PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS

WORKSHOP SUMMARY

Meeting Date: April 16, 2024

Department: Planning, Zoning & Building

I. EXECUTIVE BRIEF

Title: Code Enforcement Comprehensive Inspections and Compliance Initiatives

Summary:

This workshop item before the Board of County Commissioners (BCC) is focused on the Planning, Zoning and Building's (PZB), Code Enforcement's (Division) comprehensive inspection policy as well as a discussion on additional compliance initiatives and tools to encourage timely compliance.

On September 28, 2023, the BCC directed Staff to review and bring back information regarding the Division's comprehensive inspection policy. Staff will provide an overview of the current policy and any suggested adjustments for discussion. This comprehensive inspection discussion will include the lifecycle of an enforcement case and possible options for creating a hybrid of the existing policy.

In addition, on January 4, 2024, the BCC further directed Staff to review and bring back information regarding methods to aid in the Division enforcing Palm Beach County's (County) codes. Staff will provide an overview of new programs and projects underway and proposed to aid Code Enforcement staff in enforcing existing code requirements, including the new Body Worn Camera (BWC) Program and the proposal to explore developing a Customer Assistance Team (CAT). Existing and enhanced coordination with other County Departments and PZB Divisions will also be discussed. This includes a discussion concerning seeking cease and desist orders from Magistrates and the possibility of escalating egregious cases to the County Attorney's Office whereby injunctive relief could be sought.

Background and Policy Issues: Code Enforcement is a Division of the County's, PZB Department. The Division provides an important function in the County in enforcing several codes and regulations; this has a direct effect on the welfare, safety, health, quality of life and enjoyment of property in the County. The Division enforces the County's Unified Land Development Code (ULDC), Fire Codes (in conjunction with the Palm Beach County Fire Rescue Department) the County's Property Maintenance Code, the Florida Building Code and local amendments thereto and several other regulations and codes throughout the County, including for other Departments.

On March 23, 2023, staff provided an extensive presentation to the BCC that discussed the Division's history, background, certifications, operations, etc.

Attachments:

1. Powerpoint Presentation

Recommended I	by: Land	326/2004		
	Department Director	Date		
Approved By:	Parl	4/10/24		
	Deputy County Administrator	Date		

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

	2024	2025	2026	2027	2028
Capital					
Capital Expenditures					
Operating Costs					
External					
Revenues					
Program					
Income(County)					
In-Kind					
Match(County			***************************************		
NET FISCAL	*				
IMPACT					
#ADDITIONAL					
FTE					
POSITIONS					
(CUMULATIVE					
. Recommended	Sources of Fu	nds/Summary o	f Fiscal Impact	:	
* There are no fis	scal impacts at	this time.			
* There are no fis	Fiscal Review:		— MMFNTS:		
* There are no fis	Fiscal Review:	I. REVIEW CO		nts:	
* There are no fis	Fiscal Review: II al and/or Con	I. REVIEW CO		le Mais	Uho 4/8/24
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(THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.)

C.

Other Department Review

Department Director



PALM BEACH COUNTY PLANNING, ZONING, & BUILDING DEPARTMENT'S

CODE ENFORCEMENT DIVISION

PRESENTS

Comprehensive Code Enforcement Policies & Procedures & Tools to Aid in the Enforcement of the County Codes

Whitney Carroll, Executive Director PZB Cindy Hoskin, Deputy Executive Director PZB Michele Pagan, Code Enforcement Director Richard Torrance, Code Enforcement Manager



This workshop item before the Board of County Commissioners (BCC) is focused on the Planning, Zoning and Building Department's (PZB), Code Enforcement's (Division) comprehensive inspection policy as well as additional compliance initiatives and tools to encourage timely compliance.

<u>March 23, 2023</u>, staff provided an extensive presentation to the BCC providing the Code Enforcment Division's history, background, certifications, and overall operations.

• This presentation is meant to build on that information and address the specific areas identified by the BCC

<u>September 28, 2023</u>, the BCC directed Staff to review and bring back information regarding the Division's comprehensive investigation policy.

<u>January 4, 2024</u>, the BCC further directed Staff to review and bring back information regarding methods to aid the Division's effort to obtain timely compliance with the Palm Beach County's (County) codes.



Order of Presentation

1. Comprehensive Policies

- a. Current Comprehensive Investigation Policy
- b. Future Comprehensive Inspection Policy

2. Compliance Initiatives & Information

- a. Customer Assistance Team ("CAT")
- b. Organized Geographical Outreach Efforts
- c. Restructuring and simplifying the Notices of Violation
- d. Restructuring (additional) compliance/enforcement officers
- e. Internal Fine Reduction Process (Within 30 days of preparation for lien recordation)
- f. Pursuing Cease and Desist Orders and Issuing Cease and Desist Demands
- g. Pursuing Injunctive Relief for Egregious Cases
- h. New Technology
 - 1. Introduction of Body Worn Camera ("BWC") Program
 - 2. Decibel Meters (new technology to aid in the enforcement of noise complaints/violations)
- i. Discussion about renaming Code Enforcement to Code Compliance Division

EXAMPLES OF SOME VIOLATIONS



Comprehensive Policies

Review Current Policy/Procedures

- Complaint Received
 - Up front investigations prior to conducting an on site inspection CEO (Regardless of the nature of the complaint):
 - Researches property ownership through PAPA
 - Checks ePZB system to determine whether a current code violation case exists on the property
 - Researches all permits ever issued for the property
 - Reviews aerial *and pictometry* in GeoNav to see if any violations can be observed in comparison with permit records
 - Uploads results of research into the case file
 - Contacts the complainant and conducts on-site inspection checking for all possible violations.

Goal After Review: Improve Complaint Response Times; Improve Relationship Between Code Enforcement and the Community

Future Policy/Procedures

- Complaint Received
 - Focused up front investigations prior to conducting an on site inspection CEO:
 - Researches property ownership through PAPA
 - Checks ePZB system to determine whether a current code violation case exists on the property
 - Reviews aerial to get an idea of the neighborhood and property location
 - Contacts the complainant and conducts on-site comprehensive inspection focusing on the complaint alleged and any violations observed during inspection.
- Outcome
 - CEO addresses initial complaint and any observed violation within sight from inspection vantage point.





Customer Assistance Team "C.A.T"

PZB is proposing to create a Customer Assistance Team (CAT)

This program is in the development phase and will require additional analysis to finalize details and set the program parameters.

- The CAT Team is intended to provide a customer focused central point of contact to assist with small projects and with working toward code compliance
- The expectation is that most customers will utilize this service to address Code Enforcement cases but the service will not be limited to correcting code violations
- Customers would be assisted in areas where they may be unfamiliar such as: construction regulations, land use requirements and the permitting process
- The CAT Team will help customers navigate through the various processes at no additional cost

How will the service be provided?

• Services will be available in person, over the phone, virtually, or via email (once chat is developed this will also be an option).

Who is eligible to receive this service?

• Property owners needing assistance with small projects or code compliance resolution



Organized Geographical Outreach Efforts

- Goal: Educate and engage community in a positive way
- Goal: Improvement of Response Times

What Would This Look Like:

- During a regular inspection route, a CEO identifies a code concern throughout a geographic area and notifies his/her supervisor (i.e., properties in disrepair/maintenance, etc.
 - Supervisor brings this to the attention of Administration who reaches out to the appropriate Commission office with a courtesy communication of the concern and discusses the outreach effort to be conducted.
 - Outreach would consist of a small team of CEOs walking the geographical area knocking on doors and discussing the compliance issues with the residents, leaving door hanger info on properties where no one is home.
 - Partnerships with other agencies and Departments could be sought if applicable.
 - This outreach information would include notification that the Team will return at a given future date to monitor the efforts to correct the violations at that time NOVs could be issued.
 - If NOVs are issued then cases would progress as usual.



Restructuring and Simplifying Notices of Violation ("NOV")

- **Current:** Multiple Violations Cited on Single NOV
- **Revised:** One violation per NOV
- **Current:** Multiple Violations per Enforcement Case
- **Revised:** One NOV per Case
- **Goal:** Easier for Customer to understand nature of violation and how to cure
- **Goal:** Allow Customer to Close Cases and Reduce Potential for Fine Accumulation While Working Toward Full Compliance

the dwelling, including driveways.



NOTICE OF VIOLATION

RESPONDENT NAME
RESPONDENT MAILING ADDRESS
SUBJECT ADDRESS WHERE VIOLATION WAS OBSERVED

C-YEAR-XXXXXXXX

Notification Date: DATE NOV ISSUED

Compliance Deadline: DATE OF COMPLIANCE INSPECTION = DATE COMPLIANCE DUE

You are hereby notified that an inspection of the above premises disclosed that you have violated one or more codes of Paim Beach County, Florida as cuttined in the attached exhibit.

If the violation is not corrected by the Compliance Deadline specified above in this notice, or if the violation is If the violation is not corrected by the Compliance Dearline specified above in this notice, or if the violation is or corrected and their necus, the case may be presented to the Special Magistrate for hearing over if the violation has been corrected prior to the hearing. If you are found to be in violation by order of the Special Magistrate, there may be imposed against you a fine up to \$1,000.00 dollars per day for each day the violation continues past the compliance date set by the Special Magistrate.

Furthermore, the County shall be entitled to recover from you all costs it incurs in successfully prosecuting this

If you wish to be represented in this action by corrective other than yourself (other than an attortey), you must provide a notatized statement to this office rearing the individuality autorized to represent you in this case. It you wish to be represented in this action by an attorney, what attemery must fire a notice of appearance with this office indicating hister scope of authority to represent you in this case.

Should you have any specific questions regarding this violation notice, please contact the Code Enforcemen

NOTE: It is your responsibility to contact this office when compliance has been achieved

CEO NAME, Code Enforcement Office Palm Beach County Planning Zoning & Building Department (561) 233-5029; (561) XXX-XXXX (cell); CEOEMAL@ploggov.org

Compliance Deadline: DATE OF COMPLIANCE INSPECTION = DATE COMPLIANCE DUE

105.1 PBC Amendments to FBC 6th Edition (2017)

16.5.1 PEZ-Amendments to FEC 6th Edition (2017)

Code Reference. Any owner or authorised and vol nimes to constant, erizange, aller, repair, move, demokin, or or drugen to ecospany of a building or structure, or to event, entitle original, extensive any extensive and extensive extensiv



PALM REACH COUNTY PLANNING ZONING & BUILDING DEPARTMENT

MONTH DAY, YEAR

RESPONDENT MAILING ADDRESS

SUBJECT ADDRESS WHERE VIOLATION WAS OBSERVED

Zoning Classification: ZONING DISTRICT

Complaint Number: C-YEAR-XXXXXXXX

You are hereby notified that an inspection of the above premises disclosed that you have violated one or more codes of Palm Beach County. Florida as follows

1) Section 14:35 (a) Palm Boach County Property Maintenance Code 2) 105 1 PBC Amendments to EBC 6th Edition (2017)

3) 105.1 PBC Amendments to FBC 8th Edition (2017) 4) 105.1 PBC Amendments to FBC 8th Edition (2017) 5) 105.1 PBC Amendments to FBC 8th Edition (2017)

6) 105.1 PBC Amendments to FBC 6th Edition (2017)

7) 105.1 PBC Amendments to FBC 6th Edition (2017) 8) 6.A. 1.D. 20.a Unified Land Development Code 9) 105.1 PBC Amendments to FBC 6th Edition (2017)

4.B.1.E.10.m Unified Land Development Code 11) 4.B. 1.E. 10 i Unified Land Development Code 4 B 1 F 10 e Unified Land Development Code

And particularly

 It shall be unlawful for the owner or occupant of a building, structure or property to utilize the premises of such property for the open slorage of any motor vehicle which is insperable and in a state of disreport, appliances, glass, building material, construction define, automotive parts, times, vegetative debris, garbage, trash or similar items. More specifically: Open storage including but not imited to water tanks, ladder, hose, plastic bin, buckets, and work bench.

change the occupancy of a building or structure, or to erect, install, enlarge, after, repair, remove, convert or replace any impact-resistant coverings, electrical, gas, mechanical or plumbing system, the installation of which is regulated by this code, or to cause any such work to be done, shall first make application to the building official and obtain the required permit. More specifically, post/ structure

(lighting) has been erected or installed without a valid building permit.

3) Any owner or authorized agent who intends to construct, enlarge, after, repair, move, demotish, or change the occupancy of a building or structure, or to erect, install, enlarge, after, repair, remove convert or replace any impact resistant coverings, electrical, gas, mechanical or plumbing system, the installation of which is regulated by this code, or to cause any such work to be done, shall first ma application to the building official and obtain the required permit. More specifically, lighting electric

egonisation to the outcomy emission and coloran are required permit. Note specificary, righting electric (exterior) has been erected or installed without a varied building permit.

4) Any owner or authorized agent who intends to construct, enlarge, alter, repair, move, demotish, or change the occupancy of a building or structure, or to erect, install, enlarge, after, repair, remove, convert or replace any impact-resistant coverings, electrical, gas, mechanical or plumbing system. The installation of which is regulated by this code, or to cause any such work to be done, stall first mak application to the building official and obtain the required parmit. More specifically, several she structures has been erected or installed without a valid building permit.

5) Any owner or authorized agent who intends to construct enlarge after repair move demolish or change the occupancy of a building or structure, or to erect, install, enlarge, alter, repair, remov consists on exception by or a business of insulating of the elect, instant, entangle, about in figure, insulation, content or replaced on yimpact insulation of contents of the electrical pass, mechanical or planning system, the installation of which he building office is code, or to disease any such work to be done, shall first make spotiation to the building office and other the required permit. More specifically, were object. structure has been erected or installed without a valid building permit.

6) Any owner or authorized agent who intends to construct, enlarge, after, repair, move, demolish, or change the occupancy of a building or structure, or to erect, instalt, enlarge, after, repair, remove, convert or replace any impact-resident coverings, efectival, gas, receivanced or planting system, the installation of which is regulated by this code, or to cause any such work to be done, shall first make application to the building official and obtain the required permit. More specifically, metal shedructure has been erected or installed without a valid building permit.

installation of which is regulated by this code, or to cause any such work to be done, shall first make application to the building official and obtain the remained permit. More specifically flagstone

residential district. 9) Any owner or authorized agent who intends to construct, enlarge, siter, repair, move, demolish, or sylvary owner or automized agent more intensities to ceression, entailing, easily regime, move, querinant, change the occupiency of a building or shruchure, or to exect, install, enlarge, after, spear, remove, convert or replace any impact-resistant covernings, electrical, gas, mechanical or plumbing system, the installation of which is regulated by this code, or to cause any such verify to be done, shall first make application to the building official and obtain this required pormit. Mater specifically, divowary

dification has been erected or installed without a valid building permit No equipment or materials used in the home occupation shall be stored or displayed outside of the dwelling, including driveways. Open storage including but not limited to equipment or materials.

One business related vehicle per dwelling unit not over one for rated capacity may be parked at the One passess related with the per variety of the control of the developed may be packed as the home, provided the vehicle is registered to a resident of the develing, commercial vehicles are prohibited. More specifically, More than one business related vehicle on property. If No equipment or relativists used in the home occupation shall be stored or displayed outside of

A maximum of one person who is not a member of the immediate family may assist in the operation

Requirements for Correction

construction debris, automotive parts, tires, vegetative debris, garbage, trash or similar items on the

 Obtain required building permits for the post/ structure (lighting) or remove the post/ structure. Obtain required building permits for the lighting electric (exterior) or remove the lighting electric.

4) Obtain required building permits for the several shed/ structures or remove the several shed/ Obtain required building permits for the wire cage/ structure or remove the wire cage/ structure.

Enforcement Officer between 8:00 am and 9:30 am

CEO NAME, CODE ENFORCEMENT OFFICER PALM BEACH COUNTY PLANNING ZONING & BUILDING DEPARTMENT CODE ENFORCEMENT DIVISION (561)233-5029 (561)XXX-XXXX (cell)

7) Obtain required building permits for the flagstone entrance way columns with lighting or remove the

flagstone entrance way columns with lighting 8) Cease allowing more than seven vehicles to be parked outdoors on a lot supporting a single family

residential use. The term vehicle shall include: cars, commercial vehicles, sports utility vehicles and

9) Obtain required building permits for the driveway modification or remove the driveway modification.

If the violation is not corrected by the time specified for correction in this notice, or if the violation is

corrected and then recurs, the case may be presented to the Special Magistrate for hearing even if

the violation has been corrected prior to the hearing. If you are found to be in violation by order of the Special Magatitate, there may be imposed against you a fine up to \$1 a00.00 diothat per day for each day the violation continues past the compliance delie set by the Special Magatitative.

Furthermore, the County shall be entitled to recover from you all costs it incurs in successfully

you must provide a notarized statement to this office naming the individual(s) authorized to represe

you in this case. If you wish to be more sented in this action by an attorney such attorney must file a

notice of appearance with this office indicating his/her scope of authority to represent you in this case.

Should you have any specific questions regarding this violation notice, please contact the Code

10) Remove all outside storage of equipment or materials used in the home occupation

Cease parking or storing more than one business related vehicle at the premises.

11) Remove all outside storage of equipment or materials used in the home occupation.

Compliance Deadline: MONTH DAY, YEAR

Only one employee allowed on property



PALM BEACH COUNTY PLANNING, ZONING & BUILDING DEPARTMENT 2300 N. Jog Road, West Palm Beach, FL. 33411 (581) 233-5500

SUBJECT ADDRESS WHERE VIOLATION WAS OBSERVED

C-YEAR-XXXXXXXX DATE NOV ISSUED

Compliance Deadline: DATE OF COMPLIANCE INSPECTION = DATE COMPLIANCE DUE

You are hereby notified that an inspection of the above premises disclosed that you have violated one or more codes of Palm Beach County. Florida as outlined in the attached exhibit

If the violation is not corrected by the Compliance Deadline specified above in this notice, or if the violation is If the victation is not corrected by the Complaints Declinie Specifice above mis mis notice, of it the victation is promoted and their neutrit. The case may be presented to the Special Magnitists for hearing even if the violation has been corrected prior to the hearing. If you are found to be in victation by order of the Special Magnitiste, there may be imposed against you a fire up to \$1,000.00 dollars per day for each day the violation confinues past the compliance date set by the Special Magnitiste.

Furthermore, the County shall be entitled to recover from you all costs it incurs in successfully prosecuting this

If you wish to be represented in this action by someone other than yourself (other than an attorney), you must and the control of the presented in this action by sometime timer that protect (other time an attorney), you must provide a notatizate statement to this office naming this individual(s) authorized to represent you in this case, wish to be represented in this action by an attorney, such attorney must file a notice of appearance with office indicating higher except of authority to represent you in this case.

Should you have any specific questions regarding this violation notice, please contact the Code Enforcement

NOTE: It is your responsibility to contact this office when compliance has been achieved

CEO NAME, Code Enforcement Office Paim Beach County Planning Zoning & Building Department (581) 233-5029; (581) XXX-XXXX (cell): CECEMAIL@phogov.org Exhibit 1 - Violations

Complaint Number: C-YEAR-XXXXXXXX Notification Date: DATE NOV ISSUED

Compliance Deadline: DATE OF COMPLIANCE INSPECTION = DATE COMPLIANCE DUE

Section 1.453 (J) Pain Breach County Preparty Manisterance Code

Code Reference I shall be comboiled for the owner of company is a building afracture or properly to

solid Reference I have been considered for the common company of the common commo

Observations: Open storage including but not limited to water trans, ladder, hose, plants for buckets, and work before conRequirements for Certradion Remove all open/cutdoor storage of incoerable vehicles, ceptions, Requirements for Certradion Remove all open-fundors storage of incoerable vehicles, ceptions, Best, butter, legislative debts, gartage, train or similar inens on the property.

Centatic LECO Malk, CE Officer, (561) 233-3028; (591) 3000-3000X (cell); CEOEMAIL@phogov.org

Restructuring (additional) compliance/enforcement officers

- PHASE I (Restructuring of Existing Resources occurring in 2024)
 - Current:
 - <u>Seven Commission Districts served by five code enforcement teams Code Enforcement Officers ("CEO")</u>
 - <u>One</u> Special Project Team consisting of <u>one</u> Senior Code Enforcement Officer ("SCEO")
 - Proposed:
 - Reallocate CEOs such that <u>Seven</u> Commission Districts are <u>served</u> by <u>Seven</u> code enforcement <u>teams</u> of CEOs
 - Reallocate CEOs such that Special Project Team consists of one Senior CEO and one CEO
- PHASE II (Adding Officers and Supervisors recommending to occur in 2026 budget year)
 - Current:
 - In 2019 the number of CEOs increased from 25 to the current 30.
 - <u>5</u> SCEOs and <u>30</u> CEOs
 - <u>1</u> SCEO (Special Projects) and <u>0</u> CEOs
 - Proposed:
 - 7 SCEOs and 35 CEOs
 - <u>1</u> SCEO (Special Projects) and <u>2</u> CEOs

STATISTICS:

- According to the PBC Property Appraiser, there are <u>286,244</u> total parcels (residential and commercial) in unincorporated PBC. This equates to 9,541 parcels *for each* of the current 30 CEOs
- For the years 2019 through 2023 the following has occurred:
 - 12,467 residential permits were issued for new construction
 - Residential Units in unincorporated Palm Beach County has increased by 11,901 for a total of 300,723.

 District One 697 (21,773); District Two 1,473 (53,403): District Three 838 (45,560); District Four 169 (24,052); District Five 4,441 (113,457); District Six 4,217 (34,009); and District Seven 66 (8,469).
 - <u>Population</u> in unincorporated Palm Beach County has increased by <u>21,425 for a total of 666,463</u>.

 District One <u>1,467 (49,774)</u>; District Two <u>2,496 (123,791)</u>: District Three <u>1,865 (120,525)</u>; District Four <u>128 (43,290)</u>; District Five 7,109 (216,347); District Six 8,255 (91,204); and District Seven 105 (21,532).





Internal Fine Modification Process

Goal: Incentivize compliance by providing a streamlined administrative approach to fine reduction/modification if the property becomes compliant within 45 days of case being prepared for lien recordation (prior to recording the lien).

Current Process:

- Once a case is fully prepared for lien *recordation*, the lien package is sent to the accounting department to record the lien.
- Case is then in pending status for referral of the lien collection to the Office of Financial Management & Budget ("OFMB")
- 90 days after the lien is *recorded* the collection of the lien is scheduled for referred to OFMB.
- To modify (reduce) a fine from the balance due, a property owner must either request a modification hearing (if the case has not been referred to OFMB *or* (if the case is already referred to OFMB) for settlement amount reductions over \$2,500, they must appear before the BCC.

• New additional Process:

- Include Language in Magistrate Orders allowing the *Department* to reduce fines administratively once compliance is achieved up to a specified percentage *current average collections of liens on homesteaded property is approximately 10%, non-homesteaded properties is approximately 20%.*
- Notice of Intent to Lien (NOIL)
 - Create an *interim* notice NOIL that includes a specified offer (percentage) to reduce the fine amount prior to recording the lien, if the property owner achieves compliance and pays the reduced amount within 45 days from the date of the mailing of the NOIL.



Pursuit of Cease and Desist ("CD") Demands and Cease and Desist Orders

• **Goal:** Achieve compliance in *egregious cases* where a property owner or respondent has failed to comply with the Code after receiving time to comply *or* in cases where possible irreparable or irreversible harm may be caused if an injunction is not granted.

Process:

- Develop a process to issue a CD *Demand* by the Executive Director or designee.
- Develop a process to seek to a CD *Order* from a Magistrate.
- Cases where violations were previously adjudicated and compliance was not met within the time allotted *or* those with irreparable or irreversible harm would be eligible to receive a CD.
- The Code Division Director would refer eligible cases to the Department Director or designee requesting to seek a cease and desist.
- If approved, either a CD Demand would be issued or a CD Order would be pursued once issued compliance with same will be monitored.
- If compliance with the CD is not met, the case would be analyzed for next steps.

Pursuit of Injunctive Relief for Egregious Cases

• **Goal:** Achieve compliance in egregious cases where a property owner or respondent has failed to comply with the Code after receiving time to comply or in cases where possible irreparable imminent harm may be caused if an injunction is not granted.

• Process:

- Work with the County Attorney's Office to develop a case referral program whereby PZB packages information and case evidence in support of seeking the injunction.
- Cases would only be eligible for referral after approval by the Division Director and then the PZB Executive Director or designee.



New Technology

Body Worn Camera ("BWC") Program

- Goal: Provide open, transparent code enforcement operations and enhanced safety for CEO field staff.
- Process/Status:
 - The Division is working in conjunction with the Palm Beach Sheriff's Office to implement this Program.
 - In addition to individual CEO training, the Division is conducting a pilot training program where ten CEOs in multiple areas have received their cameras and equipment and are utilizing the BWCs in accordance with stated procedures.
 - On May 1st, upon completion of this pilot training period, any necessary revisions to the operating procedures will be made and the remaining equipment will be distributed to the full CEO field staff for full field implementation

Decibel Meters

- Goal: Obtain reliable technology to utilize in the enforcement of Noise complaints
- Process/Status:
 - The Division works in conjunction with the Palm Beach Sheriff's Office to investigate noise complaints.
 - Current procedure is CEO or Deputy stands at corner of complainant's property and, based on his or her observations, determines whether the sound heard equates with the "excessive noise standard" which is whether it would "disturb a reasonable person of normal sensitivity"



Renaming the "Code Enforcement Division" to the "Code Compliance Division"

- While the focus of the Code Enforcement Division is always to achieve compliance, much can be inferred by a name.
- Many of the programs and policies discussed in this presentation are intended to assist the public to achieve compliance in a more community focused approach.
- Changing the name of the Division to reflect its intended goal of compliance is an additional approach to pursue better community relations.

GOAL SUMMARY

- Provide code compliance in a comprehensive manner focusing on the complaint but addressing all observed violations.
- Utilize incentives, the C.A.T., and community based approaches to achieve timely compliance.
- Expand tools to assist in compliance, in conjunction with the County Attorney's Office, to address egregious cases.
- Improve community relations, transparency, and public perceptions.





QUESTIONS