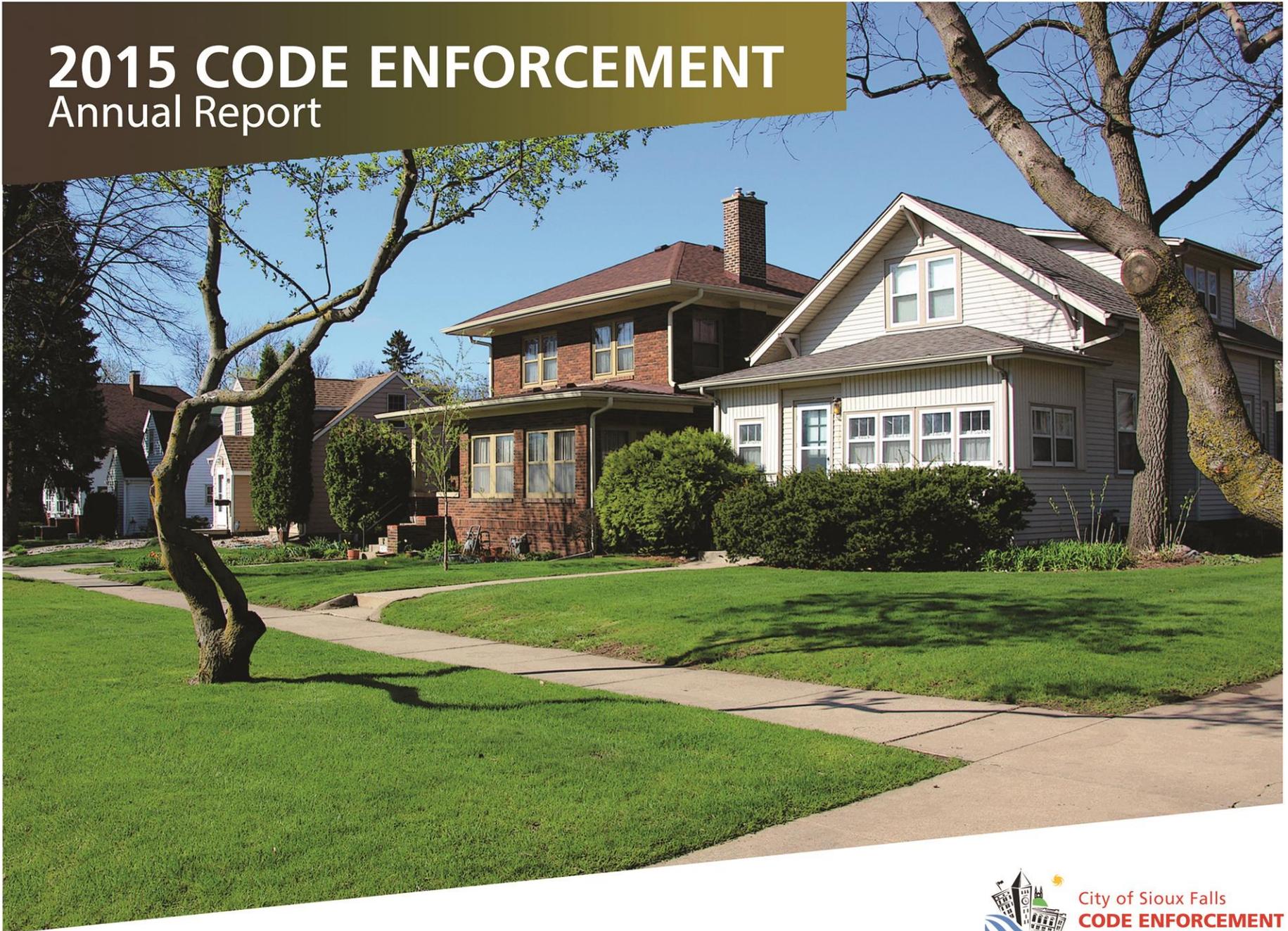


2015 CODE ENFORCEMENT Annual Report



City of Sioux Falls
CODE ENFORCEMENT
Promoting safer, cleaner neighborhoods

2015 Code Enforcement Year-End Report

Table of Contents

| | |
|---|-----------|
| Code Enforcement Team Mission Statement..... | 1 |
| Coordination Efforts..... | 2 |
| Collection of Citations and Costs..... | 2 |
| Website Updates | 3 |
| Rental Registration Verification | 4 |
| Fire Prevention Apartment Inspections | 4 |
| Public Education and Outreach | 5 |
| Proactive Neighborhood Interaction | 6 |
| Project NICE and Project KEEP..... | 6 |
| Neighborhood Cleanup and Beautification..... | 8 |
| Pedestrian Safety Improvements | 9 |
| Walkabout Event | 9 |
| Lincoln Community Garden’s Third Harvest..... | 10 |
| Whittier Neighborhood Lights and Signs..... | 11 |
| National Night Out..... | 15 |
| Fourth Annual Neighborhood Summit | 16 |
| City Programs | 17 |
| Rental Rehabilitation Program | 17 |
| Neighborhood Revitalization Program | 19 |

Building Demolitions21
Home Foreclosure Tracking.....23
Departmental Code Enforcement Statistics24
Primary Goal for 201525

Code Enforcement Team Mission Statement

The Code Enforcement team is dedicated to enhancing the quality of life for the citizens of Sioux Falls by administering environmental, fire, housing, building, electrical, plumbing, mechanical, property maintenance, zoning, vegetation, health, sanitation, and nuisance ordinances.

We are committed to serving the community in a safe, professional, and effective manner. The program provides equal service to the complainant and violator with the intent of receiving the ultimate goal—*compliance*.

Coordination Efforts

The Code Enforcement management team is represented by several City offices, including Planning and Building Services, Health, Public Works, Police, Fire Rescue, Community Development, and the City Attorney. The team holds regularly scheduled meetings to ensure the City maintains a consistent approach to citywide code enforcement efforts and encourage the coordination and communication of various departments in problematic cases and neighborhoods.

Collection of Citations and Costs

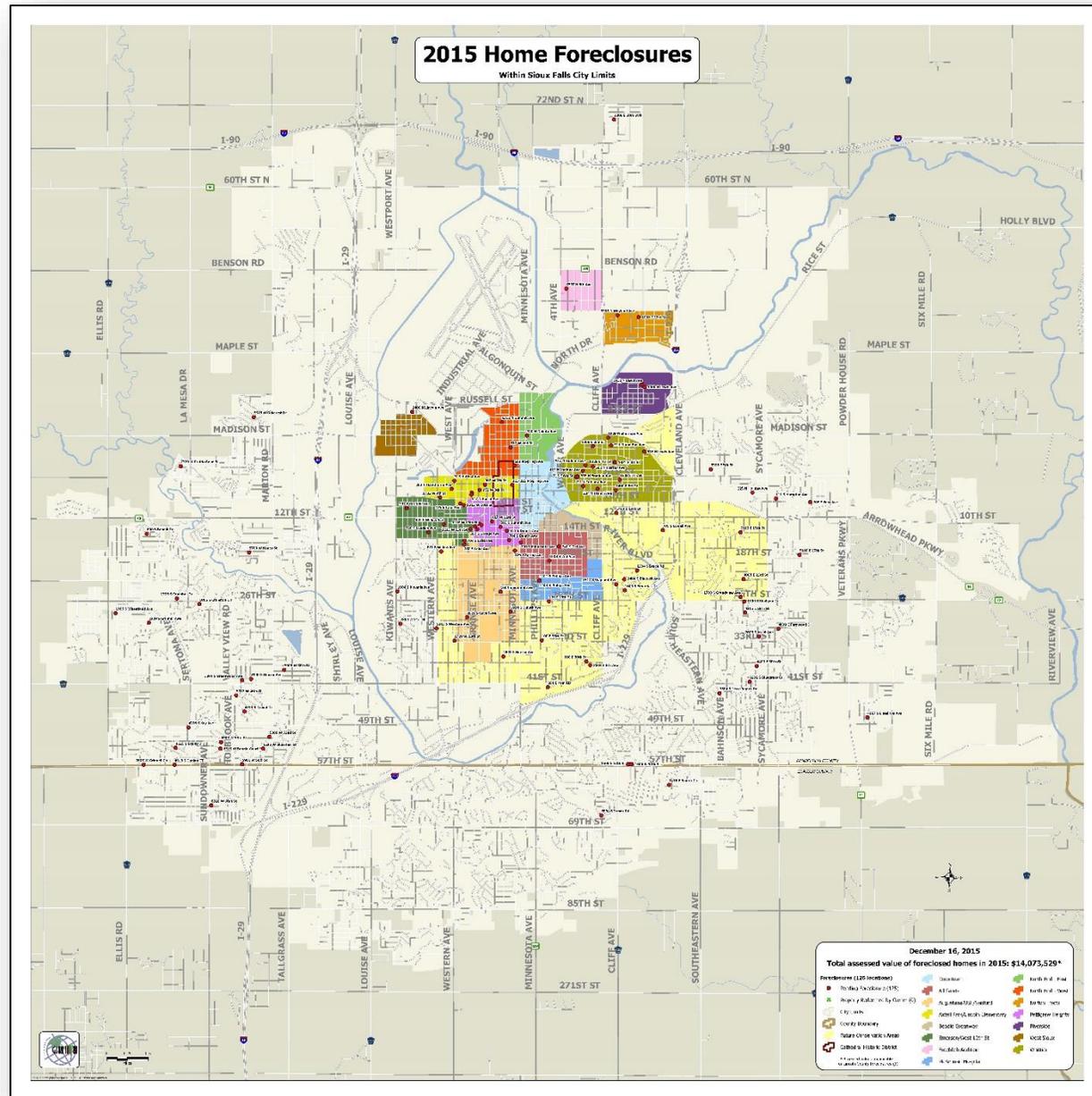
The City utilizes a combination of small claims court and collection agencies to collect delinquent citation fines. In addition, the City continues to issue a special assessment roll for costs associated with resolving violations where the City has incurred actual costs to abate a problem (nuisance vegetation, sidewalk snow removal, garbage cleanups, and razing of dilapidated structures).

| 2015 Year-End Status of Penalties | Dollar Amount |
|---|-----------------|
| Total Penalties Issued in 2015 | \$68,843 |
| Total 2015 Penalties Collected in Full | \$38,900 |
| 2015 Penalties Being Collected Through Assessments | \$20,175 |

Website Updates

In 2015 the City's Code Enforcement website was modified to make it easier for the public to find information regarding the locations and types of administrative citations that were issued throughout the year. Additionally, the site now includes an interactive map that displays the locations of registered vacant and foreclosed homes.

The City's Geographic Information System (GIS) Office continues to lead the effort to create more interactive map services to allow users easier access to point-and-click maps to identify important features related to code enforcement. These web-based map services are also available to smartphone users.



Rental Registration Verification

One of the stated objectives for the Code Enforcement team for 2015 was to “Investigate ways to obtain better voluntary compliance with rental registration ordinance.” The City of Sioux Falls requires rental property to be registered for several reasons. Mainly, the information helps City Code Enforcement staff to follow up on complaints or code/ordinance violations so the owner/manager of the property can be contacted in a timely manner.

As part of the proactive rental registration verification effort in 2015, City staff continued to work with the South Dakota Multi Housing Association (SDMHA) to develop a system where both the SDMHA and the City contact potentially unregistered rental properties. If a property is verified as being a rental, the City follows up with the owner to register the property. In 2015, meetings were held by City staff with neighborhood champions and residents to update and educate them on the voluntary registration program.

The rental housing registration process is free of charge. However, failure to register your residential rental property will result in the issuance of an administrative citation through the code enforcement process. In 2016, the City will continue to urge that all residential property owners to register their properties by issuing press releases and publishing articles in the SDMHA monthly newsletters.

Fire Prevention Apartment Inspections

Sioux Falls Fire Rescue continued a recurring apartment inspections program with two full-time staff members this year. The goal of the program was to minimize fatalities and property loss associated with fire activity. Fortunately through collaborative efforts of many different agencies, the City experienced zero fatalities in 2015. Overall fire loss statistics continue to trend downward and are statistically well below the average for the Midwest region. Fire Prevention completed over 250 apartment inspections during the year, and provided safety information to property managers and tenants.

In 2015, new processes were in use, including using tablet-based electronic inspections to make all fire inspections more efficient and effective. This example demonstrates the commitment of both public and private interests in life safety efforts. As a part of the Code Enforcement team, Sioux Falls Fire Rescue is committed to keep our growing community a safe place to live.

Growing Resilient Campaign Sioux Falls

The Red Cross partnered with the Sioux Falls Fire Rescue, City of Sioux Falls Public Health, Community Development Department, and corporate and community leaders to do a one day Community Resiliency Project of the Augustana Neighborhood on Saturday April 25, 2015 in Sioux Falls.

The overarching goal of the day was to build community resiliency through discussion with families in their homes; installing the latest technology in smoke alarms which provide 10 years of protection without changing batteries. By having fire fighters installing these alarms, it gave Red Cross volunteers the opportunity to educate and empower citizens to prepare for many types of disasters like winter weather, tornadoes, and flooding.

Public Education and Outreach

The City Health Department has is continuing to provide support and assistance for people who are having difficulty maintaining their property. As a result, the Health Department has offered short- and long-term case management services in the form of education, outreach, support, and housing resources to 8 individuals and families during 2015. Looking ahead to 2016, the team will work toward creating a sustainable internal mechanism to provide case management services.

The City Health Department organized an effort to update, print, and distribute the *Who to Contact* brochure (that includes the City's general number of 367-8000). Brochures were sent to all City utility customers. They were also distributed at many City buildings and at various neighborhood meetings. Citizens are provided with several formats for submitting complaints and obtaining information regarding Code Enforcement. The various methods include using the City's general phone number, individual department phone numbers, and online at the City's website through the Citizen Request Management system. In addition, the Code Enforcement Team produced several videos that describe the most common code enforcement issues experienced by our neighborhoods. The videos are currently airing on CityLink, (the City's cable TV channel), and are also available for viewing on the City's website at www.siouxfalls.org.



Proactive Neighborhood Interaction

Various City offices meet with neighborhood groups upon request. The Neighborhood Services section of the City Planning department and Community Development department attend regularly scheduled meetings with several neighborhood associations and Neighborhood Watch groups. Meetings regarding rental registration, code enforcement, and safety were also held in 2015.

Understanding that each neighborhood has unique characteristics and needs, the Code Enforcement team focused its efforts on listening to the needs of the residents, and responding with an appropriate action plan. Below are examples of the successful relationships that were developed with the residents. Great strides were made by the Code Enforcement team in 2015 to change the perception of Code Enforcement from being a City program to a community service.

Project NICE and Project KEEP

From April 13 through April 17, 2015, a City-sponsored neighborhood cleanup occurred. This was in conjunction with the 29th Annual Project NICE and the 22nd Annual Project KEEP. Project NICE (Neighborhood Improvement/Complaint Easement) assists neighborhoods with environmental issues such as garbage, rubbish, yard waste, inoperable vehicles, dilapidated buildings, and zoning problems. Project KEEP (Keep Environmental Enhancement Permanent) helps maintain previous Project NICE neighborhoods. The 2015 Project NICE included two areas:

Area A was contained within the boundaries of South Sertoma Avenue on the west, Interstate 29 on the east, West 12th Street on the north, and West 26th Street on the south.

Area B was contained within the boundaries of South Cliff Avenue and the Big Sioux River on the west, Interstate 229 on the east, East 10th Street on the north, and the intersection of the Big Sioux River and Interstate 229 on the south.

The 2015 Project KEEP area was an area contained within the boundaries of North West Avenue on the west, North Minnesota Avenue on the east, West Russell Avenue on the north, and West 9th Street on the south.

Volunteers from various City departments worked together to accomplish this project. Residents in the designated areas of town placed rubbish and waste material at the curb. City employees and equipment are used to load the waste material onto City trucks and dispose of it in the City Landfill, or to have it properly recycled. Three ground crews removed 622 loads of rubble, 12 loads of tires, 4 loads of appliances, 8 loads of yard waste, and 18 loads of wood waste for a total of 663 truckloads (503.54 tons) of waste removed from the

three neighborhoods. In addition there were separate clean up events provided simultaneously at four mobile home parks as a part of Project NICE/KEEP. This brings the total to almost 512 tons of unwanted material removed from the Project NICE/KEEP neighborhoods. Enthusiastic support and participation in the program by the residents of the three neighborhoods and the volunteers contributed to the great success of the project.

After the cleanup was completed, the neighborhoods were surveyed, and any remaining violations of City ordinance were addressed. The Project NICE/KEEP City-assisted cleanup and the follow-up corrective action portions of the projects have proven to be very beneficial for the city of Sioux Falls. The impact the program has had in maintaining and improving environmental conditions in many Sioux Falls neighborhoods is significant.

Neighborhood Cleanup and Beautification

In the spirit of promoting neighborhood engagement, beautification, and cultivating a neighborly partnership with the Ellis & Eastern Railroad, four core neighborhood associations (Downtown, All Saints, Pettigrew Heights, and Tenth & Western) joined forces and conducted a joint cleanup event on Saturday morning, September 19, 2015.

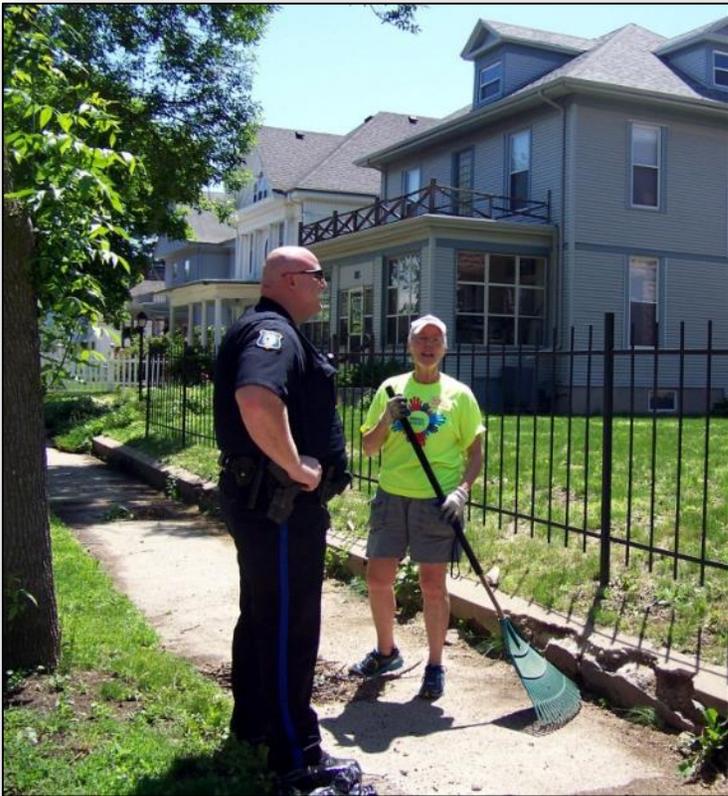


The cleanup area consisted of 2.5 miles of track traversing through four core neighborhoods; from a portion of the Downtown River Greenway (south of the Big Sioux River, east of Fawick Park) to Kiwanis Avenue on the west. Following the railroad cleanup work, the neighborhoods held a picnic lunch for the volunteers. Also invited were the Ellis & Eastern Railroad crew, Sioux Falls Police Department, Fire Rescue crews, and the Street Division of Public Works.

The event was held at the Pettigrew Heights Triangle Sculpture Plaza located at 11th Street and Grange Avenue. This event demonstrates effective grassroots core neighborhood ownership, engagement, and neighborly relationships at their best.

Pedestrian Safety Improvements

The installation of more visible street crosswalks on Prairie Avenue at the high traffic intersections at 10th and 11th Streets have provided both pedestrians and motorists greater visibility and safety awareness. Neighborhood representatives are working with the City to further enhance these street crossings with enhanced street/pedestrian lighting options.



Walkabout Event

The Cathedral Historic Neighborhood residents live and work with pride, and more importantly, believe in each other to be good neighbors. Since 2009, residents of the Cathedral Historic Neighborhood Watch group have met annually in late spring to get to know new neighbors and help beautify their neighborhood community by walking their 15-block area within the Cathedral Historic District and picking up sidewalk and boulevard litter. Cathedral neighbors look forward to the conviviality that this event is known for.

This year's annual Cathedral Historic District Walkabout event was held on Saturday afternoon, June 6, 2015. At the invitation of the neighborhood, this year's Cathedral Historic District Walkabout event provided an opportunity for City staff representatives from Health, Planning, and Police Departments to spend an afternoon with 16 Cathedral Historic Neighborhood resident volunteers to conduct an overall neighborhood reconnaissance involving litter and tree branch cleanup, a pedestrian safety walk audit, code compliance survey, and crime prevention measures. The Walkabout event goal is simply to get to know neighbors, beautify the neighborhood, and further increase neighborhood safety within the Cathedral Historic Neighborhood. Cathedral residents discovered that neighborhood walkabout activities

are a great way for neighborhoods to partner with the City, tidy up the neighborhood, improve the overall “walkability” of the neighborhood, afford a feel-good sense of community within the neighborhood, and benefit from healthy exercise.

Lincoln Community Garden’s Third Harvest

Established in the spring of 2012, the Lincoln Community Garden experienced its second successful harvest. Located at the northwest corner of Ninth Street and Grange Avenue, this particular community garden project is due to the cooperative efforts made by the Axtell Park, Cathedral, and Pettigrew Heights Neighborhood residents; City of Sioux Falls; Sioux Falls School District; and Minnehaha County Master Gardeners. A total of 24 garden plots were planted and cared for by the surrounding neighborhood residents. There was a bountiful harvest, and residents are eager for 2016 community garden activities.



Whittier Neighborhood Lights and Signs

Another project stemming from a 2015 Neighborhood Project Grant administered was the Whittier lighting project. The project was a desire of the Whittier Neighborhood after the announcement of the Bishop Dudley Hospitality House to ensure their alleys and streets

are properly lit for the safety of its residents. Planning, Police, Community Development, and the Public Works Light Division collaborated for quite some time. The project came to fruition through a collaborative effort between the Whittier Residents' Association, Raven Industries, and City departments that included Community Development, Planning, and Public Works' Street and Traffic Engineering divisions.



Neighborhood identification signage is important to a neighborhood for several reasons. It beautifies City streetscapes, strengthens community identity and pride amongst residents, increases citywide recognition of a neighborhood, and it also provides an opportunity for residents to work together in designing a permanent neighborhood landmark. Approximately 75 signs were placed near neighborhood assets that include schools, parks, neighborhood boundaries, and major intersections.

Whittier Area Northern Neighborhood Lighting Improvements

Date: 2/24/2015

W.O. #201500448

Remove wood pole & OH wire
 Could Remove Hog Guy

2015 Neighborhood Lighting Improvements Whittier Area Northern - E 6th St. North To RR / Cliff Ave to Lowell Ave

All new lights will be 100W RPX unless otherwise noted

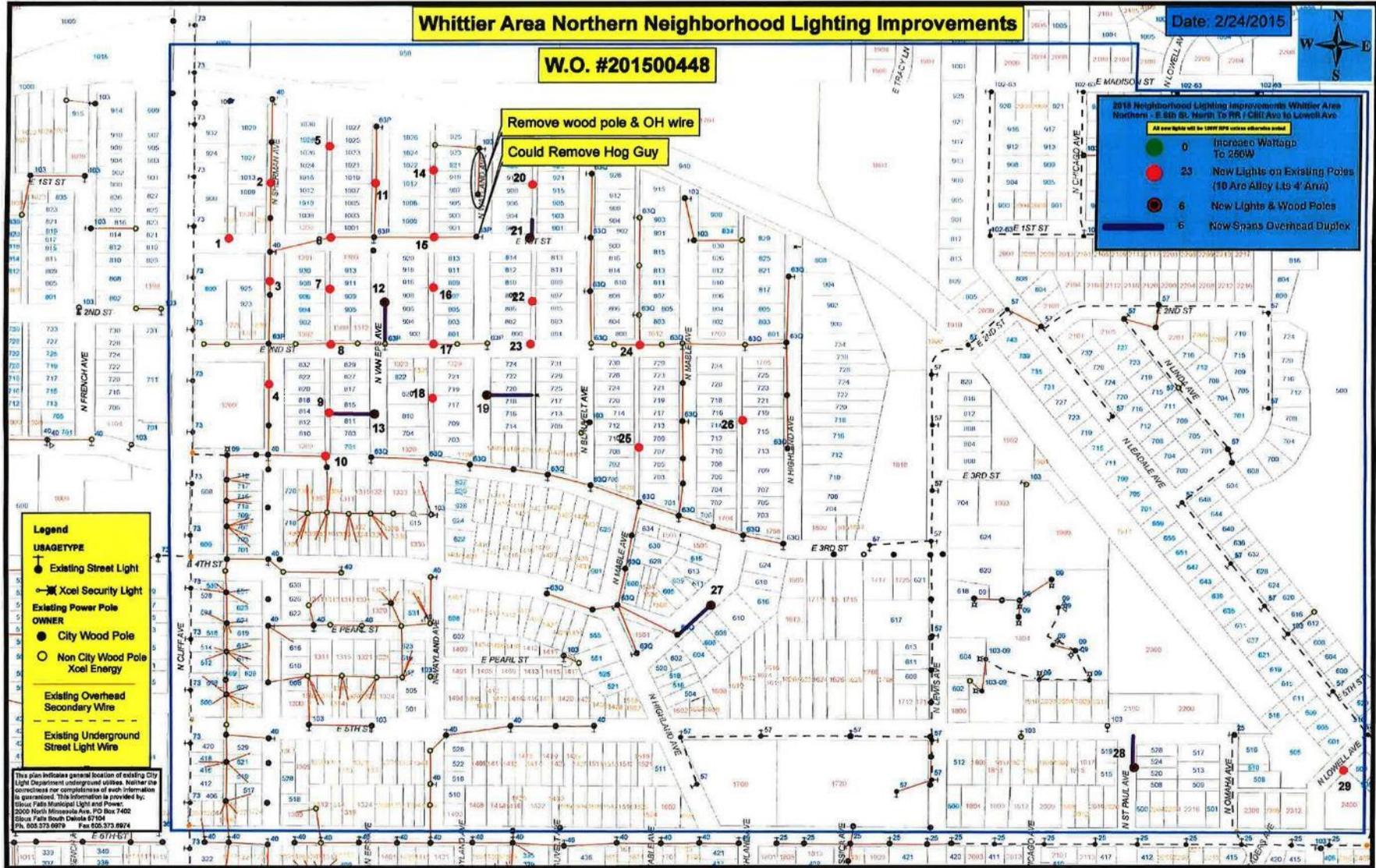
- 0 Increase Wattage To 250W
- 23 New Lights on Existing Poles (10 Are Alloy 4.4s-4' Arm)
- 6 New Lights & Wood Poles
- 6 New Spans Overhead Duplex

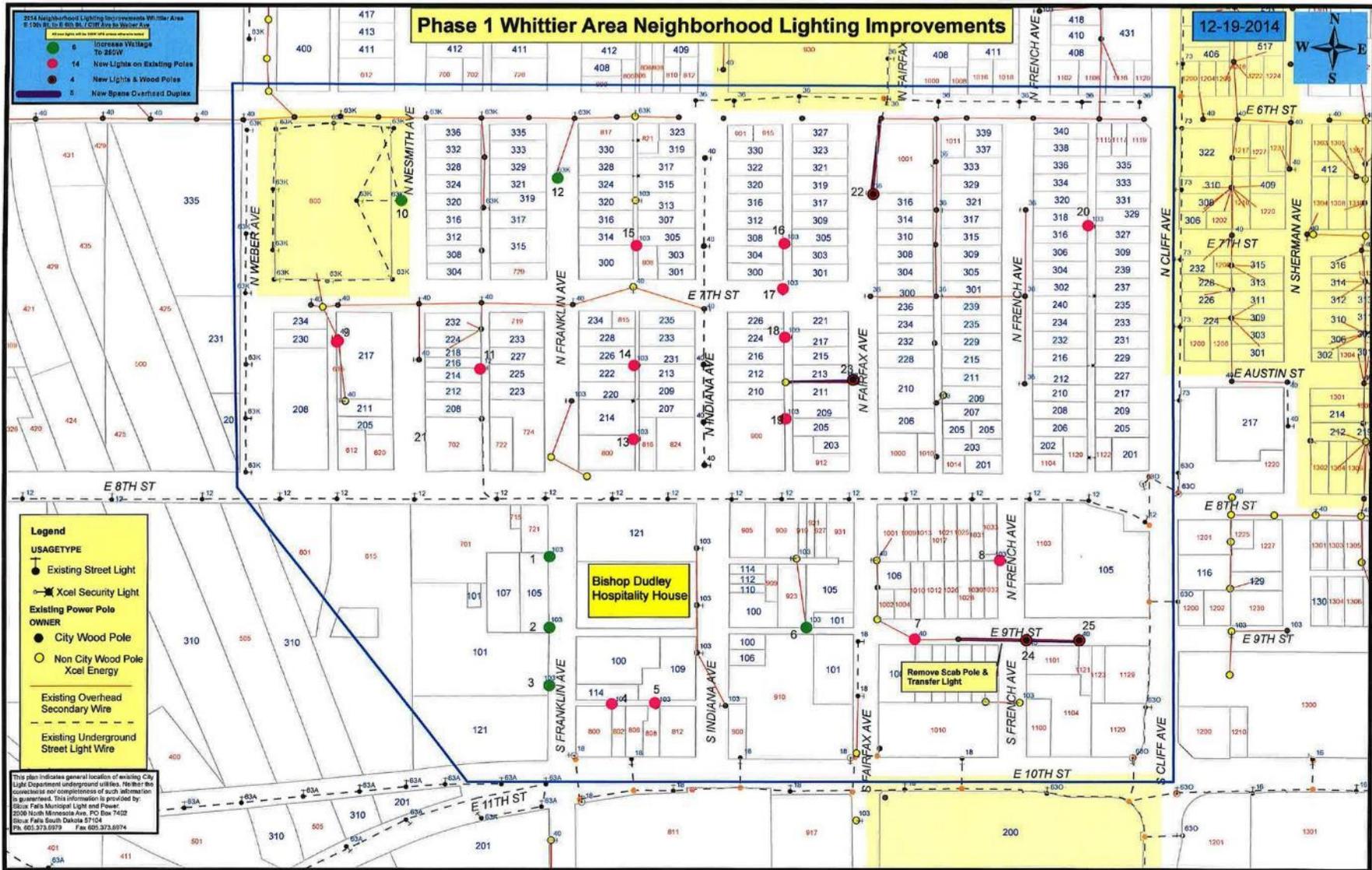
Legend

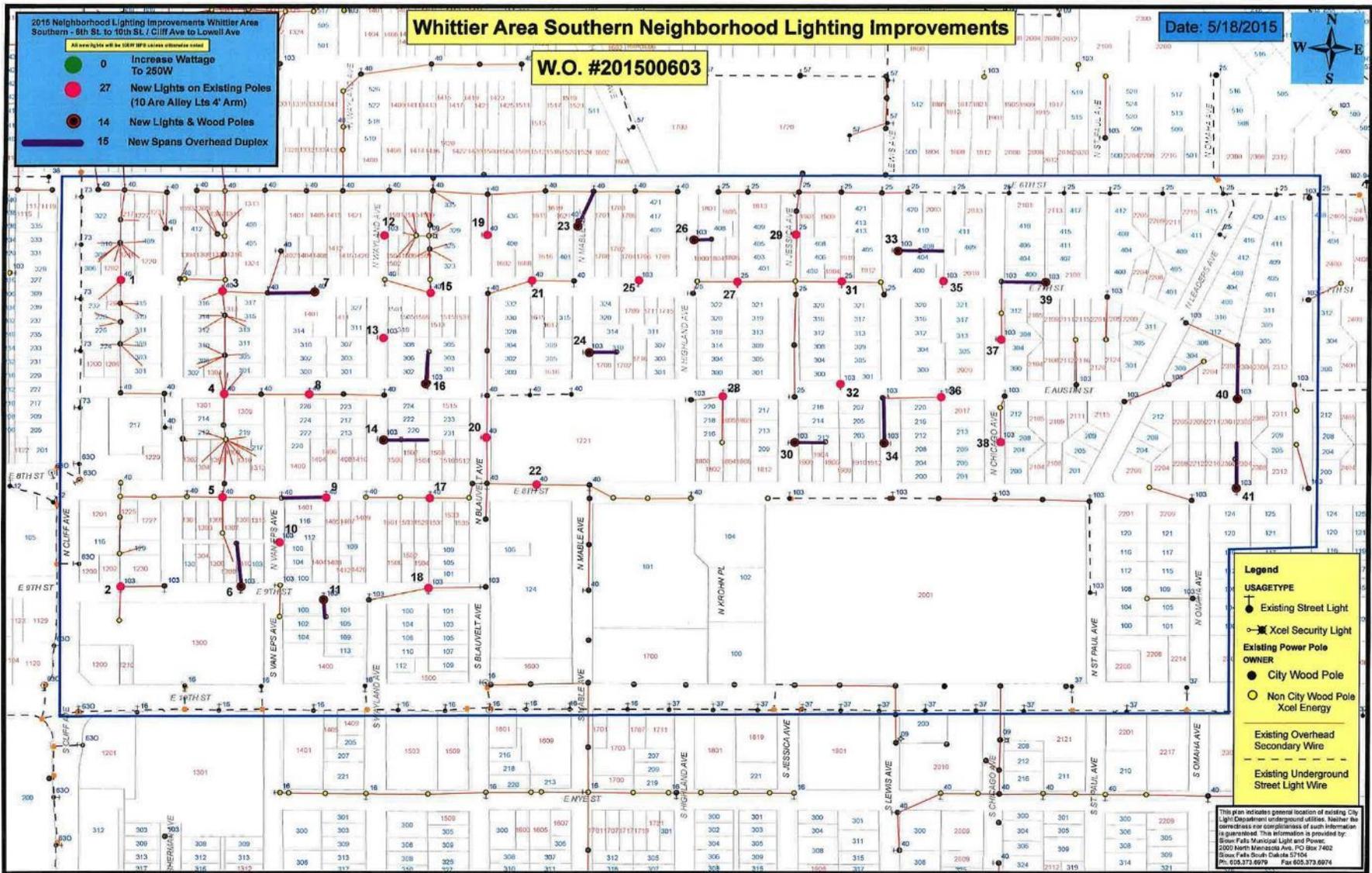
USAGETYPE

- Existing Street Light
- Xcel Security Light
- Existing Power Pole
- OWNER
- City Wood Pole
- Non City Wood Pole
- Xcel Energy
- Existing Overhead Secondary Wire
- Existing Underground Street Light Wire

This plan indicates general location of existing City Light Department underground utilities. Neither the Council nor the Commission or any other person is guaranteed for completeness of such information is provided. This information is provided by: Silicon Falls Municipal Light and Power, 2000 North Minnesota Ave, PO Box 7402, Silicon Falls South Dakota 57154, PH: 605.573.9979 Fax: 605.573.9974







National Night Out

On Tuesday, August 4, 2015, City law enforcement and other staff visited eight neighborhoods to promote neighborhood pride and safety. Code Enforcement staff joined the Police Department in visiting Neighborhood Watch participants and educated citizens on how to prevent crime and answered questions about code enforcement.



Fourth Annual Neighborhood Summit

On November 14, 2015, over 100 residents representing neighborhoods from all over Sioux Falls attended the Fifth Annual Neighborhood Summit at the Orpheum Theater. This year's event agenda included a neighborhood "porch talk" by Mayor Huether, along with topics including neighborhood project success stories, breakout roundtable discussions on street and sidewalk safety, crime prevention and neighborhood safety, neighborhood nuisances, parks and recreation, neighborhood art, and capital improvement projects.

Representatives from several City departments attended the summit, including Property Maintenance, Zoning, Community Development, Health, Parks and Recreation, Planning, Fire Rescue, and Police. Staff provided information to residents on a variety of code enforcement matters. The outreach and was well-received and appreciated by the participants.



City Programs



Before and after renovation.

Rental Rehabilitation Program

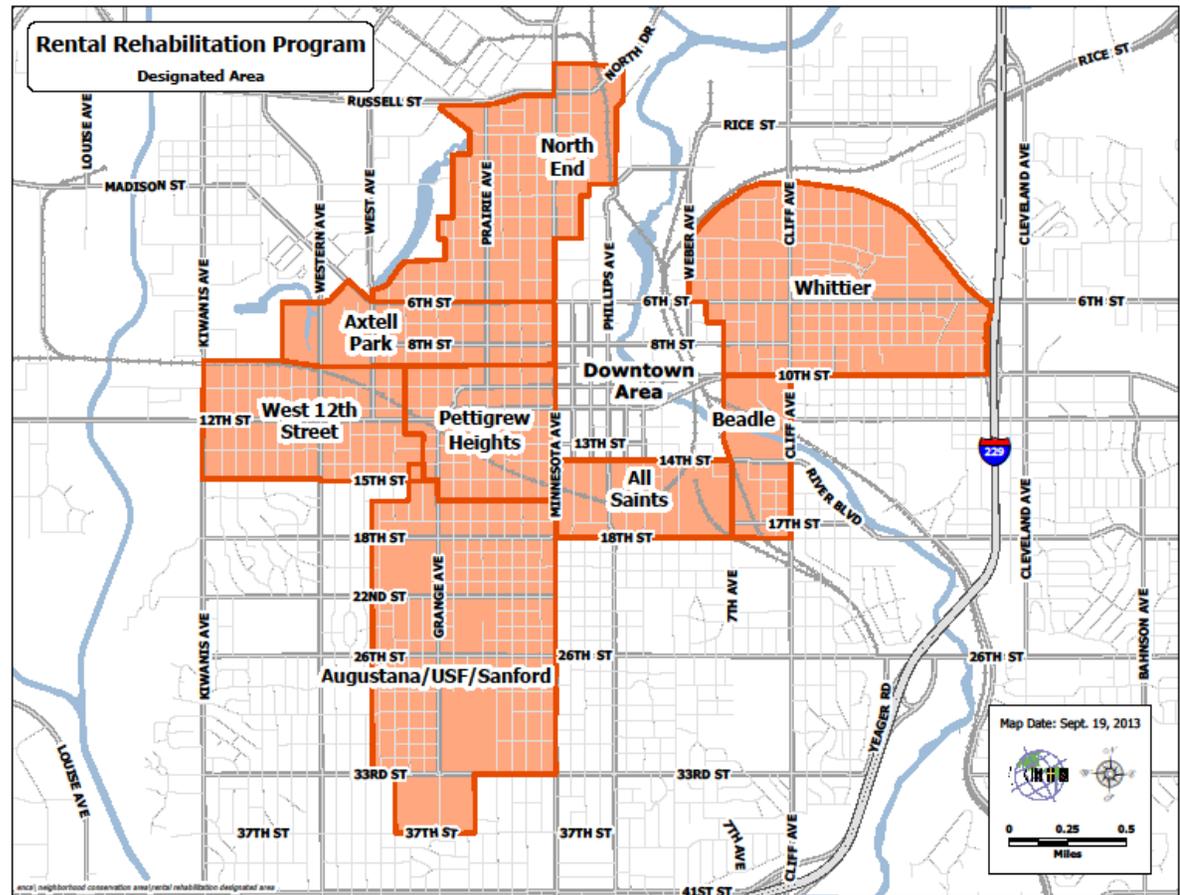
The City of Sioux Falls Rental Housing Rehabilitation Program, which began in 2012, continued to focus its efforts in eight core neighborhoods in 2015. The program is available to rental housing property owners with residential properties located within the defined Rental Rehabilitation Program neighborhood boundaries. In October of 2013, the program boundaries were expanded to include seven additional neighborhoods, including:

- All Saints
- Augustana/USF/Sanford
- Axtell Park
- Beadle
- Pettigrew Heights
- North End/Cathedral
- West 12th/Emerson
- Whittie

Eligible repairs include installation of insulation, new windows and doors, roofing, siding, and exterior painting. Properties must be an existing rental property located within the identified neighborhoods. Assistance is in the form of a low-interest amortized loan. The program is funded by a zero percent-loan from the South Dakota Housing Development Authority.

Sixteen Rental Rehabilitation projects carried over from 2014 into 2015. The locations of the 16 projects that were completed in 2015 were located at:

- 1009 West 26th Street
- 207 West 14th Street
- 348 North Summit Avenue
- 300 South Holly Avenue
- 912 North Duluth Avenue
- 404 North Walts Avenue
- 205 South Willow Avenue
- 1200 North Minnesota Avenue
- 612 North Nesmith Avenue
- 400 North Chicago Avenue
- 206 North French Avenue
- 2520 South West Avenue
- 1112 South Van Eps Avenue
- 320 North Highland Avenue
- 132 South Lincoln Avenue (2)



Upon expanding the Rental Rehabilitation Program in October 2013, there has been an overwhelming response for applications. Over one hundred have been mailed out to prospective rental property owners, as well as many applications being downloaded by property owners looking to qualify for funds to revitalize their properties. There over 30 applications submitted and approved for funding prior to year-end 2015. Community Development anticipates continued calls inquiring about the Rental Rehabilitation Program into 2016.

Neighborhood Revitalization Program

In 2015, Sioux Falls Community Development, in partnership with Affordable Housing Solutions, continued the Neighborhood Revitalization Program. The focus of this program is the stabilization of the city's older core neighborhoods and the development of affordable housing. This program purchases vacant dilapidated properties that are contributing to neighborhood deterioration.



Before demolition and after new construction.

The structures are razed and new homes or other types of housing units are constructed on the site; or, if the existing structure is

suitable, it may be rehabilitated consistent with applicable codes. When completed, the homes are sold to households with incomes at or below 80 percent of the median family income as established by HUD.

Sioux Falls Community Development, in partnership with Affordable Housing Solutions, is nearing completion of a multi-family building at West 13th Street and South Duluth Avenue. This structure was a dilapidated and condemned 11-unit apartment building in the Pettigrew Heights neighborhood. Substantial rehabilitation of these units using federal Neighborhood Stimulus Program funds will be targeted to working households at or below 40 percent of the area median income.

Sioux Falls Community Development was successful in acquiring four unsafe and dilapidated properties that would fit under the rules and regulations of the Neighborhood Revitalization Program. With the increased interdepartmental cooperation between Community Development and Building Services, these hazardous structures and properties have been or will be razed in the near future and again will become vibrant new affordable housing structures in the core areas of our community.

Building Demolitions



924 North Blauvelt, before and after demolition.

In response to public concerns regarding the length of time required to remove dilapidated structures, the timeframe for building demolitions from was reduced from 24 months to 18 months in 2010. In some instances, the code enforcement process ultimately leads to the need for an unsafe structure to be demolished. This final effort is not without ramifications, including potential costs to the City.

When it is necessary for the City to undertake the demolition of a structure on private property, the cost for any work performed by the City or its contractors during the demolition process is assessed to the property.

In some instances, the total cost for removal of a structure can be substantial. Therefore, it is always the goal of the Code Enforcement team to compel the property owner to complete the demolition without the need for the City to cover any costs.



Abandoned & Substandard Manufactured Homes Pilot Project

In addition to the structures demolished through the Notice and Order process, in 2013 the City Code Enforcement Management Team developed a pilot project to investigate processes to remove substandard and abandoned manufactured homes. Removal of substandard housing was the objective of the project. Abandoned manufactured homes were identified and purchased at public auction at the Minnehaha County Sheriff's sale on distress warrant for taxes. The manufactured housing park managers/owners were responsible for capping or disconnection of utilities and for clean-up of the lot once the manufactured home was removed. The pilot project costs included acquisition, titling, asbestos testing, asbestos removal, and transport to the city's landfill for disposal. This program will continue into 2016.

Home Foreclosure Tracking

For the past five years the City has tracked home foreclosures in Sioux Falls. On a national level, foreclosed properties have posed a variety of challenges for Code Enforcement officials.

Sioux Falls is not immune to the foreclosure issue. As the map shows on page 3, Sioux Falls experienced 125 foreclosures in 2015.

During 2015, Code Enforcement staff continued to review code violations to determine what additional measures may be necessary to protect neighborhoods from the potential side effects caused by foreclosures.

Departmental Code Enforcement Statistics

Individual cases are tracked internally with the EnerGov system. As the table below shows, approximately 90 percent of all cases with a violation were brought into compliance after an initial notice was sent out. The Code Enforcement team has been successful at gaining compliance in most instances without issuing a citation.

| Reporting Department | Cases with Violations | Cases Invalid | Total Cases | Inspections Completed | Compliance After Notice |
|------------------------|-----------------------|---------------|-------------|-----------------------|-------------------------|
| Health | 1,537 | 3 | 1,540 | 2,381 | 1,396 |
| Parks/Forestry (Trees) | 240 | 0 | 240 | 500 | 221 |
| Nuisance Vegetation | 1,654 | 249 | 1,903 | 3,423 | 1,188 |
| Zoning | 937 | 203 | 1,140 | 2,066 | 870 |
| Sidewalk Snow | 571 | 86 | 657 | 1,171 | 455 |
| Property Maintenance | 185 | 44 | 229 | 404 | 136 |
| TOTALS | 5,124 | 585 | 5,709 | 9,945 | 4,031 |

During 2015 The City Attorney’s Office sought judicial remedies through the court system for those cases that could not be corrected through voluntary compliance. Small claims actions were also filed for the collection of unpaid citation fines.

| Judicial Remedy | Total Cases |
|-----------------------------|-------------|
| Filed with Magistrate Court | 56 |
| Filed with Circuit Court | 5 |
| Small Claim Actions Filed | 19 |

Primary Goal for 2016

As with 2015, the single primary goal for the upcoming year reflects the team's desire to provide better service to our customers, the public, with an emphasis on being responsive to their needs and concerns.

Goal: *Change the perception of Code Enforcement from being a City program to a community service.*