085.00 in revenue. 342 of the certificates were for rental inspections/tenant verifications, which collected \$ 50,625.00 in revenue. 134 certificates were received for rental registrations, collecting \$ 43,950.00 in revenue. During the 2<sup>nd</sup> quarter of the previous year, the City of Pontiac received 44 Vacant Property registration applications, collecting \$ 22,510.00 in revenue.

### Business License:

Between July 1, 2014 and September 30, 2014, the City of Pontiac processed **158 business license transactions** collecting **\$11,500.00** in revenue. Between July 1, 2015 and September 30, 2015, the City of Pontiac processed **137 business license transactions** collecting **\$28,680.00** in revenue. Please note that the number of transactions is not directly related to the number of licenses issued.

## Permits, Certificates and Licenses – Analysis and Recommendations

- A total of 724 permits were applied for during the 3<sup>rd</sup> quarter of 2015. Of the 724 permit, 576 permits were issued.
- The actual revenue collected on permits during the 3<sup>rd</sup> quarter of 2015 was \$ 550,748.51.
  - This is a 3.1 percent increase from the same quarter of the previous year.
- The number of “Team Inspections” applied for during the current quarter increased 46.4 percent compared to the same quarter of the previous year. This is largely due to the City’s efforts in gaining business licensing compliance with operating businesses within the City.
- Building permits collected \$422,134.51 in revenue during the 3<sup>rd</sup> quarter of 2015.
  - The GM Building Expansion for 220 E Columbia was the primary construction project that contributed to the permit revenue in quarter 3. This permit generated over \$216,000.00 in revenue.
- During the third quarter of 2015, over \$29,761,951.00 of construction value has been invested in the City. This is a \$ 14,000,000.00 increase from the previous quarter.
- Certificate revenue has increased 20 percent from the same quarter of the previous year. This increase is related to the Department’s efforts in enforcing the City’s rental registration program requirements. As represented in the Code Enforcement section of this report, the department has emphasized the enforcement of rental registrations, tenant verifications, and the tri-annual inspection requirement.
- Invoice notification is current on business license renewals, rental tri-annual inspections, and rental tenant verifications (including late fees).
- The Department of Building Safety has processed 137 business license transactions during the 3<sup>rd</sup> quarter of 2015 collecting \$ 28,680.00 in revenue. This is a 59 percent increase in revenue from the same quarter of the previous year.

## 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 Sherriff. 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 unsuccessful 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. In 2013, this program was adopted by ordinance as official City policy.

The cost of the demolition bond is equal to the square footage (sq. ft.) of the building times demolition cost per sq. ft. The City uses the most recent bid award for demolition to determine the sq. ft. demolition cost.

**JULY 1, 2015 – SEPTEMBER 30, 2015**

During the 3<sup>rd</sup> quarter of 2015, the City of Pontiac held one (1) Hearing Officer Meeting and one (1) Board of Appeals Meeting. The Hearing Officer heard 49 cases. Of the 49 cases, 22 were referred to the Board of Appeals, 1 was declared safe and secure, and 26 were postponed/tabled to the next meeting. At the August 19 Board of Appeals Meeting, the Board heard 46 cases. Of the 46 cases 25 were ordered for demolition, 1 was declared safe and secure, and 20 were postponed/tabled to the next meeting.

| Hearing Officer (July 8, 2015) | Number of Properties |
|--------------------------------|----------------------|
| Refer to Board of Appeals      | 22                   |
| Safe and Secure                | 1                    |
| Table till next meeting        | 26                   |
| <b>Total</b>                   | <b>49</b>            |

| Board of Appeals (August 19, 2015) | Number of Properties |
|------------------------------------|----------------------|
| Demolish                           | 25                   |
| Safe and Secure                    | 1                    |
| Table till next meeting            | 20                   |
| <b>Total</b>                       | <b>46</b>            |

**APRIL 1, 2015 – JUNE 30, 2015**

During the 2<sup>nd</sup> quarter of 2015, the City of Pontiac held one (1) Hearing Officer meeting and one (1) Board of Appeals meeting. The Hearing Officer heard 46 cases. Of the 46 cases, 26 were referred to the Board of Appeals, 1 was declared safe and secure, and 19 were tabled to till the next meeting. At the May 20<sup>th</sup> Board of Appeals meeting, the Board heard 52 cases, of which 26 were postponed from previous meetings. Of the 52 cases heard, 25 were ordered for demolition, 4 were declared safe and secure, and 23 were tabled to the next meeting.

| Hearing Officer (April 8, 2015) | Number of Properties |
|---------------------------------|----------------------|
| Refer to Board of Appeals       | 26                   |
| Safe and Secure                 | 1                    |
| Table till next meeting         | 19                   |
| <b>Total</b>                    | <b>46</b>            |

| Board of Appeals (May 20, 2015) | Number of Properties |
|---------------------------------|----------------------|
| Demolish                        | 25                   |
| Safe and Secure                 | 4                    |
| Table till next meeting         | 23                   |
| <b>Total</b>                    | <b>52</b>            |

Many of the properties that are tabled or postponed during a meeting are stipulated that the property owner must comply to rehab the property by a certain date (usually prior to the next Hearing Officer/Board of Appeals meeting). The Board of Appeals and Hearing Officer take the following into consideration when making a decision:

1. Are property taxes paid as current and up to date?
2. Are water bills paid as current and up to date?
3. Is there a scope of work indicating all items to be corrected?
4. Is the owner aware of the estimated cost of permit fees?
5. Is there documentation showing that the owner is financially able to rehabilitate the property?

These review criteria is to assist expediting demolition proceeding to take advantage of any federal funding available to the City of Pontiac for demolitions.

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

- According to BSA, 317 properties are condemned and prepared for demolition; 66 properties are dangerous and are going before the Board of Appeals; and 39 properties are going before the Hearing Officer.
- Currently there are eleven properties with active rehabilitation agreements with the City of Pontiac.
- Complying with state law regarding public notice and posting requirements, inspection staff has been reassigned to assist in the posting of these properties. This process has to be repeated for each hearing before each body. Tabled properties require reposting for the following meeting.

## Code Enforcements and Inspections

Q3 2015 (July 1, 2015 – September 30, 2015) Code Enforcement Activity- Table generated November 12, 2015

| 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                         | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | 2          | -                                     | 2           |
| Abandoned Vehicles                 | -                | -                            | 12                 | 3            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 28         | 20            | 22         | -                                     | 85          |
| Dangerous Building                 | 13               | -                            | 1                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 1          | -             | 4          | -                                     | 20          |
| Dangerous Tree Limb                | -                | -                            | -                  | 2            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 3          | -             | 4          | -                                     | 9           |
| Debris                             | -                | -                            | 20                 | 13           | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 64         | 30            | 29         | -                                     | 156         |
| Electrical                         | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | -          | -                                     | 0           |
| Expired Permits                    | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | 6          | -                                     | 6           |
| Misc.                              | -                | -                            | 15                 | 9            | -                | -                        | 1                           | -                          | -                          | 1                        | -                  | -                        | 23         | 3             | 14         | -                                     | 66          |
| No Bus. Lic.                       | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 16         | 9             | 15         | -                                     | 40          |
| Open to Trespass                   | -                | -                            | 1                  | 1            | -                | -                        | 1                           | -                          | -                          | -                        | -                  | -                        | 6          | 1             | 7          | -                                     | 17          |
| Operating Bus. In res.             | -                | -                            | -                  | 3            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 4          | -             | -          | -                                     | 7           |
| Rental Complaint (tenant/landlord) | -                | -                            | 17                 | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 2          | -             | -          | -                                     | 19          |
| Stop Work Order                    | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | -          | -                                     | 0           |
| Rodents                            | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 2          | -             | -          | -                                     | 2           |
| Tall Grass                         | -                | -                            | 7                  | 24           | -                | -                        | 1                           | -                          | -                          | 2                        | -                  | -                        | 134        | 10            | 67         | -                                     | 245         |
| Trees / Shrubs                     | -                | -                            | 1                  | 2            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 3          | -             | 1          | -                                     | 7           |
| Unregistered Rental                | -                | -                            | 43                 | 21           | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 147        | 74            | 192        | -                                     | 477         |
| Vacant                             | -                | -                            | 9                  | 1            | -                | -                        | 1                           | -                          | -                          | -                        | -                  | -                        | 9          | 11            | 27         | -                                     | 58          |
| Working w/o permits                | -                | -                            | 22                 | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 29         | 2             | 15         | -                                     | 68          |
| Duplicate in Error                 | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 34         | -             | -          | -                                     | 34          |
| Property Maintenance               | -                | -                            | 9                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 7          | 16            | 13         | -                                     | 46          |
| Rental Inspection Required         | -                | -                            | 22                 | 5            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 153        | 27            | 73         | -                                     | 280         |
| Unpaid Tenant Verification         | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | 1          | -                                     | 1           |
| <b>Total</b>                       | <b>13</b>        | <b>0</b>                     | <b>179</b>         | <b>86</b>    | <b>0</b>         | <b>0</b>                 | <b>4</b>                    | <b>0</b>                   | <b>0</b>                   | <b>3</b>                 | <b>0</b>           | <b>0</b>                 | <b>665</b> | <b>203</b>    | <b>492</b> | <b>-</b>                              | <b>1645</b> |

Q3 2014 (July 1, 2014 – September 30, 2014) - Code Enforcement Activity -Copied from Q3 2014 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 | Structure is Scheduled for Demolition | Total       |
|------------------------------------|------------------|------------------------------|--------------------|--------------|------------------|--------------------------|-----------------------------|----------------------------|----------------------------|--------------------------|--------------------|--------------------------|------------|---------------|------------|---------------------------------------|-------------|
| After Fire                         | -                | -                            | 1                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | 3          | -                                     | 4           |
| Abandoned Vehicles                 | -                | -                            | 3                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 5          | 8             | 13         | -                                     | 30          |
| Dangerous Building                 | 23               | 21                           | 4                  | 6            | -                | -                        | 72                          | -                          | -                          | -                        | -                  | -                        | 4          | -             | 7          | -                                     | 137         |
| Dangerous Tree Limb                | -                | -                            | 2                  | 2            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 2          | -             | 3          | -                                     | 9           |
| Debris                             | -                | -                            | 33                 | 12           | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 50         | 31            | 50         | -                                     | 176         |
| Electrical                         | -                | -                            | 1                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | 2          | -                                     | 4           |
| Misc.                              | -                | -                            | 7                  | 8            | -                | -                        | -                           | -                          | 1                          | -                        | -                  | -                        | 18         | 2             | 15         | -                                     | 51          |
| No Bus. Lic.                       | -                | -                            | 2                  | 2            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 30         | 4             | 28         | -                                     | 66          |
| Open to Trespass                   | -                | -                            | 4                  | 6            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 7          | 1             | 12         | -                                     | 30          |
| Operating Bus. In res.             | -                | -                            | 4                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 6          | 1             | 6          | -                                     | 18          |
| Rental Complaint (tenant/landlord) | -                | -                            | 15                 | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 2          | -             | 4          | -                                     | 22          |
| Rodents                            | -                | -                            | 2                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 1          | -             | 4          | -                                     | 7           |
| Tall Grass                         | -                | -                            | 1                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | 1          | -                                     | 2           |
| Trees / Shrubs                     | -                | -                            | 73                 | 43           | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 162        | 64            | 125        | -                                     | 467         |
| Unregistered Rental                | -                | -                            | 1                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 1          | -             | 1          | -                                     | 3           |
| Vacant                             | -                | -                            | 98                 | 14           | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 62         | 96            | 152        | -                                     | 422         |
| Working w/o permits                | -                | -                            | 10                 | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 4          | 17            | 27         | -                                     | 59          |
| Duplicate in Error                 | -                | -                            | 19                 | 9            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 9          | -             | 16         | -                                     | 53          |
| Property Maintenance               | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | -          | -                                     | -           |
| Rental Inspection Required         | -                | -                            | 3                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -          | -             | 1          | -                                     | 4           |
| Tall Grass/Weeds - Vendor          | -                | -                            | 47                 | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 24         | 30            | 97         | -                                     | 198         |
| <b>Total</b>                       | <b>-</b>         | <b>-</b>                     | <b>-</b>           | <b>-</b>     | <b>-</b>         | <b>-</b>                 | <b>-</b>                    | <b>-</b>                   | <b>-</b>                   | <b>-</b>                 | <b>-</b>           | <b>-</b>                 | <b>-</b>   | <b>-</b>      | <b>-</b>   | <b>-</b>                              | <b>-</b>    |
|                                    | <b>23</b>        | <b>21</b>                    | <b>330</b>         | <b>107</b>   | <b>-</b>         | <b>-</b>                 | <b>72</b>                   | <b>-</b>                   | <b>1</b>                   | <b>-</b>                 | <b>-</b>           | <b>-</b>                 | <b>387</b> | <b>254</b>    | <b>567</b> | <b>-</b>                              | <b>1762</b> |

Q2 2015 (April 1, 2015 – June 30, 2015) - Code Enforcement Activity- Copied from Q2 2015 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 | Structure is Scheduled for Demolition | Total |
|------------------------------------|------------------|------------------------------|--------------------|--------------|------------------|--------------------------|-----------------------------|----------------------------|----------------------------|--------------------------|--------------------|--------------------------|----------|---------------|------------|---------------------------------------|-------|
| After Fire                         | -                | -                            | 1                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -        | -             | 2          | -                                     | 3     |
| Abandoned Vehicles                 | -                | -                            | 16                 | 2            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 15       | 11            | 29         | -                                     | 73    |
| Dangerous Building                 | 13               | 1                            | 1                  | 5            | -                | -                        | 8                           | -                          | -                          | -                        | -                  | -                        | 3        | 1             | 8          | -                                     | 40    |
| Dangerous Tree Limb                | -                | -                            | 2                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -        | -             | 1          | -                                     | 3     |
| Debris                             | -                | -                            | 37                 | 13           | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 49       | 20            | 50         | -                                     | 169   |
| Electrical                         | -                | -                            | 1                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -        | -             | -          | -                                     | 1     |
| Misc.                              | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -        | -             | 1          | -                                     | 1     |
| No Bus. Lic.                       | -                | -                            | 24                 | 5            | -                | -                        | -                           | -                          | -                          | 1                        | -                  | -                        | 14       | 9             | 16         | -                                     | 69    |
| Open to Trespass                   | -                | -                            | 2                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 17       | 3             | 21         | -                                     | 43    |
| Operating Bus. In res.             | -                | -                            | 2                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 15       | 2             | 8          | -                                     | 27    |
| Rental Complaint (tenant/landlord) | -                | -                            | 5                  | 2            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 5        | 1             | 2          | -                                     | 15    |
| Stop Work Order                    | -                | -                            | 18                 | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 3        | 1             | 3          | -                                     | 26    |
| Rodents                            | -                | -                            | 1                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 2        | 1             | 6          | -                                     | 11    |
| Tall Grass                         | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -        | -             | 1          | -                                     | 1     |
| Trees / Shrubs                     | -                | -                            | 36                 | 19           | -                | -                        | -                           | -                          | -                          | 3                        | -                  | -                        | 163      | 28            | 74         | -                                     | 323   |
| Unregistered Rental                | -                | -                            | 1                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 2        | -             | -          | -                                     | 4     |
| Vacant                             | -                | -                            | 78                 | 13           | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 50       | 28            | 170        | -                                     | 339   |
| Working w/o permits                | -                | -                            | 11                 | 7            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 11       | 9             | 53         | -                                     | 91    |
| Duplicate in Error                 | -                | -                            | 28                 | 4            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 24       | 3             | 17         | -                                     | 76    |
| Property Maintenance               | -                | -                            | -                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 5        | -             | -          | -                                     | 6     |
| Rental Inspection Required         | -                | -                            | 8                  | 1            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 4        | -             | 5          | -                                     | 18    |
| Tall Grass/Weeds - Vendor          | -                | -                            | 26                 | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | 61       | 21            | 58         | -                                     | 166   |
| <b>Total</b>                       | -                | -                            | -                  | -            | -                | -                        | -                           | -                          | -                          | -                        | -                  | -                        | -        | -             | -          | -                                     | 0     |
|                                    | 13               | 1                            | 298                | 75           |                  |                          | 8                           |                            |                            | 4                        |                    |                          | 443      | 138           | 525        |                                       | 1505  |



## Inspections: Scheduled and Performed

### Q3 2015

July 1, 2015 – September 30, 2015

(Table generated November 12, 2015)

| Inspection Type | Inspections Performed | Percent |
|-----------------|-----------------------|---------|
| Building        | 340                   | 4.5     |
| Demolition      | 44                    | 0.5     |
| Mechanical      | 189                   | 2.5     |
| Electrical      | 283                   | 3.7     |
| Plumbing        | 155                   | 2.0     |
| Team Inspection | 131                   | 1.7     |
| IMPC 2000       | 80                    | 1.0     |
| Fire            | 7                     | 0.1     |
| Zoning          | 27                    | 0.4     |
| Sign            | 9                     | 0.1     |
| Rental          | 1519                  | 19.9    |
| Ordinance       | 4856                  | 63.6    |
| Totals          | 7,640                 |         |

### Q2 2015

April 1, 2015 – June 30, 2015 (Copied from Q2 2015 Report)

| Inspection Type | Inspections Performed | Percent |
|-----------------|-----------------------|---------|
| Building        | 347                   | 4.7     |
| Demolition      | 55                    | 0.7     |
| Mechanical      | 144                   | 2.0     |
| Electrical      | 183                   | 2.5     |
| Plumbing        | 123                   | 1.7     |
| Team Inspection | 196                   | 2.7     |
| IMPC 2000       | 60                    | 0.8     |
| Fire            | 32                    | 0.4     |
| Zoning          | 11                    | 0.1     |
| Sign            | 11                    | 0.1     |
| Rental          | 1726                  | 23.5    |
| Ordinance       | 4458                  | 60.7    |
| Totals          | 7,346                 |         |

### Q3 2014

July 1, 2014 – September 30, 2014

(Table Copied from Q3 2014)

| Inspection Type | Inspections Performed | Percent |
|-----------------|-----------------------|---------|
| Building        | 564                   | 9.3     |
| Demolition      | 160                   | 2.6     |
| Mechanical      | 248                   | 4.1     |
| Electrical      | 323                   | 5.3     |
| Plumbing        | 241                   | 4.0     |
| Team Inspection | 111                   | 1.8     |
| IMPC 2000       | 91                    | 1.5     |
| Fire            | 14                    | 0.2     |
| Zoning          | 23                    | 0.4     |
| Sign            | 20                    | 0.3     |
| Rental          | 766                   | 12.7    |
| Ordinance       | 3,485                 | 57.6    |
| Totals          | 6,046                 |         |

## Inspections and Code Enforcement- Analysis and Recommendations

- 1,645 code enforcement activities were filed during the 3<sup>rd</sup> quarter of 2015. Code enforcement activities have stayed relatively consistent compared to the previous quarter and the same quarter of the previous year.
- The largest percentage (29 %) of all the code enforcement activities filed during the 3<sup>rd</sup> quarter of 2015 were directly related to “unregistered rental properties.”
  - The Department of Building Safety has prioritized their efforts in registering unregistered vacant/rental properties.
- The number of complaints resolved have increased by 33 percent compared to the previous quarter and 42 percent compared to the same quarter of the previous year. This increase represents the City’s efforts in efficiently responding to complaint/enforcement activities to resolve them in a timely fashion.
- The City has issued a total of 203 tickets during this quarter. This is a 32 percent increase from the previous quarter.
- Inspections have slightly increased (however have stayed relatively consistent) compared to the previous quarter and the same quarter of the previous year.
- The distribution of inspections has also stayed relatively consistent to previous quarters. Roughly 60 percent of all inspections performed are directly related to ordinance/code enforcement activities. Rental Inspections contribute roughly 20 percent of all inspections performed. The remaining 20 percent of inspections are related to construction permits.

## Policy/Administrative Analysis and Recommendations

- As of the end of Q3 2015, department staff continues to work with the City’s IT provider to improve the performance of the mobile tablet computers in the field. Working with the IT provider, staff has begun sending each of the 5 motion tablet computers to be re-imaged. This has resulted in better field performance and has allowed multiple units to be taken into the field. Typically, the code enforcement staff has been sent into the field with the working tablets.
- The Building Safety and Planning Division has been writing more tickets, which has resulted in a significant delay in processing at the District Court. Delays in data entry create many issues for the City, not the least of which is delayed enforcement. The City and Court will have to devise a way to improve the data entry of these tickets. This has been an on-going concern since Q2 2013.
- The City will likely implement a Blight Court beginning in Q1 2016 that will allow these violations to be tracked and followed up upon by the City. Further, all fines go directly to the City.
  - This has been an on-going recommendation since Q3 2013.

## Customer Service

Beginning in Q4 2104, the Building Safety Department began collecting customer satisfaction surveys. Staff has been instructed to ask all customers to complete the survey. To date, 106 surveys have been completed and results analyzed. The following results are a summary of surveys completed during 2015:

- 97.8% of customers who responded received clear and accurate information
- 98.9% of customers who responded said the employees were helpful and knowledgeable in answering questions
- 94.5% of customers who responded felt welcomed when they visited the office
- Of the customers who filled out the survey, 76.6% rated their visit to the office as exceptional, 18% as good, 4% as satisfactory and 1% as poor
- Of the customers who filled out the survey, 82.8% rated the time it took for us to serve them as exceptional, 14% as good, 2% as satisfactory and 1% as poor

## Planning Department

### Applications:

**July 1, 2015 – September 30, 2015 (table generated November 11, 2015)**

| Type of Permit               | Number Applied | Approved  | Denied   | Canceled/ Postponed | Total Paid          | Total Revenue Collected By Application |
|------------------------------|----------------|-----------|----------|---------------------|---------------------|--|
| Site Plan Review             | 21             | 18        | 2        | 1                   | \$ 25,350.00        | \$ 26,350.00                           |
| Special Exception Permit     | 9              | 7         | 2        | 0                   | \$ 9,000.00         | \$ 9,000.00                            |
| Historic District Commission | 9              | 9         | 0        | 0                   | \$ 1,800.00         | \$ 1,800.00                            |
| Lot Split/Combination        | 8              | 8         | 0        | 0                   | \$ 850.00           | \$ 850.00                              |
| Zoning Map Amendment         | 0              | 0         | 0        | 0                   | \$ 0.00             | \$ 0.00                                |
| Zoning Board of Appeals      | 7              | 5         | 0        | 2                   | \$ 5,900.00         | \$ 5,900.00                            |
| Vacation Street/Alley        | 0              | 0         | 0        | 0                   | \$ 0.00             | \$ 0.00                                |
| <b>Totals</b>                | <b>54</b>      | <b>47</b> | <b>4</b> | <b>3</b>            | <b>\$ 42,900.00</b> | <b>\$ 43,900.00</b>                    |

**July 1, 2014 – September 30, 2014 (table copied from Q3 2014 Report)**

| Type of Permit               | Number Applied | Approved  | Denied   | Canceled/ Postponed | Total Paid          | Total Revenue Collected By Application |
|------------------------------|----------------|-----------|----------|---------------------|---------------------|--|
| Site Plan Review             | 20             | 16        | 1        | 3                   | 29,730.00           | \$ 30,720.00                           |
| Special Exception Permit     | 2              | 2         | 0        | 0                   | \$ 2,000.00         | \$ 2,000.00                            |
| Historic District Commission | 10             | 10        | 0        | 0                   | \$ 1,800.00         | \$ 1,800.00                            |
| Lot Split/Combination        | 12             | 11        | 0        | 1                   | \$ 2,000.00         | \$ 2,000.00                            |
| Zoning Map Amendment         | 1              | 1         | 0        | 0                   | \$ 9,950.00         | \$ 9,976.00                            |
| Zoning Board of Appeals      | 8              | 5         | 0        | 3                   | \$ 5,700.00         | \$ 6,650.00                            |
| Vacation Street/Alley        | 0              | 0         | 0        | 0                   | 0                   | \$ 0.00                                |
| <b>Totals</b>                | <b>53</b>      | <b>45</b> | <b>1</b> | <b>7</b>            | <b>\$ 51,180.00</b> | <b>\$ 53,146.00</b>                    |

## Planning Boards and Commissioners

### Planning Commission

1. Mayor Dr. Deirdre Waterman-- term expires December 31, 2017 (Concurrent with Mayoral term)
2. **Hazel Cadd—term expired June 30, 2014 – term expired**
3. Lucy R Payne – term expires June 30, 2017
4. Ashley Fegley—term expires June 30, 2016
5. Dayne Thomas— term expires June 30, 2016
6. **Chris Northcross – term expired June 30, 2015**
7. **Mona Parlove – term expired June 30, 2015**

### Zoning Board Appeals:

1. Ahmad Taylor-- term expires February 2, 2018
2. Sam Anderson-- term expires February 2, 2016
3. Carlos Bueno-- term expires February 2, 2016
4. Elcine Kirkendolph – term expires February 2, 2017
5. Joseph Sinclair – term expires February 2, 2017
6. Brent Sykes (alternate) – term expires February 2, 2016
7. Lucy Payne – term expires June 30, 2017

### Historic District Commission:

1. **Tameka M Ramsey – term expired July 19, 2014**
2. **Linda Porter – term expired July 19, 2014**
3. **Kathalee James – term expired July 19, 2015**
4. **Kenneth Burch – term expired July 19, 2015**
5. Robert Karazim – term expires July 19, 2016
6. Kathie Henk – term expires July 19, 2016
7. Richard David – term expires July 19, 2016

## Analysis and Recommendations

- During the third quarter of 2015, the Planning Department received 54 applications. This is approximately the same amount of applications received from the same quarter of the previous year. Although the number of applications received is consistent to the same quarter of the previous year, the revenue collected is approximately \$10,000.00 less.
  - Planning revenue is related to the square footage/acreage of the proposed development. Larger developments will incur a higher review fee.
- Of the 54 applications received, 47 were approved, 4 were denied, and 3 were postponed/canceled.
- There is an active concern on the expired Planning Commission and Historic District Commission terms.