

Code Compliance

City Council Meeting
March 16, 2021

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Code Compliance Manager

Presentation Overview

- Code Compliance Budget and Personnel Overview
- Top Issues
- Changes Made and in Process
- Next Steps
- Questions

Code Compliance Budget and Personnel Overview

- The 2021 Fiscal Year budget is estimated at \$930K which includes \$250K in Community Development Block Grant funding.
 - Fourteen full time employees:
 - Ten Code Officer Positions (one in training and one posted)
 - Two Senior Development Center Representatives
 - One Supervisor
 - One Manager
 - Staff has a wide range of certifications to include:
 - State of Texas Code Licenses
 - State of Texas Animal Control Licenses
 - Numerous International Code Council Certifications
 - State of Texas Fire Inspector Certification

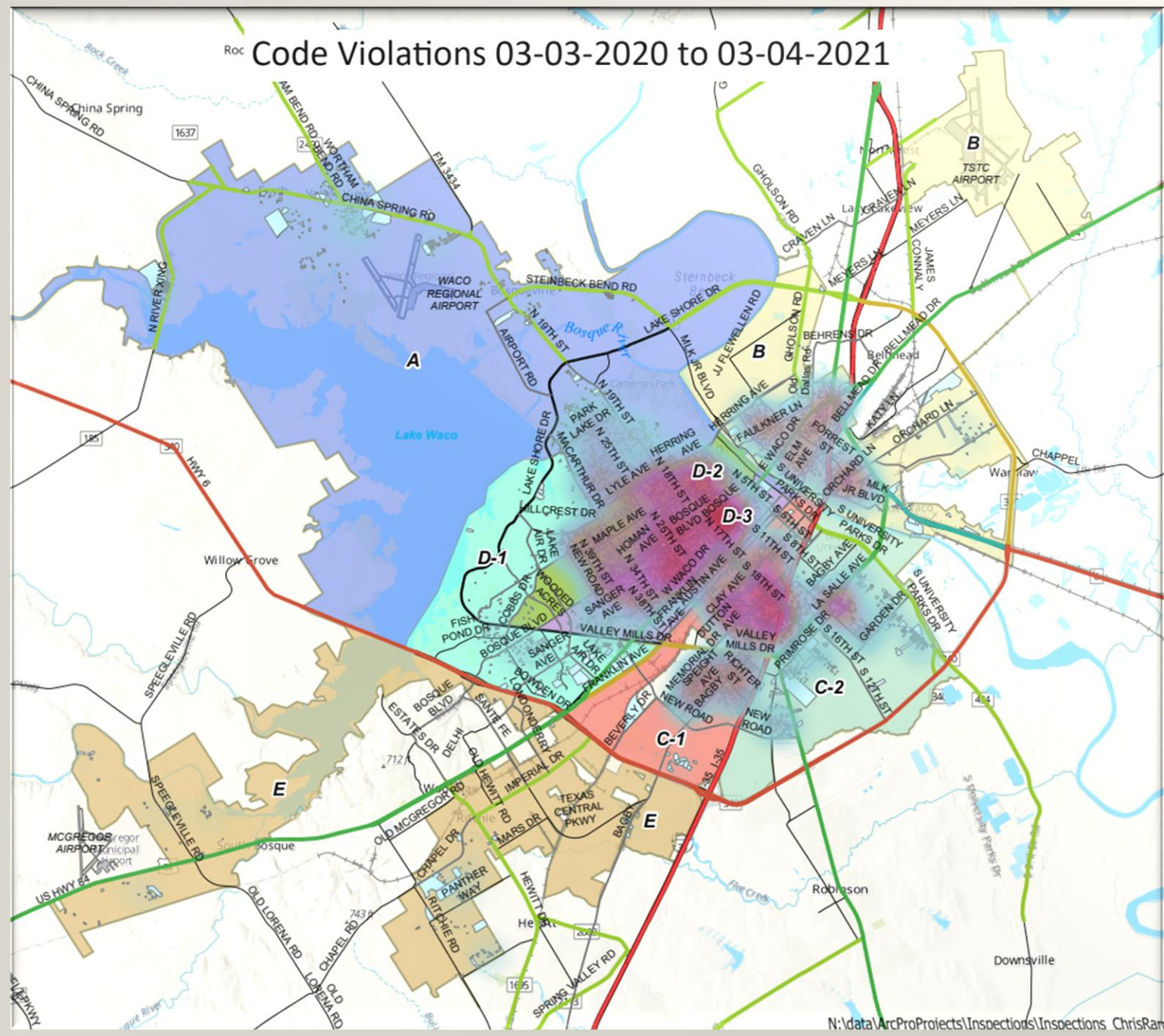
Top Issues

- Population growth of 9.68% from 2010 to 2018
 - Seven Code Officers until 2019
- Educating owners and residents on what constitutes a code violation.
- Short Term Rentals
- Aging housing stock
- Aging multi-family infrastructure

Changes Made and In Process

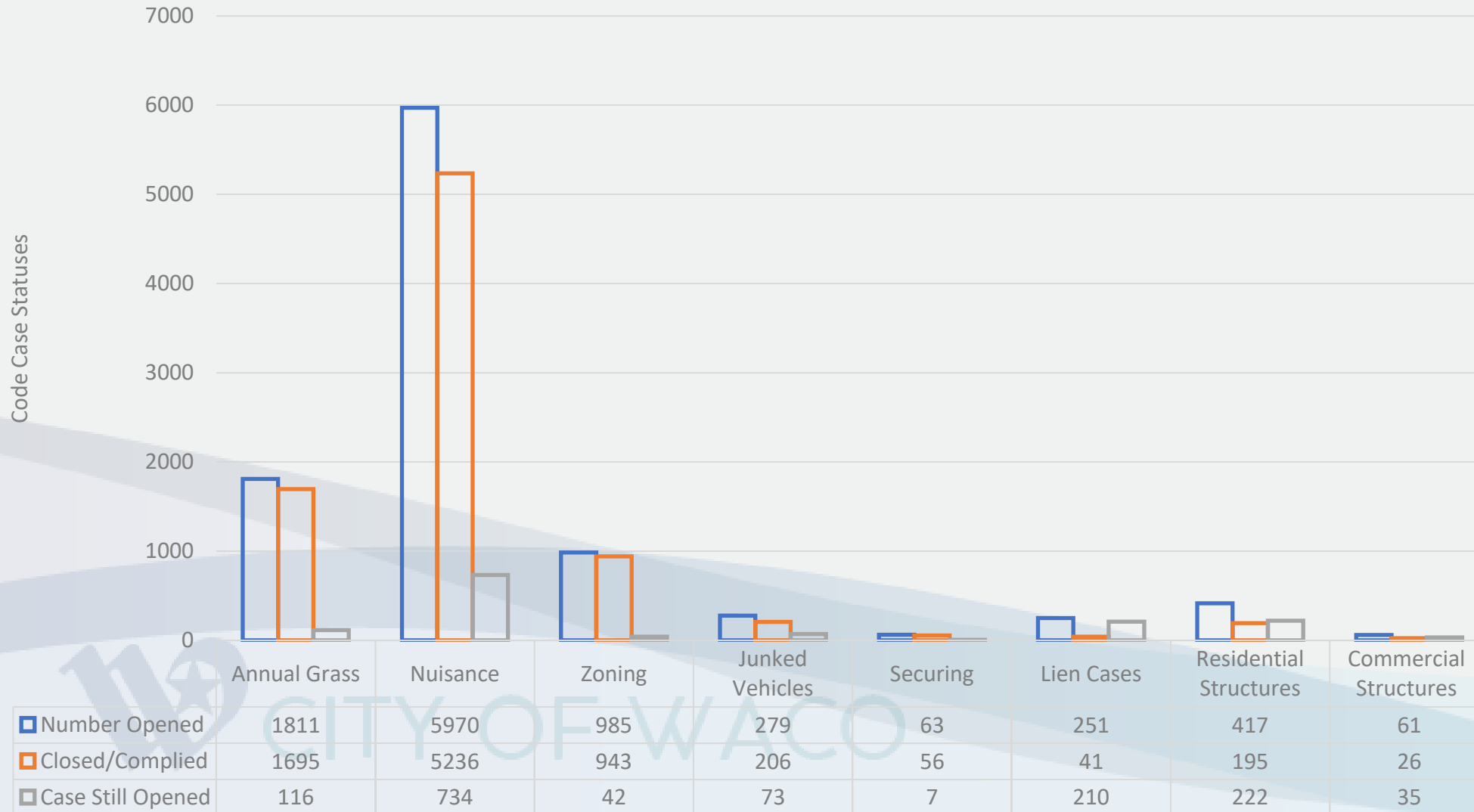
- Previous Alignment
 - Two Code Officers assigned per Council District
 - Geographically challenging
- Current Alignment
 - Code Manager position filled in January 2021
 - Five Geographic Areas
 - Providing an increased focus in and around central Waco and adjacent neighborhoods
- Future Alignment
 - Continue with five geographic areas
 - Continue to include more communication and education with fragile neighborhoods along with an increased focus on proactive work along commercial corridors

Code Violations 03-03-2020 to 03-04-2021



Code Compliance Case Overview

March 1, 2020 - February 28, 2021



Changes Made and In Process

- Communication
 - Neighborhood Association Engagement
 - Educate residents, owners and key stakeholders
 - Attend neighborhood association meetings at a minimum of once a quarter
 - Area Officer will serve as 1st Point of Contact
- Outreach
 - Collaborative effort with housing assistance

Changes Made and In Process

- Mowing
 - Explore opportunities to enhance and streamline the processes
 - Enforcement on vacant properties
 - Focus on repeat violators and problem properties
 - Exploring changes for calendar mowing cycle 2022

Changes Made and In Process

The Building Standards Commission serves as a mediation tool between the City of Waco and citizens by hearing appeals and providing final interpretation of the International Property Maintenance Code which typically includes issuing an order that a property must be repaired or demolished and applying civil penalties for delinquent compliance.

- Staff recognized a need for change due to:
 - A backlog of cases resulting in hearings lasting several hours.
 - A need for formula to apply an equitable distribution of civil penalties.
 - Board has final say

Changes Made and In Process (BSC continued)

- The program was revamped so that oversight was done by management and one code officer.
- Legal Staff conducts training and education for new members.
- A copy of the agenda is provided a week in advance and we will be doing the same on presentations moving forward.
- Monthly meetings
- Implemented in-house work sessions resulting in a more streamlined presentation that has increased quality while decreasing monthly meeting times.

Next Steps

- Enhanced Reporting
 - Quarterly reports by District
 - Review of Key Performance Indicators
 - More utilization of dashboard numbers
- Review “...the art of the possible” (Otto von Bismarck) as it relates to implementing a neighborhood enhancement team approach.
- Effort to reward those properties that are going above and beyond to make Waco the Heart of Texas
 - Keep Waco Beautiful

Next Steps

Review the possibility of enacting a multi family annual property inspection program

- Aging multi-family properties need a proactive review and more of an investment from owner stakeholders.
- Identify the known universe
- Exterior and interior inspections
- Risk based system
- Current Ordinances or a new one
- We anticipate this to be a self funded program and will be back in the future with more details.

Questions?



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