

**PLANNING & DEVELOPMENT MEMORANDUM**  
**#11-2021**

**DATE:** May 10, 2021

**TO:** Honorable Mayor Meredith Leighty and City Council Members

**THROUGH:** Heather Geyer, City Manager 

**FROM:** Brook Svoboda, Director of Planning and Development 

**SUBJECT:** Code Enforcement Level of Service Implementation Plan

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**PURPOSE**

To provide City Council an overview of the implementation plan for code enforcement Level of Service in follow up to the Council discussion on April 19, 2021.

**BACKGROUND**

This meeting represents the third step of a three-part process with City Council concerning recommended changes to the level of service for code enforcement. Step one included one-on-one interviews with Council members to understand specific needs, concerns, and current operations. Step two presented the aggregated Council comments that reflected a spectrum of issues and concerns as well as suggestions for next steps moving forward. The purpose of this meeting is for staff to provide an overview of the implementation plan with measurable action items based on Council's feedback. The following will not necessarily resolve/answer all issues but rather provide a roadmap for addressing them. Lastly, the proposed programming is intended to memorialize Council expectations for level of service.

The following categories reflect the key areas of change for implementation:

- Reprioritization of Enforcement – Criteria-Based Approach
- Engagement and Education Strategies
- Hardship Mitigation Programming
- Conflict Resolution Management
- Diversity, Equity and Inclusivity Integration

**Reprioritization of Enforcement – Criteria-Based Approach**

Attachment 1 is a spreadsheet representing the first draft for a criteria format based on the current regulations. Below is the list of categories by priority of enforcement:

- Tier 1 - Health Life Safety
  - The regulations listed in this section represent what staff would consider their first tier of priority enforcement in the field.
- Tier 2 - Significant Non-Health Life Safety
  - These are regulations in the Municipal Code that are blight-oriented and reflect regulations that are statistically ranked as priority concerns based on public complaints.
- Tier 3 - Non-Health Life Safety
  - Regulations under this category are generally not considered significant concerns to health and life safety. Further, these are generally complaint-based provisions that staff would otherwise respond to.
- Tier 4 - Department Assist
  - This category reflects regulations that are primarily initiated by other departments

and/or require other departments to serve as the lead for public complaints received. These regulations would be administered by staff the same way as Non-Health Life Safety regulations.

The above criteria would apply to proactive enforcement by staff. This approach would not apply to public complaints. No changes are recommended to how public complaints are handled. Further discussion concerning targeted public complaints will be covered under the Conflict Resolution Management and Diversity, Equity, and Inclusivity sections of the staff report. The code enforcement policy and procedure manual would be updated to reflect these changes.

### **Engagement & Education Strategies**

The following represent the key strategies to be implemented for engagement and education:

- City Social Media Platform(s) Utilization
  - Refresh existing code enforcement media content for all social media platforms
  - Promote existing programming: Neighborhood roll-off program and spring Dumpster Days - immediate action
- Council Reporting
  - Work with Information Technology Department to develop Council access to the Citizen Request Management software to access information related to ward and citywide data cases.
- Community Survey Outreach
  - Work with the Communications Department to develop an outreach survey to assess community perceptions and expectations for code enforcement to understand priorities, concerns, and needs.
- Targeted Neighborhood Events / Programming
  - Develop neighborhood events and opportunities (2022 Budget) – including but not limited to block party events and targeted neighborhood dumpster clean up programming
- Neighborhood Identity
  - Comprehensive Plan - promote neighborhood sub-area planning

### **Hardship Mitigation Programming**

The following represent the key strategies to be implemented for hardship mitigation programming:

- City Lead Assistance Plan
  - Develop a program for qualified individuals to assist with bringing the property into compliance.
- Nonprofit/Government Agency Assistance
  - Update existing program assistance information
  - Research what other communities are doing and provide an update to City Council

### **Conflict Resolution Management**

The following represent the key strategies to be implemented for conflict resolution management:

- Mediation Assistance
  - Continue with the current referral program
  - The City Manager's Office is developing a program that would cover multiple service areas. This recommendation will be presented to Council later this year.
- Engagement Policy for Targeted Complaints
  - Work with the City Attorney to develop an administrative policy to address neighbor-on-neighbor situations

### **Diversity, Equity, and Inclusivity**

The following represent the key strategies to be implemented for Diversity, Equity, and Inclusivity (DEI):

- Training opportunities
  - Continue to expand training opportunities for staff with DEI emphasis
- Best practices
  - Research, develop a best practices policy in coordination with the City Attorney's Office
- Engagement policy for targeted complaints
  - Work with the City Attorney's Office to develop an administrative policy to address racially-motivated situations

### **BUDGET/TIME IMPLICATIONS**

There are no financial impacts to the City.

### **Implementation Schedule**

- |   |                       |
|---|-----------------------|
| • Reprioritization of Enforcement – Criteria-Based Approach | Immediate             |
| • Engagement and Education Strategies                       |                       |
| ○ City social media platform(s) utilization                 | Immediate and ongoing |
| ○ Council reporting   | One to three months   |
| ○ Community survey outreach                                 | 2022 Budget request   |
| ○ Targeted neighborhood events/programming                  | 2022 Budget request   |
| ○ Neighborhood identity                                     | 18 months to 2 years  |
| • Hardship Mitigation Programming                           |                       |
| ○ City Lead Assistance Plan                                 | 2022 Budget request   |
| ○ Nonprofit/government agency assistance                    | Immediate and ongoing |
| • Conflict Resolution Management                            |                       |
| ○ Mediation assistance                                      | 2022 Budget request   |
| ○ Engagement policy for targeted complaints                 | One to three months   |
| • Diversity, Equity and Inclusivity                         |                       |
| ○ Training opportunities                                    | Ongoing               |
| ○ Best practices  | One to three months   |
| ○ Engagement policy for targeted complaints                 | One to three months   |

### **STAFF RECOMMENDATION**

Staff is requesting feedback on the proposed implementation plan.

### **STAFF REFERENCE**

If Council members have any questions, please contact Brook Svoboda, Director of Planning and Development, at [bsvoboda@northglenn.org](mailto:bsvoboda@northglenn.org) or 303.450.8937.

### **ATTACHMENTS**

1. Reprioritization of enforcement regulations list
2. Presentation

CATEGORY	REGULATION	CLASSIFICATION
Life/health safety	ABANDONED VEHICLE - DISMANTLED or INOPERABLE	Top 10
Life/health safety	ACCESS TO FIRE HYDRANTS, MANHOLES, WATER METER ACCESS	Property Maintenance
Life/health safety	ACCESSORY DWELLING UNIT - VIOLATION	Zoning
Life/health safety	BLOWING DUST	Public Nuisance
Life/health safety	COMMERCIAL LIGHTING - EXTERIOR BUILDING	Commercial Maintenance
Life/health safety	DISCHARGE OF NOXIOUS LIQUIDS	Public Nuisance
Life/health safety	DISTURBANCE OF PUBLIC SEWER	Public Nuisance
Life/health safety	FENCE IN DISREPAIR	Property Maintenance
Life/health safety	FENCE IN PUBLIC RIGHT-OF-WAY	Zoning
Life/health safety	ILLICIT DISCHARGE PROHIBITED	Public Nuisance
Life/health safety	JUNKYARDS AND DUMPING GROUNDS	Public Nuisance
Life/health safety	LITTERING ON PRIV/PUB PROPERTY	Top 10
Life/health safety	LITTERING ON STREET, HIGHWAY,ALLEY, BUILDING, STREAMS, AND WATER	Public Nuisance
Life/health safety	MINIMUM HOUSING - OTHER THAN PAINT	Property Maintenance
Life/health safety	NOXIOUS WEEDS	Public Nuisance
Life/health safety	OVERHANGING BRANCHES - OBSTRUCTING TRAFFIC SIGN OR SIGNAL	Property Maintenance
Life/health safety	OVERHANGING BRANCHES - PUBLIC RIGHT-OF-WAY	Public Nuisance
Life/health safety	OVERHANGING BRANCHES - STREET OR SIDEWALK	Top 10
Life/health safety	PUBLIC NUISANCE	Public Nuisance
Life/health safety	RECURRING AND SIGNIFICANT NUISANCE	Public Nuisance
Life/health safety	RESIDING IN VEHICLE	Vehicle
Life/health safety	SEWER INLET	Public Nuisance
Life/health safety	SNOW & ICE ON SIDEWALK	Public Nuisance
Life/health safety	STAGNANT POND	Public Nuisance
Life/health safety	STALE MATTER	Public Nuisance
Life/health safety	STANDARDS FOR ALL TEMPORARY USES AND STRUCTURES	Zoning
Life/health safety	STANDARDS FOR SPECIFIC ACCESSORY USES AND STRUCTURES	Zoning
Life/health safety	STREET/SIDEWALK OBSTRUCTION	Public Nuisance
Life/health safety	TRASH BIN ENCLOSURE - CLEAN/SANITARY	Commercial Maintenance
Life/health safety	VISION TRIANGLE	Property Maintenance
Significant Non-Health Life Safety	COMMERCIAL -R.O.W. MAINTENANCE	Commercial Maintenance
Significant Non-Health Life Safety	CHRONIC VIOLATOR	Public Nuisance
Significant Non-Health Life Safety	COMMERCIAL LANDSCAPING	Commercial Maintenance
Significant Non-Health Life Safety	COMMERCIAL OUTDOOR STORAGE -ACCESSORY	Commercial Maintenance
Significant Non-Health Life Safety	COMMERCIAL PARKING LOT - MAINTENANCE	Commercial Maintenance
Significant Non-Health Life Safety	DEAD OR DISEASED TREES/SHRUBS	Top 10
Significant Non-Health Life Safety	FENCE - FRONT YARD FENCES	Zoning
Significant Non-Health Life Safety	FENCE - SIDE AND REAR YARDS	Zoning
Significant Non-Health Life Safety	GRASS AND WEED HEIGHT CONTROL - DEVELOPED LOT	Top 10
Significant Non-Health Life Safety	HOME OCCUPATION LIMITATION - RULES AND REGULATIONS	Zoning
Significant Non-Health Life Safety	INDUSTRIAL ZONE - OUTSIDE STORAGE	Zoning
Significant Non-Health Life Safety	NOISE DISTURBANCE	Public Nuisance
Significant Non-Health Life Safety	NOISE DISTURBANCE - TRASH COLLECTION	Department assist
Significant Non-Health Life Safety	PORTABLE STORAGE CONTAINERS/ DUMPSTERS	Property Maintenance
Significant Non-Health Life Safety	REQUIRED SITE AREA LANDSCAPING	Property Maintenance
Significant Non-Health Life Safety	RESIDENTIAL - LIGHTING	Property Maintenance
Significant Non-Health Life Safety	RESIDENTIAL LANDSCAPING	Property Maintenance
Significant Non-Health Life Safety	RETAINING WALL	Property Maintenance
Significant Non-Health Life Safety	SETBACK ENCROACHMENT	Zoning
Significant Non-Health Life Safety	SHORT TERM RENTAL - LICENSE REQUIRED	Zoning
Significant Non-Health Life Safety	SIGNS IN RIGHT-OF-WAY	Sign Code
Significant Non-Health Life Safety	TRASH CONTAINER - PLACEMENT AT CURB	Property Maintenance
Significant Non-Health Life Safety	WEED CONTROL	Top 10
Non-Health Life Safety	COMMERCIAL LIGHTING - PARKING LOT	Commercial Maintenance
Non-Health Life Safety	ABANDONED VEHICLE -EXPIRED PLATES	Top 10
Non-Health Life Safety	ABANDONMENT OF MOTOR VEHICLE - PRIVATE PROPERTY	Vehicle
Non-Health Life Safety	ACCESSORY USE - GENERAL STANDARDS	Zoning
Non-Health Life Safety	BUS ON PRIVATE PROPERTY	Vehicle
Non-Health Life Safety	COMMERCIAL LIGHTING - GENERAL	Commercial Maintenance
Non-Health Life Safety	COMMERCIAL OUTDOOR SEASONAL SALES	Commercial Maintenance
Non-Health Life Safety	COMMERCIAL -SCREENING OF REFUSE AREAS	Zoning
Non-Health Life Safety	CONSTRUCTION VEHICLES/EQUIPMENT (PRIVATE PROPERTY))	Vehicle
Non-Health Life Safety	CONSTRUCTION VEHICLES/EQUIPMENT (STREET)	Public Nuisance
Non-Health Life Safety	DETACHED CAMPER	Vehicle
Non-Health Life Safety	DETACHED TRAILER	Vehicle
Non-Health Life Safety	ELECTION SIGN - Non-residential	Sign Code
Non-Health Life Safety	ELECTION SIGN - Residential	Sign Code
Non-Health Life Safety	FENCE - PROHIBITED MATERIALS	Zoning
Non-Health Life Safety	FENCING MATERIALS - APPROVED MATERIALS	Zoning
Non-Health Life Safety	GRAFFITI	Top 10
Non-Health Life Safety	GRASS AND WEED HEIGHT CONTROL - UNDEVELOPED LOT	Property Maintenance

CATEGORY	REGULATION	CLASSIFICATION
Non-Health Life Safety	HANDBILLS, POSTERS & PLACARDS (Public Property)	Public Nuisance
Non-Health Life Safety	HOLIDAY DECORATIONS	Sign Code
Non-Health Life Safety	ILLEGAL TREE	Property Maintenance
Non-Health Life Safety	MECHANICAL EQUIPMENT - SCREEN REQUIRED	Zoning
Non-Health Life Safety	MEMBRANE STRUCTURE	Zoning
Non-Health Life Safety	MINIMUM HOUSING - PAINT	Property Maintenance
Non-Health Life Safety	MIXED USE AND NON-RESIDENTIAL - CONEX BOX	Zoning
Non-Health Life Safety	PARKING AND LOADING AREA SURFACING	Zoning
Non-Health Life Safety	SCREENING OF REFUSE AREAS	Property Maintenance
Non-Health Life Safety	SIGNS - PROHIBITED	Sign Code
Non-Health Life Safety	SIGNS-MAINTENANCE REQUIRED	Sign Code
Non-Health Life Safety	SINGLE FAMILY	Zoning
Non-Health Life Safety	SPECIAL MOBILE EQUIPMENT (STREET)	Public Nuisance
Non-Health Life Safety	SPECIAL MOBILE EQUIPMENT ON PRIVATE PROPERTY	Vehicle
Non-Health Life Safety	STORAGE OF TRASH CONTAINERS IN SINGLE FAMILY ATTACHED RESIDENTIAL USES	Property Maintenance
Non-Health Life Safety	STORAGE OF TRASH CONTAINERS IN SINGLE FAMILY RESIDENTIAL ZONES	Property Maintenance
Non-Health Life Safety	TOW TRUCK ON PRIVATE PROPERTY	Vehicle
Non-Health Life Safety	TOW TRUCK ON STREET OR RIGHT-OF-WAY	Vehicle
Non-Health Life Safety	TRASH BIN ENCLOSURE - MAINTENANCE/REPAIR	Commercial Maintenance
Non-Health Life Safety	TRASH CONTAINER - ILLEGAL CONTAINER	Property Maintenance
Non-Health Life Safety	UNENCLOSED COMMERCIAL TRAILER	Vehicle
Non-Health Life Safety	VEHICLE - RESIDENTIAL DRIVEWAY REGULATIONS	Zoning
Non-Health Life Safety	VEHICLE PARKED ON UNAPPROVED SURFACE	Top 10
Dept Assist	ABOVE GROUND FUEL STORAGE PROHIBITED	
Dept Assist	ACCESSORY STRUCTURE - PERMIT REQUIRED	
Dept Assist	ALTERATION OF STREET IMPROVEMENTS	
Dept Assist	BUILDING PERMIT REQUIRED - FENCE	
Dept Assist	CHANGE OF USE - PERMIT REQUIRED	
Dept Assist	COMMERCIAL ZONE - MAJOR AUTO REPAIR	
Dept Assist	COMMERCIAL ZONE - MINOR AUTO REPAIR	
Dept Assist	CROSS CONNECTION - REDUCED PRESSURE PRINCIPLE ASSEMBLY REQUIRED	
Dept Assist	ENGAGING IN BUSINESS WITHOUT A LICENSE	
Dept Assist	EVADING TAX	
Dept Assist	HOME OCCUPATION LIMITATION - LICENSE REQUIRED	
Dept Assist	MAINTENANCE OF DETENTION AND RETENTION PONDS - AGREEMENT WITH CITY ON	
Dept Assist	MAINTENANCE REQUIRED	
Dept Assist	MAINTENANCE OF DETENTION AND RETENTION PONDS - MAINTENANCE REQUIRED	
Dept Assist	MARIJUANA - RESIDENTIAL (MEDICAL)	
Dept Assist	MARIJUANA - RESIDENTIAL (RECREATIONAL)	
Dept Assist	MARIJUANA ESTABLISHMENT - ODOR AND DEBRIS	
Dept Assist	MARIJUANA RETAIL - LICENSE REQUIRED	
Dept Assist	MOBILE FOOD VENDING - PERMIT REQUIRED	
Dept Assist	OPEN WELLS OR EXCAVATIONS (M3)	
Dept Assist	PD DISTRICT AMENDMENTS	
Dept Assist	POST CONSTRUCTION REQUIREMENT - BMP	
Dept Assist	PROHIBITED USE	
Dept Assist	SANITARY SEWER SYSTEM -APPROVAL PRIOR TO CONNECTION	
Dept Assist	SECTOR CONTROL PROGRAM	
Dept Assist	SIGN PERMIT REQUIRED	
Dept Assist	SIGNS - NON-RESIDENTIAL (WINDOW)	
Dept Assist	SIGNS - NON-RESIDENTIAL WALL	
Dept Assist	SNOW & ICE DEPOSITED ON ROADWAY	
Dept Assist	VIOLATION OF THE INTERNATIONAL BUILDING CODE	
Dept Assist	VIOLATION OF THE INTERNATIONAL FIRE CODE	
Dept Assist	VIOLATION OF THE INTERNATIONAL PLUMBING CODE	
Dept Assist	VIOLATION OF THE INTERNATIONAL PROPERTY MAINTENANCE COD	
Dept Assist	VIOLATION OF THE INTERNATIONAL RESIDENTIAL CODE	
Dept Assist	VIOLATION OF THE ZONING CODE	
Dept Assist	WASTE OF WATER - BROKEN SPRINKLER	
Dept Assist	WASTE OF WATER - FLAGRANT MISUSE	
Dept Assist	WASTE OF WATER - WATER RESTRICTIONS	
Dept Assist	GROUP HOME, FHAA & SUPPORTIVE HOUSING	

# CODE ENFORCEMENT LEVEL OF SERVICE

**Brook Svoboda**

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**Council Meeting**

*May 10, 2021*



CITY OF  
**Northglenn**

# ***IMPLEMENTATION PLAN***

- **Reprioritization of Enforcement – Criteria-Based Approach**
- **Engagement and Education Strategies**
- **Hardship Mitigation Programming**
- **Conflict Resolution Management**
- **Diversity, Equity and Inclusivity Integration**

# ***REPRIORITIZATION OF ENFORCEMENT – CRITERIA-BASED APPROACH***

## **Tier 1 - Health Life Safety**

- **Regulations represent priority enforcement**

## **Tier 2 - Significant Non-Health Life Safety**

- **Regulations blight-oriented, reflect regulations statistically ranked as priority concerns based on public complaints**



# ***REPRIORITIZATION OF ENFORCEMENT – CRITERIA-BASED APPROACH***

**CONT'D**

## **Tier 3 - Non-Health Life Safety**

- **Regulations generally not considered significant concerns to health, life safety**
- **Primarily complaint-based provisions staff would otherwise respond to**

## **Tier 4 - Department Assist**

- **Reflects regulations primarily initiated by other departments and/or require other departments to serve as lead for public complaints received**

# ***ENGAGEMENT AND EDUCATION STRATEGIES***

## **City Social Media Platform(s) Utilization**

- **Refresh existing code enforcement content for all social media platforms**
- **Promote programming:**  
Neighborhood roll-off program, spring Dumpster Days - immediate action

## **Council Reporting**

- **Develop Council access to Citizen Request Management (CRM) program information related to ward, citywide data cases**

# ***ENGAGEMENT AND EDUCATION STRATEGIES***

**CONT'D**

## **Community Survey Outreach**

- **Work with Communications to develop outreach survey to assess community perceptions, expectations**

## **Targeted Neighborhood Events / Programming**

- **Develop neighborhood events, opportunities (2022 Budget) – including:**
  - Block party events
  - Targeted neighborhood dumpster cleanup
  - Other programming

# ***ENGAGEMENT AND EDUCATION STRATEGIES***

**CONT'D**

## **Neighborhood Identity**

- **Comprehensive Plan – promote neighborhood sub-area planning**

# ***HARDSHIP MITIGATION PROGRAMMING***

## **City Lead Assistance Plan**

- **Develop program for qualified individuals to assist with bringing property into compliance**

## **Nonprofit/Government Agency Assistance**

- **Update existing program assistance information**
- **Research what other communities do, provide update to Council**

# ***CONFLICT RESOLUTION MANAGEMENT***

## **Mediation Assistance**

- **Continue with current referral program**
- **City Manager's Office developing program that would cover multiple service areas that will be presented to Council later this year**

## **Engagement Policy for Targeted Complaints**

- **Work with City Attorney's Office to develop administrative policy to address neighbor-on-neighbor situations**

# ***DIVERSITY, EQUITY, AND INCLUSIVITY***

## **Training Opportunities**

- **Continue to expand training opportunities for staff with DEI emphasis**

## **Best Practices**

- **Research, develop best practices policy in coordination with City Attorney's Office**

## **Engagement Policy for Targeted Complaints**

- **Work with City Attorney's Office to develop administrative policy to address racially-motivated situations**

# ***IMPLEMENTATION SCHEDULE***

## **Reprioritization of Enforcement**

- **Criteria-Based Approach** **Immediate**

## **Engagement and Education Strategies**

- **City social media platform(s) utilization** **Immediate, ongoing**
- **Council reporting** **1-3 months**
- **Community survey outreach** **2022 Budget request**
- **Targeted neighborhood events/programming** **2022 Budget request**
- **Neighborhood identity** **18 months - 2 years**



# IMPLEMENTATION SCHEDULE

CONT'D

## Hardship Mitigation Programming

- City lead assistance plan 2022 Budget request
- Nonprofit/government agency assistance Immediate, ongoing

## Conflict Resolution Management

- Mediation assistance 2022 Budget request
- Engagement policy for targeted complaints 1-3 months

## Diversity, Equity and Inclusivity

- Training opportunities Ongoing
- Best practices 1-3 months
- Engagement policy for targeted complaints 1-3 months

# QUESTIONS?

**Brook Svoboda**

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