



Good Neighbor Program

FY2024 PROPOSED BUDGET

City Council “A” Session
August 17, 2023

Presented by: Maria Villagomez, Deputy City Manager

Presentation Overview

- Calls for Service
- Good Neighbor Program
- Dangerous Assessment Team (DART) Program
- Proposed Budget Enhancements



Calls For Service 911 and 311

- Calls are responded based on type of call
 - Emergency
 - Non-Emergency
 - Information
 - Report taken over the phone

Number of Calls Received in 2022

911 Police	1,327,057
911 Fire/EMS	211,955
Non-Emergency (Police and Fire)	1,098,257
311	785,000

Total	3,422,269
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Good Neighbor Program



- Addresses chronic nuisance single residential properties up to 4 units
- Calls cross boundaries of City Departments' responsibility
 - Roaming dogs/aggressive animals
 - Code violations
 - Disturbances
 - Mental health
- Calls/violations may be low priority for one department, yet the combined impact suggests a higher priority

Program Goals

Connection to Services

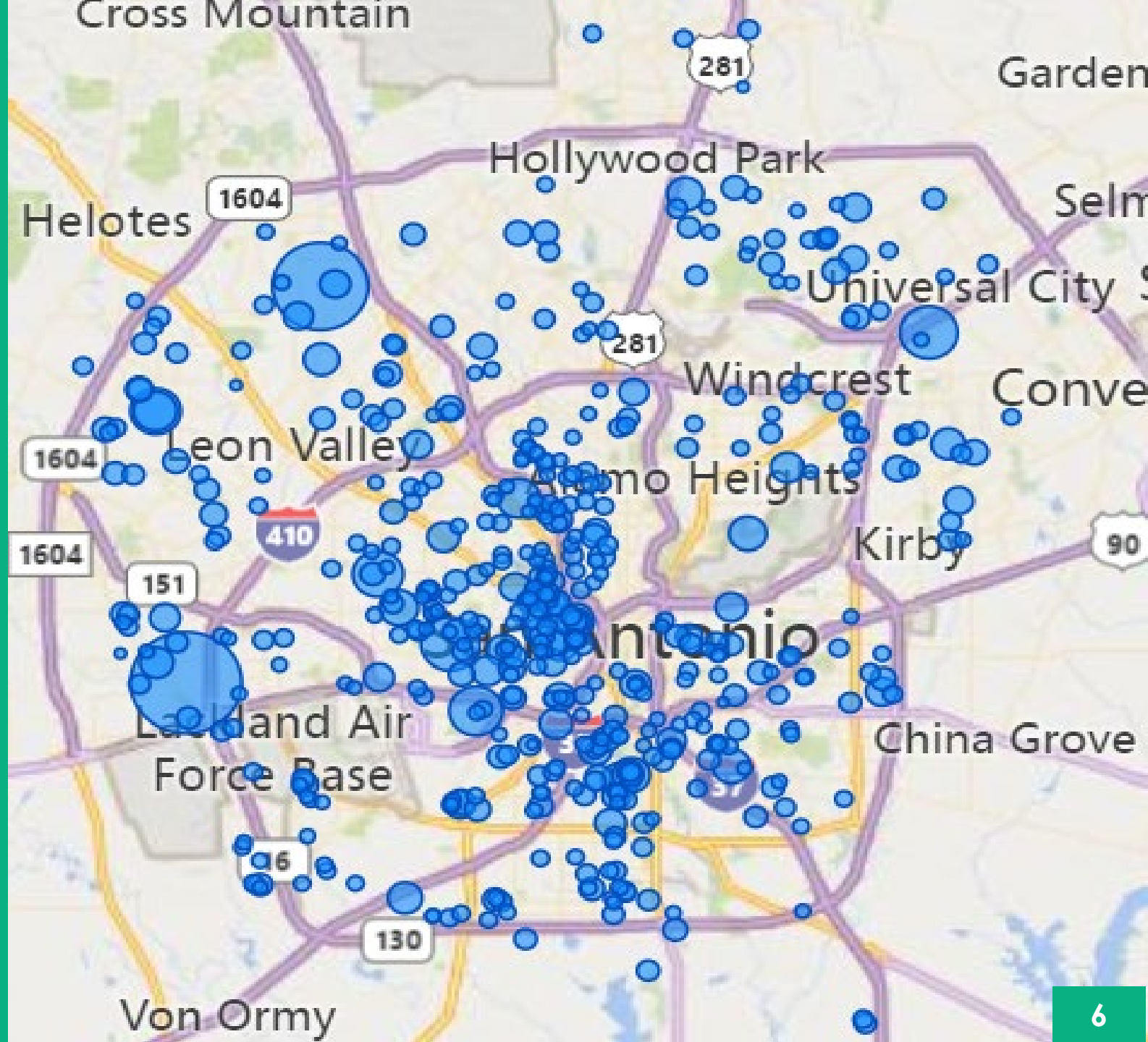
- Mental health resources
- Home minor repair
- Senior Services
- Youth Services
- Mediation with neighbors

Enforcement

- Animal violations
- Code Violations
- Overgrown grass
- Involve outside agencies
 - Child Protective Services
 - Adult Protective Services

Addresses with 12 or more calls in 90 days (Feb to May 2023)

- Analysis of 911 and 311 calls
- 707 single family residential addresses with 15,888 calls
 - 11,881 (Police Non-Emergency)
 - 3,385 (311 calls)
 - 622 (911 Police, Fire/EMS calls)



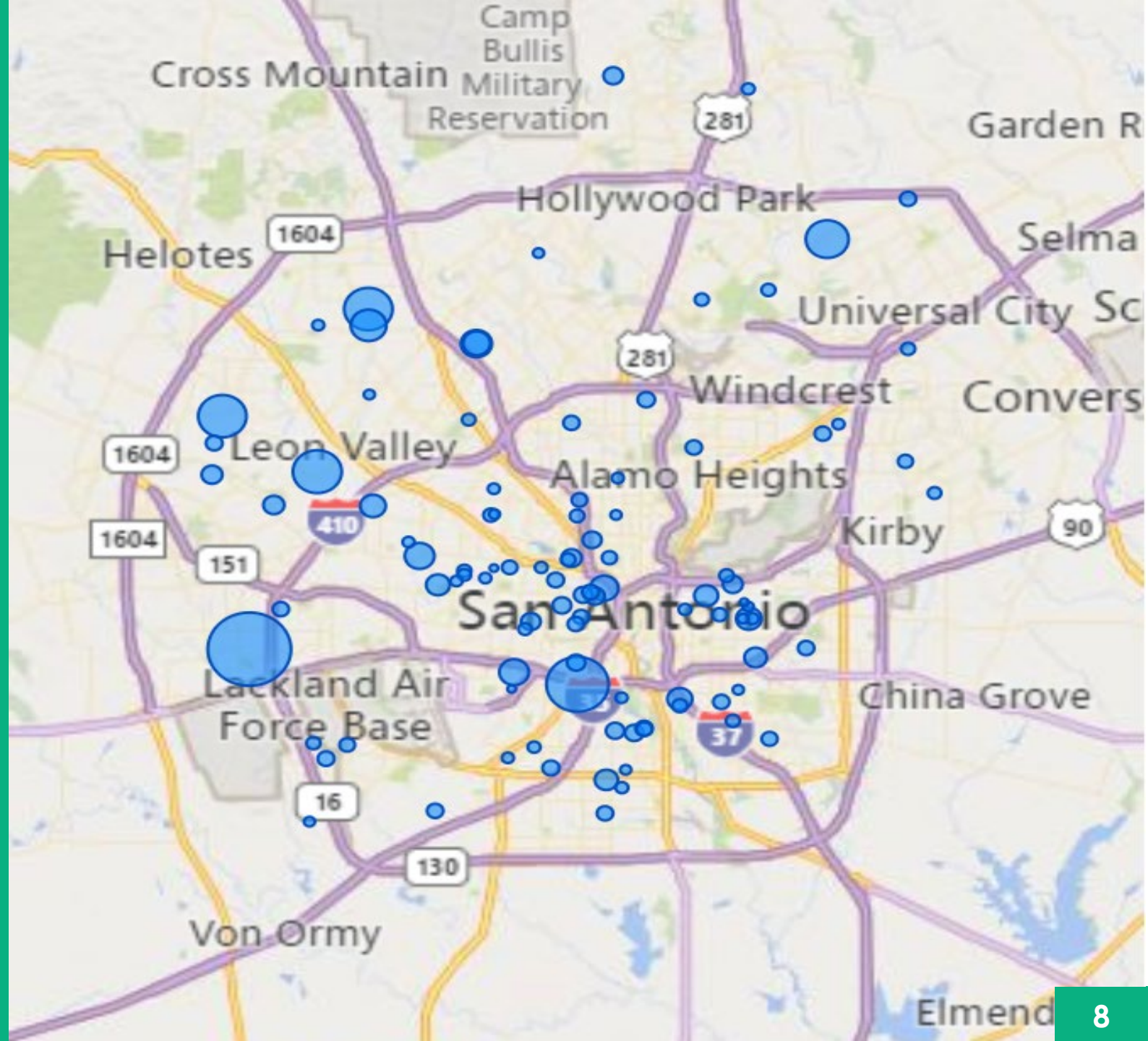


Good Neighbor City Taskforce

- City Manager's Office
- City Attorney's Office
- Police
- Fire
- 311
- Code Enforcement
- Animal Care Services
- Metro Health
- Diversity, Equity, Inclusion, and Accessibility
- Neighborhood Services
- Human Services

Top 100 Addresses

- 100 single family residential addresses with 6,418 calls
 - 5,562 Police Non-Emergency)
 - 679 (311 calls)
 - 177 (911 Police, Fire/EMS calls)



Taskforce has begun working on top 100 addresses since June

- **32** involve active mental health consumer and SACORE, MIH, and IMPACT are actively working with residents
- **8** DART Properties
- **2** removed from list due to resident no longer at location
- **58** under review

# of Calls	# of Addresses
961	1
509	1
200 to 300	4
100 to 150	4
70 to 99	5
50 to 69	6
40 to 49	11
30 to 39	41
20 to 29	27
Total	100

Dangerous Assessment Response Team (DART)



- Created in 2007 to target and abate the worst of the worst nuisance properties
 - Criminal or code violations for 2+ years
 - Drug and gang houses, prostitution motels, disadvantaged housing, dilapidated houses, bars, restaurants, facilities, and salvage yards
 - Addresses violations by utilizing legal remedies to abate the nuisance conditions

DART Abated Properties Past 5 years

Fiscal Year	Residential	Commercial	Total
2018	40	12	52
2019	37	2	39
2020*	10	5	15
2021*	16	15	31
2022	26	19	45

* Impacted by COVID

- Residential properties (all types, single family to multi-family residences)
- Commercial properties (bars, strip clubs, massage parlors, hookah clubs, motels)

FY 2024 Proposed Budget

Adds \$331,816 for 4 New Positions

Good Neighbor Program

- 3 Data Analysts to assist with review of 911 and 311 calls and coordinate with Taskforce

DART

- 1 new Attorney position to support the review and investigation of new cases





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