
**CITY OF COSTA MESA
OFFICE OF THE CEO
INTEROFFICE MEMORANDUM**

TO: HONORABLE MAYOR AND CITY COUNCIL
FROM: RICK FRANCIS, ASSISTANT CEO
DATE: APRIL 3, 2014
**SUBJECT: NEIGHBORHOOD IMPROVEMENT TASK FORCE QUARTERLY REPORT,
4TH QUARTER 2013**

The Neighborhood Improvement Task Force (NITF) is a collaborative, interdepartmental team designed to proactively address problems associated with the homeless, troubled hotels/motels, nuisance properties and other crime attractants in an efficient manner. The NITF has several long-term projects it is working on. Nonetheless, it also engages many short-term problems to create solutions. This report highlights some of the main activities the NITF has completed between October 1, 2013 and December 31, 2013, as well as the progress made towards the NITF's goals.

QUALITY OF LIFE – Homelessness Community Outreach

Objective

Establish realistic strategies and make recommendations that address the needs of the Costa Mesa community, residents, businesses, and the homeless.

Exhibit 1: Homelessness Goals

Homelessness Goals for 2013	Permanent Housing	Temporary Housing	Linkages	Rehabilitation	Complaint Response / Community Outreach
Goal	10	12	110	13	20
Q1	3	0	41	8	5
Q2	6	5	31	2	10
Q3	3	2	64	5	4
Q4	3	0	42	1	6
Year, Total	15	7	178	16	25

Goal Achievement Strategy

The staff established the yearly homelessness goals to accurately assess how the case management team impacts the homelessness issue in Costa Mesa. The four metrics analyzed were permanent housing, temporary housing, linkages, and rehabilitation (a linkage to a substance abuse program). (See Exhibit 1)

Permanent Housing:

Permanent housing is a reliable method of reducing the number of homeless individuals in a city by helping them achieve stability.

Temporary Housing:

Temporary shelter removes chronically homeless individuals off the street and is the transitional link between homelessness and permanent housing.

Linkages:

The connections made between a homeless individual and a social service resource (typically a birth certificate, a medical exam, an identification card, etc.) by a case manager. Linkages are measured because they are the incremental steps needed by a homeless individual to find stable housing.

Rehabilitation:

Rehabilitation is a linkage to a substance abuse program. Substance abuse is a significant deterrent to achieving permanent, supportive housing for the homeless community in Costa Mesa. Similar to linkages, it is an incremental step to moving an individual from homelessness into housing.

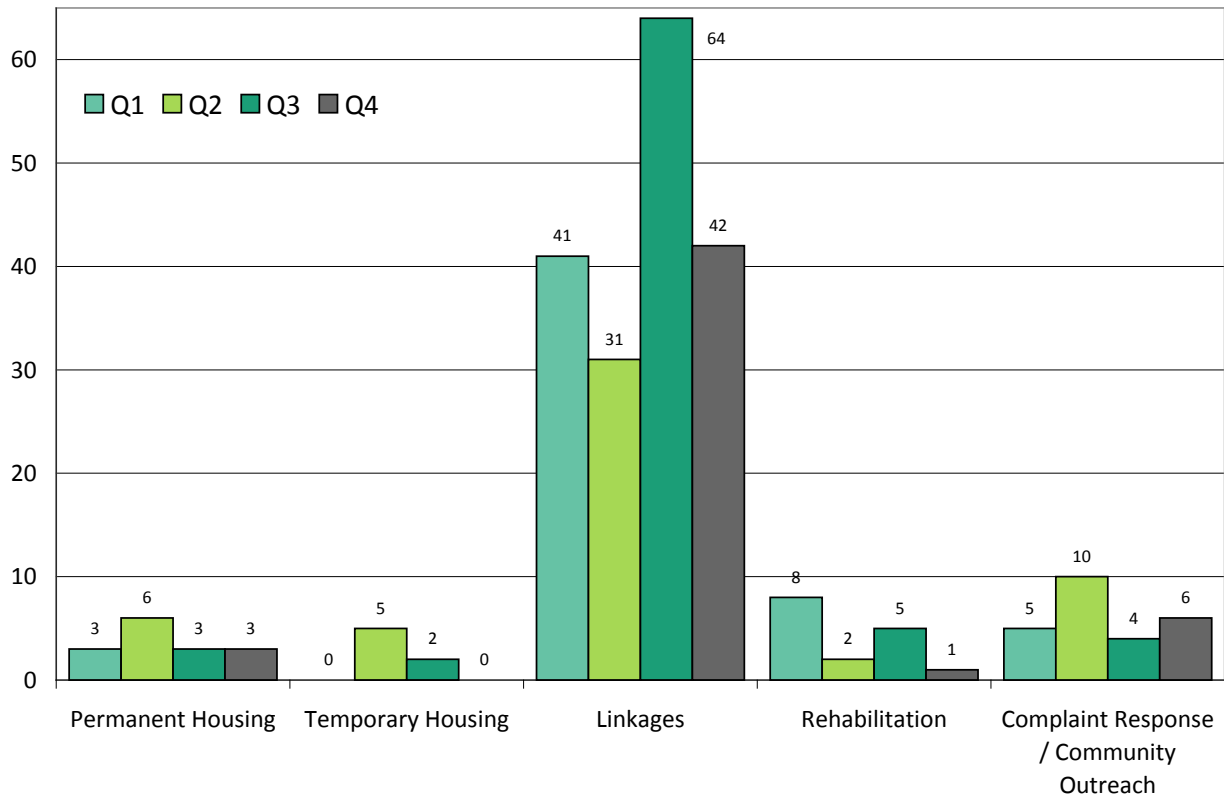
Community Outreach and Complaint Response:

The NITF responds to numerous complaints regarding the homeless population including vagrancy, mental illness, and loitering. It replies to calls regarding trespassing, encampments located throughout the community, and unstable individuals who are on the street. It also provides Costa Mesa residents with referrals to agencies that can best serve their needs. Additionally, NITF staff meets periodically with concerned residents who either need assistance with family members or are concerned about the impact of homelessness in their community.

Activity Highlights - Quarter 4

This report illustrates the activity made by the case management team. A summary of the quarter-to-quarter of case management activity data is provided (see Exhibit 2).

Exhibit 2: Case Management Activity of Homeless Cases January 1 to December 31, 2013



Housing

City Community Outreach Workers

In Quarter 4, three placements into temporary or permanent housing were made for chronically homeless Costa Mesa residents. Between January 1, 2013 and December 31, 2013, 15 permanent housing placements and 7 temporary housing placements were made.

Organizational/Mental Health Outreach

Faith Based/Community Volunteer Outreach

The Churches Consortium Check-in Center

The Churches Consortium operates the Check-in Center—a storage facility. This facility is primarily used to store items for homeless individuals in Costa Mesa. Storage allows the individuals to travel more freely since they do not have to bring all of their belongings with them wherever they go. Additionally, the storage facility provides a secure location to store personal documents. In 2013, the Check-in Center provided storage for 75 new clients, and the center had 28 clients no longer use the service. This represents a net increase of 45 clients using the service in 2013 (see Exhibit 3).

Exhibit 3: Churches Consortium Check-in Center Client Entrances and Exits

2013	New Clients	Closed Clients
Q1	24	9
Q2	22	7
Q3	12	5
Q4	15	7
Year, Total	73	28

Community Volunteer Street Team

Churches Consortium Street Team

In Quarter 4, the Churches Consortium Street Team provided assistance to individuals in the community. This included, in part:

- Assisting a family in obtaining clothing for job interviews.
- Helping 3 individuals in the process of obtaining social services at a hospital.

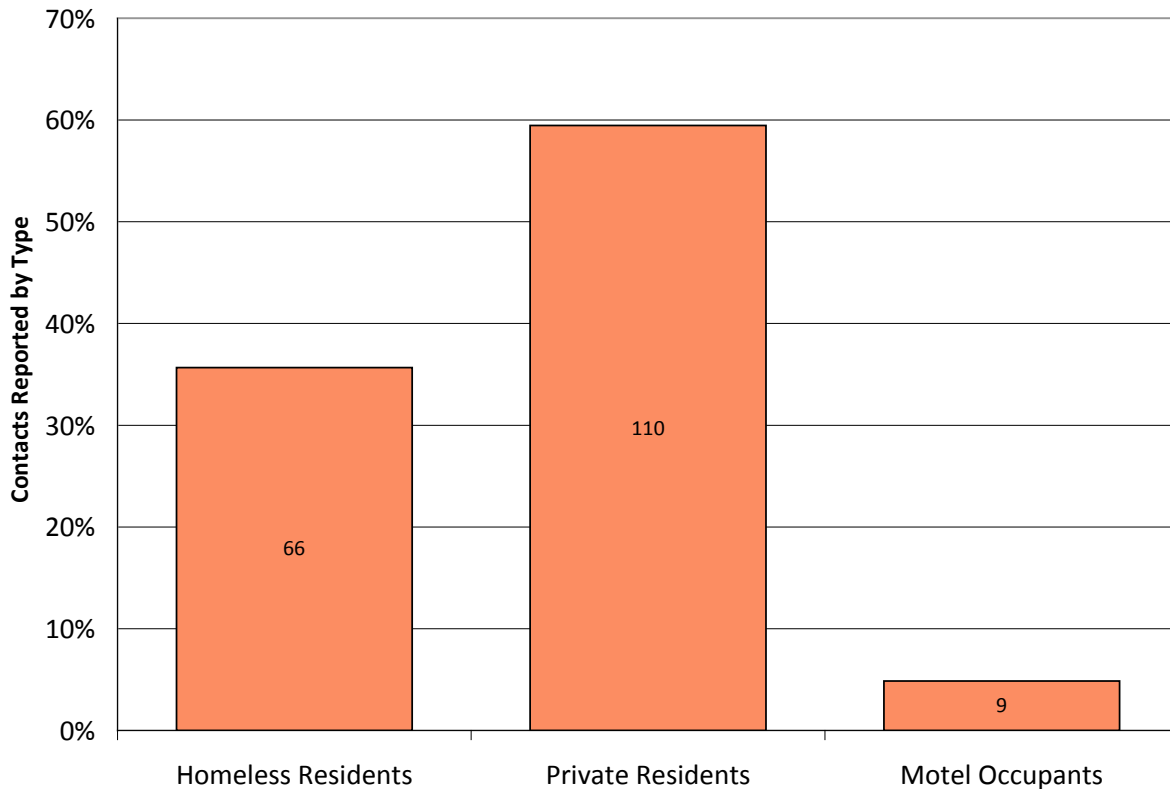
City and Outside Organizational Partners

Orange County PERT Worker

From January 1, 2013 to December 31, 2013, the Orange County PERT (Psychiatric Evaluation and Response Team) worker made **43 5150 evaluations** (6 in Quarter 4). The *5150 evaluations*, however, only represent a portion of the PERT worker's role. The PERT worker reported 185 contacts by type in 2013 (32 in Quarter 4), and made referrals to a variety of social service programs including Older Adult Services, Child Protective Services, Hoag Hospital, medical detoxification facilities, substance abuse programs, shelter programs, adult mental health clinics, HIV services, and housing. Additionally, the PERT worker collaborated with several City departments including the Costa Mesa Police, Fire, and Code Enforcement Department.

Of those contacts that were reported by type, the PERT worker made 66 contacts (35.7%) with homeless clients, 110 contacts (59.5%) with private residents, and 9 contacts (4.9%) with motel occupants for the time period between January 1 and December 31, 2013 (see Exhibit 4).

Exhibit 4: Percentage of PERT Contacts Reported by Type in Costa Mesa, January 1 to December 31, 2013



City Community Outreach Workers

Between January 1, 2013 and December 31, 2013, the City's outreach workers made 339 engagement contacts, assisted in 176 linkages (16 were to substance abuse programs), and made 22 housing placements (see Exhibit 1). More specifically, during the fourth quarter of 2013, the outreach workers made 30 engagement contacts, assisted in 42 linkages (1 to substance abuse programs), and completed 3 housing placements. The linkages made included ordering documents such as identification cards and birth certificates for chronically homeless Costa Mesa residents so that they could gain access to health care, Supplemental Security Income (SSI), and housing.

Armory Transportation Program

During December 2013, the City reinitiated the Armory Transportation Program. This program provides transportation to the Santa Ana National Guard Armory (which serves as a cold weather shelter during the winter months) for homeless individuals in Costa Mesa via a taxi, and provides a single bus pass for the individual to return to Costa Mesa the next morning. During the month of December, there were 13 days when the program provided transportation service to the armory for 25 individual users. On those 13 days, 49 user trips were made (see Exhibit 5A). A user trip is a count of the number of users transported to the armory. Approximately 19 (76.0%) individuals used the program to make 2 or fewer trips.

Additionally 2 (8.0%) individuals made 4 or 3 trips, and 4 (16.0%) individuals made 5 or 6 trips (see Exhibit 5B).

Exhibit 5A: Armory Transportation Program, December 2013

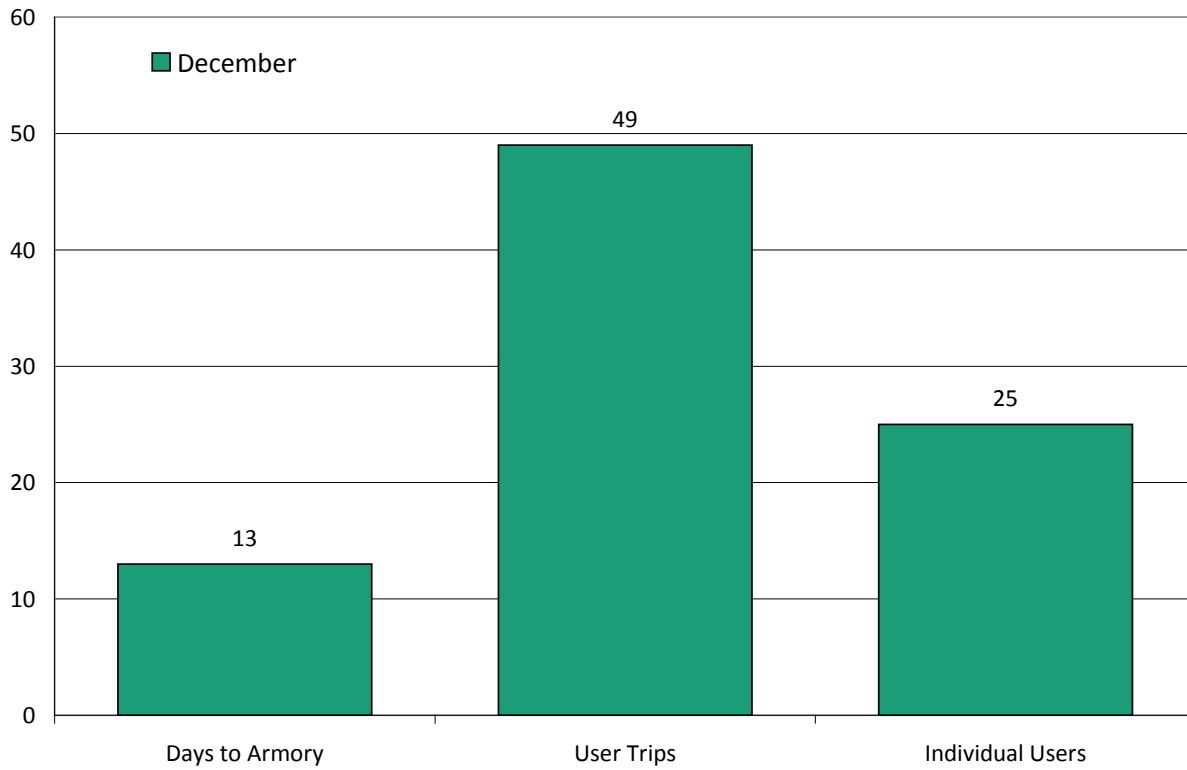
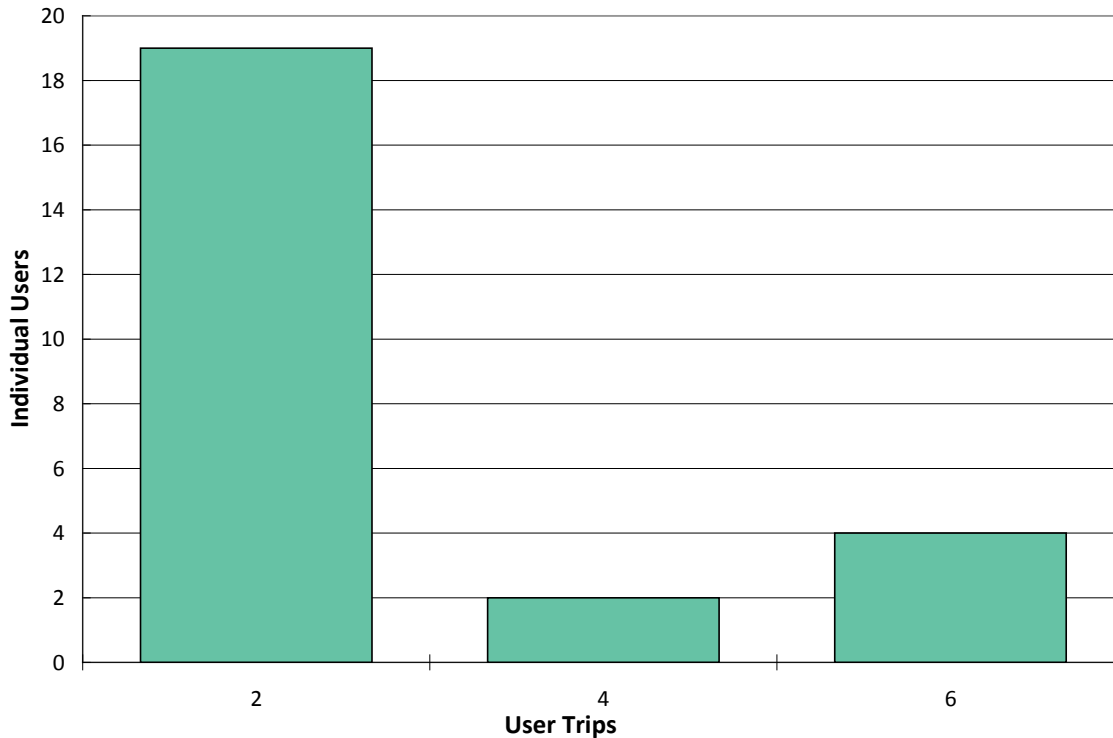


Exhibit 5B: Frequency of Individual Users by Trips Made, December 2013



QUALITY OF LIFE – Enforcement

Exhibit 6: Enforcement Goals

Enforcement Goals for 2013	Lions Park Vicinity: Omnipresent patrol checks in the Lions Park vicinity by PD staff	Lions Park Vicinity: Number of community-generated CFS in the Lions Park vicinity	Citywide: Number of specific CMMC violations, citywide
Goal	Quarterly goal = increase	Quarterly goal = reduction	Quarterly goal = reduction
Q1	326	70	127
Q2	440	47	186
Q3	568	48	253
Q4	332	45	144
Year, Total	1,666	210	710

Goal Achievement Strategy

The staff established the enforcement yearly goals to accurately assess the impact law enforcement has made on the quality of life in the community, including the effect on the downtown Lions Park vicinity (see Exhibit 6). The 3 metrics analyzed were omnipresent patrol

checks of the Lions Park vicinity by Police Department personnel, community generated calls for service (CFS) in the Lions Park vicinity, and the number of specific Costa Mesa Municipal Code violations, citywide, listed in the definitions below.

Omnipresent Patrol Checks in the Lions Park Vicinity:

The total number of high visibility patrol checks by Park Rangers and Police Officers assigned to the geographic area that includes Lions Park, the Neighborhood Community Center, and Downtown Recreation Center. The desired metric goal is consistent levels of patrol checks, quarter-to-quarter, with incremental increases based upon Police Department staffing and CFS volume allow.

Community-Generated CFS in the Lions Park Vicinity:

This figure represents the total number of community-generated calls for service (CFS) for Police Department personnel in Lions Park, the Neighborhood Community Center, Downtown Recreation Center, Costa Mesa Historical Society, and the Donald Dungan Library property. The desired metric goal is an incremental decrease in community generated CFS in the Lions Park vicinity.

Number of Specific Citywide Costa Mesa Municipal Code Violations:

The total number of specifically identified Costa Mesa Municipal Code violations, citywide, to include: drinking in public, urinating or defecating in public, open container in public, camping in public, unattended storage of property, bicycle licensing, bicycle storage, and smoking in a public park. The desired metric goal is an incremental decrease in the number of people who engage in the identified violations of the Costa Mesa Municipal Code.

Activity Highlights – Quarter 4

Park Rangers

The Park Rangers increased their patrols throughout the city. Several complaints were received regarding homeless individuals who were intoxicated in public near Pinkley, Heller, and Wilson Parks. The Area 1 patrol officers and the park rangers provided an enforcement presence to bring these areas under control.

The Wednesday meals at Wilson Park generated 10 fewer people on average during the fourth quarter than in the previous quarter. The Park Ambassadors began coordinating their activity with the Park Rangers. Both groups have provided a positive force in the Lion’s Park area with their presence.

Additionally, the Police Department assisted in the implementation of the Armory Transportation Program to the National Guard Armory in Santa Ana.

Chronic Offenders Crime Data

From October 1, 2013 to December 31, 2013, the Costa Mesa Police Department (CMPD) recorded the criminal history of chronic offenders—individuals who have the most contact

with the police. In that time period, the group of chronic offenders received a total of 9 citations and the Police Department made 16 arrests among those individuals. This totals to 87 citations and 77 arrests for the period from January 1, 2013 to December 31, 2013.

While the City's goal remains rehabilitating and returning as many Costa Mesa homeless individuals into productive lives, the City also aims to reduce the amount of nuisance offenses being committed throughout the city. For example, some habitual offenders have been sentenced to various jail sentences for offenses such as drinking in public, public intoxication, illegal camping, smoking, and vandalism.

Enforcement of the Storage Ordinance

Police Department personnel noted a decrease in the volume of items being stored in Lion's Park following passage of the Camping and Storage of Personal Property Ordinance in April, 2013. Additionally, the Lighthouse Church has agreed to store some of their users' bicycles, luggage, and items on their property.

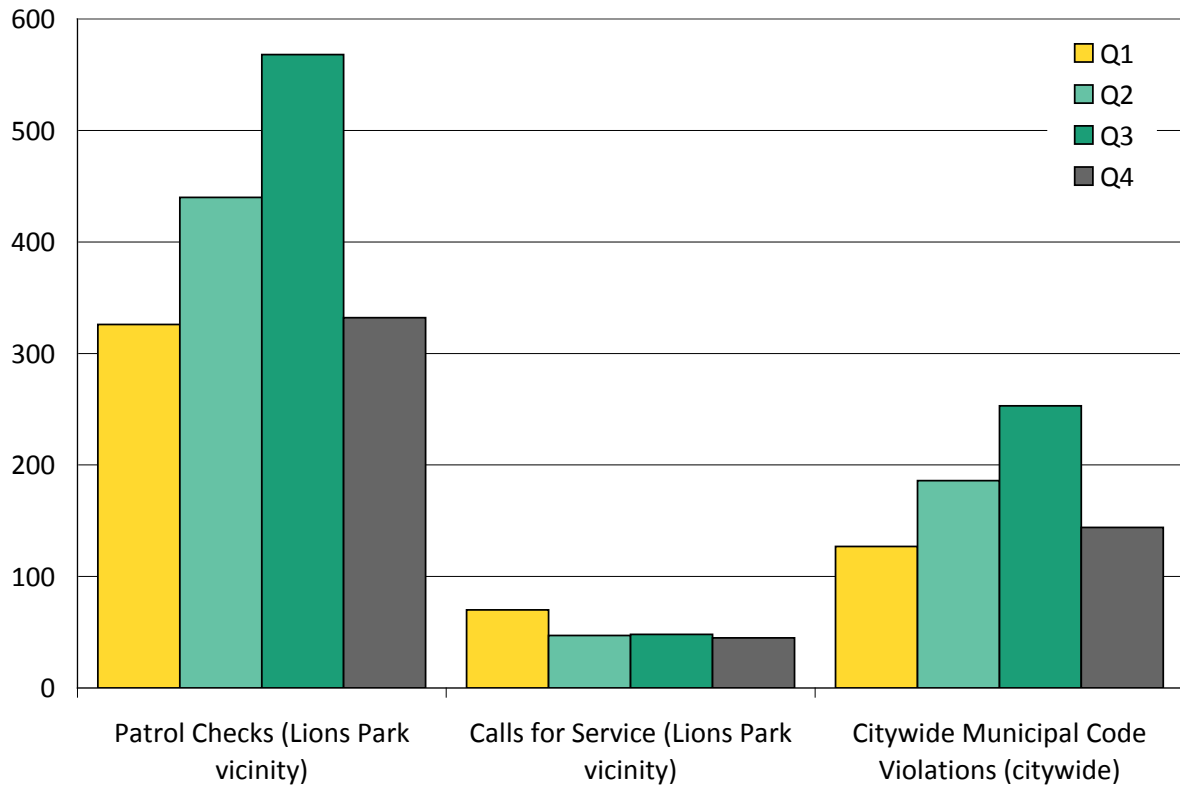
Donald Dungan Library

Orange County staff at the Donald Dungan Library reported that there were significant changes in the Lion's Park area in 2013. The library's staff noted that there were fewer homeless individuals staying in the park during the day, drinking alcohol in the park, and lounging on the Historical Society's lawn. The Donald Dungan Library staff reported its satisfaction with the work that the police and park rangers have done in the Lion's Park vicinity.

Progress of Enforcement Goals by Quarter

Exhibit 7A illustrates the progress of enforcement goals for 2013. In Quarter 4, patrol checks decreased by 41.5% relative to Quarter 3. Additionally, citywide municipal code violations decreased in Quarter 4 by 43% relative to Quarter 3. Calls for service were slightly higher during Quarter 1, yet they remained virtually unchanged for the last 3 quarters of the year.

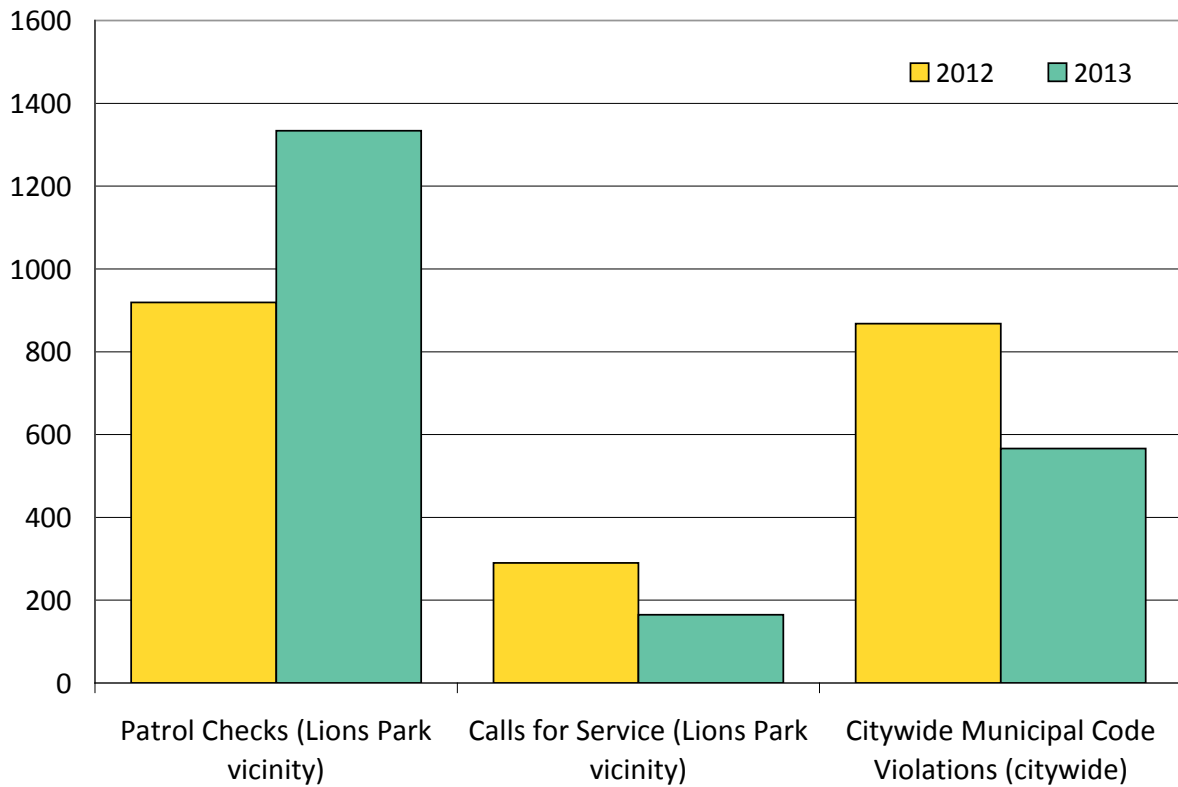
Exhibit 7A: Progress of Enforcement Goals by Quarter, January 1 to December 31, 2013



Enforcement Goals 2012 vs. 2013

Data covering 2013 on Exhibit 7B were compared to 2012. There was a decrease in the municipal code violations and an increase in patrol checks in 2013 relative to 2012.

Exhibit 7B: Progress of Enforcement Goals, 2012-2013 Yearly Comparison, January 1 to December 31



ORDINANCES

Objective

To establish “civility laws” that create the means by which the City can enforce desired outcomes and which will assist law enforcement personnel to manage infractions designed to protect the health and safety of Costa Mesa residents.

Exhibit 8: Ordinance Goals

Ordinance Goals 2013	Public Nuisance Abatement Ordinance	Long-term Occupancy Ordinance	Prohibition on Hookah Lounges Ordinance	Excess Use of Resources Ordinance
Goal	--	--	--	--
Q1	In process	In process	In process	In process
Q2	Before Planning Commission June 18, 2013	In process	On hold pursuant to request by Development Services	In process, Final Draft Q4
Q3	City Council first reading September, 2013, then passed	In process	On hold	In process
Q4	--	Further research being conducted	On hold per Public Services	Second reading on January 7, 2014.
Year, Total	Adopted	Research	On hold	In process

Goal Achievement Strategy

Based on information gathered from both the Homeless Task Force and Neighborhood Improvement Task Force, staff developed a series of ordinances designed to address the quality of life in Costa Mesa. They deal with all aspects of community including public nuisance properties, smoking in public places, long-term occupancy rules at local hotels/motels, and excessive use of police resources. When appropriate, staff will attempt to introduce new ordinances that are designed to address specific neighborhood issues and remain responsive to future concerns brought forth by both City Council and the public.

Hotels/Motels

Objective

A hotel/motel inspection by Costa Mesa Code Enforcement and the Orange County Health Department will be performed at every hotel/motel in the city to ensure all property maintenance and health and safety standards are being maintained.

Goal Achievement Strategy – Enhanced Inspection and Long Term Monitoring for Hotels/Motels; Recording of Public Safety Activity

Staff established the yearly goals for hotels/motels to ensure annual inspections are being performed at all hotels/motels in Costa Mesa (see Exhibit 9). Enhanced inspections will be performed if a high volume of violations are identified during the annual inspection. Complaint investigations will be performed as requested by hotel/motel guests. Additionally, City staff is tracking the number of Fire Department and Police Department calls for service at hotels/motels in the city.

Exhibit 9: Hotel/Motel Inspection Goals

Hotels/Motels Inspection Goals 2013	Annual Inspections	Enhanced Inspections	Complaint Investigations
Goal	15	2	as needed
Q1	8	0	1
Q2	3	0	2
Q3	1	1	2
Q4	2	2	0
Year, Total	14	3	5

Annual Inspections:

Costa Mesa Code Enforcement and the Orange County Health Department will conduct an annual inspection at each hotel/motel in Costa Mesa. This inspection will be performed on approximately 20% of the hotel/motel rooms or approximately 8-10 rooms total if the hotel/motel has greater than 40 rooms. This annual inspection will ensure all property maintenance and health and safety standards are being maintained at the hotels/motels throughout the city.

Enhanced Inspections:

An enhanced inspection requires inspecting all of the in-service rooms at a hotel/motel. At the end of each calendar year, staff will determine which hotels/motels will be scheduled enhanced inspections for the following year. To make this determination, staff will take into consideration hotel/motel maintenance history, prior inspection results, and complaints.

An enhanced inspection may be scheduled for that same year to inspect the rest of the rooms if a high quantity of concerns or violations are identified during the annual inspection.

Complaint Investigations:

All sub-standard housing, health and safety, and property maintenance complaints will be documented. Cases will be created to resolve these complaints as well as to identify and document reoccurring issues at the hotels/motels that may require an enhanced inspection of additional rooms or additional areas of the property.

Quarterly inspection results are in Exhibit 10A to show the number of rooms inspected, total number of violations, and average violations per room that were inspected.

Activity Highlights

Hotel/Motel Inspections

This quarter, staff inspected 4 hotels/motels. For the year, staff conducted 14 annual inspections and 3 enhanced inspections (Exhibit 9). Exhibit 10A portrays the number of violations observed during the hotel/motel inspections for Quarter 4.

Exhibit 10B provides information on the fines issued for violations observed during the hotel/motel inspections for the quarter. Health and safety violations receive an immediate fine. However, building code violations have a 30-day period for correction. If the property is not in compliance by the end of the period, a citation is issued. Any of the fines issued can be appealed within 30 days of issuance.

Exhibit 10C portrays a detailed table of the violations observed during the hotel/motel inspections for the fourth quarter of 2013.

Exhibit 10A: Hotel/Motel Inspections, October 1 to December 31, 2013

Hotel/Motel Name	Address	# of Rooms at Motel	Inspection Date	Case#	Number of Rooms Inspected	Number of Violations	Avg # of Violations per Room
Ali Baba	2250 Newport Blvd	42	10/02/13	CI-13-0225	33	62	1.88
Sandpiper	1967 Newport Blvd	44	11/01/13	CI-13-0241	36	21	0.58
Ana Mesa	3597 Harbor Blvd	52	11/06/13	CI-13-0242	49	46	0.94
Harbor Bay	2026 Harbor Blvd	48	12/17/13	CI-13-0251	47	32	0.68

Exhibit 10B: Hotel/Motel Inspection Fines, October 1 to December 31, 2013

Hotel/Motel Name	Case#	Fine Type	Fines	Total Fine Amount	Total Fine Amount Collected
Ali Baba	CI-13-0225	Health and Safety	21	\$3,150.00	\$3,150.00
Ali Baba	CI-13-0225	Building Code	0	\$0	\$0
Sandpiper	CI-13-0241	Health and Safety	1	\$150.00	\$150.00
Sandpiper	CI-13-0241	Building Code	0	\$0	\$0
Ana Mesa	CI-13-0242	Health and Safety	0	\$0	\$0
Ana Mesa	CI-13-0242	Building Code	0	\$0	\$0
Harbor Bay	CI-13-0251	Health and Safety	0	\$0	\$0
Harbor Bay	CI-13-0251	Building Code	0	\$0	\$0

Note: although some building code fines are \$0, it may be the case that the fine has not been issued since property owners have 30 days to correct the issue before being issued a fine.

Exhibit 10C: Hotel/Motel Inspection Details, October 1 to December 31, 2013

Hotel/Motel			Inspection Date
Ali Baba			10/02/2013
Violation description	Code	Violation Type	QTY
Appliance not in working order	(CMMC 20-11[u])	Building Code	3
Damaged or deteriorated electrical equipment, wiring and/or appliances	(CMMC 20-11[s])	Building Code	9
Damaged or deteriorated plumbing fixture(s)	(CMMC 20-11[t])	Building Code	4
Damaged or deteriorated windows and/or glass doors	(CMMC 20-6[g])	Building Code	1
Deteriorated wall(s) or peeling paint	(CMMC 20-6[d])	Building Code	21
Insect, rodent, or vermin activity	(CMMC 20-6[q])	Health and Safety	1
Smoke detector not functioning properly or missing	(IPMC 704.1)	Building Code	21
Window or glass door screen has tears, rips, and/or holes	(CMMC 20-6[h])	Building Code	2

Hotel/Motel			Inspection Date
Sandpiper			11/01/2013
Violation description	Code	Violation Type	QTY
Bathroom fan/vent does not work properly	(CMMC 20-11[u])	Building Code	1
Damaged or deteriorated electrical equipment, wiring and/or appliances	(CMMC 20-11[s])	Building Code	2
Damaged or deteriorated flooring	(CMMC 20-11[b2])	Building Code	1
Damaged or deteriorated plumbing fixture(s)	(CMMC 20-11[t])	Building Code	2
Damaged or deteriorated windows and/or glass doors	(CMMC 20-6[g])	Building Code	1
Deteriorated wall(s) or peeling paint	(CMMC 20-6[d])	Building Code	9
Insect, rodent, or vermin activity	(CMMC 20-6[q])	Health and Safety	2
Window or glass door screen has tears, rips, and/or holes	(CMMC 20-6[h])	Building Code	3

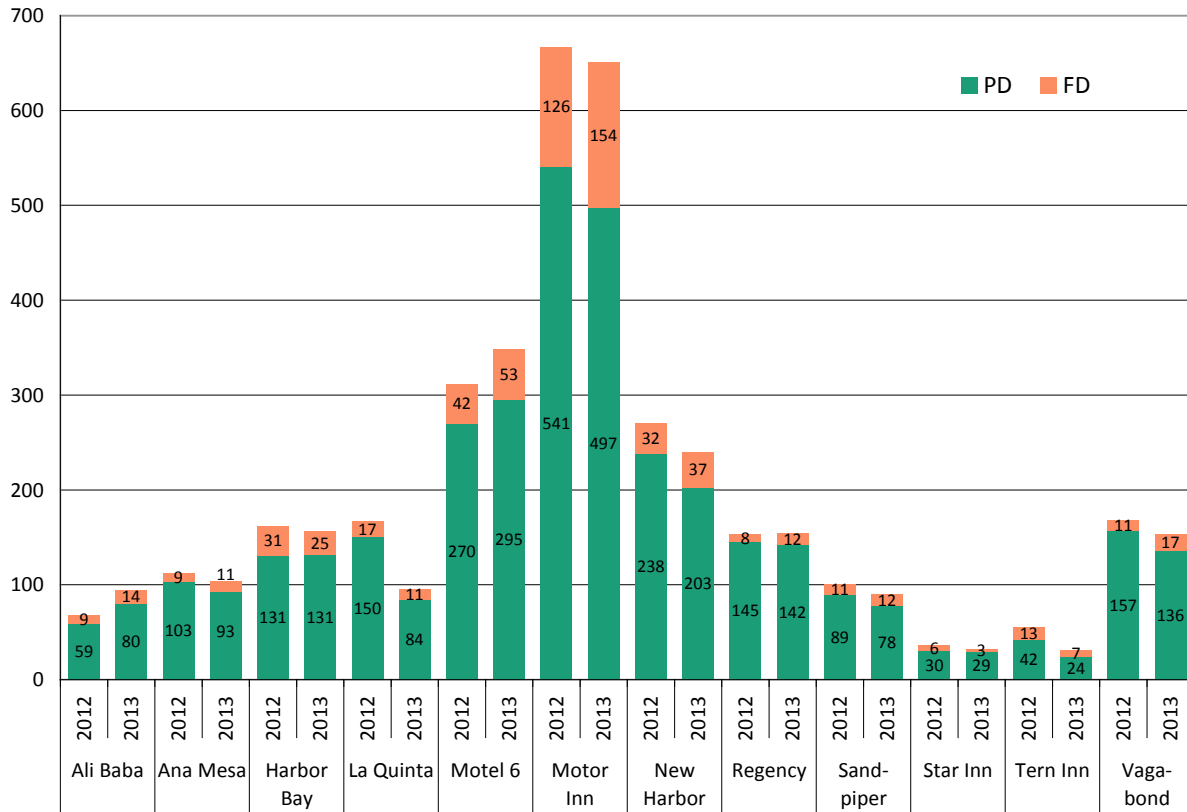
Hotel/Motel			Inspection Date
Ana Mesa			11/06/2013
Violation description	Code	Violation Type	QTY
Deteriorated wall(s) or peeling paint	(CMMC 20-6[d])	Building Code	15
Damaged or deteriorated electrical equipment, wiring and/or appliances	(CMMC 20-11[s])	Building Code	10
Accumulation of litter, rubbish or weeds	(CMMC 20-11[e])	Building Code	6
Damaged or deteriorated flooring	(CMMC 20-11[b2])	Building Code	5
Window or glass door screen has tears, rips, and/or holes	(CMMC 20-6[h])	Building Code	5
Bathroom fan/vent does not work properly	(CMMC 20-11[u])	Building Code	2
Damaged or deteriorated plumbing fixture(s)	(CMMC 20-11[t])	Building Code	2
Damaged or deteriorated windows and/or glass doors	(CMMC 20-6[g])	Building Code	1

Hotel/Motel			Inspection Date
Harbor Bay			12/17/2013
Violation description	Code	Violation Type	QTY
Deteriorated wall(s) or peeling paint	(CMMC 20-6[d])	Building Code	14
Accumulation of litter, rubbish or weeds	(CMMC 20-11[e])	Building Code	5
Damaged or deteriorated plumbing fixture(s)	(CMMC 20-11[t])	Building Code	5
Window or glass door screen has tears, rips, and/or holes	(CMMC 20-6[h])	Building Code	5
Bathroom fan/vent does not work properly (CMMC 20-11[u])	(CMMC 20-11[u])	Building Code	2
Damaged or deteriorated flooring (CMMC 20-11[b2])	(CMMC 20-11[b2])	Building Code	1

Police and Fire Department Activity at Hotels/Motels

Exhibit 11 compares the Police Department and Fire Department calls for service for 2013 with 2012. In 2012, there were 2,270 police and fire department calls for service. This figure slightly decreased in 2013 to 2,148. **Only the Ali Baba, Motel 6, and Regency had increases in total calls for service associated with their address from 2012 to 2013.** The Ali Baba had the most significant increase (36%) in total calls for service, which results in an average increase of 1.75 calls per month. The La Quinta and Tern Inns had the most significant decreases, approximately 43% each, in total calls for service.

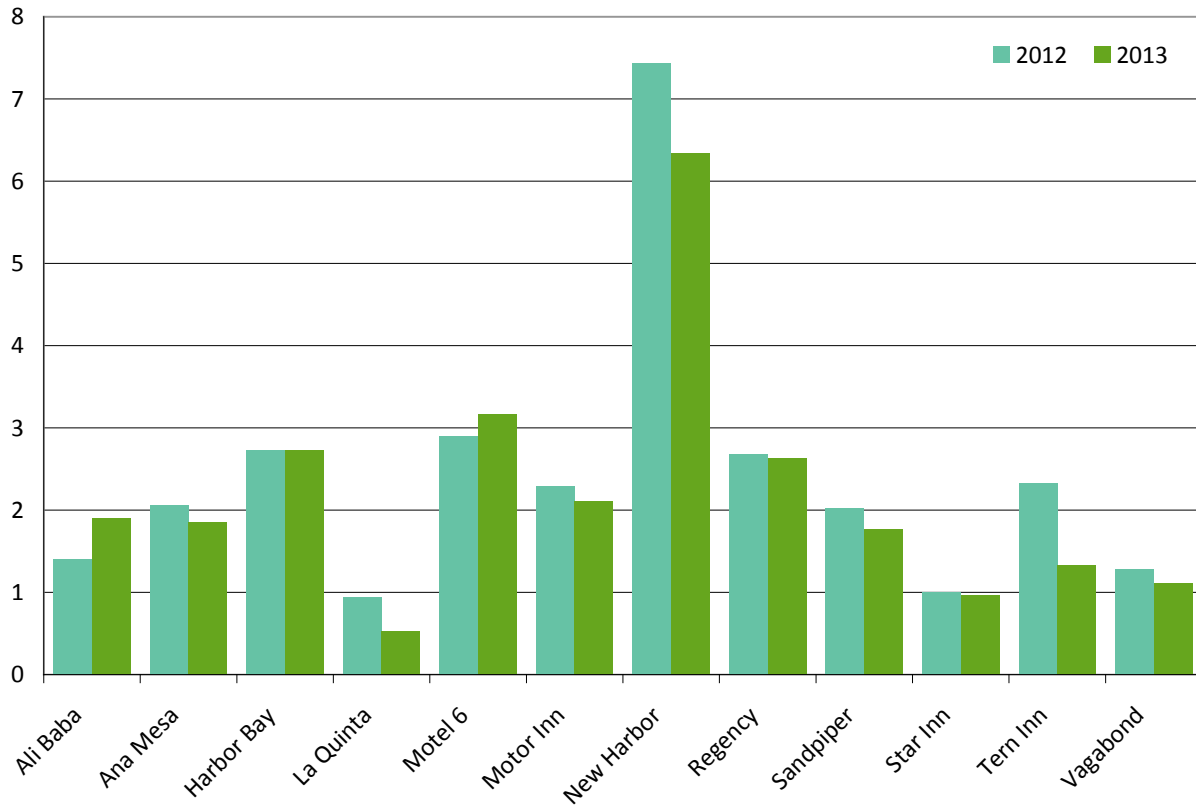
Exhibit 11: Police Department (PD) and Fire Department (FD) Activity (Calls for Service), 2012 to 2013 (January 1 to December 31)



	Ali Baba		Ana Mesa		Harbor Bay		La Quinta		Motel 6		Motor Inn	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Total CFS	68	94	112	104	162	156	167	95	312	348	667	651
	New Harbor		Regency		Sandpiper		Star Inn		Tern Inn		Vagabond	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Total CFS	270	240	153	154	100	90	36	32	55	31	168	153

This report compares the Police Department calls for service per motel/hotel room for 2013 – [1,792 calls] with 2012 – [1,955 calls] (see Exhibit 12). **In 2013, the combined police calls for service for the 12 hotels/motels decreased by 163 (8.3%) relative to 2012.** Additionally, 9 of the 12 analyzed hotels/motels had fewer calls for service associated with their address relative to 2012 (see Appendix A).

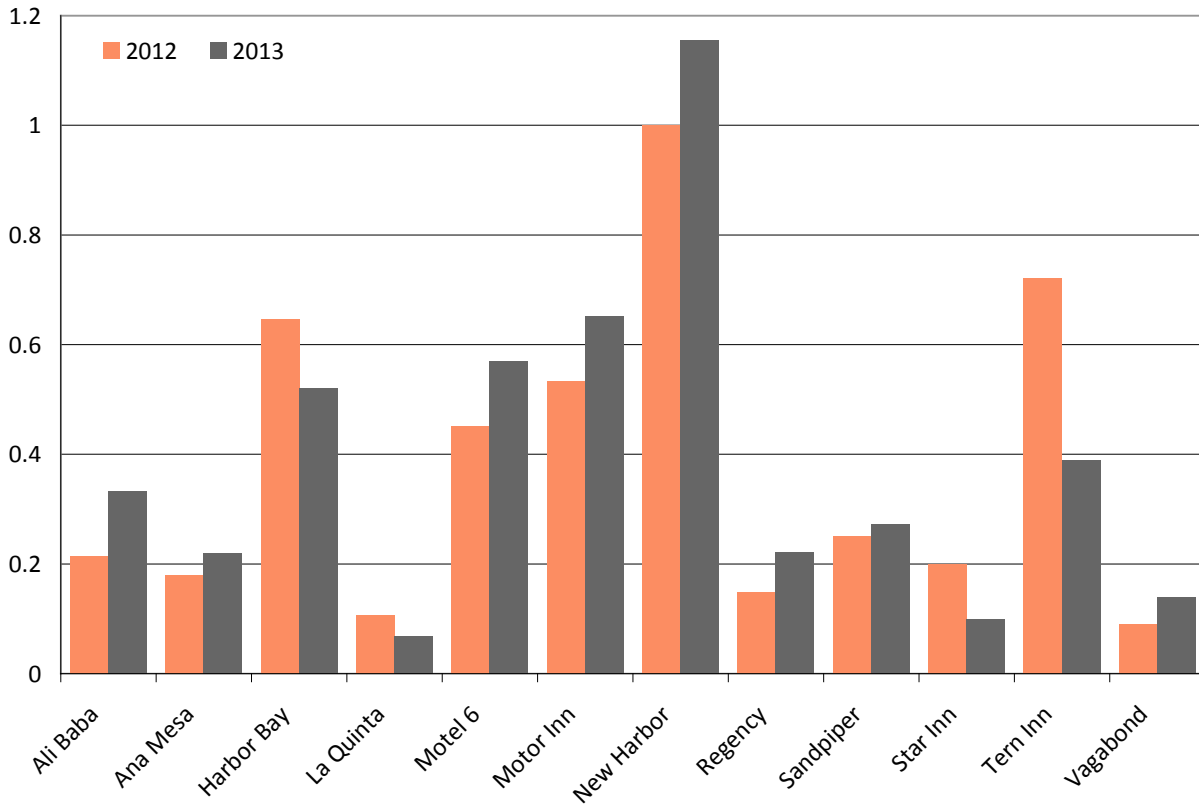
Exhibit 12: Police Department (PD) Activity (Calls for Service) per Hotel/Motel Room 2012 to 2013 (January 1 to December 31)



A detailed table of police department activity (calls for service) at motels/hotels for 2012-2013 (January – December) is located in Appendix A.

This report compares the Fire Department calls for service per hotel/motel room for 2013 [356 calls] with 2012 [315 calls] (see Exhibit 13). **In 2013, the combined fire/rescue calls for service for the 12 hotels/motels increased by 41 (13.0%) relative to 2012.** Additionally, of the 12 analyzed hotels/motels with calls for service associated with their address, 8 had an increase and 4 had a decrease in calls for service relative to 2012. Fire Department calls for service include both fire and medical related calls.

Exhibit 13: Fire Department (FD) Activity (Calls for Service) per Hotel/Motel Room 2012 to 2013
(January 1 to December 31)



Nuisance Properties

Objective

Develop and maintain a current inventory of nuisance properties. Work closely with property owners in an effort to ensure that these nuisance properties comply with zoning restrictions and that neighborhoods maintain a healthy balance between providing homes for individuals in a community setting and maintaining the family environment of a neighborhood.

Exhibit 14: Nuisance Property Goals

Nuisance Property Goals for 2013	Good Neighbor Visits	Inspections	Complaints Received	Active Cases*	Active Cases Closed with 100% Compliance	Contacts
Goal	60	60	reduction	as needed	100%	as needed
Q1	25	23	10	3	1(33%)	80
Q2	4	22	4	13	7(54%)	80
Q3	17	41	14	28	8(29%)	69
Q4	14	65	10	32	26(81%)	35
Year, Total	60	151	38	48	42(93%)	264

*Active cases include all new cases in a time period as well as any unclosed cases from the previous time period.

Goal Achievement Strategy

Good Neighbor Visits:

The staff's goal for the visits is to proactively address frequent complaints. The code enforcement officer performs visits to properties for which the City has received multiple complaints of nuisance activity, in order to establish a relationship and raise awareness about code enforcement efforts for properties that are generating multiple complaints. In addition, the officer presents the property owners with the most common code enforcement complaints and suggests methods to mitigate those impacts. The officer also discusses the impact that these nuisance properties have on their surrounding neighborhood and encourages them to be active, responsible neighbors. These types of visits can decrease in quarters where other workload areas increase.

Inspections:

Inspections are conducted in response to complaints received or a violation observed by the Code Enforcement Officer. Inspections are conducted in order to substantiate or refute complaints, and seek and verify compliance.

Complaints Received:

Residents reach out to code enforcement when properties create secondary effects such as loitering, excessive noise, congregation of smoking that impacts the neighbors' use and

enjoyment of their home, and traffic and parking problems. Depending on the type of complaint, the officer may perform a good neighbor visit or inspection of the property.

Active Cases:

The total number of cases the officer handled during the time period. Active cases include all new cases in a time period, as well as any unclosed cases from the previous time period.

Active Cases Closed:

The code enforcement officer seeks compliance once a violation is observed. The officer uses all available enforcement methods to achieve complete compliance. Cases may be closed once the property has remedied all violations observed by the officer. The percentage of cases closed is the number of cases closed divided by the number of active cases handled in a quarter.

Citations Issued by the Nuisance Property Specialist

Listed are citations issued by the City’s Nuisance Property Specialist based on complaints and monitoring schedule (see Exhibit 15). In Quarter 4, there were no citations issued. This result can partially be explained since 26 active cases were closed in Quarter 4. Cases are closed once complete code compliance is achieved (i.e. all violations have been corrected). In addition, in accordance with state law, Code Enforcement routinely voids citations that are written for building code violations when the violator complies with corrective actions within a defined timeframe. ***An increased enforcement approach on these properties will commence at the start of 2014 for property owners who have not demonstrated cooperation in addressing violations.***

Exhibit 15: Citations Issued by the Nuisance Property Specialist, (October 1 – December 31, 2013)

Date	Citation#	Violations	Violation(s) Description	Fine Amount
Total		0		\$0

Exhibit 16: Cases Closed, (October 1 – December 31, 2013)

Case #	Date Opened	Violation	Date Closed
CI-13-0126	04/12/2013	loitering, traffic, landscape	11/20/2013
CI-13-0129	04/12/2013	smoking and noise	12/17/2013
CI-13-0162	06/12/2013	traffic, trash, trash cans	11/15/2013
CI-13-0164	06/17/2013	Disturbing the peace, excessive traffic, smoking, loud noise	11/08/2013
CI-13-0166	06/24/2013	garage conversion	11/19/2013
CI-13-0193	08/01/2013	loitering, noise, smoking, neighbors scared	12/24/2013
CI-13-0195	07/05/2013	possible zoning violations	12/04/2013

CI-13-0196	08/08/2013	RF, multiple issues	10/30/2013
CI-13-0197	08/09/2013	zoning violations	11/04/2013
CI-13-0200	08/09/2013	garage conversion	11/04/2013
CI-13-0202	08/13/2013	zoning	12/30/2013
CI-13-0204	08/19/2013	complaint invest., fire clearance	12/05/2013
CI-13-0210	09/04/2013	cigarette smoke, loud conversations, cars/traffic	11/08/2013
CI-13-0213	09/06/2013	garage conversion, unmaintained parking area	12/06/2013
CI-13-0216	09/06/2013	zoning	11/15/2013
CI-13-0218	09/12/2013	urine bottles over wall	12/04/2013
CI-13-0221	09/26/2013	pool gates left open	11/25/2013
CI-13-0227	10/09/2013	possible zoning violations	11/14/2013
CI-13-0228	10/09/2013	possible zoning violations	11/08/2013
CI-13-0229	10/09/2013	possible zoning violations	11/15/2013
CI-13-0239	10/23/2013	zoning violations	10/28/2013
CI-13-0240	10/28/2013	garage conversion, excessive traffic/vehicles	12/20/2013
CI-13-0243	11/12/2013	vans blocking sidewalk, trash cans out	11/14/2013
CI-13-0244	11/13/2013	unpermitted construction	12/05/2013
CI-13-0248	11/18/2013	illegal construction	12/03/2013
CI-13-0250	12/16/2013	illegal construction	12/23/2013

SAFE NEIGHBORHOODS/COMMUNITY IMPROVEMENT AREA PROGRAM

Community Improvement Area Strategy, Results and Goals

The Community Improvement Area Program enlists code enforcement officers to assist property owners and residents in improving their communities and bringing their properties into compliance with the City's municipal code. The Program consists of two phases. The first phase includes initial inspections, community cleanups, continuous communication, and relationship building with property owners and residents. The second phase is the enforcement phase and includes follow-up inspections and issuing Notice of Violations.

Objective

To enhance community safety and neighborhood pride through a variety of proactive methods including physical improvements, formation of partnerships between owner/tenant/city, and improved communication with City Hall and community.

Area: Coolidge/Fillmore and Mission/Mendoza

The first community improvement area comprises the Coolidge/Fillmore and Mission/Mendoza zones. Prior to September 2013, three code enforcement officers were responsible for 163 properties in the community improvement area. These units were assessed to evaluate and list any Title 20 Municipal Code violations. As of September 2013, one officer is responsible for the 163 properties. Many improvements have been made to the areas such as: property improvements, increased communication between owners, tenants, and the City, and an increased neighborhood watch atmosphere. The status of the area is continuously monitored for property improvements, graffiti, and illegal dumping. Many residents have expressed gratitude for the City's efforts with the continued improvements in the area and have asked to be a part of any community improvement events. The residents who have lived in these areas for a long time have stated that there are marked improvements.

Exhibit 17: Community Improvement Area Goals – Phase One

Community Improvement Area Goals for 2013	Open Cases	Cases Closed with 100% Compliance	Community Outreach Meetings or Events Attended
Goal	114	49	12
Q1	163	3	5
Q2	160	5	4
Q3	155	12	1
Q4	143	11	1
Year, 2013	132	31	11

Exhibit 18: Community Improvement Area Goals – Phase Two

Community Improvement Area Goals for 2013	Open Cases	Follow up Inspections of Open Cases	Notice of Violations Issued
Goal	114	100%	*see note
Q1	163	--	--
Q2	160	--	--
Q3	155	--	--
Q4	143	--	5
Year, 2013	132	--	5

*Notice of Violations were only issued in Quarter 4. All notices were corrected on time and did not result in citations. The NOVs sent were for sub-standard housing and for lack of progress on necessary repair work.

Photos of example properties in the community improvement area are in Appendix B.

Goal Achievement Strategy

Open Cases:

Once an assessment area is assigned, the properties in the designated area are inspected for municipal code violations. These properties constitute the initial number of open cases. Open cases include all new cases in a time period as well as any unclosed cases from the previous time period.

Properties with Work in Progress:

After initial inspections, properties that are actively working on fixing violations are categorized as “work in progress.”

Cases Closed with 100% Compliance:

The code enforcement officer seeks compliance once a violation is observed. The officer uses all available enforcement methods to achieve complete compliance. Cases may be closed once the property has remedied all violations observed by the officer.

Follow-up Inspections:

The code enforcement officer will maintain contact with property owners and reinspect properties until 100% compliance is achieved. In the second phase of the process, properties that show no work in progress or are uncooperative will be reinspected.

Notice of Violations Issued:

Notice of Violations will be issued in the second phase of the program (commencing at the start of 2014) after the code enforcement officer has already exhausted efforts in bringing properties into compliance.

Annual Goal for Crime Free Program

This year's priority is the completion of property repairs but we will continue to evaluate the "Crime Free" program and develop strategy to implement phase one for multi-unit housing within our assessment area.

Community Outreach Strategy

Considering the restructuring and reorganization with all city services, priority must be placed on strengthening and maintaining a connection with all communities in Costa Mesa. Our strategy is to work close with CMPD to report any criminal activity within the communities and engage owners/managers to intervene with tenants when non-police, co-habitation issues arise.

Due to the holidays and schedules, only one meeting was attended in Quarter 4.

On 11/19/2013, the code enforcement officer met with a community group (including OCCCO members) at 1036 Mission Drive to discuss the proposed community cleanup. Discussion also included:

- Offers from Coolidge/Fillmore residents to help with the Mission/Mendoza cleanup
- Fillmore resident reported a dispute with a neighbor who was creating trouble with other tenants and neighbors. PD calls for service were reported.

Note: This claim was investigated as a team approach with CMPD and Code Enforcement working with the property manager and resulted in the problem tenant being served an eviction notice by the owner.

Annual Community Outreach Goals:

Code Enforcement staff takes every opportunity to speak with residents and owners within the assessment area about our shared goals for the community. They stress the importance of pride of ownership and the reward of partnership. Staff also stresses the importance of reporting violations such as substandard living conditions and illegal garage conversions. They want to provide the needed tools for residents to take charge of their neighborhoods. They will continue to conduct neighborhood meetings and to engage residents to take part in an annual neighborhood cleanup.

APPENDIX A

Police Department Activity (Calls for Service) at Motels/Hotels, 2012 - 2013 (January 1 – December 31)

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls for 12 Months	Avg Calls Per Room Per Month	Avg Calls Per Room Per Year	
Ali Baba	Guest Rooms																
2012		42	6	7	3	3	4	4	5	9	5	7	4	2	59	0.117	1.40
2013		42	4	9	10	12	2	10	17	4	2	3	6	1	80	0.159	1.90
Difference		-2	2	7	9	-2	6	12	-5	-3	-4	2	-1	21	0.042	0.50	
Ana Mesa	Guest Rooms																
2012		50	6	16	12	7	7	4	16	9	8	7	3	8	103	0.172	2.06
2013		50	6	6	14	9	11	8	7	8	6	8	5	5	93	0.155	1.86
Difference		0	-10	2	2	4	4	-9	-1	-2	1	2	-3	-10	-0.017	-0.20	
Harbor Bay	Guest Rooms																
2012		48	8	11	5	21	12	11	13	20	9	6	7	8	131	0.227	2.73
2013		48	6	11	10	10	6	18	16	17	11	7	9	10	131	0.227	2.73
Difference		-2	0	5	-11	-6	7	3	-3	2	1	2	2	0	0.000	0.00	
La Quinta	Guest Rooms																
2012		159	13	10	11	10	26	16	11	15	10	18	4	6	150	0.079	0.94
2013		159	9	5	3	4	5	6	4	7	3	21	13	4	84	0.044	0.53
Difference		-4	-5	-8	-6	-21	-10	-7	-8	-7	3	9	-2	-66	-0.035	-0.42	
Motel 6 (Gisler)	Guest Rooms																
2012		93	20	15	28	32	15	21	35	23	19	28	18	16	270	0.242	2.90
2013		93	18	22	17	31	32	26	22	14	50	23	22	18	295	0.264	3.17
Difference		-2	7	-11	-1	17	5	-13	-9	31	-5	4	2	25	0.022	0.27	
Motor Inn	Guest Rooms																
2012		236	37	36	32	32	43	54	51	43	52	85	44	32	541	0.191	2.29
2013		236	31	32	69	58	46	61	31	43	34	25	36	31	497	0.175	2.11
Difference		-6	-4	37	26	3	7	-20	0	-18	-60	-8	-1	-44	-0.016	-0.19	
New Harbor	Guest Rooms																
2012		32	19	17	16	24	20	18	26	21	28	22	10	17	238	0.620	7.44
2013		32	25	19	12	4	14	14	9	23	41	22	10	10	203	0.529	6.34
Difference		6	2	-4	-20	-6	-4	-17	2	13	0	0	-7	-35	-0.091	-1.09	
Regency	Guest Rooms																
2012		54	6	7	14	18	29	13	11	8	12	7	11	9	145	0.224	2.69
2013		54	6	7	9	7	16	13	16	15	19	15	13	6	142	0.219	2.63
Difference		0	0	-5	-11	-13	0	5	7	7	8	2	-3	-3	-0.005	-0.06	
Sandpiper	Guest Rooms																
2012		44	8	8	9	15	9	15	3	6	5	3	3	5	89	0.169	2.02
2013		44	5	6	11	3	5	7	11	5	5	3	7	10	78	0.148	1.77
Difference		-3	-2	2	-12	-4	-8	8	-1	0	0	4	5	-11	-0.021	-0.25	
Star Inn	Guest Rooms																
2012		30	2	1	3	0	7	0	2	0	6	0	6	3	30	0.083	1.00
2013		30	5	6	7	1	2	1	2	4	0	1	0	0	29	0.081	0.97
Difference		3	5	4	1	-5	1	0	4	-6	1	-6	-3	-1	-0.003	-0.03	
Tern Inn	Guest Rooms																
2012		18	6	8	7	9	1	4	2	0	1	3	1	0	42	0.194	2.33
2013		18	2	5	3	1	1	3	0	1	3	3	1	1	24	0.111	1.33
Difference		-4	-3	-4	-8	0	-1	-2	1	2	0	0	1	-18	-0.083	-1.00	
Vagabond	Guest Rooms																
2012		122	10	9	18	16	14	15	22	12	5	12	15	9	157	0.107	1.29
2013		122	7	9	11	12	22	14	8	6	14	13	12	8	136	0.093	1.11
Difference		-3	0	-7	-4	8	-1	-14	-6	9	1	-3	-1	-21	-0.014	-0.17	
Total of Motels Above	Guest Rooms													Total Calls for 12 Months	Avg Calls Per Room Per Month	Avg Calls Per Room Per Year	
2012		928	141	145	158	187	187	175	197	166	160	198	126	115	1955	0.176	2.11
2013		928	124	137	176	152	162	181	143	147	188	144	134	104	1792	0.161	1.93
Difference		-17	-8	18	-35	-25	6	-54	-19	28	-54	8	-11	-163	-0.015	-0.18	
		-12.1%	-5.5%	11.4%	-18.7%	-13.4%	3.4%	-27.4%	-11.4%	17.5%	-27.3%	6.3%	-9.6%	-8.3%	-8.3%		

We are encouraged that police calls for service in motels are down 8.3% from 2012 to 2013.

APPENDIX B Improvement Area Photos



976 El Camino (Before)



976 El Camino (After)



1040 El Camino (Before)



1040 El Camino (After)