

## **CONSULTING SERVICES SCOPE OF WORK FOR COUNTY PROPERTY MAINTENANCE CODE (CHAPTER 18)**

### **Conduct an evaluation and provide updates to County Code Chapter 18 – Environment.**

#### **Deliverables:**

- 1) Report of findings and recommendations to County;
- 2) A document to replace Ordinance 02-238 and Code Chapter 18

Consultancy timeframe: Approximately 9 months, January to September 2020

Cost: Up to \$50,000 for code work and outreach

#### **Code Content:**

- Review and do an analysis of three property violation types which have received most public attention: weeds, outdoor storage, and inoperable vehicles. Note: Inoperable vehicles is currently in Chapter 16.
- General clean-up of Chapter 18 code subsections:
  - Identify any language which is unclear, inconsistent within or between code sections, including duplication and redundancies.
  - Provide user-friendly language as needed for compliance requirements, procedures, standards, and definitions. Include code cross-referencing and jurisdictional responsibilities, and comprehensive index.
  - Design code sections within a logical framework with format conducive to inserting amendments.
- Recommendations for innovative and best practice methods for achieving code compliance. Practical user information on how to meet compliance. Comparative analysis of other communities' compliance programs including clean and lien programs for vacant properties, successes and lessons learned. Recommendations should consider expectations of the Los Alamos community and the County Council.
- Chapter 18 code work should be in alignment with Chapter 16 code work in terms of intended outcomes Recommendations for high- to low-priority violations.

#### **Property Compliance Processes:**

- Review code administrative compliance processes and program Policies and Procedures.
- Recommend potential options for improving process clarity for staff and public, efficiencies and reducing administrative burden, complaint intake process, managing and tracking code cases, response times, minimizing legal risk to County, and ensuring staff and public safety.
- Recommend which processes should be codified and/or in program policies and procedures.
- Recommend an evaluation process of code compliance officers.

#### **Program Performance Monitoring Process (for a defined period):**

- Recommend a program performance monitoring process for a period to follow implementation of the code amendments to measure finite performance changes.
- Performance monitoring should involve objective measures, and include:
  - Amount of time from when a violation has been identified to when the first violation notice is issued, amount of time between violation notices for the property owner or resident to address the violation, total amount of time taken for achieving compliance, case origin (i.e. inspector vs complaint generated), and court case outcomes. Statistical measures should be trackable through Energov database.

- Public feedback collection and assessment on the compliance program such as violation type enforcement priorities and penalties, staff customer service and responsiveness, perceived community impact, long term goals, and overall satisfaction with the program.

**Prepare an Appropriate Outreach Plan:**

- Recommend an outreach plan, schedule, tools, and events such as: County website information dissemination, media announcements, community survey, open house, meetings with County committees, Council work session, and final presentation at Council public meeting.
- Meet with CDAB members who will be available to provide code violation data and other information as needed, and will support the roll-out of the new code.