



# City of Cincinnati

801 Plum Street  
Cincinnati, OH 45202

## Agenda

### Equitable Growth & Housing

*Chairperson, Jeff Cramerding*  
*Vice Chairperson, Reggie Harris*  
*Councilmember, Meeka Owens*  
*Councilmember, Mark Jeffreys*  
*Councilmember, Anna Albi*  
*Vice Mayor, Jan-Michele Kearney*  
*Councilmember, Victoria Parks*  
*Councilmember, Scotty Johnson*  
*Councilmember, Seth Walsh*

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Tuesday, April 9, 2024

5:30 PM

Price Hill Recreation Center, 959 Hawthorne  
Avenue, Cincinnati, Ohio 45205

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### REVISED

### PRESENTATIONS

#### Building & Inspections Code Enforcement Process

Art Dahlberg, Director & Mark Manning, Assistant City Solicitor

#### Parking Enforcement

Markiea Carter, Director of DCED

#### 311

Bill Vedra, ECC Director

#### Litter Enforcement & Prevention

Jerry Wilkerson, Director of Public Services

### AGENDA

1. [202401061](#) **PRESENTATION** submitted by Sheryl M. M. Long, City Manager, dated 4/9/2024, regarding DCED parking enforcement.  
**Sponsors:** City Manager  
**Attachments:** [Transmittal](#)  
[Presentation](#)
2. [202401091](#) **PRESENTATION** submitted by Sheryl M. M. Long, City Manager, dated 4/9/2024, regarding Litter and Illegal Dumping.  
**Sponsors:** City Manager

**Attachments:**     [Transmittal](#)  
                              [Presentation](#)

3.     [202401092](#)     **PRESENTATION** submitted by Sheryl M. M. Long, City Manager, dated 4/9/2024, regarding 311Cincy Quality of Life .

**Sponsors:**     City Manager

**Attachments:**     [Transmittal](#)  
                              [Presentation](#)

4.     [202401093](#)     **PRESENTATION** submitted by Sheryl M. M. Long, City Manager, dated 4/9/2024, regarding the Property Maintenance Code Enforcement Program.

**Sponsors:**     City Manager

**Attachments:**     [Transmittal](#)  
                              [Presentation](#)

**April 9, 2024**

**To:** Members of the Equitable Growth and Housing Committee

**From:** Sheryl M. M. Long, City Manager

**Subject:** **Parking Enforcement**

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Attached is the DCED presentation regarding parking enforcement.

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# Parking Enforcement

Overview of **parking enforcement activities**, as overseen by the **Parking Division** of the Department of Community & Economic Development.

EQUITABLE GROWTH & HOUSING COMMITTEE – *Quality of Life Presentations*  
APRIL 9, 2024

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Department of Community & Economic Development ("DCED") // 513-352-6146 // #700, Two Centennial, 805 Central Ave., Cincinnati 45202



# Presentation Outline

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Parking Division Overview



Parking Enforcement Overview



What are we doing well?



What are we working to improve?



# Parking Division Overview

## MISSION

The mission Parking Services is to **deliver high-quality services to parking customers and promote a healthy downtown and local economy by providing professional facility management of the City's parking assets.**

## ABOUT

Unlike the rest of the department, Parking has both general fund obligations and operates as an enterprise fund; the efficiencies created in Parking contribute to the overall financial stability of the Department and subsequently the overall City budget. Parking is **an essential part of development activities**, so having Parking within DCED allows for more efficient and effective coordination during development processes.

## RESPONSIBILITIES INCLUDE:

- ☒ On-Street Parking Operations → *Includes enforcement*
- ☐ Off-Street Parking Operations
- ☐ Digital Parking Assets



# Parking Enforcement Overview

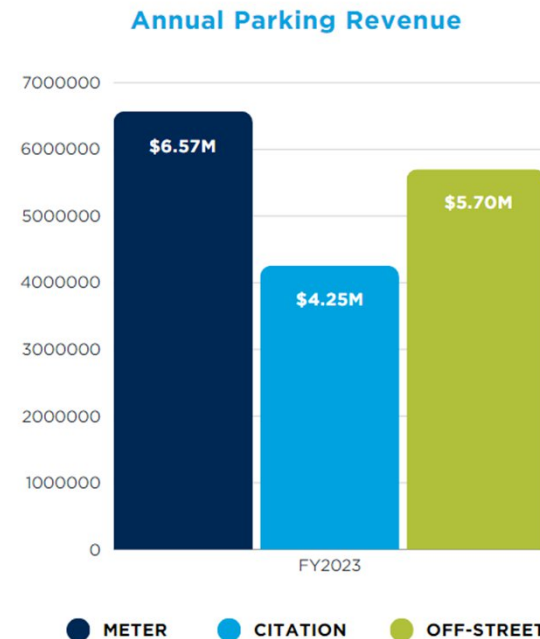
## WHY IS IT IMPORTANT?

- Enforcing parking regulations plays a significant role in bolstering the quality of life
  - *...in the business districts*, appropriate enforcement **assist business with creating necessary turnover** in limited curbside parking
  - *...in the neighborhoods*, appropriate enforcement allows for neighborhoods to **keep sidewalks, crosswalks, and other areas clear** to increase pedestrian safety and accessibility.
- Additionally, well planned and managed parking enforcement improves the lives of residents.
  - In particular, in on-street parking designated residential parking zones or in time-restricted areas, enforcement **allows residents appropriate access to their homes**.

# What are we doing well?

## REGARDING PARKING ENFORCEMENT

- Even as we work to increase staffing to an appropriate level, **our response time to citizen concerns and CPD dispatched parking situations is still commendable.**
- We prioritize quality of life issues and make great efforts to respond quickly to parking concerns in the neighborhoods.



# What are we working to improve?

## RE: PARKING ENFORCEMENT

- With increased staffing efforts under way, we can improve visible patrols and presence in the areas experiencing “peak time” parking issues.
  - *Including but not limited to a) restricted lanes in the AM and PM, b) no parking areas, creating visual obstructions for vehicle and pedestrian traffic, c) business districts during high traffic times, d) and other areas throughout the city dependent on on-street space turnover.*



# Thank You.



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April 09, 2024

**To:** Members of the Equitable Growth & Housing Committee

**From:** Sheryl M. M. Long, City Manager

**Subject:** Presentation – Litter and Illegal Dumping

202401091

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Attached is a Presentation regarding Litter and Illegal Dumping.

cc: Natasha S. Hampton, Assistant City Manager  
Jerry Wilkerson, Director, Public Services

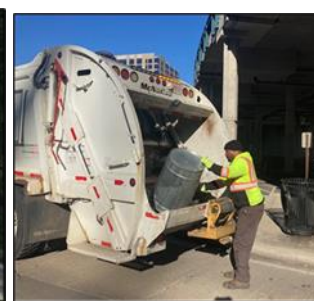
# Department of Public Services

## Litter & Illegal Dumping



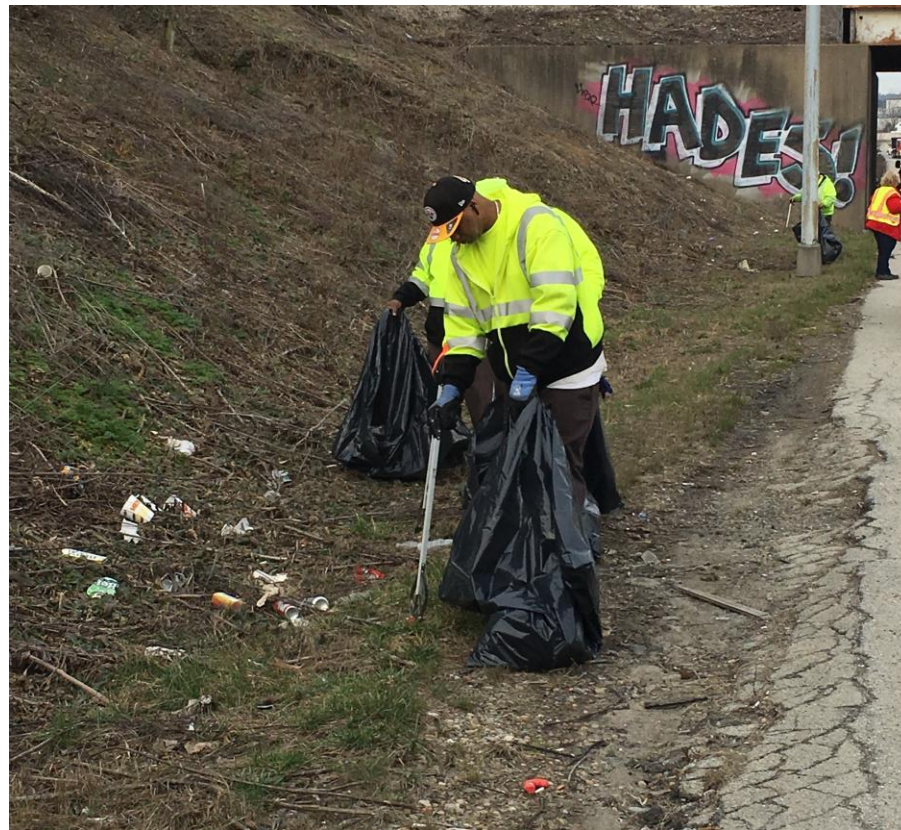
## Neighborhood Operations Division (NOD)

- To provide high-quality solid waste and enhancement services through the collection and disposal of materials in a reliable manner while preserving public health and promoting an attractive and sustainable environment.



# NOD Responsibilities

- Solid Waste Collection
- Right-of-Way (ROW) Street Maintenance
- Greenspace
- Bulk Item & Tire Collections
- Dead Animal Removal (ROW)
- Graffiti Removal (Public Property)
- Yard Waste Collections (Seasonal)
- Corner Can Collections
- Street Sweeping

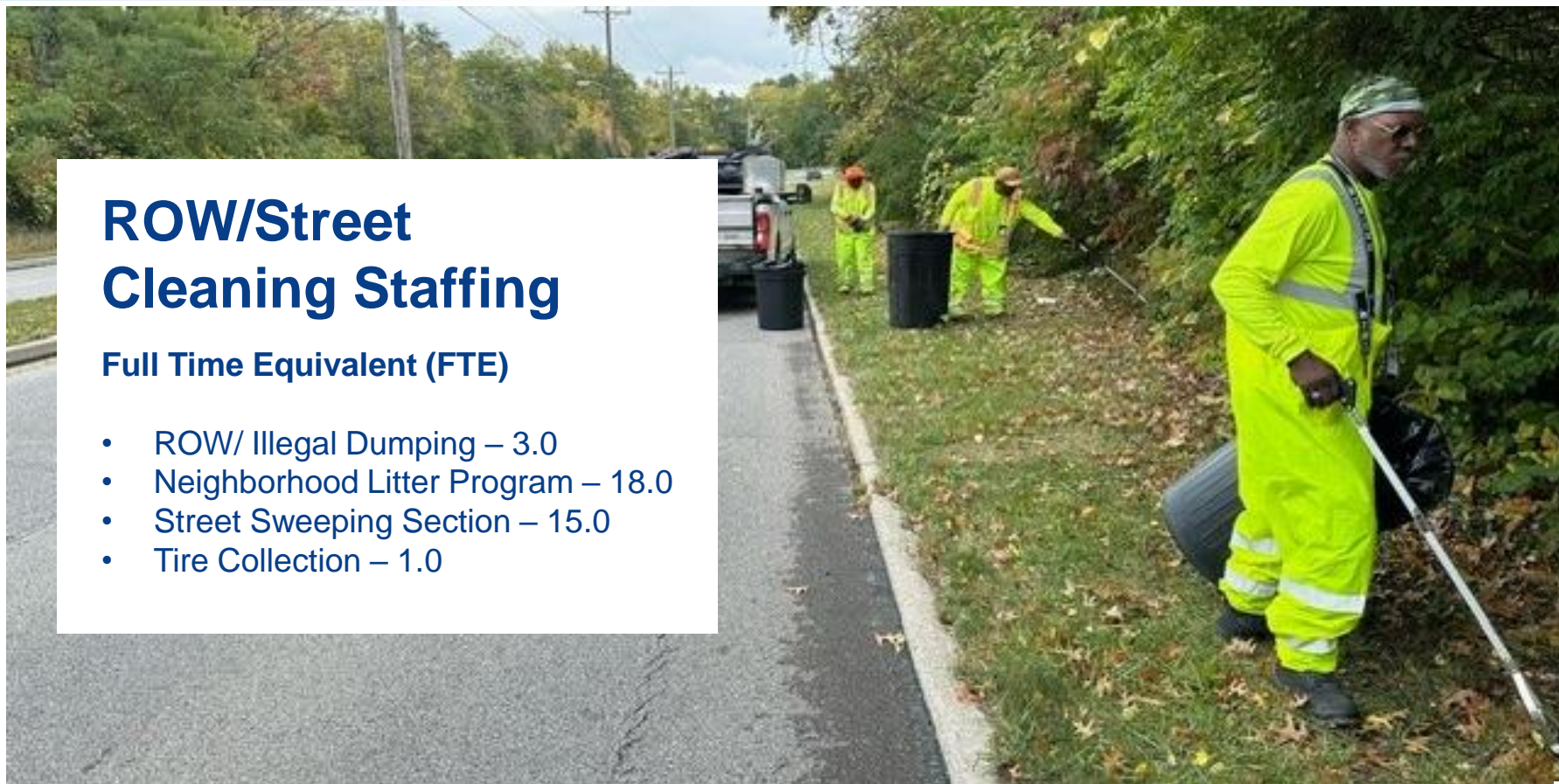




# ROW/Street Cleaning Staffing

## Full Time Equivalent (FTE)

- ROW/ Illegal Dumping – 3.0
- Neighborhood Litter Program – 18.0
- Street Sweeping Section – 15.0
- Tire Collection – 1.0



# Illegal Dumping Section

**Purpose:** To remove any illegally discarded waste such as furniture, appliances, trash, litter, or landscape cuttings upon any public right-of-way.



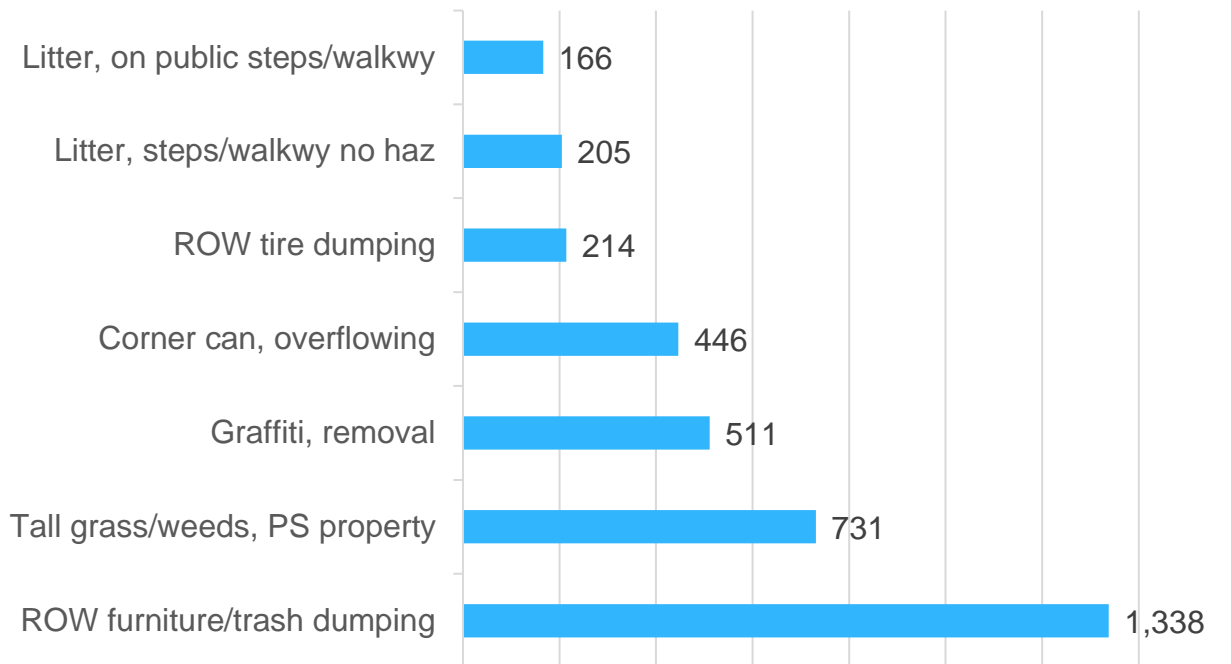


# Neighborhood Litter Program

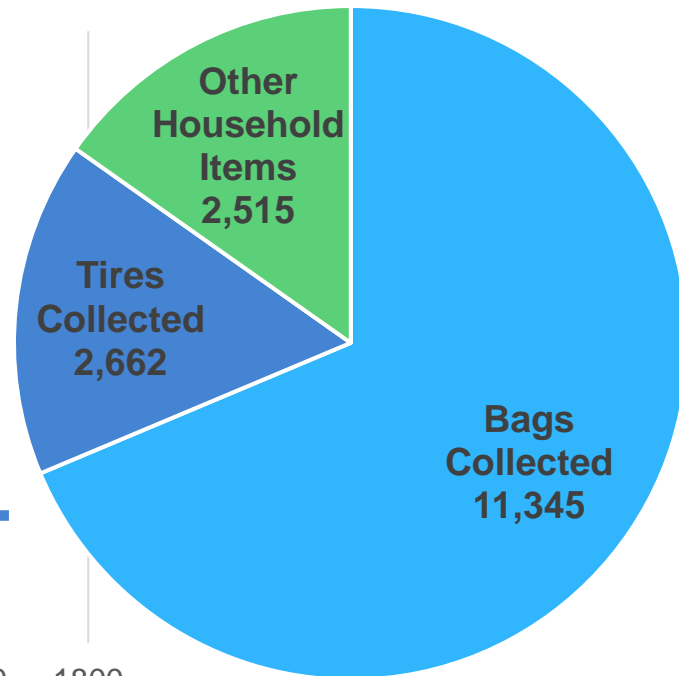
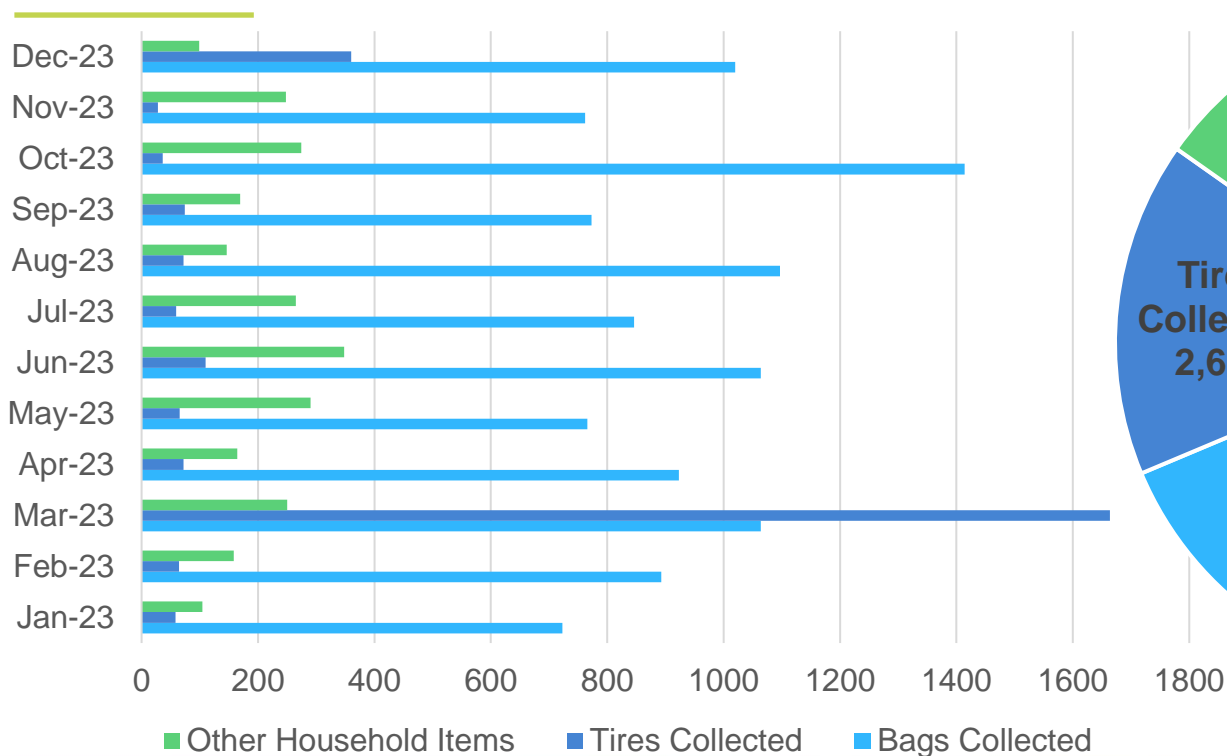
**Purpose:** To enhance litter and loose trash collection efforts in the 52 neighborhoods with special emphasis on clearing debris around stormwater intakes, inlets, and swales. Sometimes may involve trimming and light mowing efforts.



## Top ROW Service Requests – Past 12 Months



# NLP 2023 – 397,075 lbs of trash/debris collected!









Connect with us online!  
[www.cincinnati-oh.gov/public-services](http://www.cincinnati-oh.gov/public-services)



Follow us on Facebook & Twitter!  
@311Cincy



Join us on Nextdoor!  
<https://nextdoor.com/city/feed/>



# Questions?

**April 09, 2024**

**To:** Members of the Equitable Growth & Housing Committee

**From:** Sheryl M. M. Long, City Manager

202401092

**Subject: Presentation – 311Cincy Quality of Life**

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Attached is a presentation regarding the 311Cincy Quality of Life.

cc: Natasha S. Hampton, Assistant City Manager  
Virginia Tallent, Assistant City Manager  
William Weber, Assistant City Manager





# 311CINCY



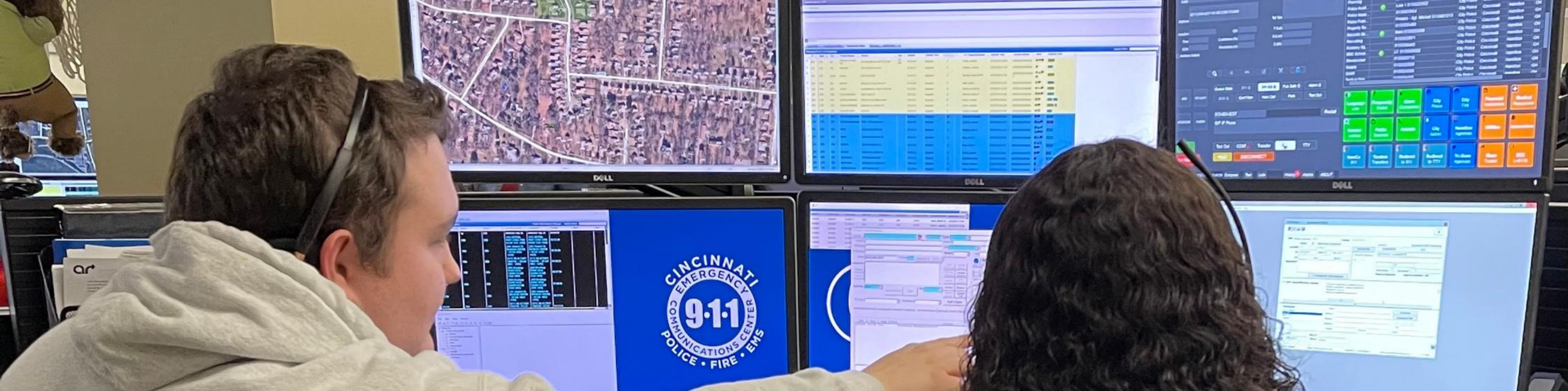


# 311CINCY CALL CENTER

- Part of the Emergency Communications Center
  - 911 Answering Point for City of Cincinnati





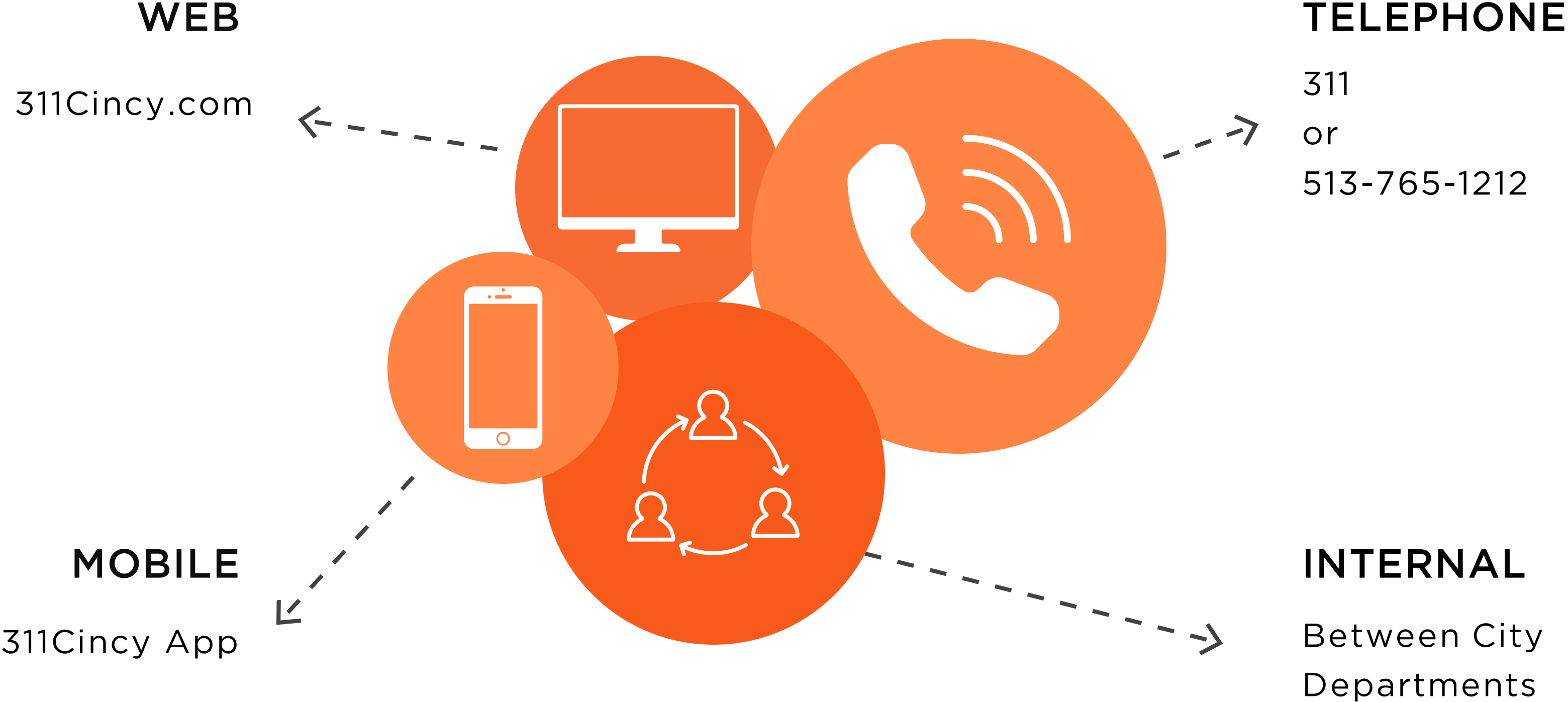


## 24/7 call center answering...

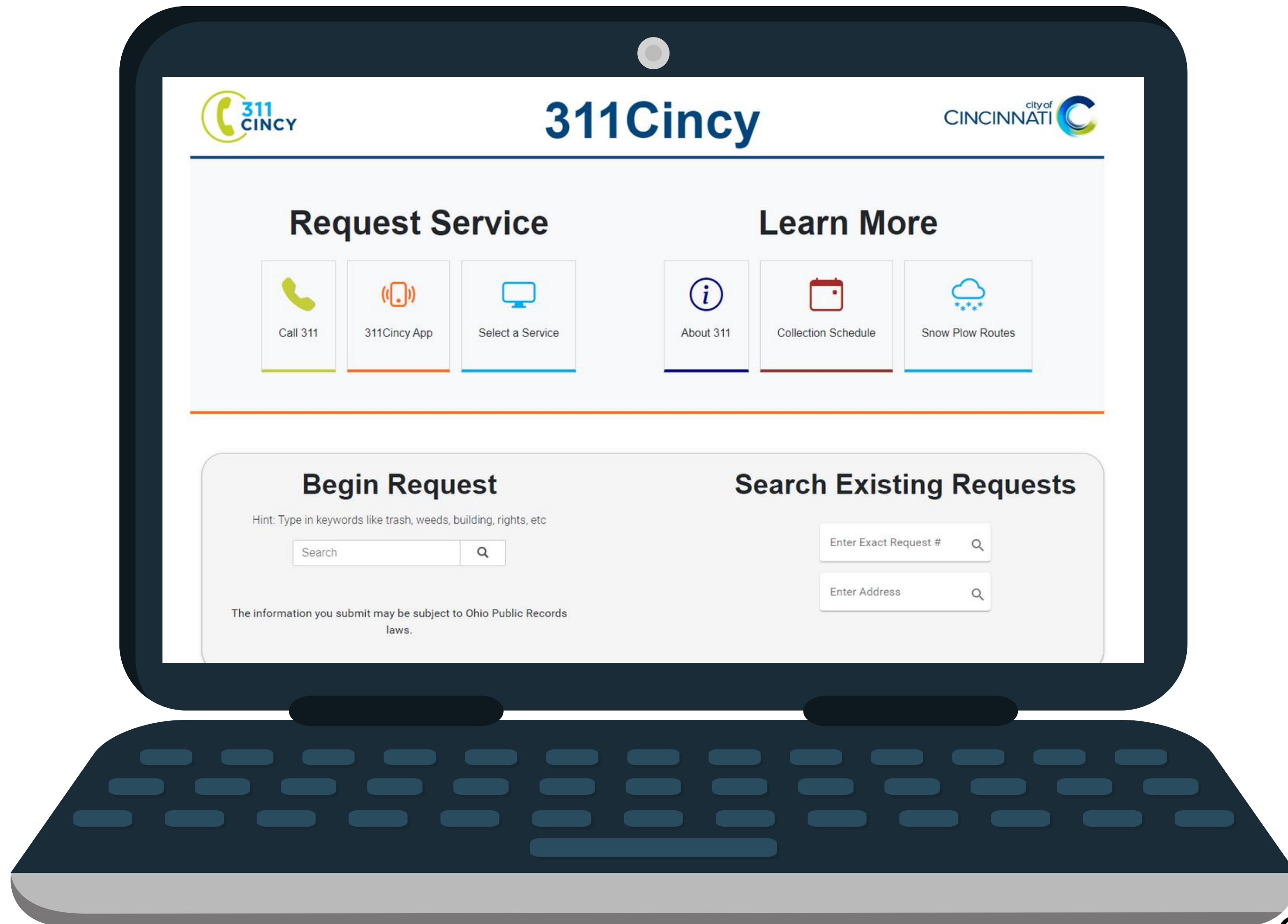
- 311 customer service calls
- Department of Public Services calls
  - Ten-digit department numbers still operable
- Directing calls for GCWW, MSD, and the Health Department
  - Answering these calls after hours
- Non-emergency police calls
  - 513-765-1212 still operable

Dialing 311 only works within the City of Cincinnati; use 513-765-1212 outside of the city.

# HOW 311CINCY RECEIVES REQUESTS







# 311Cincy



## Request Service



Call 311



311Cincy App



Select a Service

## Learn More



About 311



Collection Schedule



Snow Plow Routes

## Begin Request

Hint: Type in keywords like trash, weeds, building, rights, etc

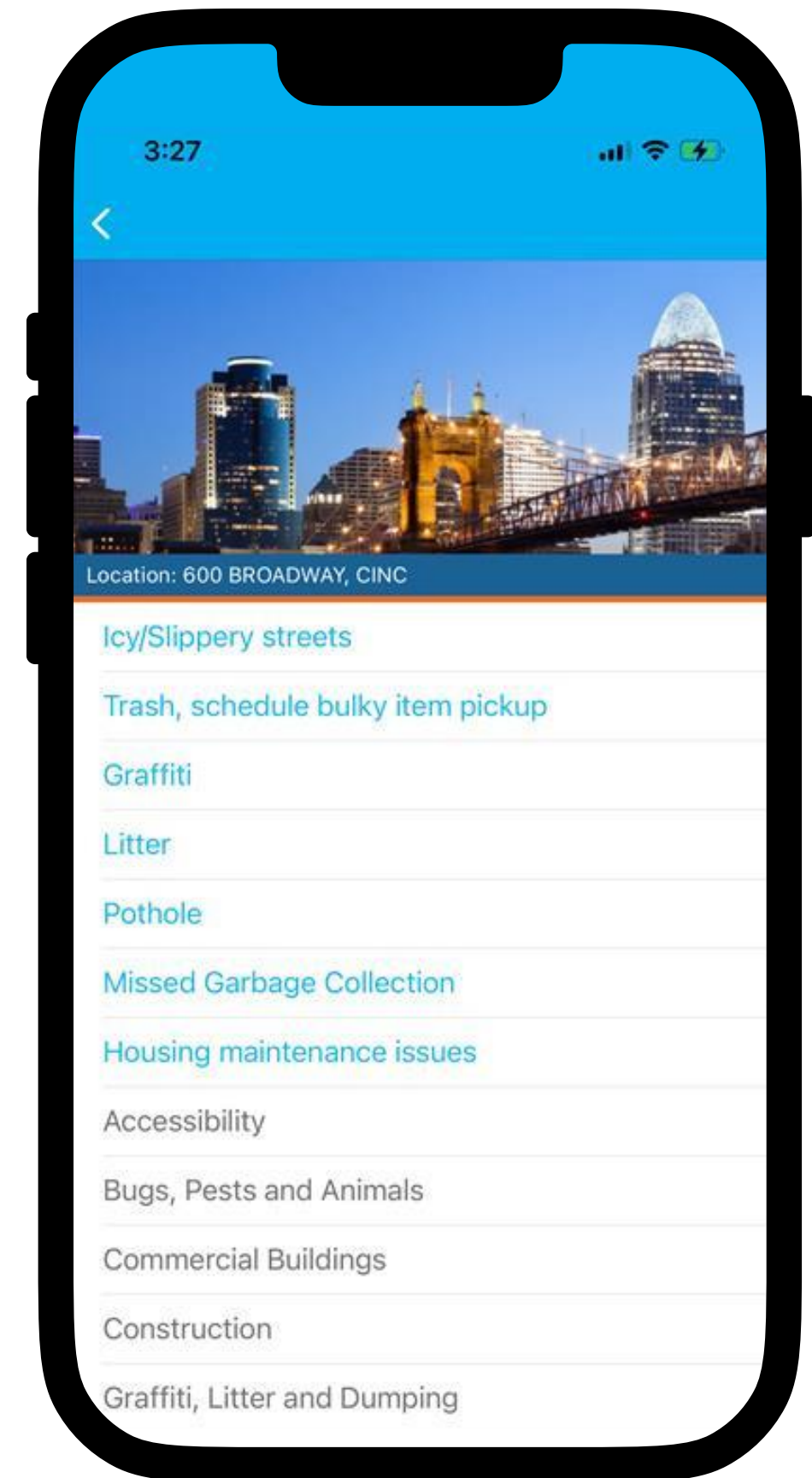
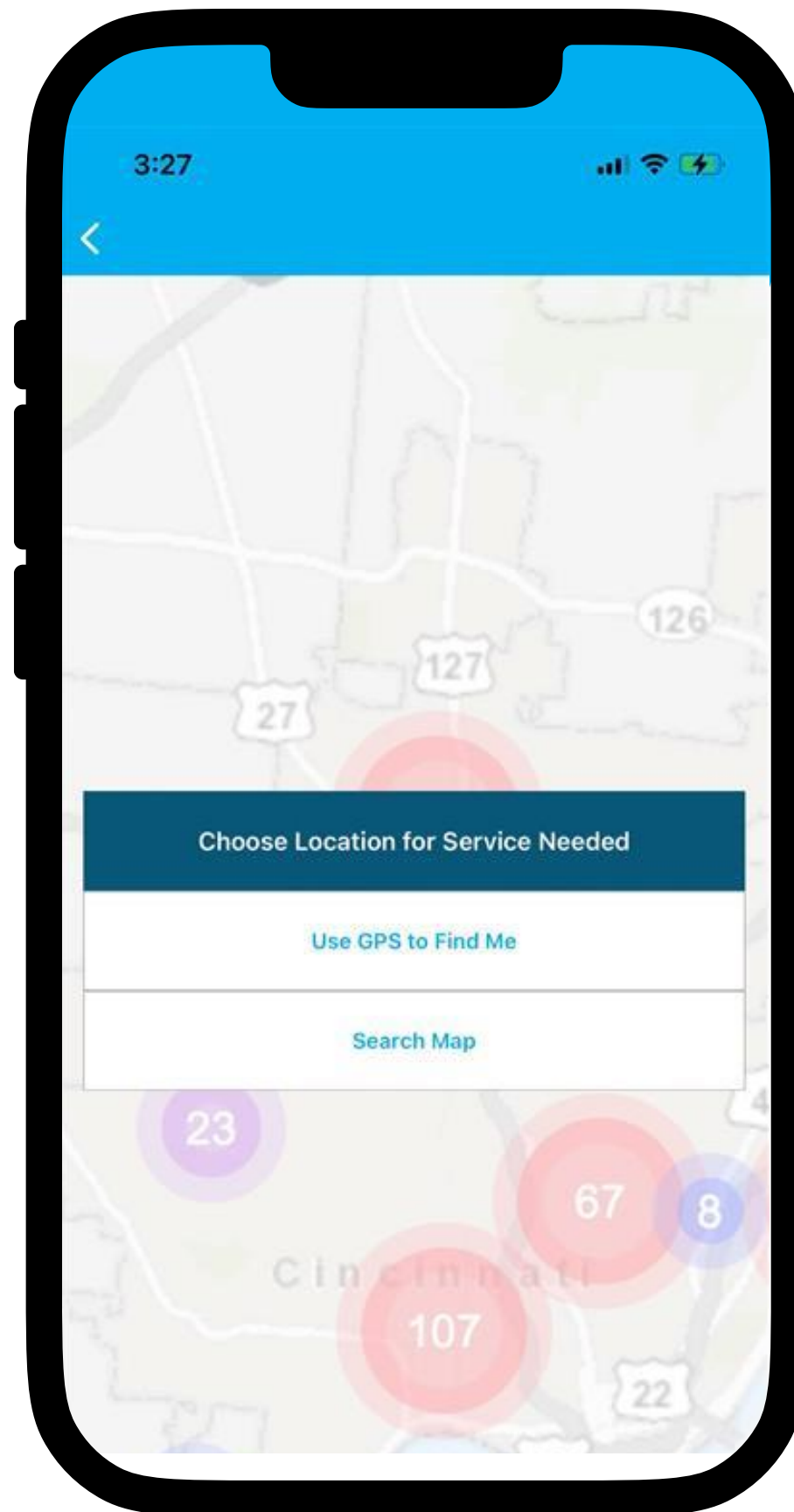


The information you submit may be subject to Ohio Public Records laws.

## Search Existing Requests







# SERVICE REQUEST PATH



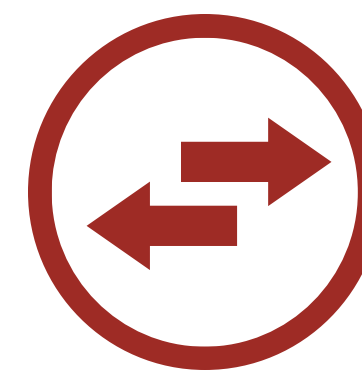
## Service Request Received

Request for service received by phone, app, or web



## Service Request Entered and Routed

Service request is entered and automatically routed to the appropriate department for dispatch, investigation, and completion



## Transfer

If responding dept. finds that they are not the appropriate resource to respond, they will transfer SR to appropriate agency



## Completion and Evaluation

Closing comments delivered to resident



## Service Delivered

Crews will respond to location provided to provide service



# COMMON 311CINCY REQUESTS



**TRASH/  
LITTER  
CLEANUP**



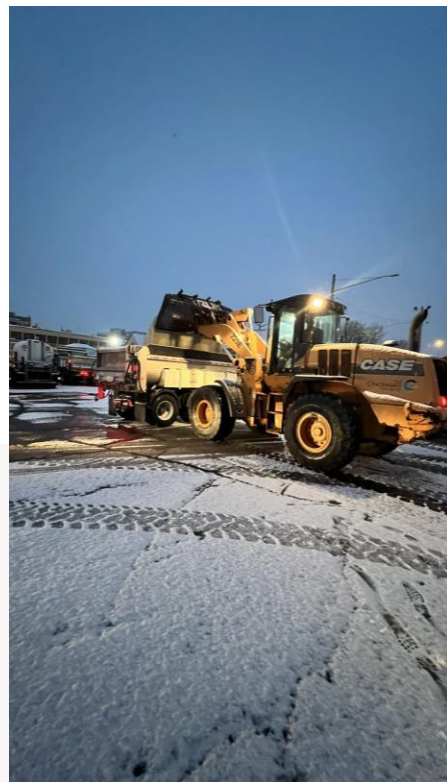
**STREET SIGN  
REPAIR**



**BULK ITEM  
PICKUP**



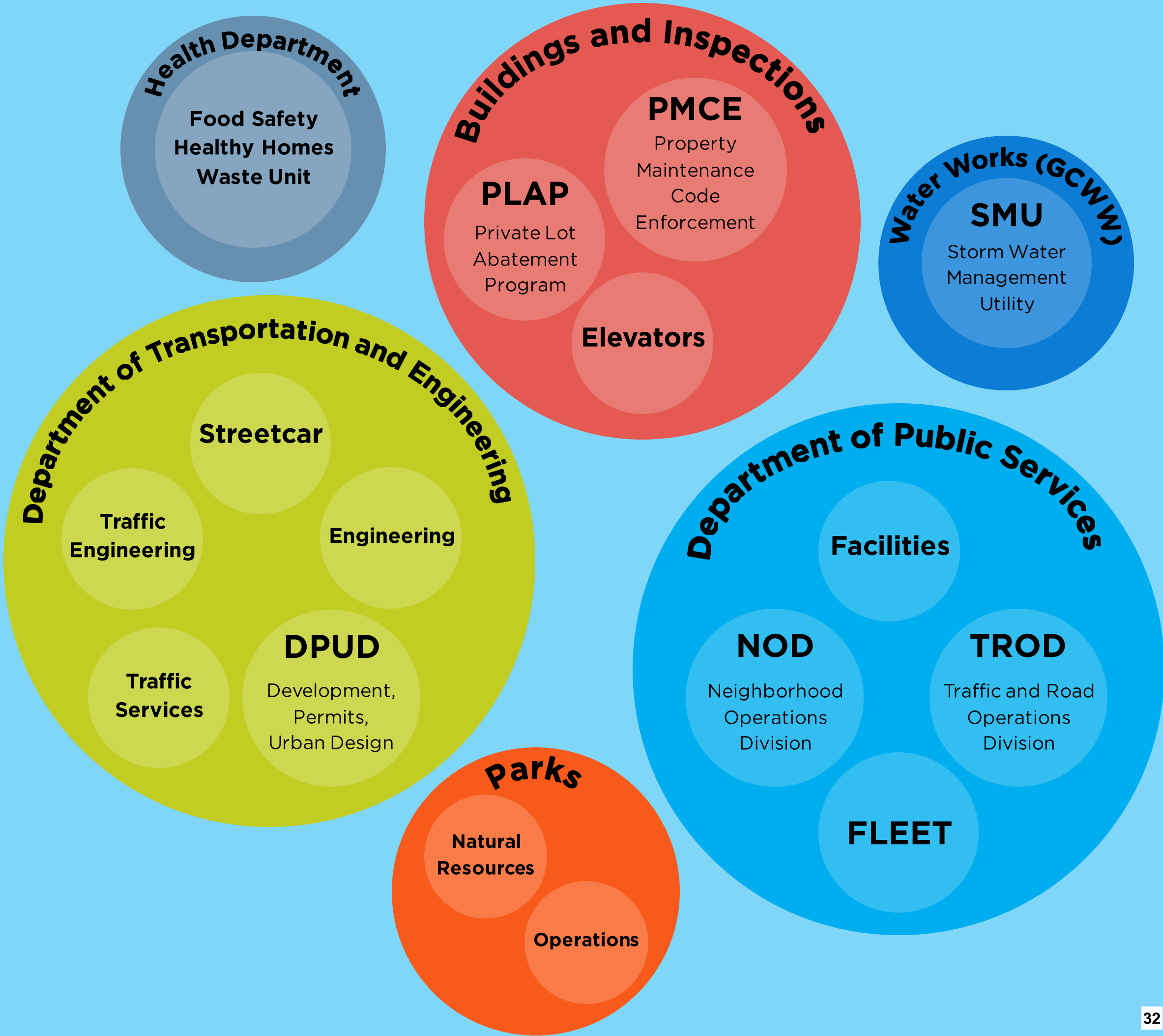
**POTHOLE  
REPAIR**



**WINTER  
STREET  
CLEANING**

# Organizational Chart

- How 311 requests are routed through city departments

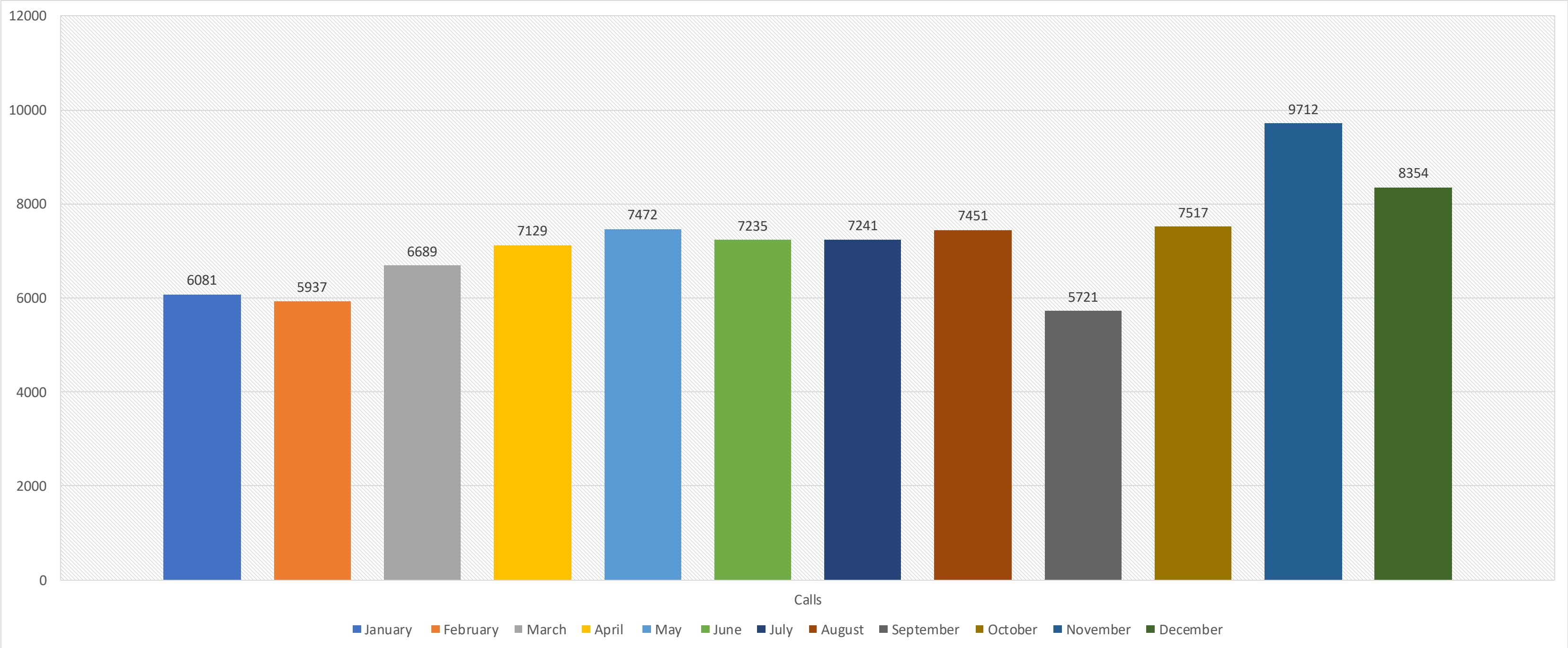




# **SERVICE REQUEST: SIDEWALK REPAIRS**

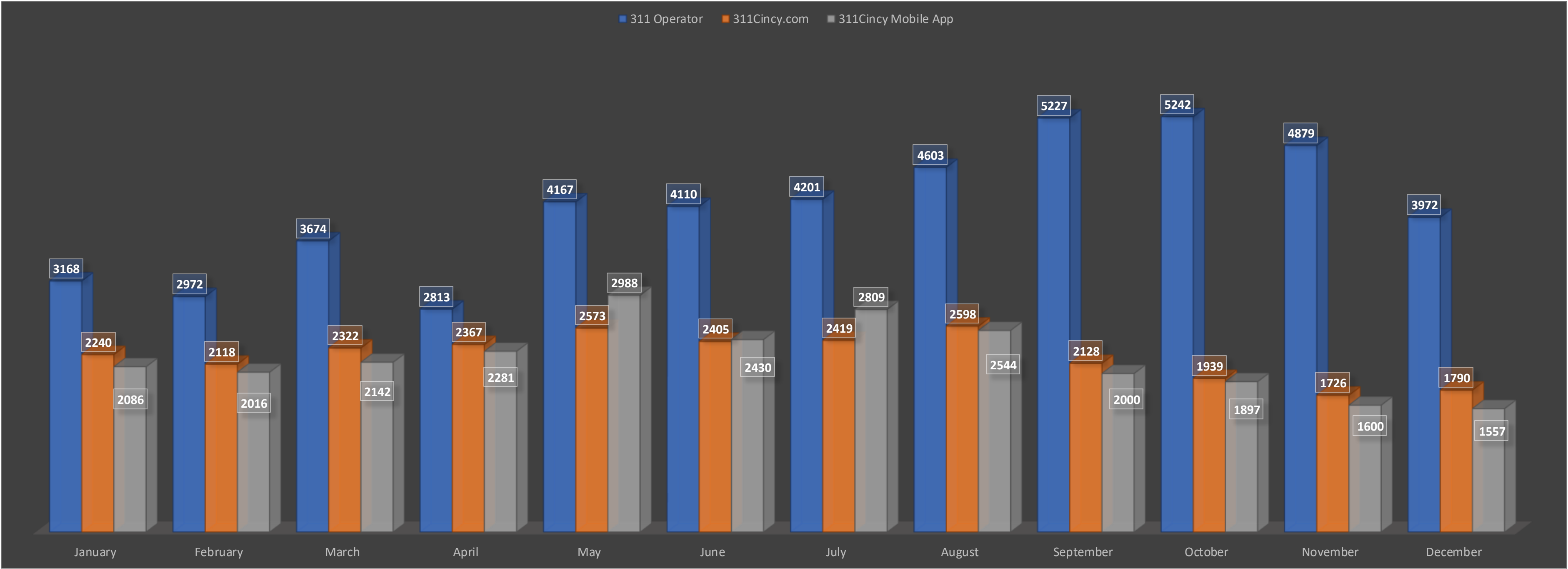
- 311 Request entered
- 311 Request automatically routed to the Department of Public Services (DPS)
- Traffic and Road Operations Division (TROD) investigate and mitigate hazard
- SR transferred to Department of Engineering and Transportation (DOT E)
  - Inspector investigates to determine severity of repairs, 6-12 months
  - DOT E sends letters to abutting property owners informing them of their responsibility to maintain sidewalks adjacent to their property
    - Gives property owners up to 90 days to hire a private contractor otherwise the location is added to the list for city contractors to make repairs

# Customer Service Calls Answered For 2023

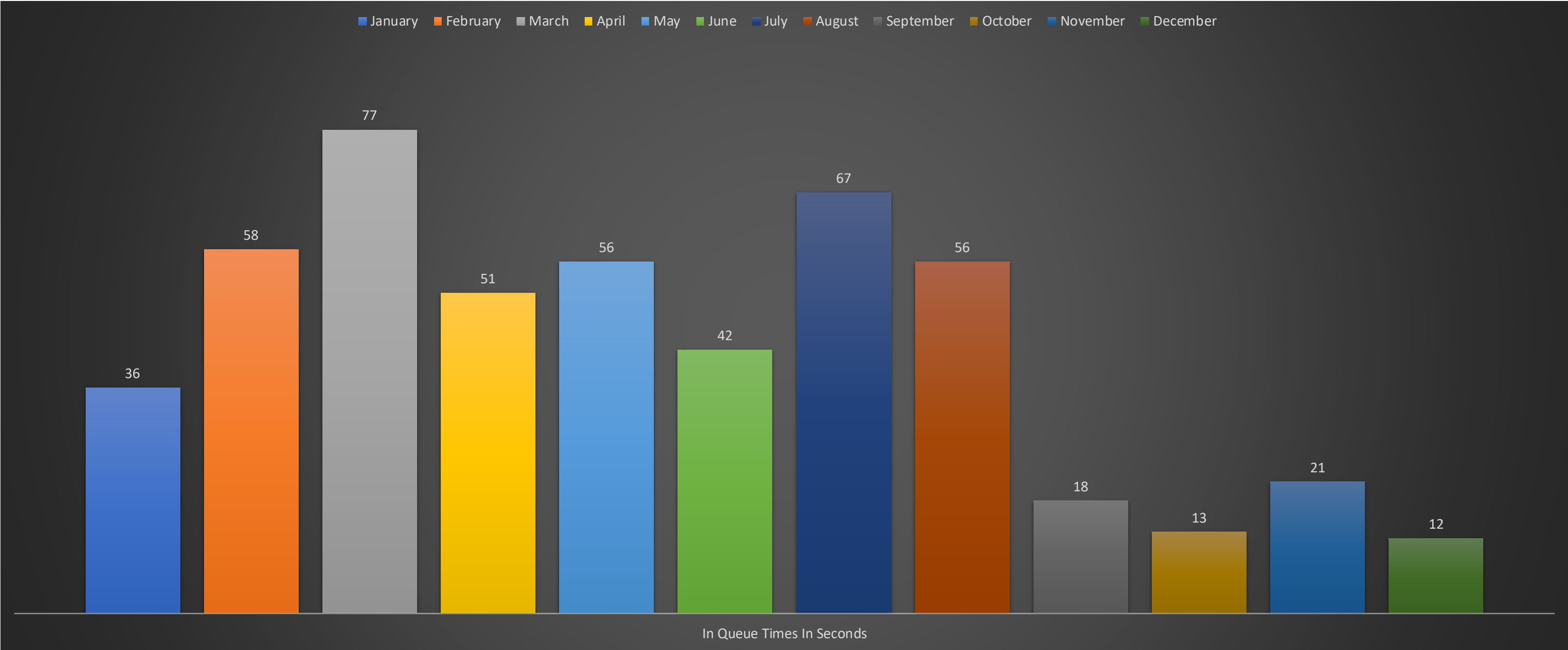




# SR Submissions Per Month



Average Wait Time To Reach a 311 Operator





# IMPROVEMENTS

2023



## Hiring

Hired 11 new 311 operators



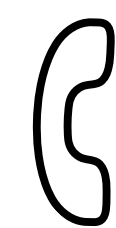
## PowerEngage Feedback Survey

Help measure 311 call taker success.



## SR FAQ Pages

Provide a comprehensive outline of specific SR types, detailing process times and solutions.



## Voice Menu

Quickly direct callers to appropriate resource.

2024



## Hiring

Hired 3 new operators and plan to hire at least one other class this year



## Citizens Academy

Connect and collaborate with community members interested in learning more about 311Cincy and the Service Request System.



## CSR Review

Departments review their SRs yearly to ensure citizens are getting up to date information regarding their requests



## OPDA Process Improvement

Ongoing effort to improve the 311Cincy internally for department use and externally for residents

# 311 GOALS

- **First Call Resolution**
  - Metric: Track the percentage of issues resolved during the initial contact
- **High Level of Customer Satisfaction**
  - Metric: Monitor customer satisfaction scores through PowerEngage feedback system and Office of Performance and Data Analytics surveys
- **Accessible and Accurate Knowledge Management**
  - Metric: Monitoring knowledge base utilization and assessing accuracy of information provided by 311 operators
- **Continuous Improvement**
  - Encourage feedback from both citizens and 311 CRRs and analyze data and implement changes to enhance efficiency and customer satisfaction





**Questions?**

**April 09, 2024**

**To:** Members of the Equitable Growth & Housing Committee  
**From:** Sheryl M. M. Long, City Manager  
**Subject:** **Presentation – Property Maintenance Code Enforcement Program**

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202401093

Attached is a presentation regarding the Property Maintenance Code Enforcement Program.

cc: Art Dahlberg, Director, Building & Inspections  
Natasha S. Hampton, Assistant City Manager  
Virginia Tallent, Assistant City Manager  
William Weber, Assistant City Manager



# Property Maintenance Code Enforcement Programs

Department Of Buildings & Inspections  
and Law Department's Quality of Life Team

April 9, 2024



# Overview:

- Mission and Purpose of Code Enforcement
- Operational Overview of Code Enforcement
- Recent Initiatives
- Enforcement Escalation Procedures and Examples

# Mission Statement

## Department of Buildings and Inspections, Code Enforcement

To protect the health, safety, and quality of life of the public by assisting citizens with construction and land use code compliance, elimination of blight and building safety hazards, and promoting new development and renovation through excellent customer service, education, and fair and equitable enforcement.

## Law Department, Quality of Life Division

To improve residents' wellbeing through the initiation of affirmative civil and criminal litigation focused on protecting housing resources, blight reduction, and abating chronic, place-based crime and violence.

# Strategies of Code Enforcement

- Educating and coaching the citizen on the code requirements and why the requirement exists.
- Working with owners to develop and implement a work plan that leads to compliance
- Assisting owners in solving code compliance problems and causes
- Changing behavior from non-compliant to pro-active
- Persuading an owner to spend money on work they do not necessarily want to perform.

# Code Enforcement work is mostly “Complaint Driven”

## Property Code Enforcement Customer Service Requests (PMCE CSR)

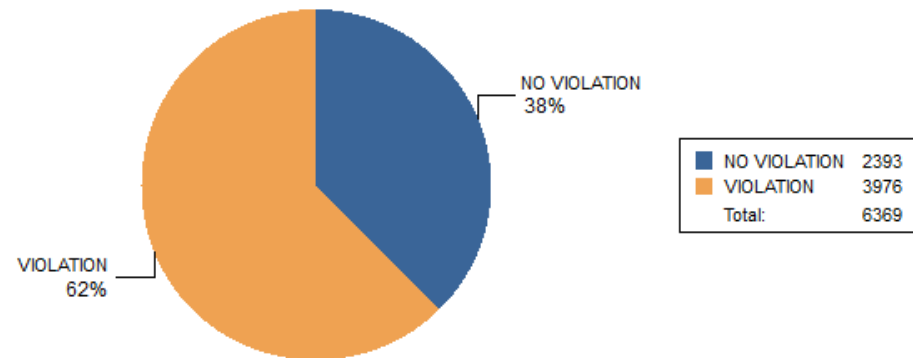
**\*6,000 PMCE CSRs per Year**

\*Does not include weeds and litter

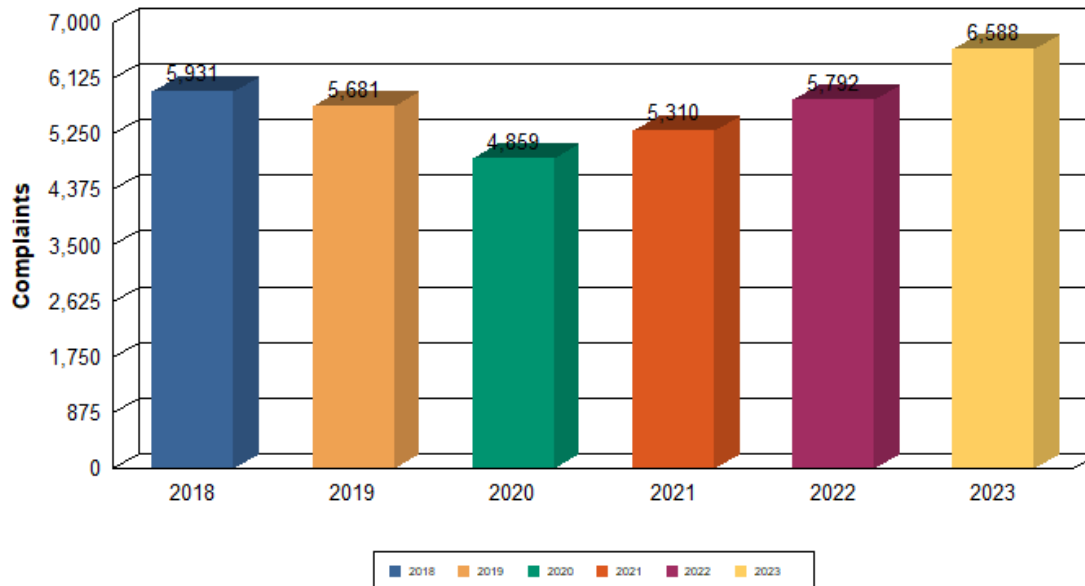
62% Result in Violations

38% No Violations Result

Percent of Complaints Resulting in Orders



Citizen Property Maintenance Complaints by Year

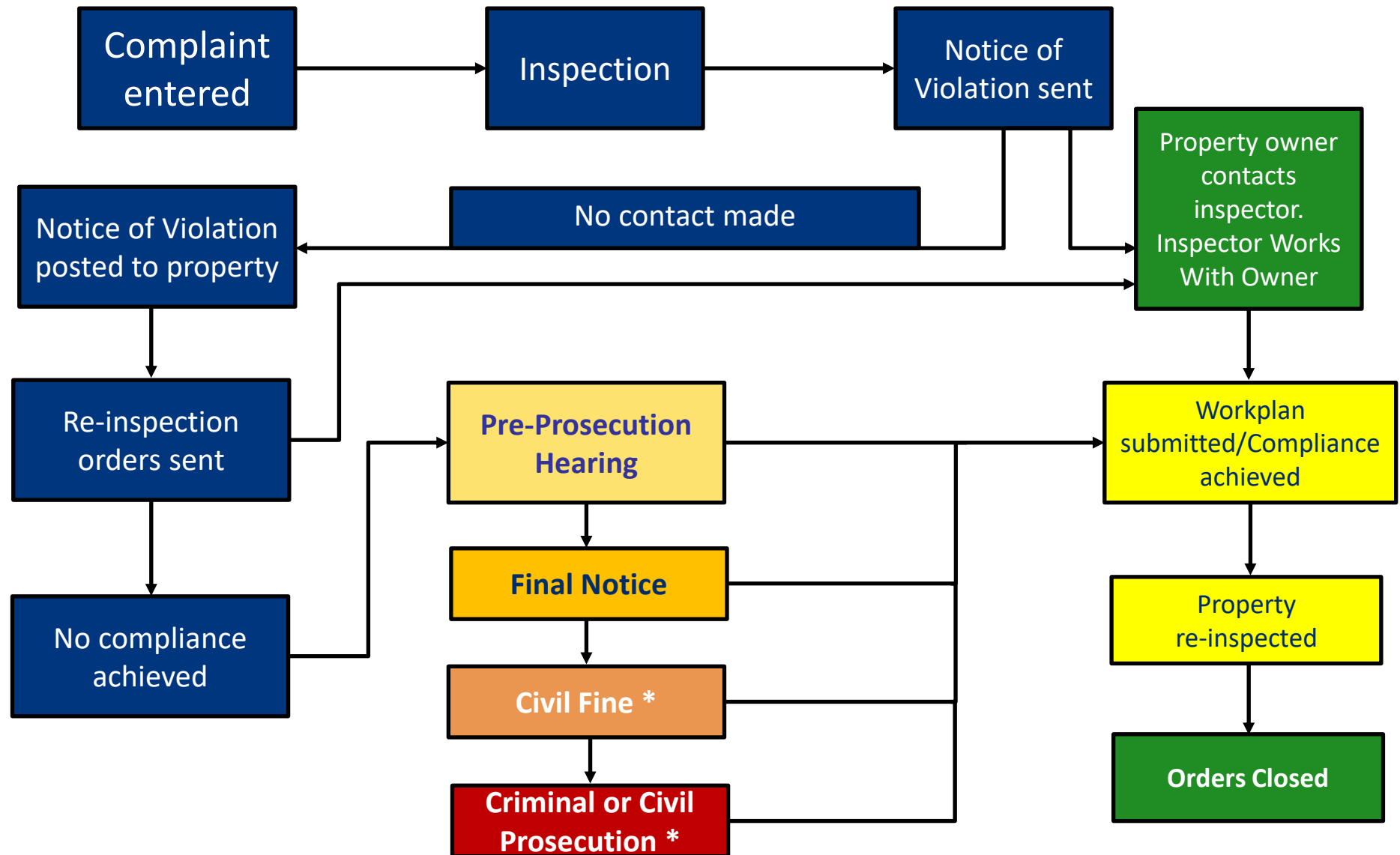


# Property Code Enforcement - 2023

- Code Enforcement Inspections: 46,626
- Orders Issued: 4,571
- Violations: 14,802
- Cases Closed With Compliance: 3,993
- Violations Closed With Compliance: 10,216
- Estimated Value of Work Completed: \$14,998,350
- Estimated Average Cost per Violation: \$2,088
- Estimated Median Cost per Violation: \$375



# Property Code Enforcement Process

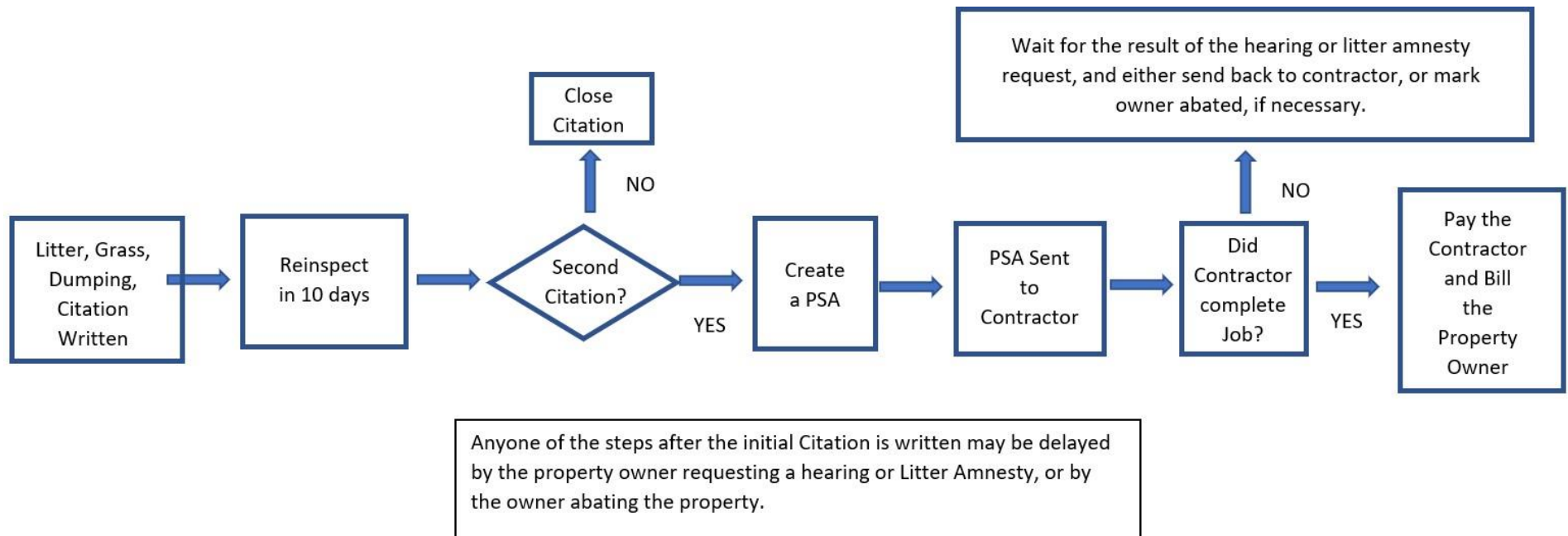


# PLAP: Private Lot Abatement - 2023

Complaints ONLY on Private Property related to tall grass, litter, and dumping

- 11,798 Complaints Received and Investigated
  - 4,357 1<sup>st</sup> Citations issued.
  - 1,345 2<sup>nd</sup> Citations issued.
  - 1,077 3<sup>rd</sup> + Citations issued → 658 Properties in the Refaband Program (monitoring for continued compliance, many multi-year)
- 2061 – Private Property Clean-up Requests
  - 1,002 Abatements completed by City Contractor
  - \$713.00 = average cost of those abatements.

# PLAP Code Enforcement Process



# B&I Code Enforcement Staffing

- Since COVID, B&I reorganization resulted in building inspectors now addressing any and all complaints in their **individual** district: permits, grass and litter complaints, property conditions, etc.
- Establish Inspector career ladder with 4 new job classifications.
- Case loads average 476 cases per inspector (both permits & orders)
- Since COVID, Inspection vacancies reached > 30% through early 2024, unsustainable for remaining staff to maintain workload.
- B&I granted permission from State to create Ohio's 1<sup>st</sup> Inspector Training Academy. On 2/26/24, 20 trainees began 48 week program



# Recent Initiatives to Improve Code Enforcement Outcomes

Staffing (B&I): Housing Services Coordinator, Inspector Academy, 2 Strategic Code Enforcement Teams

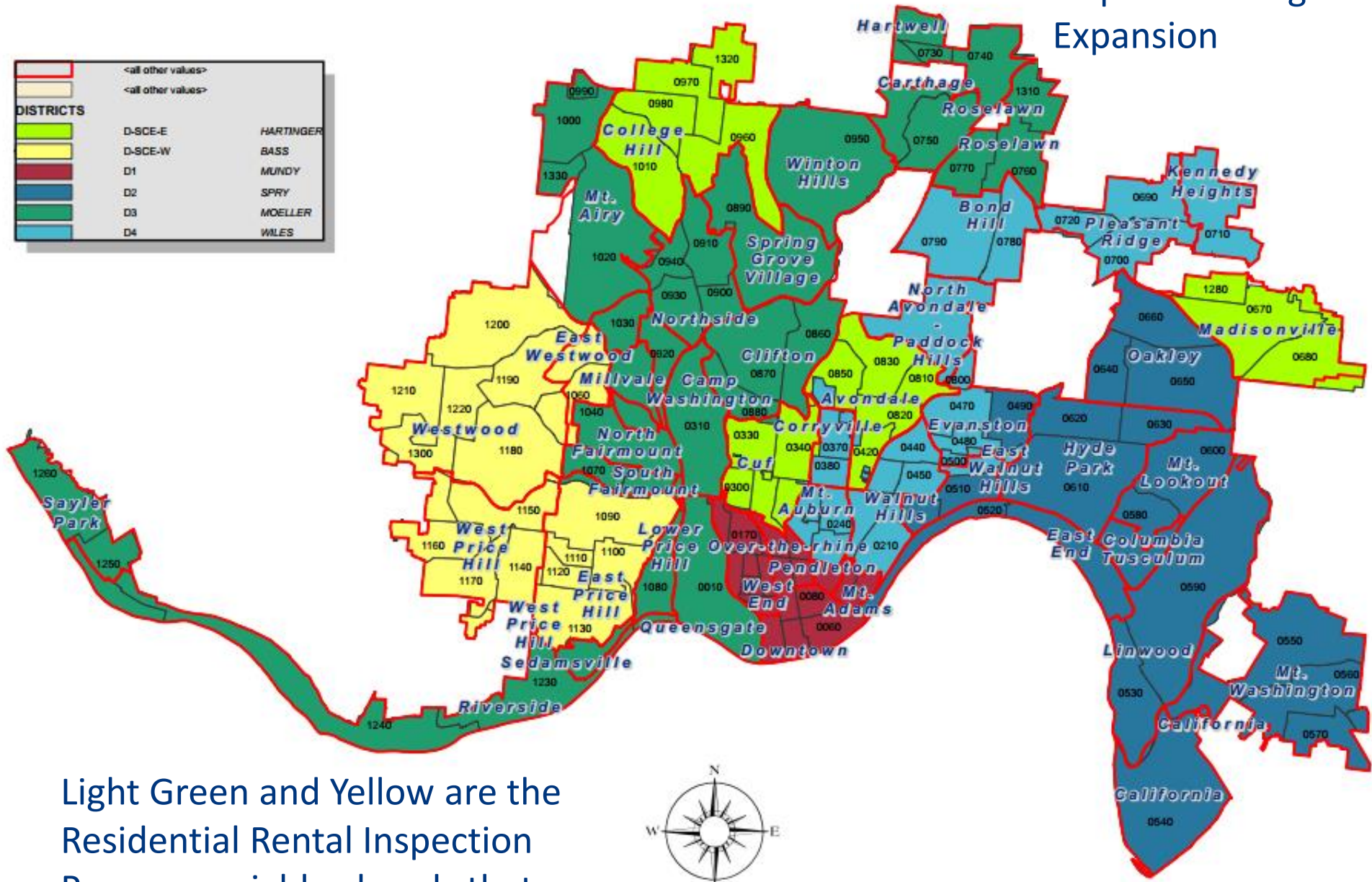
Funding (B&I): HARBOR, Emergency Home Repair, Stabilization Funding

Operations (B&I): Landlord Training, B&I Department Newsletter

New Programs (B&I/Law): Essential Services, Landlord Responsibility, Residential Rental Inspection (expansion)

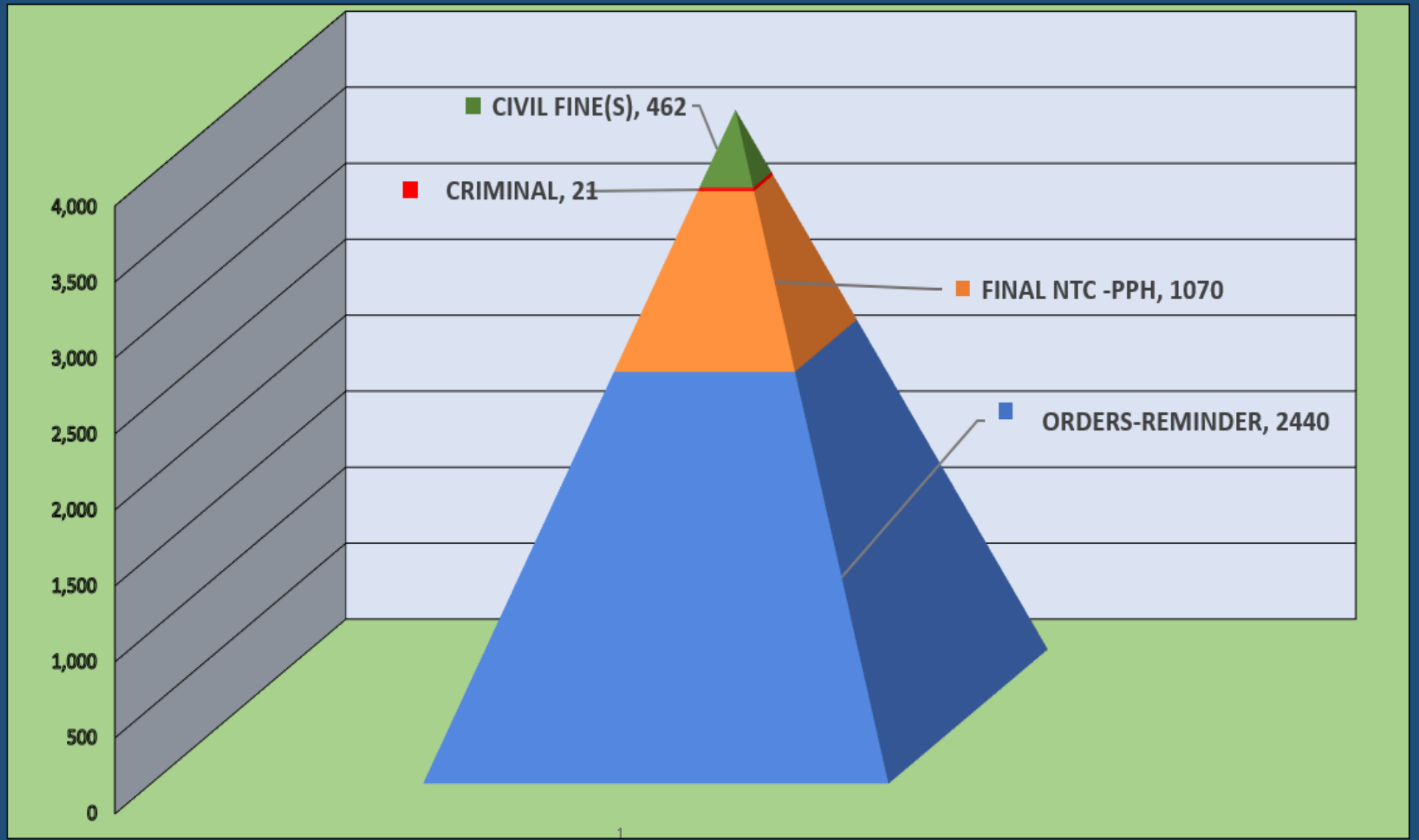
Coordination: Regular bi-monthly multi-department meetings to discuss advancing enforcement (civil citations, civil or criminal prosecution) and other problem-solving.

	<all other values>	
	<all other values>	
<b>DISTRICTS</b>		
	D-SCE-E	HARTINGER
	D-SCE-W	BASS
	D1	MUNDY
	D2	SPRY
	D3	MOELLER
	D4	WILES



52

## FINAL ENFORCEMENT ACTION NECESSARY PRIOR TO CASE BEING CLOSED IN 2023

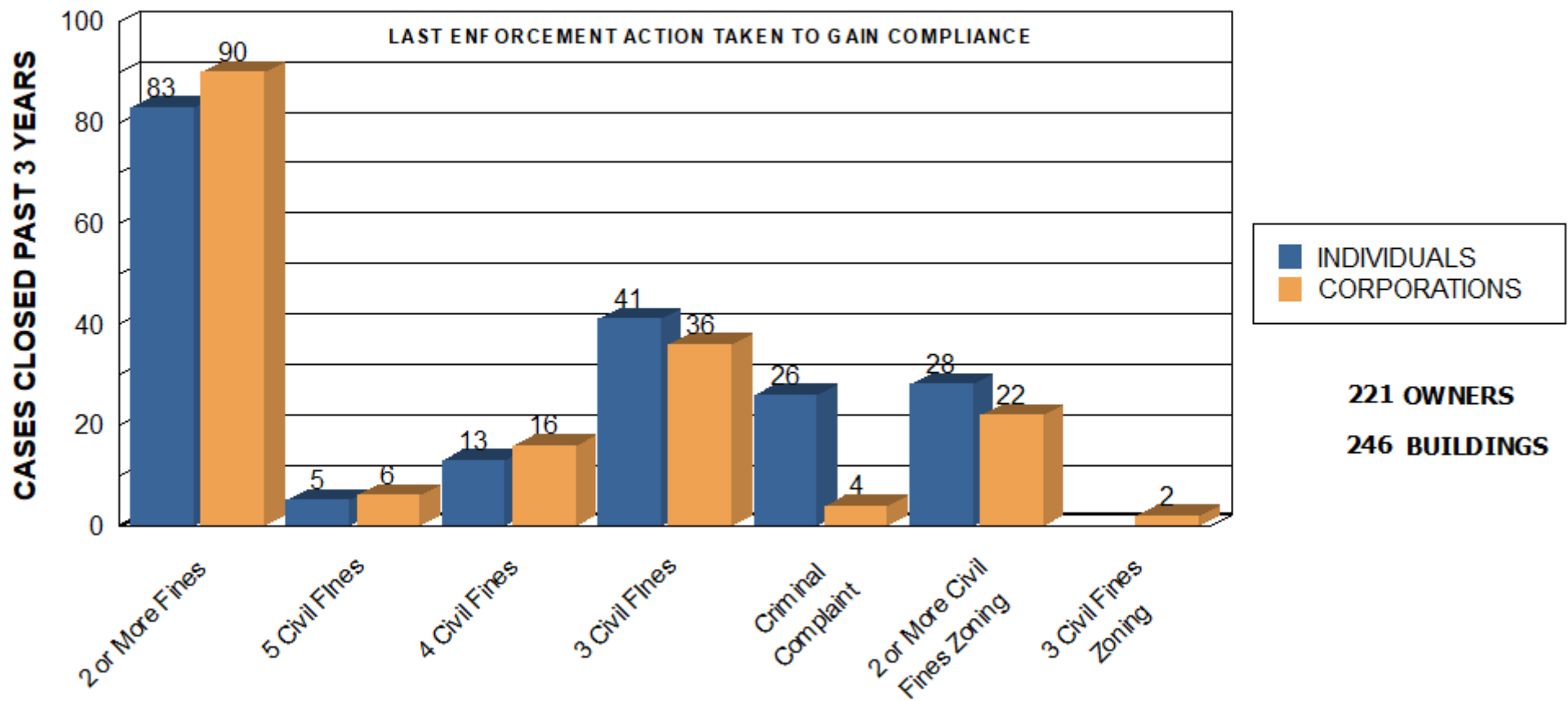


*Significant resources are used on a small percentage of chronic offenders*

# CHRONIC OFFENDER BEHAVIOR EXAMPLES

The worst offenders make up approximately 3 to 5% of the caseload but require an inordinately large amount of staff time and effort to remedy.

## CHRONIC OFFENDERS 2 OR MORE FINES OR CRIMINAL





# CHRONIC OFFENDER BEHAVIOR EXAMPLES

**Absentee Corporate or Investment Owner:** Located out of town and prioritizes expansion or payments to lenders and investors over repairs.

**Rule Defiant Small Landlord:** Undercapitalized and lacking training in property maintenance, repair, and management.

**Land & Building Speculator:** Purchase vacant property in a transitioning area to simply hold the property without investment until sold.

# Case Examples: 1833 Sycamore



Google Street View, September 2007

# Case Examples: 1833 Sycamore





# Case Examples: 1833 Sycamore





# Case Examples: Colonial Village



Only a month into 2014, Avondale had seen five fatal shootings, more than 2012 and 2013 combined. Two occurred on Irving Street. . . From November to February, Cincinnati police received 10 calls for shots fired or shootings on or near Irving, two of which were the homicides. . . .

Cincinnati Enquirer, July 5, 2014

In September 2020, three people were fatally shots in one of the units . . . Drug activity pervaded the property while the units' features fell into a deplorable state. Representatives from the Avondale Development Corporation found ceilings and walls caving in, sinks overflowing with sewage and black mold while conducting home visits to check on residents and investigate their living conditions.

WCPO.com, December 18, 2021



# Case Examples: Colonial Village





# Case Examples: Colonial Village





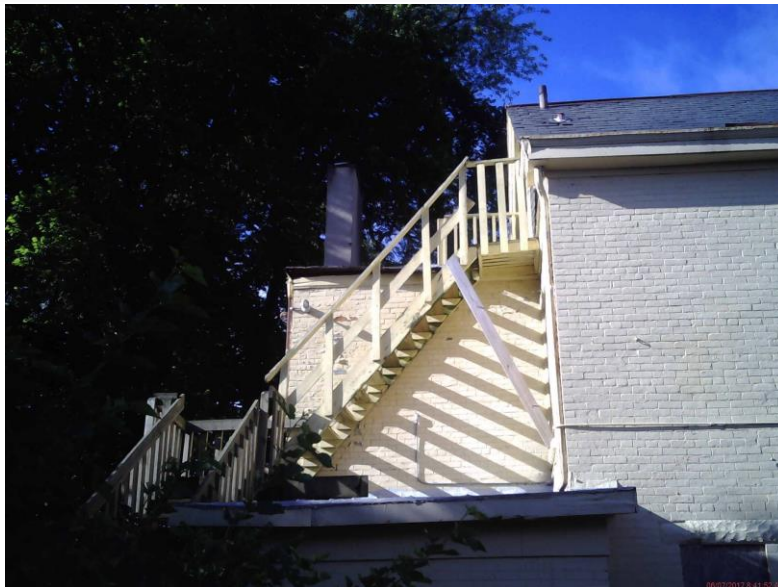
# Case Examples: 4804 Whetsel Avenue



Google Street View, September 2011



# Case Examples: 4804 Whetsel Avenue





# Case Examples: 4804 Whetsel Avenue



Google Street View, September 2023

# Case Examples: 702 Ridgeway Avenue



Google Street View, September 2007



# Case Examples: 702 Ridgeway Avenue



Google Street View, May 2018

**Thank you!**  
**Questions?**



# Department of Buildings and Inspections

## Law Department