

South Bend

2016 Civil City Budget – proposed

Items of Inquiry needing more information:

Department of Code Enforcement

- Requests/questions from the September 8, 2015 Personnel and Finance Committee meeting and inquires received thereafter:
1. Slide # 4: Revenue Allocation: It was mentioned that rebilling will go back to 2014 including billings for special assessments. What is the anticipated revenue projections for the rebillings [summarized by type] and for special assessments?

We are up-to-date on all of our billings; all civil penalties, environmental, housing, etc. have been billed.

- i. Through a change in our collections process, we are already seeing an increase in revenue:
 1. Environmental billing revenue has increased 43% compared to last year (through September 30, 2015).
 2. Demolitions/Boardings billing has increased 264% compared to last year (through September 30, 2015).
 3. Ordinance Violations have increased by 57% compared to last year (through September 30, 2015).
 - b. Total Civil Penalty revenue is currently down 49% compared to last year (through September 30, 2015).
 - c. Civil Penalties have been processed as Special Assessments through October 30, 2014; a total amount of \$280,000 assessed.
 - i. So far, we have received \$13,000 in payments from Civil Penalty Special Assessments plus \$44,431 in payments through collections/invoices for a total of \$57,431 Civil Penalty received.
 - ii. We cannot truly anticipate Civil Penalty revenue since this is our first year both billing and Special Assessing Civil Penalties. We do anticipate seeing this number increase in December 2015 and June 2016 when we receive payments from the County.
 1. Previous years averaged \$189,000 received for the year for Civil Penalties processed as Special Assessments.
2. Slide # 5: What is the current status of the “new case management software, Accela”? Have billings been sent since the September 8th meeting? If yes, how many and what is the due date for payment? How much has been collected since the September 8th meeting? Describe the process being fully implemented.

As of today all environmental violations are inspected (and assessed) in the field through Accela and mobile apps. All re-inspections and abatements are performed in the field using Accela mobile apps. All work is billed automatically using Accela based on the equipment used in the abatement. All fees assessed including the grass ticket (\$250) are automatically invoiced. The invoices can be automatically billed. As of today we have made 3 changes to the template of the bill, the latest bill includes an invoice for work performed and an invoice for the ticket so they can be appropriately tracked by OBV and Code.

- a. All worked performed and grass ticketing has been processed in Accela, billed and sent to the owners. Invoices have been sent for all demolitions, boardings, environmental abatements and Civil Penalties.
 - i. Billings were sent prior to the September 8th meeting and invoices are being processed and mailed daily.
 - b. The owner has 30 days to pay from the time we print the invoice (we mail the invoice the same day we print it).
 - c. Up to September 8th:
 - a. Litter and Vegetation: \$85,748.75
 - b. Grass – Worked Performed: \$29,876.00
 - c. Grass – Tickets: (tickets sent along bill of work performed), \$6,750.00
 - d. Up to today:
 - a. Litter and Vegetation: \$131,251.25
 - b. Grass – Worked Performed: \$202,002.50
 - c. Grass – Tickets: \$104,750.00
 - e. Amount collected from Accela billings is:
 - ii. \$13,343 for environmental abatements (since 8/29/2015).
 - iii. \$0 for grass tickets issued (369 tickets issued since July 8th).
3. What State Senators and State Representatives is the Administration working with so that a Bill may be introduced proposing legislation requiring the recording of all property deeds? What is the timetable? What other communities is the Administration working with so that resolutions supporting such state legislation may be coordinated with several Common Councils throughout the state? Code Enforcement's AmeriCorps intern Trent contacted twelve state lawmakers about this issue and nobody responded back to him. This is something that we need to revisit.
4. How many Code Enforcement cases go to hearing on average each week? Who oversees enforcement of those deadlines? How much has collected by category as a result of those hearings in 2016? ? An average of 26 properties go to hearing each week. On non-holiday months, there are 7 hearings a month with an average of 13 properties being heard at each hearing for a total of 91. Each inspector is responsible for the follow up inspections, the deadlines are managed in both Naviline and SharePoint at this time. There are no categories of funds in hearings there is only Civil Penalties or on some occasion's bonds. Both are used as tools for compliance only. This is the same as the information regarding Civil Penalties noted above.

5. SB Animal Care & Control: What specific actions are proposed in 2016 to make these operations more cost-effective? We continue to seek volunteer services to decrease the total expenditures at SBACC. We currently solicit over \$32,000 in donated spay/neuter surgeries, CARE of South Bend has donated roughly \$19,000 in funds for emergency veterinary care, and Dr. Covey continues to donate her time to SBACC weekly so that the city does not have to seek a salary of roughly \$60,000 a year for a part-time to full-time veterinarian.
6. SB Animal Care & Control, Budget page 16: How much revenue is projected to be lost by the "Return to Owner free program" listed in the "2016 Significant Changes/Challenges" There is not currently a "get out of jail free" card for the animals at SBACC. We expect all residents who violate the city ordinance of a running at large dog to pay those fees when they pick up their pet. The shelter manager does reserve the right through Chapter 5 of our city code to waive those fees when it is appropriate. We are working towards a culture of responsible pet ownership and accountability in the city, and therefore, must hold residents responsible when it is appropriate
7. SB Animal Care & Control: It was mentioned that only 2-3% of the pets in South Bend are licensed? What specific actions are proposed in 2016 to address this? Our hope is to continue outreach to enforce pet licensing in South Bend. There is a huge source of revenue out there that can be acquired through the pet licensing program in South Bend. We also hope to implement an online licensing program. Residents could license their pets at their vet when they get their pet's rabies vaccinated, or they could submit the information via an online licensing portal while at home on their couches. The challenge here is obtaining the technology that will allow SBACC the customized program necessary for our complex licensing structure that was adopted in August of 2014.
8. SB Animal Care & Control: What public/private partnerships are being pursued to make this operation more cost-effective? Be specific. We should not seek a private partnership with the Humane Society of Saint Joseph County. Our belief is that the residents would experience a significant service gap, specifically the residents of the most underserved areas of South Bend. However, we do continue partnerships with community organizations like Pet Refuge, The Meow Mission (who aid in the current issue of stray cats in the city), CARE of South Bend, and the ABC Clinic of Pet Refuge among other groups. Most recently we partnered with the international organization, The Humane Society of the United States, to bring a massive free pet vaccination clinic at St. Adalbert's, free of charge and without any funds acquired from tax payers in the city.
9. SB Animal Care & Control, Budget page 21: Under "Pet licenses" YTD 6/30/15 11,180 is listed. Why is only 17,000 projected for the 2016 calendar year? In 2014, 15,993.00, as of June 2015 we collected \$11,180.00, and as of Sept 2015 we have collected \$16,985.00. We were being conservative and increase the budget by approx. 5% over 2014 revenue.
10. SB Animal Care & Control, Budget page 22: Why are "donations private sources" listed as "0"? Why is "Animal Control Grant" listed as "0" – is the Department applying for any grants for the 2016 calendar year? Donation Revenues are recorded into different fund. When there is a need

we have to go through appropriation to use the fund. As for grant we only had \$1600 collected in 2014. We did not budget any dollars for 2016.

11. SB Animal Care & Control: Are the fees charged competitive with those charged by other Indiana 2nd class cities who operate similar facilities? How do they compare to rates/fees charged by non-profits for similar services? When the special committee re-wrote the municipal code, this exact question came up. Our fee structure is consistent with other cities in Indiana like Fort Wayne, Indianapolis, and Bloomington. Our fees are consistent with these other Indiana cities.
12. Is there a current 2015 Organizational Chart for the Department of Code Enforcement available as well as a proposed 2016 Organizational Chart? If yes, provide copies. **Attached pages 8-9**

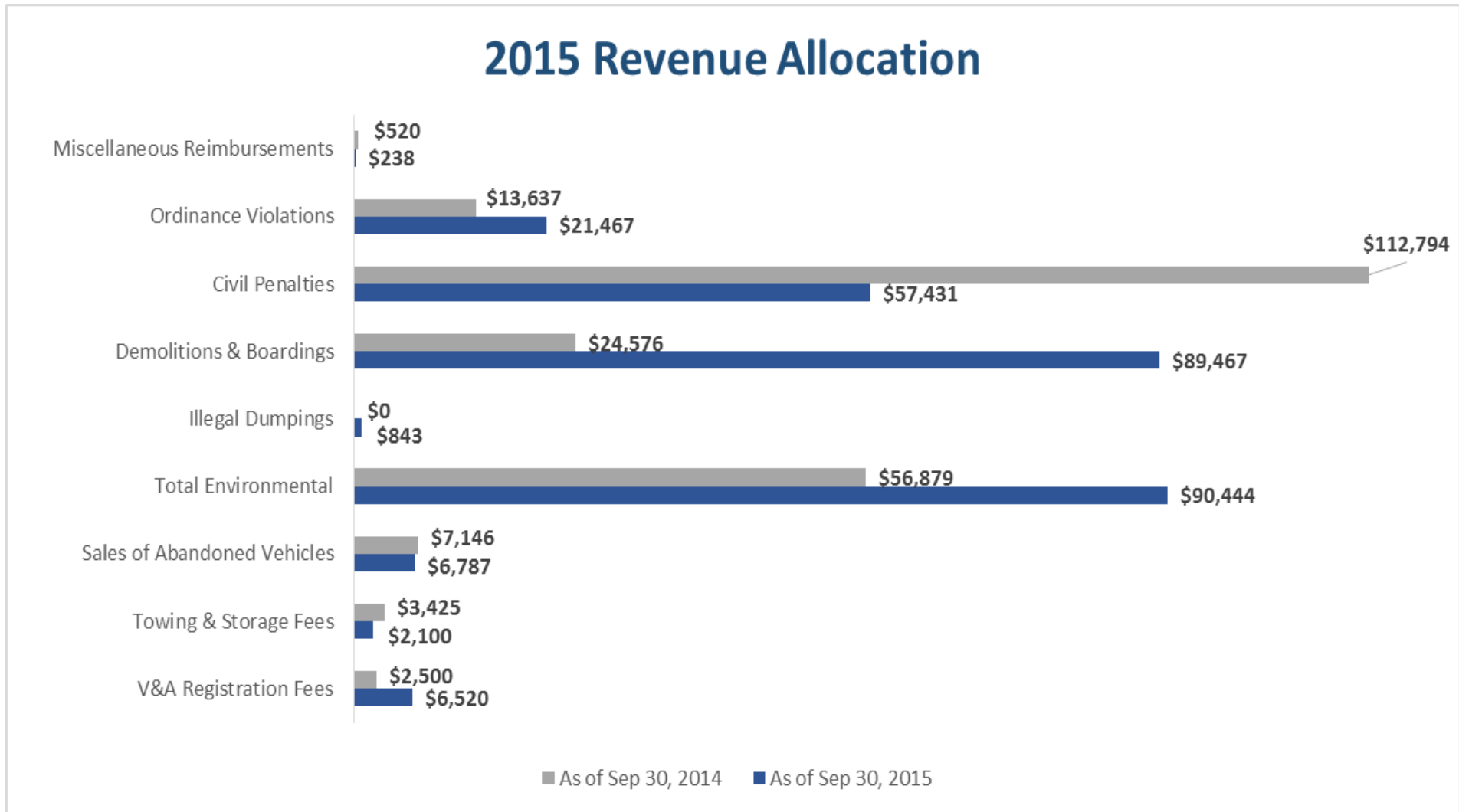
Code Enforcement Revenue & Billing Update (through 9/30/2015)

Code Enforcement Revenue

Type	As of June 30, 2014	As of June 30, 2015	% Change 2014-2015	As of Sep 30, 2014	As of Sep 30, 2015	% Change Sep 2014-Sep 2015
V&A Registration Fees	\$7,400	\$3,650	-51%	\$2,500	\$6,520	161%
Towing & Storage Fees	\$2,765	\$1,785	-35%	\$3,425	\$2,100	-39%
Sales of Abandoned Vehicles	NA	\$6,055	--	\$7,146	\$6,787	-5%
Environmental Cleanups	\$38,081	\$64,639	70%	\$56,879	\$81,291	43%
Accela Environmental	NA	NA	--	NA	\$6,181	--
Accela Grass/Weed	NA	NA	--	NA	\$2,973	--
Total Environmental	\$38,081	\$64,639	70%	\$56,879	\$90,444	59%
Illegal Dumpings	NA	\$843	--	NA	\$843	--
Demolitions & Boardings	\$21,556	\$60,843	182%	\$24,576	\$89,467	264%
Civil Penalties	\$101,704	\$33,177	-67%	\$112,794	\$57,431	-49%
Ordinance Violations	\$10,781	\$14,077	31%	\$13,637	\$21,467	57%
Miscellaneous Reimbursements	\$392	\$143	-64%	\$520	\$238	-54%
Total	\$182,679	\$185,212	1%	\$221,477	\$275,296	24%

- ◆ The decrease in V&A Registration fees in 2014 from June 30 – September 30 was due to refunds given in July 2014.
- ◆ Towing & Storage Fees and Sales of Abandoned Vehicle revenue were down 39% and 5% respectively due to a shift in focus to housing for inspectors; fewer cars are being ticketed, towed and sold.
- ◆ Environmental billing revenue has increased by 59% due to a more aggressive collections process.
- ◆ Demolitions & Boarding revenue has increased by 264% due to a more aggressive collections process.
- ◆ Civil Penalty revenue has decreased by 49% due to a temporary hold on Special Assessing Civil Penalties. We have resumed Special Assessments and are also now invoicing Civil Penalties (they were not invoiced in previous years); we expect to see this number increase in December 2015 and June 2016 when tax payments are processed.
- ◆ Ordinance Violation revenue has also increased (57% increase) due to a more aggressive collections process.

Code Enforcement Revenue & Billing Update (through 9/30/2015)



Code Enforcement Revenue & Billing Update (through 9/30/2015)

Code Enforcement Accela Billing & Civil Penalties

	Accela	
	Billed	Paid
Total Billed - Work Performed	\$423,926*	--
Count of Total Billed	2,032	NA
Net Billed - Work Performed	\$201,471	\$13,343
Count of Net Billed	1,424	NA
Grass Tickets	\$92,250*	\$0
Count Grass Tickets	369	NA
Net Accela	\$293,722	\$13,343

(First invoice mailed 8/29/15)

	Civil Penalties	
	Billed	Special Assessed
Processed	\$888,000	\$280,000
Paid to County	NA	\$13,000
Paid to Collections	\$44,431	NA
Pending Special Assessment	NA	\$608,000**

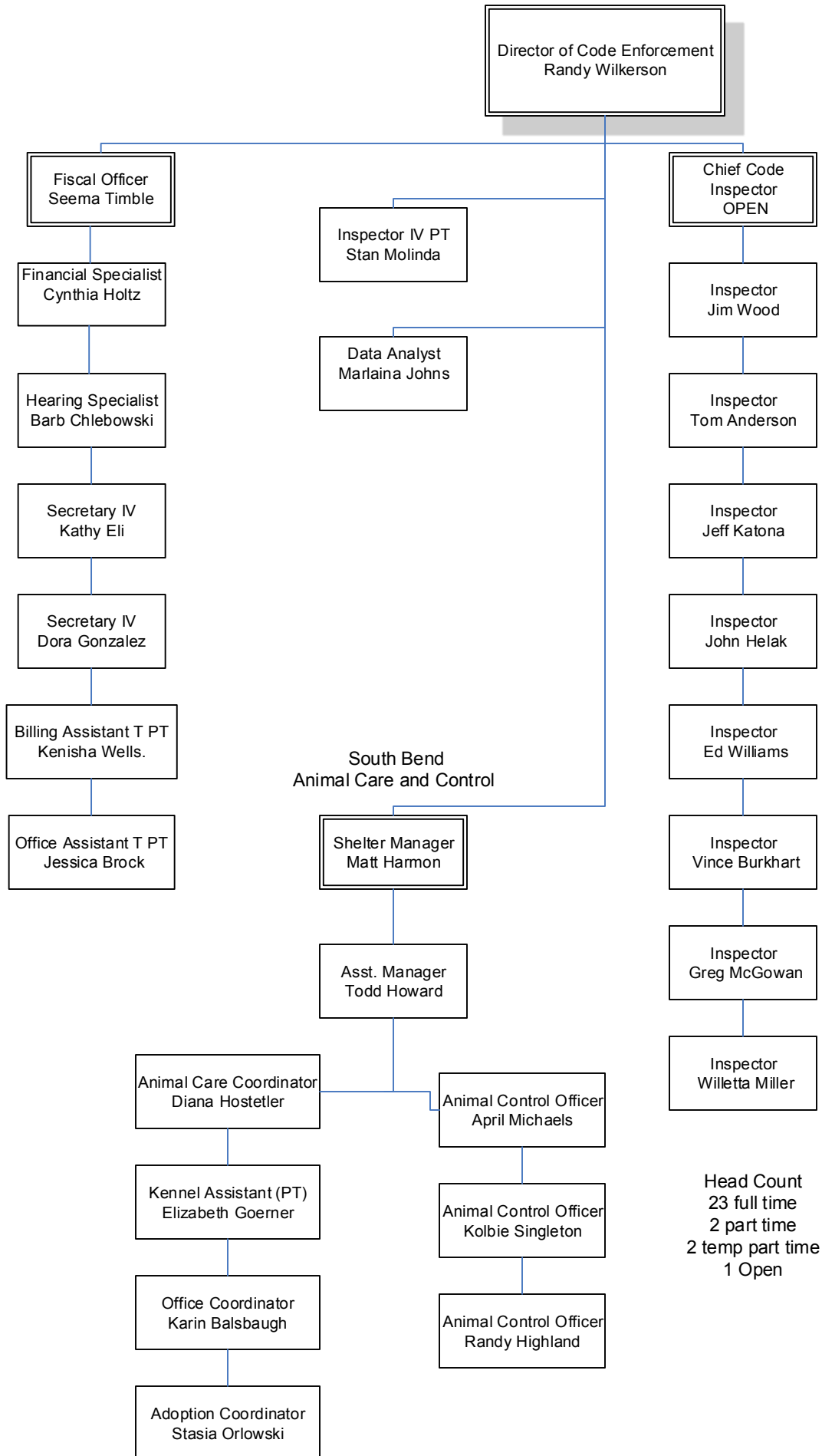
(March 2014 – September 30, 2015)

* Total amount billed in Accela is higher than net amount billed due to incorrect address/owner information resulting in voiding some bills. This is true too for grass tickets issued.

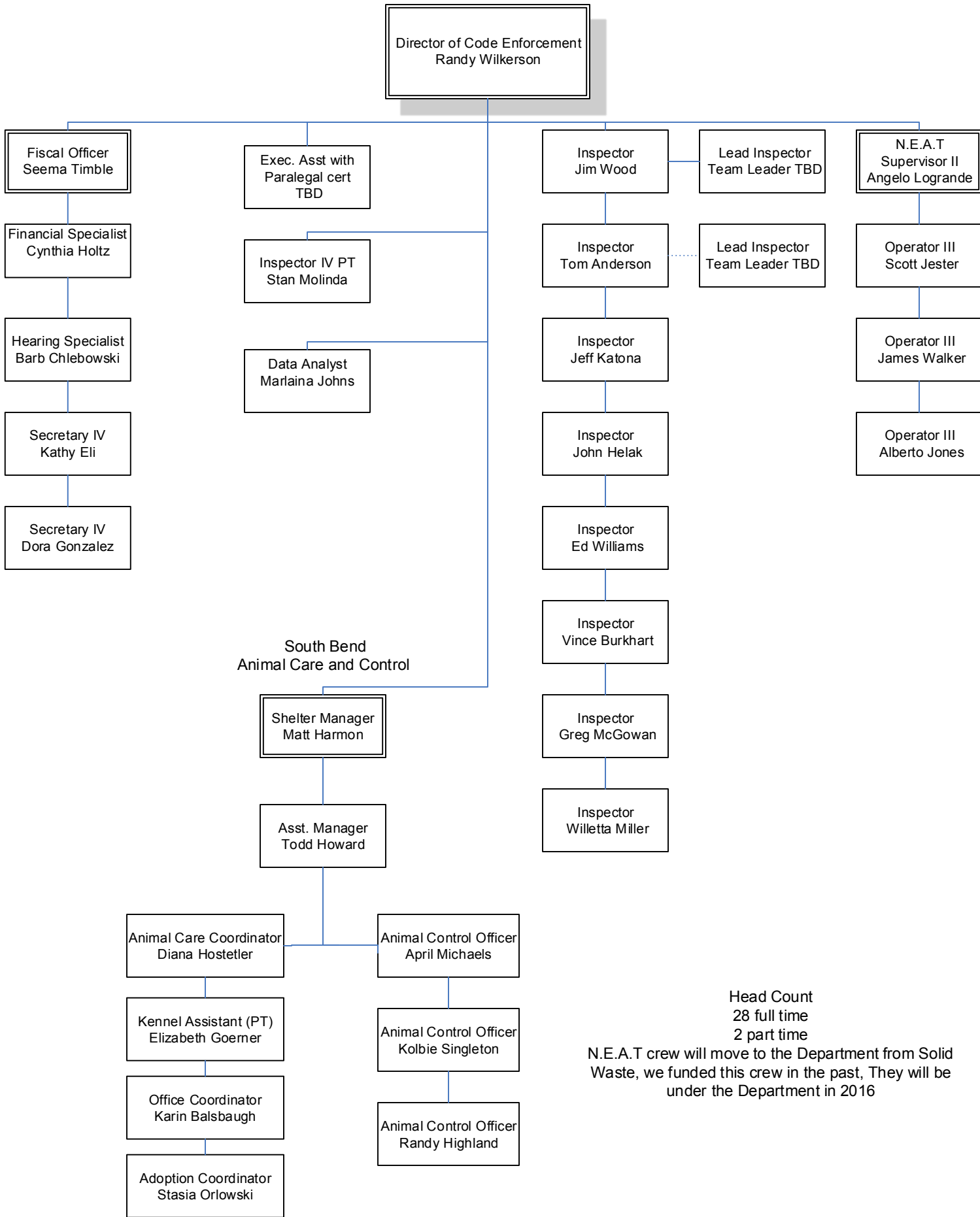
◆ Everything has been billed. Civil Penalties, environmental abatements (including Accela), environmental tickets, demolitions, boarding, etc. are all up-to-date.

** Civil Penalties have been processed as Special Assessments through October 30, 2014. We are currently working on assessing the rest of the Civil Penalties. ALL Civil Penalties have been billed.

Department of Code Enforcement 2015 as of 10/7/2015



Department of Code Enforcement as Proposed for 2016



Head Count
 28 full time
 2 part time
 N.E.A.T crew will move to the Department from Solid Waste, we funded this crew in the past. They will be under the Department in 2016