

OVERVIEW OF NEIGHBORHOOD PRESERVATION & CODE ENFORCEMENT



Neighborhood &
Business Services



MONROVIA
CALIFORNIA



PRESENTATION AGENDA

- National Accreditation
- Review of Code Enforcement, goals, and statistics
- Teamwork, Resources, & Outreach
- Enforcement Projects



NATIONAL ACCREDITATION

- The City of Monrovia's Neighborhood & Business Services Division became the first agency in California to be nationally accredited and eighth in the country.
- Accredited by the American Association of Code Enforcement (AACE). Program adopted in 2018.
- Comprehensive review of 50 categories related to our hiring, training, evaluations, policies, service, operations, case management, municipal code, marketing, legal process, etc.
- "Considered among the best code enforcement agencies across the nation" - AACE





GOALS

The Code Enforcement Officer of the City of Monrovia strives to:

- Maintain and preserve the integrity, appearance, and value of structures, properties, and neighborhoods within the City.
- Develop successful and professional partnerships with residents and businesses to invigorate pride and improve the quality of life in neighborhoods.
- Be the premier resource and expert in neighborhood preservation for the organization and assist other departments and divisions in achieving compliance.
- Educate the public about their role in maintaining their neighborhoods. Monrovia continues to be the best place to work, live and play.



MONROVIA CODE ENFORCEMENT

- Four (4) full-time Code Enforcement Officers
- 7-day coverage

CASES OPENED



CASES CLOSED

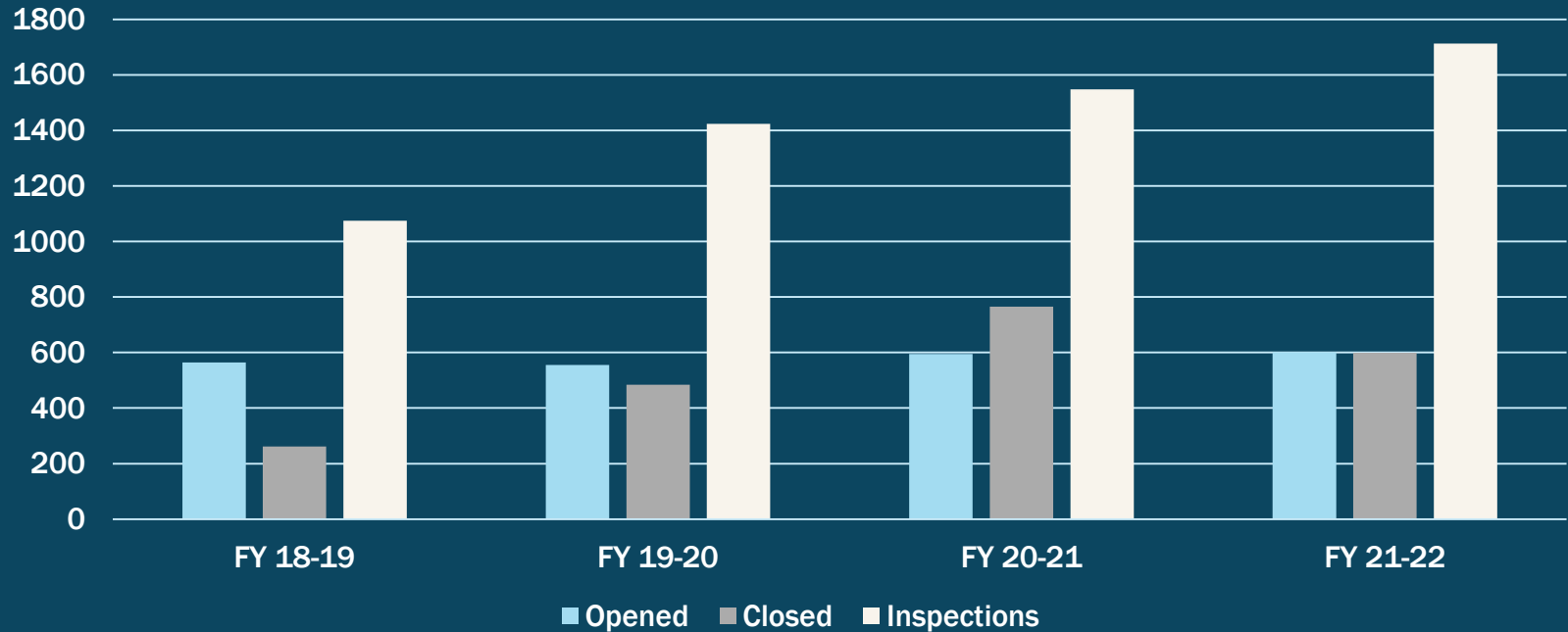


October 1, 2021	to	October 1, 2022
Total Cases Opened		643 (366 CDBG)
Total Cases Closed		868 (430 CDBG)
Total Inspections		1,728
Bulky Items Reported		7,963
Shopping Carts Reported		1,341
Yard Sale Permits Issued		285
TOBO Permits		20 open / 38 closed
Revenue From Commercial Code Enf.		\$30,505



STATISTICS

Case Activity by Fiscal Year





YEAR IN REVIEW

- New Training Manuals for Code Enforcement and Business Licensing
- 7-day Coverage
- Closing Legacy Cases (26% more cases closed than opened)
- Updated Division Webpages & Resources
- CDBG Code Enforcement Paper Logs to Digital Reporting
- National Accreditation
- New Holiday Code Videos
- Launched #CleanMonrovia Campaign with Public Works



OUR OFFICERS

City of Monrovia's

Code Enforcement Team



Justin Edson

Neighborhood & Business
Services Division Manager



Krystina Livraga

Commercial Code
Enforcement Officer



Cassie Pineda

Residential Code
Enforcement Officer
(Zone East)



Ken True

Residential Code
Enforcement Officer
(Zone West)



Charlotte Cush

Residential Code
Enforcement Officer
(Zone South)



AREA ZONES

Ken True
(West)



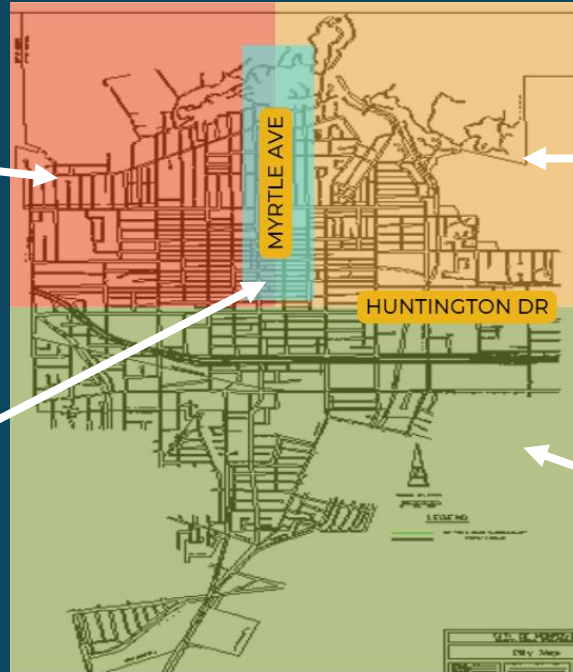
Cassie Pineda
(East)



Krystina
Livraga
(Commercial)



Charlotte Cush
(South)





TRAINING

- Each Code Officer Completes:
 - 120 hours initial training for Certified Code Enforcement Officer (CCEO)
 - 40 hours for PC 832 – Constitutional Rights & Due Process
 - 15 hours of Officer Safety Training
 - Customer Service Training through JPIA
 - 48 hours of continued education every 3 years
 - Annual conference to learn about new trends
- Memberships
 - California Association of Code Enforcement (CACEO)
 - American Association of Code Enforcement (AACE)
 - International Code Council (ICC)





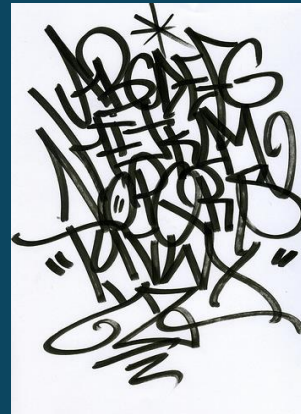
COMMON CODE ISSUES

- Property Maintenance (Residential & Commercial)
- Overgrown or Dead Vegetation
- Inoperable Vehicles on Private Property
- Unpermitted Construction
- Trash & Debris
- Health & Safety Violations
- Business Use Violations
- Hoarding
- Unpermitted Signs
- Bulky Items, Graffiti, & Shopping Carts



PROACTIVE EFFORTS

- Bulky Items
- Shopping carts
- Graffiti
- Commercial Signage
- Yard Sales
- Real Estate Signs
- Unlicensed Businesses
- Unpermitted Construction



BULKY ITEM GUIDELINES
ILLEGAL DUMPING PROHIBITED
8.04.00001 MMC

Please read these City of Monrovia signs and notes by following the commercial letter.

4. BULKY ITEM PROHIBITED
• Item (2) Two bulky items per lot per year up to 3 cubic yards.
• Additional pickup fee \$20.00 each.
• CALL Ahead at 1 (800) 552 3007
• Pickup hours: 7:00am - 7:00pm prior to pickup on Tues.

5. Multi-Unit, APN/MS Customers
• Item (2) Two bulky items per lot per year up to 3 cubic yards.
• Additional pickup fee \$20.00 each.
• CALL Ahead at 1 (800) 552 3007

6. Hazardous Materials
• Items (2) Items (2) items (oil, batteries, herbicides, or any used to be taken to Countywide Hazardous Waste Response - 3000 Chen LA

Instructions para la recolección de artículos grandes.
• Para tener asistencia y asistencia ciudad de Monrovia, siga a través de los procedimientos de recolección.
• Límite de artículos grandes por lote por año: 2 artículos grandes por lote por año, hasta un máximo de 3 metros cúbicos.
• Llame antes al 1 (800) 552 3007
• Horario de recolección: de 7:00 a 19:00 horas antes de la recolección.
• Recargos adicionales por artículos grandes, electrodomésticos, accesorios y otros.

4. Clientes APN/MS
• Límite de artículos grandes por lote por año: 2 artículos grandes por lote por año, hasta un máximo de 3 metros cúbicos.
• Llame antes al 1 (800) 552 3007
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• Recargos adicionales por artículos grandes, electrodomésticos, accesorios y otros.

6. Materiales Peligrosos
• Los artículos (2) artículos (aceite, baterías, herbicidas, o cualquier otro que debe ser llevado al Centro de Respuesta de Residuos Peligrosos de la Condado - 3000 Chen LA

Monrovia City Information
Phone: (202) 552 3000
www.monrovia.org

Monrovia City Information
電話: (202) 552 3000
www.monrovia.org



SHOPPING CARTS

- Carts Reported proactively by Code Enforcement – 1,341 (last 12 months)
- Report to RMS CarTrac online 24/7
 - [REPORT CARTS | Shopping Cart Retrieval | RMS, Inc. | Burbank, CA \(retailsolutionshq.com\)](#)
- Removal typically within 24 hours
- Carts must be empty, no personal items
- Commercial Code Enforcement is reviewing shopping cart containment plans to ensure information is current



HELPFUL CONTACTS

Contacts

<i>Yard Sale & Real Estate Signs</i>	Code Enforcement 626-932-5568
<i>Loitering, Traffic, & Safety</i>	Police Department 616-256-8000
<i>Shopping Carts</i>	Cartrac 888-992-4778 or https://www.retailsolutionshq.com/report-carts
<i>Bulk Item Pick-up, Trash Service, & Street Sweeping</i>	Athens Services 855-557-1007
<i>Property Maintenance Concerns</i>	Code Enforcement 626-932-5582
<i>Overgrown Tree's in Power Lines</i>	SoCal Edison 800-611-1911 or sce.com/safety/power-lines
<i>Fire Hazards</i>	Monrovia Fire Department 626-256-8181
<i>Housing</i>	Housing Rights Center 800-477-5977
<i>Graffiti</i>	Graffiti Hotline 626-932-5575
<i>Street, Lights, & Sidewalks</i>	Public Works 626-932-5575
<i>E-Waste & Household Hazardous Waste</i>	Clean LA 888-CleanLA
<i>Temporary Shelter, Food Distribution, Health Services, & Volunteering</i>	Foothill Unity Center 626-358-5581
<i>Unpermitted Construction</i>	Building & Safety Department 626-932-5581
<i>Animal Control</i>	Pasadena Humane Society 626-792-7151

[Link: Code Enforcement | City of Monrovia](#)



COMPLIANCE METHODS

- Code Education Letters & Flyers
- Face to Face Contact
- Referrals for Assistance
 - CDBG Residential Rehabilitation Grant
 - Make a Difference Day
 - San Gabriel Valley Volunteer Center
- Administrative fines
- Court

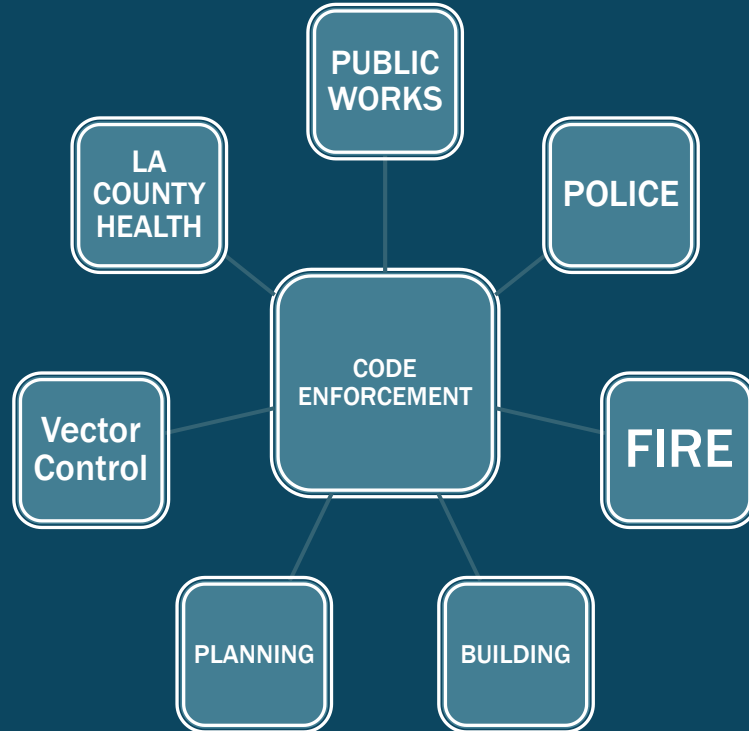


Building Better Neighborhoods





TEAMWORK





CASE STUDY

- Resident came to City Council in April about a sober living home next door with too many people living there
- Code Enforcement, CAP, and Fire began a case immediately
- Conducted an inspection with the property owner
- Garages were cleared out
- Property Owner began evictions of problem tenants and installing signs
- Case Closed within 30 days



2022 MAKE A DIFFERENCE DAY



Volunteer Center of San Gabriel Valley

Presents the 32nd Annual

MAKE A DIFFERENCE DAY

A National Day of Doing Good



SAVE THE DATE!

Saturday, October 22nd, 2022



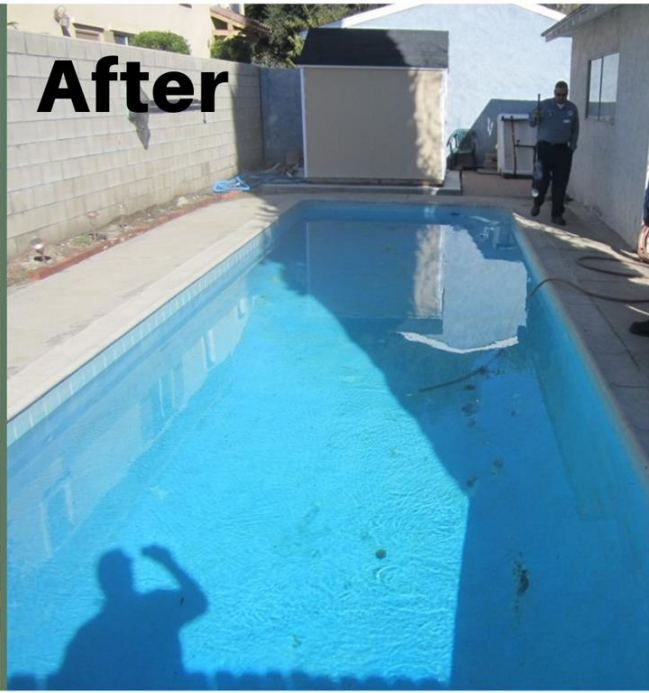


EXAMPLES OF CASES

Before



After



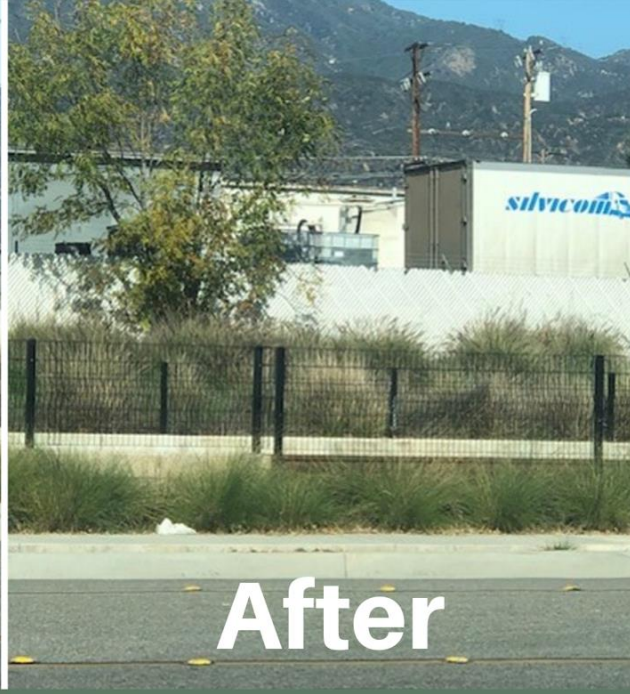


EXAMPLES OF CASES





EXAMPLES OF CASES



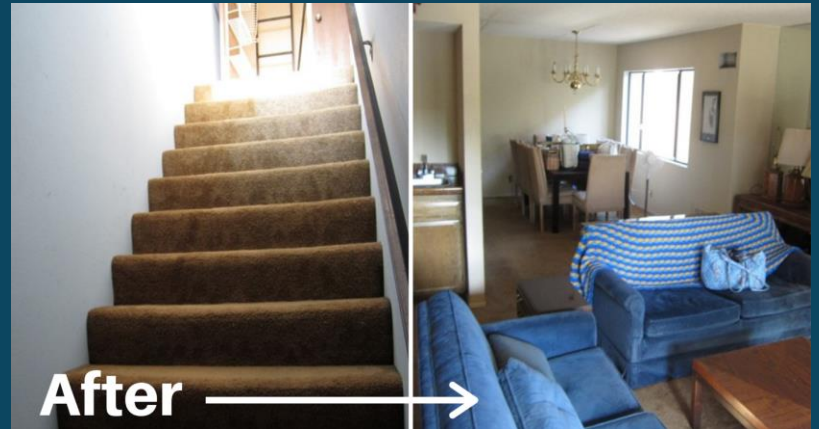


EXAMPLES OF CASES

Before →



After →





CHALLENGES

- Cases can last days, weeks, months, or even years depending on the severity of the violations and the owners willingness to comply
- Locating the responsible party & finding contact information
- Repeat violators
- Civil disputes
- Unfounded complaints



OUTREACH

- Holiday Educational Videos
- Tips & Case Highlights in the MAP Quarterly Newsletter
- MAP Adult Leadership Class on Neighborhood Preservation
- Booth at National Night Out
- MAP-edu Presentations



OUTREACH





COMMERCIAL CODE ENFORCEMENT

Neighborhood
& Business
Services



SB 946 – SIDEWALK VENDORS

- Weakened enforcement abilities of cities
- Business License still required
- Health Permit required for vendors with food
- Code Enforcement Outreach
- Coordination with Los Angeles County Health Department
- Now harder for Code Enforcement to enforce





TOBO PERMITS

- Temporary Outdoor Business Operations Permit implemented through the COVID-19 Emergency Order
- Since 2020, fifty-eight (58) TOBO Permits have been issued
- 20 active permits / 38 closed permits
- Commercial Code Enforcement Officer Krystina Livraga continues to monitor and keep permits updated with insurance



COMMERCIAL SIGNAGE

- Code Enforcement will begin with educational outreach in November
- Focus will be on temporary signs such as banners, window signs, A-frames, flag signs, etc.
- The goal for Code Enforcement is voluntary compliance and providing education on the regulations
- Starting January, Code Education letters will be sent to businesses that are still in violation





AUTO REPAIR BUSINESSES

- All new automotive repair businesses require a conditional use permit (CUP).
- 59 current auto repair type businesses
 - 11 businesses have a conditional use permit
 - 48 businesses are legal nonconforming
 - Since January 2021 staff has received 5 formal complaints regarding 5 separate auto repair businesses.
- The 48 auto repair businesses that are legal nonconforming, existed prior to our current zoning code.



AUTO REPAIR BUSINESSES

- Complaints were in regards to:
 - Long term storage of vehicles
 - Parking customer vehicles on the public street
 - Property maintenance (i.e. trash, landscaping, and debris)
 - Outside storage
 - Working on vehicles outside a structure
- The Monrovia Municipal Code does not have any regulations that prohibit legal nonconforming businesses from working outside bays, storing customer vehicles on a public street, or excessive long term storage.



AUTO REPAIR BUSINESSES

■ Code Enforcement's Response

- Staff created an educational flyer and letter. This letter was mailed out to all 59 businesses.
- Commercial Code Enforcement conducted a windshield survey of all 59 businesses for violations.
- 9 cases were started and 4 cases have been closed.
- Staff continues to do follow-up inspections for the active cases and maintains communication with the business owners.



CONDITIONAL USE PERMITS (CUP)

- Conditional Use Permits (CUP)
 - Traditional zoning generally classifies businesses into three broad categories:
 - Permitted by right
 - Conditionally permitted
 - Not permitted
 - New automotive repair businesses require the approval of a CUP by the Planning Commission through a public hearing process.
 - Businesses are only allowed in manufacturing and heavy commercial zones.
 - Cannot consider a CUP in a zone where a use is not permitted/conditionally permitted.
 - Many existing nonconforming auto repair businesses are in residential zones.



AUTO REPAIR BUSINESSES

■ Auto Repair Options

1. **Maintain current enforcement efforts**

- Continued education of code requirements
- Proactive inspections to maintain compliance
- Does not prohibit outdoor operations or address all operational concerns

2. **Prepare Municipal Code Amendments Regulating Auto Repair Shops which are Legal Nonconforming**

- Prohibit outdoor repair
- Prohibit long term storage of inoperable vehicles
- Explore off-site parking restrictions

An aerial photograph of a city nestled at the base of a large, rugged mountain range. The image is overlaid with a semi-transparent teal color. The text "THANK YOU!" is centered in the middle of the image in a white, sans-serif font.

THANK YOU!

Neighborhood
& Business
Services