



AUSTINCODE
DEPARTMENT

Building a greater Austin together through Code
Education, Collaboration, and Enforcement

August 10, 2017 Focus Group

Agenda

What to expect for today's focus group



- Focus group format
- Background information
- Scenarios
- Educational component
- Questions

Focus Group Format

Housekeeping guidelines to obtain your feedback



Goals

To obtain public feedback on new implementations.



Feedback

Express yourself openly. We will listen and acknowledge concerns.



Participation

We will discourage sidebars and encourage all participants to share.

Background Information

Previous “response time” goals



Background Information

Previous “compliance time” goals



Proposed Strategic Direction

New Code Enforcement Complaint Prioritization System



“C-TERM”

Code Tiered
Enforcement
Response Matrix



Prioritization

Determine the
amount of response
time & compliance



Public Safety

Based on threat
level

Focus Group Expectations for C-TERM

We need your feedback in the following items:



Priority examples

How would you prioritize or scale different code violations?



Educational components

Your feedback on the visual components of C-TERM

Priority Scenarios

Choose the level of priority.

1 **2** **3** **4** **5**

High priority ————— Medium priority ————— Low priority

Scenario #1

Choose the level of priority.
1 = highest, 5 = lowest



Scenario #2

Choose the level of priority.

1 = highest, 5 = lowest



Scenario #3

Choose the level of priority.

1 = highest, 5 = lowest



Scenario #4

Choose the level of priority.

1 = highest, 5 = lowest



Scenario #5

Choose the level of priority.
1 = highest, 5 = lowest



Overview of Scenarios

Were your answers similar to the choices below?
What is your feedback?



1

2

3

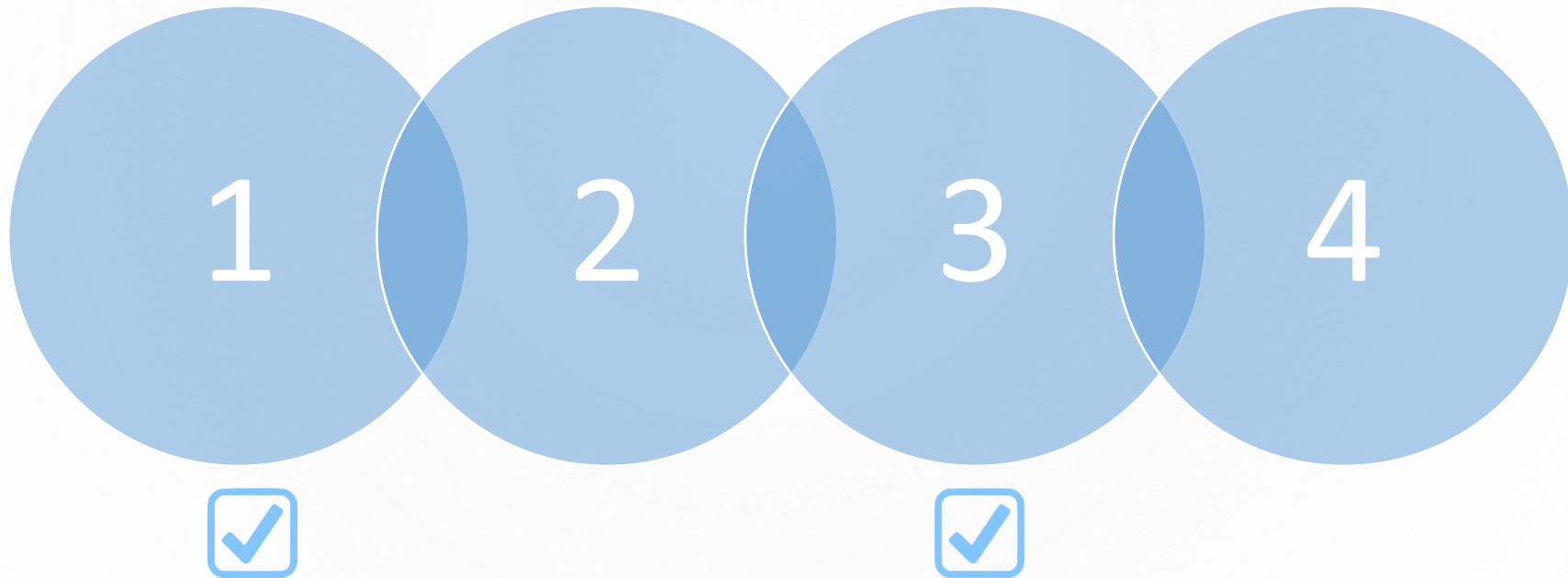
4

5

High priority ————— Medium priority ————— Low priority

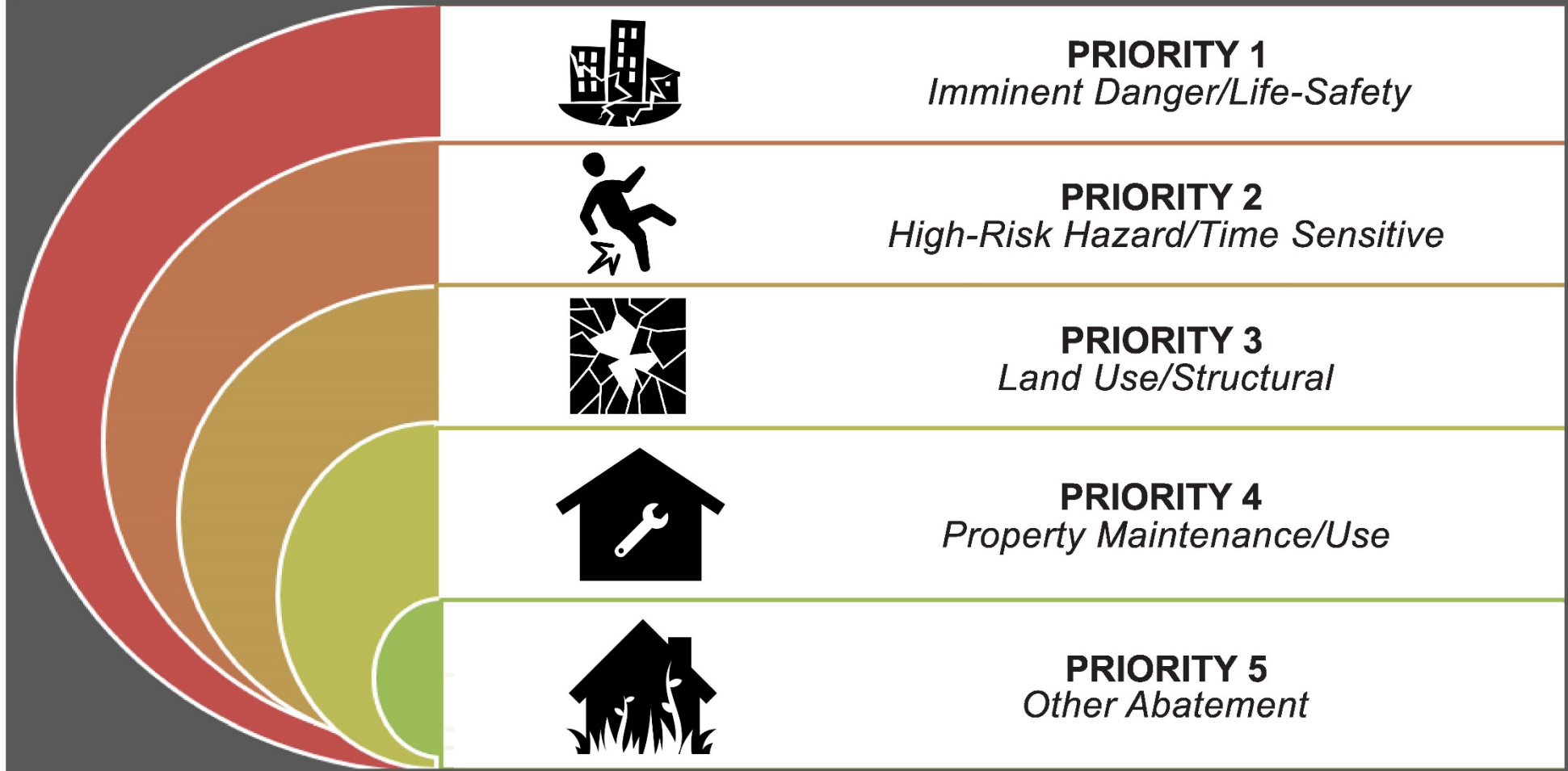
Educational visuals

Choose if you like it.



Visual #1

ACD Tiered Enforcement Response Matrix (C-TERM)



Visual #2

Austin Code Department 2017 Code Enforcement Response Matrix

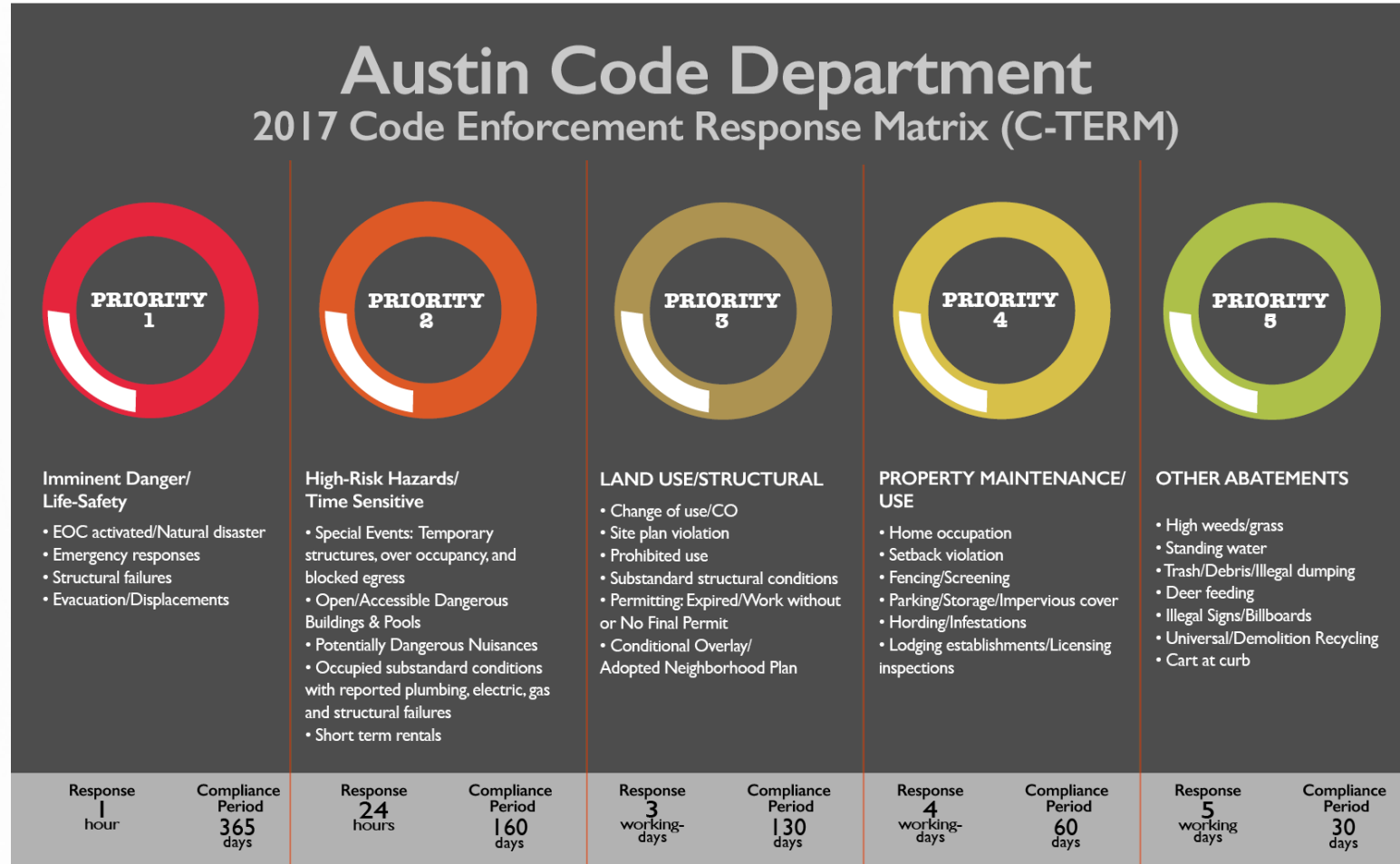
1	PRIORITY 1 Imminent Danger/Life-Safety Response: 1 hour	<ul style="list-style-type: none">• Evacuation/Displacements• Structural Failures• Emergency Responses• EOC Activated/Natural Disaster
2	PRIORITY 2 High-Risk Hazard/Time Sensitive Response: 24 hours	<ul style="list-style-type: none">• Special Events: Temporary Structures, Over Occupancy and Blocked Egress• Open/Accessible Dangerous Buildings & Pools• Potentially Dangerous Nuisances• Occupied Substandard Conditions With Reported Gas, Plumbing, Electrical and Structural Failures• Short-Term Rentals
3	PRIORITY 3 Land Use/Structural Response: 3 Working Days	<ul style="list-style-type: none">• Change of Use/CO• Site Plan Violation• Prohibited Use• Substandard Structural Conditions• Permitting: Expired/Work Without or No Final Permit• Conditional Overlays/Adopted Neighborhood Plan
4	PRIORITY 4 Property Maintenance/Use Response: 4 Working Days	<ul style="list-style-type: none">• Home Occupation• Setback Violations• Fencing/Screening• Parking/Storage/Impervious Cover• Hoarding/Infestations• Lodging Establishments/Licensing Inspections• Short-Term Rentals
5	PRIORITY 5 Other Abatement Response: 5 Working Days	<ul style="list-style-type: none">• High Weeds/Tall Grass• Standing Water• Trash/Debris/Illegal Dumping• Deer Feeding• Illegal Signs/Billboards• Universal/Demolition Recycling• Carts at Curb

ACD Tiered Enforcement Response Matrix:

The purpose of the ACD Tiered Enforcement Response Matrix (C-TERM) is to establish a priority inspection scheduling system for City of Austin code enforcement and nuisance abatement services sequenced by the level of risk and complexity of work to be performed. The C-TERM is a progressive scale of enforcement ranging from basic enforcement that is achieved typically through education and non-judicial voluntary compliance to complex enforcement that typically requires forced compliance through quasi/judicial enforcement methods.



Visual #3



ACD Tiered Enforcement Response Matrix: The purpose of the ACD Tiered Enforcement Response Matrix (C-TERM) is to establish a priority inspection scheduling system for City of Austin code enforcement and nuisance abatement services sequenced by the level of risk and complexity of work to be performed. The C-TERM is a progressive scale of enforcement ranging from basic enforcement that is achieved typically through education and non-judicial (voluntary) compliance to complex enforcement services that typically require forced judicial (involuntary) compliance.

Visual #4

Austin Code Department 2017 Code Enforcement Response Matrix (C-TERM)

PRIORITY 1		PRIORITY 2		PRIORITY 3		PRIORITY 4		PRIORITY 5	
Imminent Danger/ Life-Safety <ul style="list-style-type: none"> • EOC activated/Natural disaster • Emergency responses • Structural failures • Evacuation/Displacements 		High-Risk Hazards/ Time Sensitive <ul style="list-style-type: none"> • Special Events: Temporary structures, over occupancy, and blocked egress • Open/Accessible Dangerous Buildings & Pools • Potentially Dangerous Nuisances • Occupied substandard conditions with reported plumbing, electric, gas and structural failures • Short term rentals 		LAND USE/STRUCTURAL <ul style="list-style-type: none"> • Change of use/CO • Site plan violation • Prohibited use • Substandard structural conditions • Permitting: Expired/Work without or No Final Permit • Conditional Overlay/ Adopted Neighborhood Plan 		PROPERTY MAINTENANCE/ USE <ul style="list-style-type: none"> • Home occupation • Setback violation • Fencing/Screening • Parking/Storage/Impervious cover • Hoarding/Infestations • Lodging establishments/Licensing inspections 		OTHER ABATEMENTS <ul style="list-style-type: none"> • High weeds/grass • Standing water • Trash/Debris/Illegal dumping • Deer feeding • Illegal Signs/Billboards • Universal/Demolition Recycling • Cart at curb 	
Response 1 hour	Compliance Period 365 days	Response 24 hours	Compliance Period 160 days	Response 3 working- days	Compliance Period 130 days	Response 4 working- days	Compliance Period 60 days	Response 5 working days	Compliance Period 30 days

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Questions

And parting thoughts



Thank you

We appreciate your time and feedback

