

# **The Office of Code Enforcement**

## ***Public Safety Starts Here***

***Good Evening***

***Martindale-Brightwood***



# Public Safety Starts with Effective Code Enforcement

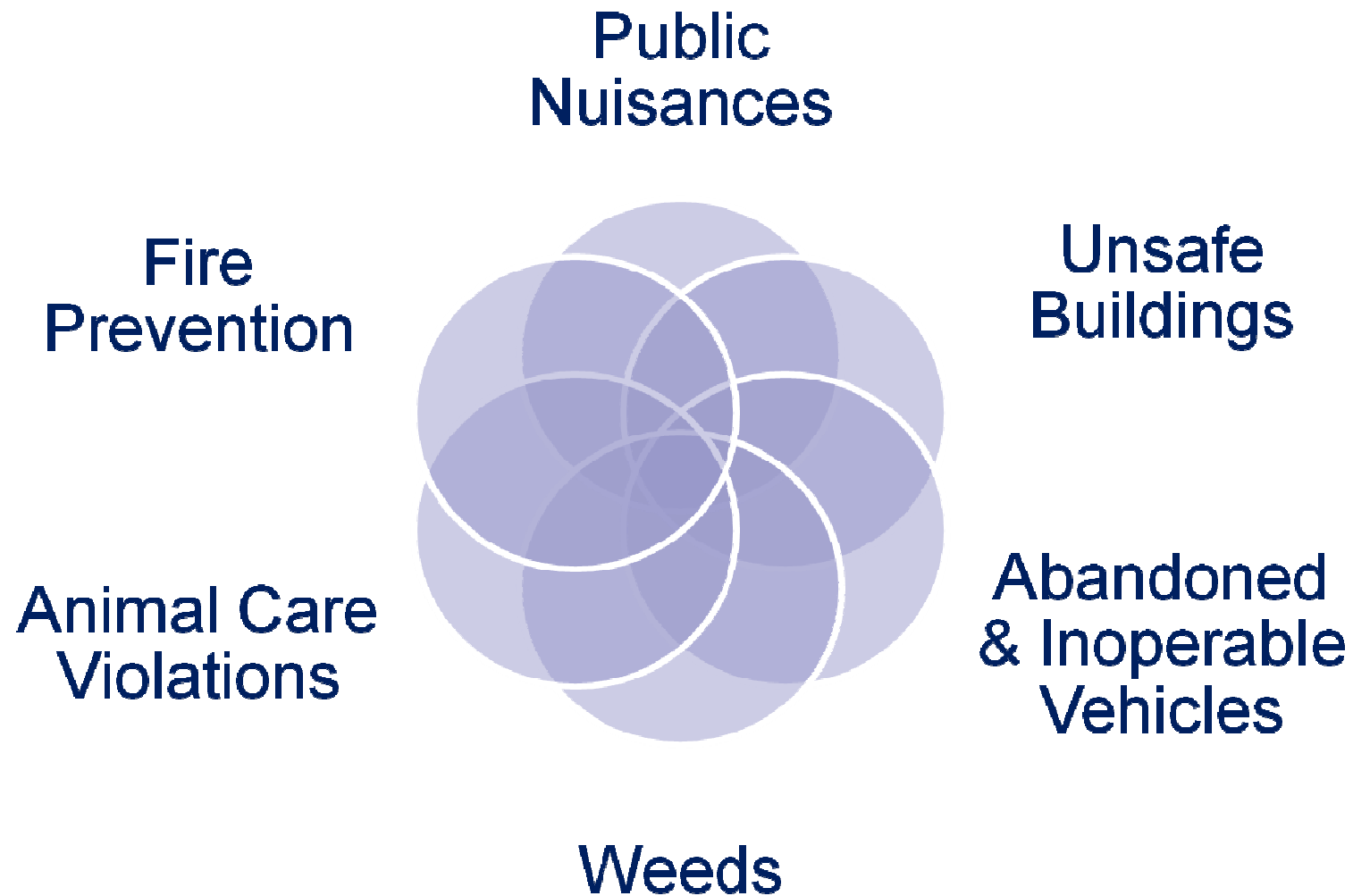
- At Mayor Ballard's monthly neighborhood Night Outs, we listened to the citizens ask about the then confusing code enforcement process.
- Mayor Ballard directed us to streamline the process and demonstrate tangible results.



**Gregory A. Ballard**  
Mayor  
City of Indianapolis



# Significant Quality of Life Challenges





# 2008: What We Found

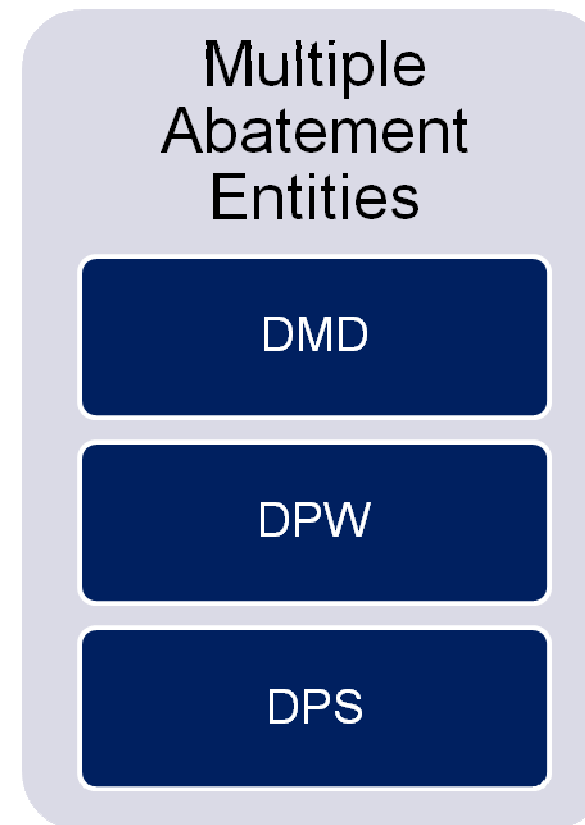
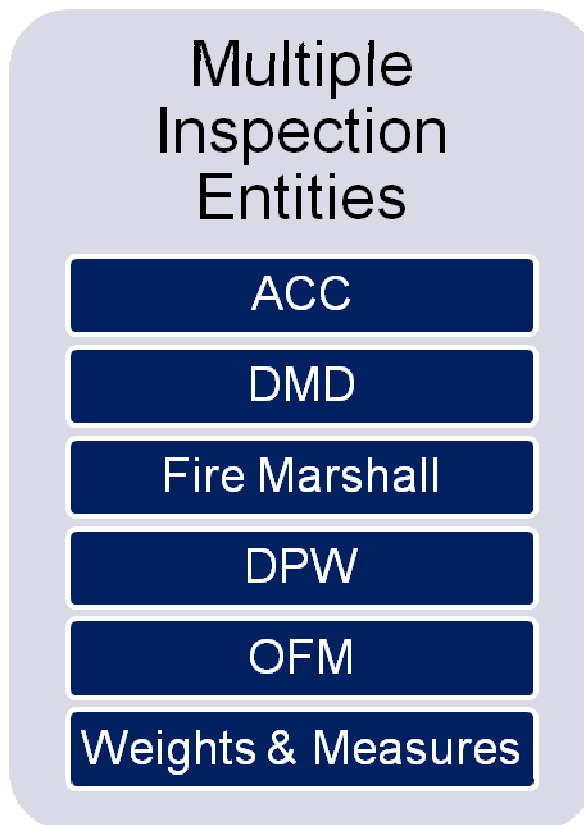
- Multiple entities doing code enforcement in multiple ways – overlaps and gaps galore
- Case backlog at OCC due to understaffed City Prosecutors
- Strained lines of communication between DMD, HHC, and OCC

*Bottom Line: There was a tremendous opportunity for code enforcement to improve quality of life in Indianapolis.*



# Important, But Priority to None

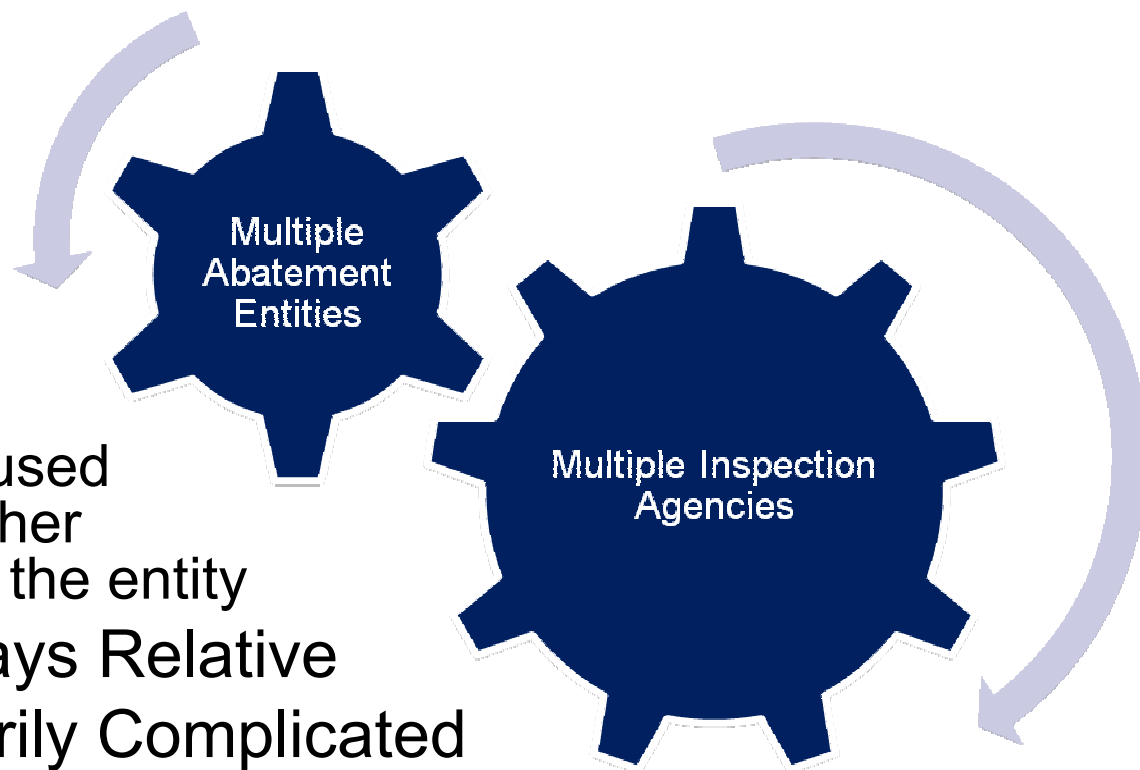
- *But, these Efforts Do Not Address the Real Problem*





# Important to All, Priority to None

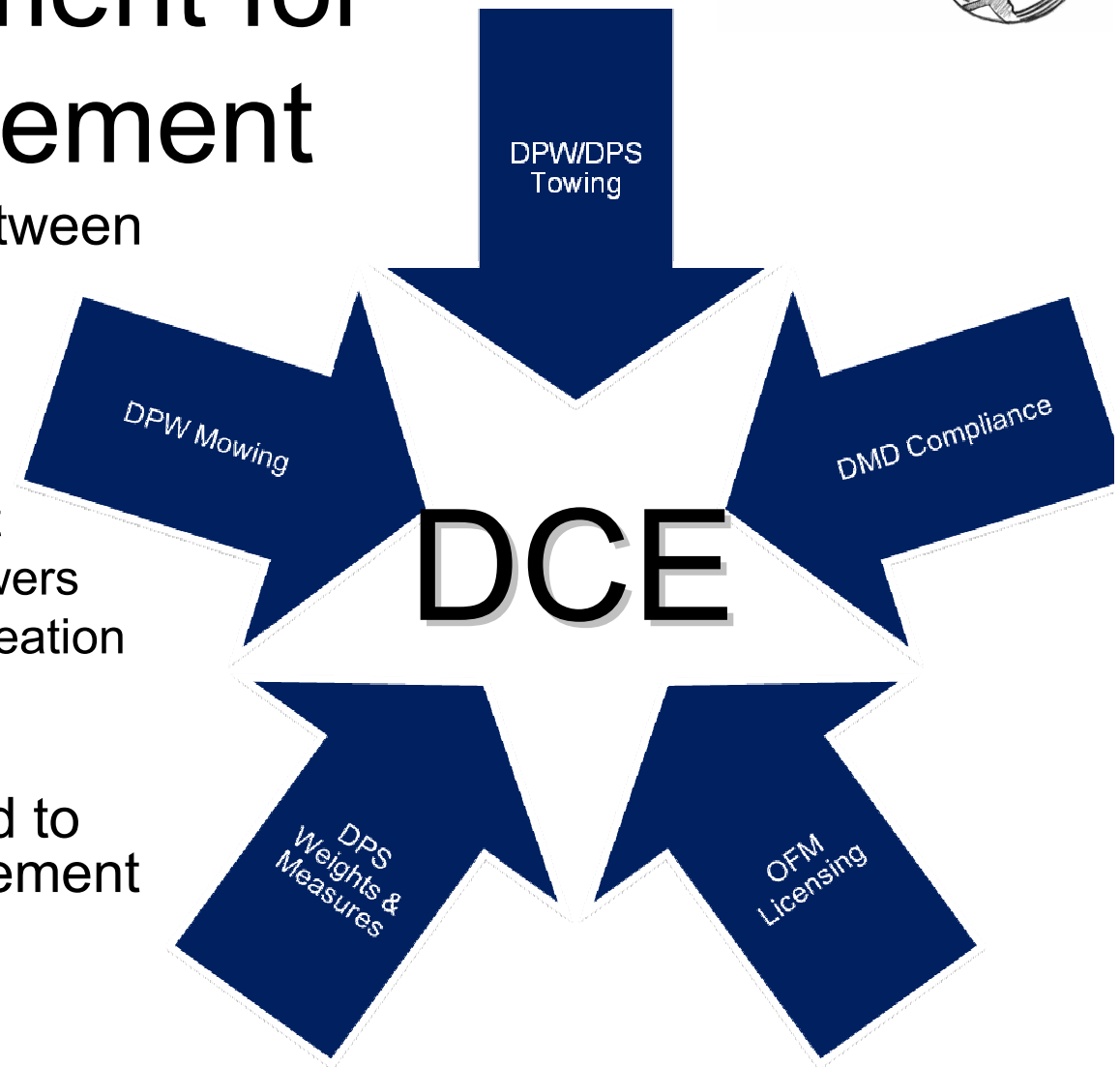
- Each Entity Has
  - Its own Mission
  - Its own Priorities
  - Its own Budget
  - Its own Systems
  - Its own Board focused primarily on the other critical services of the entity
- Importance Is Always Relative
- This Is Unnecessarily Complicated & Should Be Streamlined





# One Department for Code Enforcement

- Eliminate Handoffs between Departments
- Departments Intensify Focus on Core Responsibilities
  - DMD on Development
  - DPW on Roads & Sewers
  - DPR on Parks & Recreation
  - DPS on Public Safety
  - OFM on Finances
- Public Oversight Board to Oversee Code Enforcement



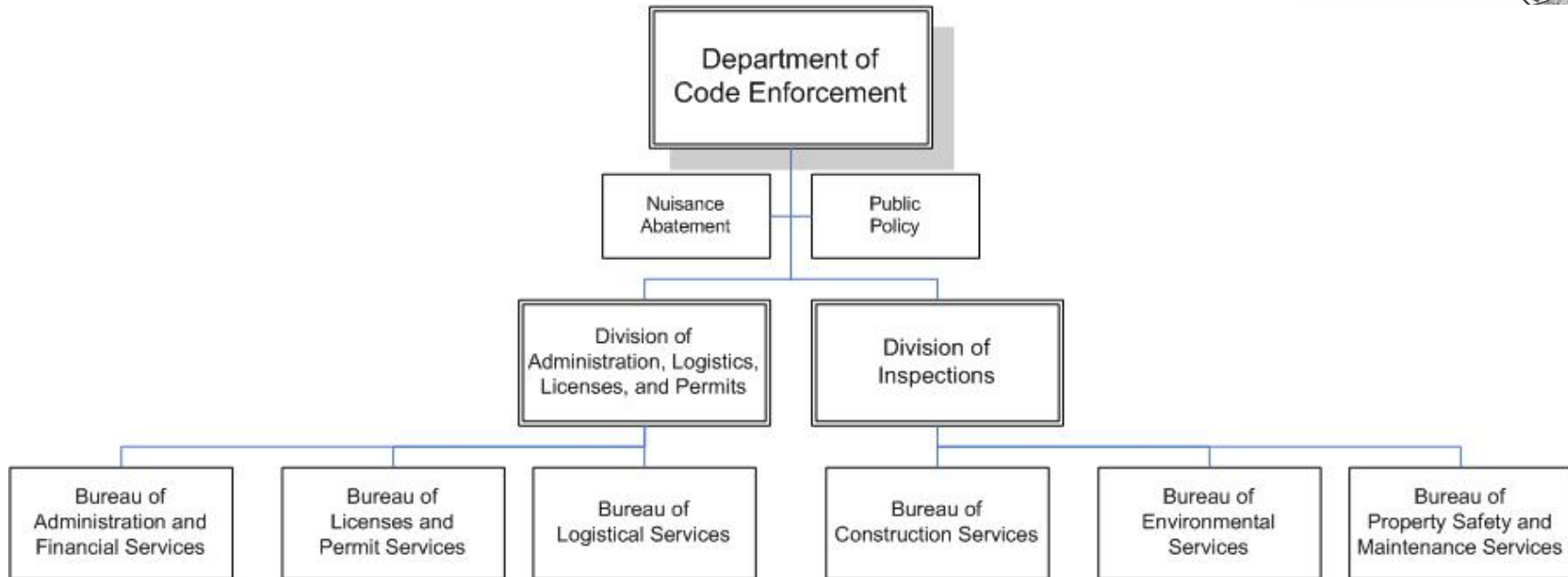


# Mayor Greg Ballard's Department of Code Enforcement

- Department of Code Enforcement
- Board of Code Enforcement for public oversight
- Transfers the following to DCE
  - DMD Division of Compliance
  - OFM Licensing Division
  - DPS Division of Weights & Measures
  - DPS & DPW Towing
  - DPW High Weeds and Grass
  - DMD Management of unsafe building program
  - DPW Illegal dumping enforcement
  - Parts of the Office of Environmental Services from DPW
  - Parts of Forestry regulations from DPR

# Department of Code Enforcement

City of  
**Indianapolis**  
Gregory A. Ballard, Mayor



**Duties:** Budget Management/Analysis, Accounts Payable, Payroll, Purchasing, Grants Administration, MBE/WBE Initiatives, Cashiering/Customer Service, Facilities, Fleet, Technology, Contract/Vendor Management, Business Information Systems Analysis, Digital Document and Archive Mgmt, Licensing, Permitting, Project Review/Coordination, Plans Analysis, Trade Board Administration

**Duties:** Building and Right-of-Way Inspection Services, Property Maintenance, Rental Registry, Weeds, Air Inspection, Trees & Flora, Zoning Inspection, Weights & Measures, Illegal Dumping, and duties determined via further analysis of existing agencies





# Accomplishments.....

## Wiping Out High Weeds & Grass

- Call-to-Cut Time (5/09-present):  
17days (42 in 2008)
- 13,826 Investigations
- 10,685 HWG Cases (5,431 in 2008)
- 8,974 Properties mowed (2,144 in 2008)
- 2,731 Property re-mows (337 in 2008)



(2009 numbers as of 10/7/09; 2008 numbers per Six Sigma Project)



# Accomplishments Continued...

## Permitting/Conducting Inspections

- Issued 26,675 permits (YTD)
- Conducted 20,862 zoning inspections with an overall voluntary compliance rate of 72% and average time to inspect 6 days (YTD) (5 days in September)
- Increased building inspection rate to over 95% (YTD), compared to 82% in 2008 and 51% in 2007
- Partnering with the Mayors' vacant and abandoned properties initiatives.

(Numbers as of 10/14/09)



# How to Submit a Concern

- Contact the Mayor's Action Center
  - Phone: 327-4MAC
  - Internet: [www.indy.gov/mac](http://www.indy.gov/mac)
- Your concern is logged into a system that automatically triggers action
- You can follow-up with the case number assigned and research status at:  
[www3.indygov.org/PermitResearch/](http://www3.indygov.org/PermitResearch/)



# Questions/Answers

*Thank You!*

*For more information, visit  
[www.indy.gov/oce](http://www.indy.gov/oce)*