MIAMIBEACH

OFFICE OF THE CITY MANAGER

NO. LTC # **241–2011**

LETTER TO COMMISSION

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: September 27, 2011

SUBJECT: Quality of Life (QOL) Code Compliance Officers (CCO)

The purpose of this Letter to Commission is to provide you with information regarding the Code Compliance Division's Quality of Life part-time staff detail. Quality of life issues continue to be identified as a priority for our residents. The City has, at different times, received complaints regarding the ability to enforce various quality of life issues. Most recently, after the 2010 spring break, there were significant concerns raised regarding beach litter and glass, flyers, etc. As a result, as part of the FY 2010/11 budget, the City Commission approved an enhancement to add nine (9) Quality of Life Part-Time Code Compliance officers to address not only these issues, but also other quality of life issues throughout the community. Recruitment began after the beginning of the new fiscal year, and following training for the selected officers, the Quality of Life officers were deployed in February.

The following is a breakdown of the 702 code violations issued by these nine part-time Code Compliance Officers (CCOs) since February, 2011:

- 283 Animal Violations (Dogs at Large)
- 48 Flyers
- 73 Litter Violations
- 40 Beach Glass Violations*
- 94 Sanitation Violations
- 75 Graffiti
- 18 Illegal Signs in the public right of way
- 12 Artist Vendors
- 39 Business Tax Receipt (BTR) Violations
- 20 Side-Walk Café violations

**Note: The number of beach glass and litter violations reflected above is lower than actually addressed by the Quality of Life Part-Timers; this is due to the fact that the cases were entered into the database by the full time Code Compliance Officer training the Part Time QOL staffer)*

Originally, the Quality of Life Part-Timers were hired to predominantly address three violations: Beach Litter, Flyers, and Dogs at Large. However, code administration determined that these staff members should be cross-trained in other disciplines to augment their value and usefulness to the Code Compliance Division. Although the actual output of the Quality of Life Part Timers is easily measured, the qualitative output is not, and is much higher than the numbers bear. For example, the success of this year's Spring Break cleanliness campaign was in direct correlation to the full deployment of all staff, (and coordination with the Police Department). However, it could not have taken place without the participation and direct input of the PT QOL staffers and the overall increased visibility of Code Compliance Officers. The increased visibility of the PT QOL CCOs on the beach, Dog Parks, and Lincoln Road is believed to have a direct correlation on fewer violations being issued, less litter, fewer dogs at large, etc. etc.

Lastly, and of key importance, is that the additional staff allows our regular CCOs to decrease their response time, lower and better manage their caseloads, and improve the quality of their product.