



Chapter 4

Internal Operations



4.1 AREA ASSIGNMENTS

Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a standard by which inspectors are assigned to areas beats or wards throughout the City of Youngstown.

2. PHILOSOPHY


The Property Code Enforcement Office responds to complaints in all areas of the City. The community has a diverse population and each area can be unique. The Property CE superintendent will assign inspectors to each beat/ward or area based on the needs of the residents, business owners and the City, taking into consideration the knowledge and experience of the inspector.

3. POLICY

On a rotating schedule, no less than 18 months, all inspectors will be re-assigned to different beat/ward or area allowing them the opportunity to work all areas of the city.

4. PRACTICE

- Reassignments will not be made by seniority.
- inspectors will not repeat an assignment until they have worked each beat/ward or area.
- An effort will be made to ensure that inspectors will not work in the same ward/area that they live in.
- The Property CE superintendent has the option to evaluate and reassign staff, as deemed necessary.

CITY OF YOUNGSTOWN				
	4.2 CARE & USE OF DEPARTMENTAL ISSUED EQUIPMENT			
	Author		Revised by#	
	Revision #		Implementation Date	

1. PURPOSE

To establish a standard for the care and use of office issued property.

2. PHILOSOPHY

Inspectors have been provided with clothing and equipment (vehicles, cell phones, computers, cameras and other items) by the City for use in the performance of their duties, and all inspectors shall be responsible for caring and using such property in a responsible manner.

3. POLICY

Inspectors shall be personally responsible for the items of identification issued by the Property CE superintendent (i.e., badge, business cards, uniforms, etc.) and all other equipment (vehicles, cell phones, computers, cameras tec.). Inspectors shall neither loan nor borrow, sell or dispose of such items without prior approval and shall immediately report the loss of such items to the Property CE superintendent and prepare a written report of the circumstances leading to the loss.

The official badge of the Property Code Enforcement Office shall be prescribed by the Property CE superintendent and shall be returned by inspectors upon separation or request/demand by the Property CE superintendent for any reason.

An inspector will not “flash” his/her badge for personal reasons nor carry it for any reason while off duty. An inspector will not use their badge for any reason that could possible bring discredit upon the Property Code Enforcement Office or himself/herself.

Inspectors shall use business cards only for official purposes. Such cards shall not bear notations or endorsements other than those pertaining to the official functions of Property Code Enforcement Office. Business cards are not issued to obtain special privileges or benefits for any person, to request that the bearer receive any type of favorable consideration, or to indicate the relationship of the individual to the inspector named on the card.

4. PRACTICE

The practice is outlined in the following policy.



4.3 CITY ISSUED CELL PHONES

Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a standard in the use of city issued cell phones and voicemail systems by the code enforcement staff.

2. PHILOSOPHY

The Property Code Enforcement Office staff receive calls and voicemail messages from citizens and other city staff regarding code violations and inspection/case status. There are times when staff -administration, Mayor, Council, and the City Attorney's Offices - receive complaints of, not only unreturned messages, but a lack of response from CE staff. This creates a lack of trust and confidence, not only with Property Code Enforcement Office, but the City as a whole. To avoid such occurrences, the following policy has been established.

3. POLICY

In addition to the City of Youngstown Policy Regarding the Acquisition and Use of Cellular Telephones (included at the end of this section), inspectors shall adhere to the following:

Inspectors are to keep their cell phone adequately charged and on their person always during work hours.

Inspectors will answer all incoming cell phone calls while they are working unless they are:

1. Driving
2. Engaged in a conversation with a resident
3. Currently on a call

If an inspector misses an incoming call for any reason stated above, they shall check to see if a voicemail was recorded.

All voicemail messages should be returned ASAP and within no more than 24 hours of receiving the messages.

A staff member that will be gone for a full day or longer (e.g. Vacation etc.) shall indicate the dates of their absence, when they will return and provide an optional contact within code enforcement while they are gone on their outgoing message.

4. PRACTICE

1. All voice mail messages shall be returned ASAP and no more than 24 hours (1 business day) from receipt.
2. All voicemail messages should be entered on a duplicate phone message book or log.
3. If the incoming call/voicemail is regarding an open case a note regarding the call shall be placed into the case notes within Empyra.
4. When returning a message and there is no answer and/or no voicemail after two (2) attempts, note it on the phone message book or log as stated in practice #6. No additional attempts are required.
5. When returning a message and you can leave a detailed voicemail response, note it phone message book or log stated in practice #6.
6. The phone message book or log should be updated with each response or attempted response. To standardize notations, the following abbreviations should be used.

RTN = Returned call

S/W = Spoke with

L/M = Left message

N/A = No answer

B/N = Bad number

F/M/T = Forwarded message to

NRR = No return required

7. These abbreviations are to be followed by the date and time the action was taken.
(Example - RTN L/M 9-10-16)
8. When actions are complete and the information on the phone message book or log is related to a specific case an entry in the Empyra system detailing the call and response shall be made.
9. It is important to remember that your notes and records protect YOU and the City from allegations of unresponsiveness and misconduct. They will provide valuable help in memory and recollection at hearings and trials.

**CITY OF YOUNGSTOWN
POLICY
REGARDING THE ACQUISITION AND USE OF
CELLULAR TELEPHONES**

City of Youngstown [COY] issued cellular telephones are intended for official business use only. Personal calls made or received on a COY issued cellular telephone are only acceptable in Emergency situations or with prior supervisory knowledge and approval.

CELLULAR TELEPHONES ASSIGNMENT & USE:

Cellular telephones shall be issued only to those Employees with a demonstrated need for this type of communication. Cellular telephones shall be requested only by Supervisors and/or Department Heads within their individual departments. Unless justified, Employees shall be issued cellular telephones with only the basic features and minutes necessary to cover the needs of the position of the Employee. Extra charges for voicemail, text messaging, and data plans must be shown to be justified.

CELLULAR TELEPHONES RULES OF USE:

Employees who are issued a COY cellular telephone agree to the following RULES OF USE:

1. Charges for equipment purchases must be authorized and signed off by the Supervisor and Department Head. Employees must safeguard all cellular telephone equipment in their possession.
2. Lost, stolen, or damaged cellular telephones and/or equipment shall be immediately reported to the Employee's Supervisor and/or Department Head. If theft is suspected, the police should also be notified immediately and a report made. If the loss or damage is due to carelessness on the part of the Employee, the equipment must be replaced or repaired at the Employee's expense.
3. Employees should not use the cellular phone while driving. Unless utilizing a 'hands free' speakerphone option, Employees should stop their vehicle as soon as safely possible to use cellular telephones.
4. Employees shall limit all cellular calls to no more than 15 minutes. Calls over the 15-minute limit shall be documented and justification will be required.
5. Employees must identify and reimburse the City for any costs associated with Emergency personal use of COY issued cellular telephones.
6. When an Employee no longer has a demonstrated need for the cellular telephone, or when the employee terminates employment with COY, that

Employee shall immediately return all cellular telephone equipment to the Department.

7. It is the Employee's responsibility to understand the features and conditions of his/her particular plan. The employee will be required to reimburse the City of Youngstown for overages that may occur unless a documented emergency necessitated the usage of uncovered charges. Costs that are associated with excessive and/or personal costs that are not reimbursed by the Employee may be considered theft and will result in appropriate corrective action.
8. Repeated non-compliance with this policy and failure to remain within allotted minutes, costs, etc. shall result in progressive discipline and may result in loss of cellular equipment.

I have read the above CITY OF YOUNGSTOWN POLICY REGARDING THE ACQUISITION AND USE OF CELLULAR TELEPHONES and hereby agree to adhere to these requirements.

EMPLOYEE: _____ CELL #: 330. _____ DATE: _____

SUPERVISOR: _____ DATE: _____

DEPARTMENT HEAD: _____ DATE: _____

_____ DATE: _____

CAROL PETERS
PURCHASING AGENT

REV. 11.2013



4.4 CHAIN OF COMMAND

Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a standard by which Property Code Enforcement staff refer issues/information to their immediate supervisor or above when the supervisor is not available.

2. PHILOSOPHY

Is it common for the Property Code Enforcement Office staff to come across issues or situations that require the attention or input of a staff member with more authority/responsibility. It is important that there be an understanding regarding what issues should be forwarded and to whom they should be forwarded. Although it would be impossible to draft out a complete list of the exact issues that should be taken to the Property CE superintendent, using this policy along with Section 1.4 High-Level Administrative Complaints/Inquiries and Section 4.8 Established Levels of Responsibility/Authority staff members should be able to evaluate and properly address those issues that should be taken “up the chain of command.”

3. POLICY

Issues and concerns which require a higher level of authority/responsibility are to be taken “up the chain of command” to the next level of supervision and documented via e-mail.

4. PRACTICE

When a staff member becomes aware of an issue that falls into any/all of the following, they are to bring the matter to the attention of their direct supervisor as identified in the attached Code Enforcement Organizational Chart.

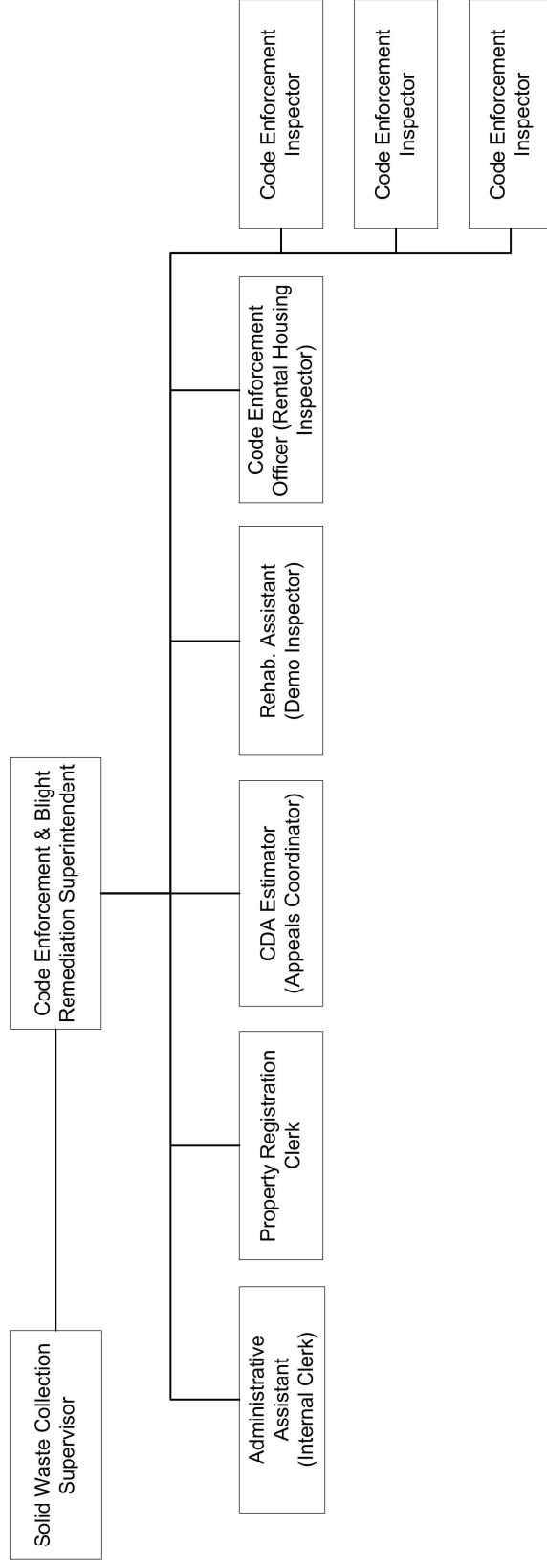
- Beyond their level of authority
- Imminently hazardous/dangerous
- Involves other departments/divisions
- Politically sensitive
- Could result in:
 - Compliant to elected officials and/or the media
 - Law suit or personnel complaint

(CONTINUE NEXT PAGE)

If their immediate supervisor is unavailable they are to move up the chain of command to the next level of supervision. If the chain is exhausted without locating a supervisor within the Property Code Enforcement Office, they are to document their attempts and contact the CE Coordinator, and if not available, the Director of Public Works for additional guidance.

NOTE: The Property CE superintendent must designate a replacement authority in their absence. This must be done in writing and disseminated throughout the Property Code Enforcement Office.

2016 Code Enforcement Division Organizational Chart





	Author		Revised by#	
	Revision #		Implementation Date	

1. PURPOSE

To establish a standard by which the Property Code Enforcement Office staff report any potential or perceived conflicts of interest.

2. PHILOSOPHY

When working in an enforcement capacity within any community, there exists the possibility that a staff member may encounter a family member, friend, acquaintance and or individual they do business with. Although staff members are of high ethical character, working a case involving family member, friend, acquaintance and/or individual they do business with, can present the appearance of favoritism. Therefore, it is important to do whatever is necessary to reduce, if not eliminate, this perception by proactively addressing it before it becomes an issue.

3. POLICY

Upon discovering that a potential case involves a family member, friend, acquaintance and/or individual they do business with, Property Code Enforcement staff members shall immediately report the potential conflict to the Property CE superintendent who will then decide as to how to proceed with the case.

Staff members should never conduct personal business with a location in which they have an open case and are the enforcing inspector. In addition, staff members are discouraged from doing business with entities that have open code enforcement cases even when not directly involved with the enforcement. If this is not possible, staff members are to inform the Property CE superintendent of the nature and location of the business/transaction being conducted. The Property CE superintendent may request periodic updates until the business/transaction has been completed.

The following is taken from Section 4.2 Care & Use of Departmental Issued Equipment but directly applies to this section as well:

The official badge of the Property Code Enforcement Office shall be prescribed by the Property CE superintendent and shall be returned by code compliance inspectors upon separation or demand by the Property CE superintendent for any reason.

An inspector will not “flash” his/her badge for personal reasons nor carry it for any reason while off duty. An inspector will not use his/her badge for any reason that could possible bring discredit upon the Property Code Enforcement Office or himself/herself.

Inspectors shall use business cards only for official purposes. Such cards shall not bear notations or endorsements other than those pertaining to the official functions of the Office. Business cards are not issued to obtain special privileges or benefits for any person, to request that the bearer receive any type of favorable consideration, or to indicate the relationship of the individual to the inspector named on the card.”

4. PRACTICE

When a Property Code Enforcement staff member becomes aware that a complaint/case involves a family member, friend, acquaintance and/or individual they do business with, they are to report the potential conflict to their supervisor immediately. The Property CE superintendent will then determine if the staff member is to continue the case or if it will be reassigned to another staff member that does not have a relationship with the family member, friend, acquaintance, and/or individual they do business with.

These instances, the disclosure of a potential conflict of interest, and any subsequent conversation and/or direction are to be noted within the case file/data management system and become part of the public record.



Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To create a standard by which clerical/support staff report their daily office activities.

2. PHILOSOPHY

As code enforcement actions, can be cumbersome and lengthy and the costs, including staff hours, may be recoverable, it is important that the division have a tracking system that can be recalled to provide a factual basis for billing. It is also important that we begin to establish basic acceptable time frames for the completion of various code enforcement duties such as interior inspections of sub-standard housing, preparing warrant declarations and administrative hearing packets, etc.

3. POLICY

Clerical staff is to complete a Daily Log (example attached at the end of this section) for each day worked. Logs are to be turned in to Property CE superintendent no later than last day worked each week – typically 4:00 pm Friday of each week. In the case of a sick day(s) logs are to be completed and turned in no later than 4:00 pm on the first day back at work.

4. PRACTICE

Each clerical staff member is to complete the attached daily log starting with the first activity of the day and ending with the last. Times are to be rounded up to the nearest 5-minute increment. Entries are to be made for each action throughout the day and the attached list of abbreviations used if there is not sufficient room for a complete description.

NOTE: Logs should be kept current throughout the day. Staff should never have a log entry that states “completing log” or “log” etc.

Start Time = Clerical staff start time is 8:00 a.m. unless they have taken time off or arrive late – in those cases the start time is the time of arrival at the office. All other start times are when the clerical staff begins/starts the next activity.

Stop Time = The end of shift or when they leave for the day and/or the time which they end the last activity.

Action Taken may require that you combine some of the listed abbreviations to give an indication of what was observed, the action taken and the date the next action is due.

(CONTINUE NEXT PAGE)

I/C	= Incoming Complaint
F/C	= Follow-up Call
DE	= Data Entry
D/PREHR	= Draft Pre-Hearing Letter/Notice
D/NOV	= Draft Notice of Violation
D/NTV	= Draft Notice to Vacate
D/N&O	= Draft Notice and Order
D/NOH	= Draft Notice of Hearing
D/H/O	= Draft Hearing Order
D/DEMO	= Draft Letter of intent to Demolish
M/PREHR	= Mail Pre-Hearing Letter/Notice
D/NOV	= Mail Notice of Violation
D/NTV	= Mail Notice to Vacate
D/N&O	= Mail Notice and Order
D/NOH	= Mail Notice of Hearing
D/H/O	= Mail Hearing Order
M/DEMO	= Mail Letter of intent to Demolish
M/AP	= Mail Administrative Penalties
M/Cite	= Mail Quality of Life Citation
AOD	= Assist Other Departments

Daily Log

Name:

Date:

DATE	TIME	Task	Property	Notes
9/16/15	8:08am	Checked voicemail	27 Glacier, Modern Office, Kyle, Councilman Ray	Kyle to Abby, Glacier to John
9/16/15	8:20am	permits for Street Department Demo	48 Willis, 52 Princeton, 258 Hollywood, 9028 McGuffey, 234 Neilson, 1209 Hylda	given to Jeanie
9/16/15	9:11am	Po created	Modern Office, Marlowes, Ludts Towing	
9/16/15	9:43am	Receipt of Goods	Safe Guard Title, Home Depot	
9/16/15	10:18am	Empyra Complaints	44 Halls Heights, 626 West Warren, 1875 Selma	
9/16/15	10:46am	Raize or Repair	See attached list	
9/16/15	12:38pm	Lunch		
9/16/15	1:35pm	check voicemail	33 Boardman St, Lisa in Finance, Nancy in the Mayor office, Jasmine	Abby to call Jasmine
9/16/15	1:44pm	Demo Permit	906 South Ave Ware	



4.7 DAILY LOGS - INSPECTOR

	Author		Revised by#	
	Revision #		Implementation Date	

1. PURPOSE

To create a standard by which inspectors report their daily field and office activities.

2. PHILOSOPHY

As code enforcement actions can be cumbersome and lengthy and the costs, including staff hours, may be recoverable, it is important that the division have a tracking system that can be recalled to provide a factual basis for billing. It is also important that we begin to establish basic acceptable time frames for the completion of various code enforcement duties such as interior inspections of sub-standard housing, preparing warrant declarations and administrative hearing packets, etc.

3. POLICY

Inspectors are to complete a Daily Log (example attached at the end of this section) for each day worked. Logs are to be turned in to their supervisor no later than last day worked each week – typically 4:00 pm Friday of each week. In the case of a sick day(s), the inspector must complete their logs and turn it in no later than 4:00 pm on the first day back at work.

4. PRACTICE

Each inspector is to complete the attached daily log starting with the first activity of the day and ending with the last. Times are to be rounded up to the nearest 5-minute increment. Entries are to be made for each action throughout the day and the attached list of abbreviations to be used if there is not sufficient room for a complete description.

Time spent in the office is to be entered by listing “office” in the address line next to the address that is being worked on and the activity that is being performed (i.e. preparing/issuing Notice of Violation, take pre-hearing photos, draft warrant declaration, return phone call, update Empyra, etc.). If an inspector arrives late or leaves early it is to be noted on the log with the reason why.

NOTE: Logs should be kept current throughout the day. Inspector should never have a log entry that states “completing log” or “log” etc.

Start Time = The inspectors first start time is 8:00 a.m. unless they have taken time off or arrive late – in those cases the start time is the time the inspector arrives at the office. All other start times are when the inspector begins/starts the next activity. Drive time from one location to the next is to be included in total of the time logged for the next address being inspected.

Stop Time = The end of shift or when the inspector left for the day and/or the time which the inspectors left one location to go to the next.


Action Taken may require that the inspector combines some of the listed abbreviations to give an indication of what was observed, the action taken and the date the next action is due.

I/I	= Initial Inspection
R/I	= Re-inspection
COMP	= Complied
N/C	= Non-complied
PREHR	= Pre-hearing
COURT	= Pre-trial/Court Appearance
POST	=POSTING (followed by what was posted)
NOV	= Notice of Violation
NTV	= Notice to Vacate
N&O	= Notice and Order
NOH	= Notice of Hearing
H/O	= Hearing Order/Decision
WAR	= Warrant
DEMO	= Letter of Intent to Demolish
V/A	= Notice of Intent to Tow/Remove a Vehicle
Cite	= Citation
N/W	= No Water
N/Heat	= No Heat
O/V	= Open & Vacant
D/B	= Dangerous Building
SEW	= Sewage Leak/Spill
HAZ	= Hazardous Conditions
WEEDS	= Overgrown Weeds/Vegetation
I/D	= Illegal Dumping
AOD	= Assist Other Departments

NOTE: It is anticipated that the code enforcement data/case management system will eventually have the capacity to track and report this data. Until it does, the previously documented method is required.

Daily Log

DATE	TIME	Property/ Task	Owner	Activity	Notes
9/16/15	9:11am	117 East Rayen		Exterior Inspection	
9/16/15	9:20am	22 Scott St		Exterior Inspection Follow Up	not complete set for PH
9/16/15	9:41 AM	1240 Redondo		Appeals Board Picture	9/17/2015
9/16/15	10:16am	9 West Front St		Basement Photo for demo	non compliant
9/16/15	10:32am	234 West Woodland		Exterior Inspection	unfounded complaint
9/16/15	10:50am	63 West Ravenwood		Exterior Inspection	
9/16/15	11:04 AM	Lunch			
9/16/15	11:58 AM	52 Princeton		Exterior Inspection / Red Tag	H2O off red tag
9/16/15	12:27pm	117 East Rayen Ownership	John Clark	Ownership/ notice mailing	New address from white pages scanned in
9/16/15	12:40 PM	22 Scott St	Sam Adams	Ownership	Obit from vity scanned in

CITY OF YOUNGSTOWN				
	4.8 ESTABLISHED LEVELS OF RESPONSIBILITY/AUTHORITY			
	Author		Revised by#	
	Revision #		Implementation Date	

1. PURPOSE

To establish a baseline and understanding of inspectors' level of responsibility and authority – what they accepted to do as well as what they are not allowed to do.

2. PHILOSOPHY

Inspectors respond to and address a multitude of issues, from the most routine to the ultra-complex. In some instances, the issues they face may require the input and guidance, if not approval, from the Property CE superintendent. It is important to have a written and documented understanding of those issues that may require such input.

3. POLICY

Code enforcement staff shall refer to the matrix and list below as well as Section 4.4 Chain of Command when addressing issues/violations within the City of Youngstown.

Five Levels of Responsibility & Authority

Do Routinely	Do & Report	Ask Before Doing	Do When Instructed	Never Do
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Examples -

- **Do Routinely:** Exterior Property Maintenance Violations
- **Do and Report:** Issue Notice to “high profile property owner”
- **Ask Before Doing:** Vacate Substandard Housing
- **Do When Instructed:** Secure Vacant Abandoned Structure
- **Never Do:** Demolition

PRACTICE

When a code enforcement inspector responds to a complaint, initiates an inspection or is working a case they must be aware of the levels of responsibility and authority noted above. The inspector must respond to the appropriate level if the issue(s) and action(s) involved go beyond “Do Routinely” as noted above.



Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a standard for management of Property Code Enforcement Office case files.

2. PHILOSOPHY

Code enforcement handles complaints regarding violations of the Youngstown Code of Ordinances and opens thousands of case files as the initial action is taken to obtain compliance. These case files may be handled by several people during the enforcement action. Therefore, it is necessary to establish a standard for management of the case files.

3. POLICY

All open case files will be filed in the active filing cabinets located in Property Code Enforcement Office except those files which are kept by the inspectors at their desks and which the inspectors shall report on an inventory form as described below. When an open case file is removed from the active filing cabinets, a “check-out card” must be filled out and put in its place. A copy of the “check-out card” is attached. Once the inspector has completed an action on the file, it will be returned to the active filing cabinets.

All case files will be opened and set up by the clerical support staff assigned to such duties, and filing of documents within the case files shall be maintained by clerical support staff assigned to such duties. Any correspondence to be mailed out or other activity to be performed by the support staff shall be accompanied by the case file so that copies may be filed concurrently with the mailing of the correspondence.

An inventory shall be prepared by each inspector bi-weekly and given to the Property CE superintendent or clerical support staff as maybe designated. The inventory may be completed in Excel and list: inspector – Date – Address – Case Number.

No code inspector shall close a case file without the review and written approval of the Property CE superintendent.

Open case files will be maintained in the active filing cabinets. When a case file is closed, it will be placed in the archive filing cabinets with a destruction date marked on the file. The closed files in the archive filing cabinets will be removed and destroyed each December, according to the date of destruction marked on the file: i.e., files which are 5 years old.

If a closed file is reopened, the destruction date will be removed from the file, and the file will be retained in the active files until the newest action has been completed.

4. PRACTICE

The practice is detailed in the policy.



Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a standard for the set-up and file arrangement of Property Code Enforcement Office case files.

2. PHILOSOPHY

A standard format for the set-up and file arrangement of Property Code Enforcement files is important, so that the status of a case can be quickly and accurately determined by review without the assistance of the inspector assigned to the case. The case file should be complete and up to date so that the information contained in the file is readily available for review.

3. POLICY

The case file will be standardized according to the type and complexity of the information contained within the file. Property Code Enforcement and Demolition case files will be set-up and file arranged as set forth in the Practice portion of this policy.

4. PRACTICE

Property Code Enforcement and Demolition case files will be set-up at the time the first action is taken on a complaint/case.

Case files will be set-up in regular letter-size manila folders after the first inspection/action on the case, except for the following specific issues:

1. Initial Notice;
2. Demolition;
3. Board-up;
4. Warrant
5. Appeal/Hearing
6. Vacating

All information in the file will be filed chronologically by date from the earliest date to the most current date on top.

For the specific cases listed above, the case file will be initially set-up in a six-part cardboard file, using the following file arrangement described below.

When it becomes necessary to expand the case file, due to the volume of information contained therein, the file will be transferred to a six-part cardboard file and will be set up as follows:

Part 1: PHOTOS

All printed pictures will be filed earliest to most current. The pictures are to be labeled with inspector Name/Site Address/Brief description of the alleged violations (what the picture depicts).

NOTE: Photos may not have to be printed if Appeals Board/Court allows digital depictions

Part 2: CONTACTS

Notes of correspondence, contacts or conversation with anyone connected to the case (incoming letters are to be noted here but filed in Part 6)

Part 3: INTERESTED PARTIES

A list showing the names and addresses for all parties interested in the property to whom notice will be given; such list will be updated as new information is received.

Part 4: RECORDATION/TITLE/MORTGAGE DOCUMENTS

All copies of title and mortgage documents as well as any recordings issued by the City are kept in this section.

Part 5: CASE

All other file documents should be filed in chronological order, with the earliest to most current date on top. When no more documents can be filed in Part 5, the subsequent documents will be filed in chronological order in Part 6. A cover page indicating the dates contained in Part 5 is to be prepared and placed as the last item in Part 5.

Part 6: OVERFLOW

This part will be used when Part 5 is full.



4.11 OFFICER/INSPECTOR SAFETY

Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a mutual understanding of the potential threats that are present within the area of municipal enforcement, appropriate responses and ongoing communication and training regarding inspector/staff safety.

2. PHILOSOPHY

Every year, municipal enforcement personnel are injured and killed while performing their duties. In some instances, these incidents are the result of accidents, in others they are the result of individuals attacking municipal enforcement staff members. In either case, staff members must be aware of the dangers that may present, recognize a potential threat early, and can take the appropriate action to minimize the likelihood of injury. In short – ***Nothing we do is worth getting hurt over.*** We can always leave and return with help or when the threat has passed.

3. POLICY

Property Code Enforcement and Demolition staff, both field and office, must be able to react and retreat if they feel a credible or potential threat to their safety is present.

4. PRACTICE

It is important that the management and administration understand and allow the field and office staff the ability to react and/or retreat if they feel they are or may be in harm's way. Staff should never be placed in a "no win" situation in which they feel they cannot react or retreat without being accused of negligence or low performance. With that said, staff must understand that interacting with an upset public and inspecting unsafe, hazardous and unsanitary conditions is part of the job of inspectors. A staff member that never feels safe may require additional training or reassignment.

Beyond a policy inspector/staff safety should be an ongoing program of training which includes but is not limited to the following topics:

- Interpersonal skills (basic courtesy and respectful communications)
- Conflict avoidance (“verbal judo”)
- Basic human behavior
- Diversity/cultural awareness
- Recognizing persons with special concerns (sovereign citizens, mentally ill, etc.)
- Substance abuse and influence/intoxication identification
- Field Safety & Defensive Tactics with Practical Applications in inspector Safety/Survival

It is also important that staff share information and experiences that they have had in particular areas and/or locations as well as with certain individuals/responsible parties.

It is suggested that a “Training Officer” be selected and be responsible for scheduling monthly training topics related to inspector/staff safety.



Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a policy and procedure for requesting/using a personal day.

2. PHILOSOPHY

Although a personal day is an earned benefit, it does not come without rules of use and possible restrictions based on scheduling, workload, performance, mandatory training etc. For supervision to maintain a minimum level of staffing required to serve the residents of the City of Youngstown, requests for use of a personal day must be considered within a larger framework of the needs of the department and community.

3. POLICY

Requests for use of a personal day must be submitted to the Property CE superintendent via a Personal Day Leave Request Form (example attached) no less than seven (7) business days prior to the personal day date/time requested. Requests for use of personal day will be considered on a first submitted – first considered basis. Requesting employees will be provided written notice of approval/denial of their request.

Before a Personal Day Leave Request Form may be submitted, it is the responsibility of the requesting employee to verify they have a enough personal time accrued to cover the entire request. An employee that requests and uses a personal day beyond the total leave they have accrued will be listed as “Absent Without Pay” and may be disciplined in accordance with the Attendance and Work Hours Policies set forth in by the City of Youngstown.

A personal day may be requested in no less than one (1) hour increments and no more than one (1) year in advance of the first date/time listed on the request.

NOTE: An employee may submit a Personal Day Leave Request Form within the seven (7) advance window for unforeseen emergencies however the reason for such variation of the policy must explained on the request.

4. PRACTICE

As personal days do not bank or rollover into the next year and requests for use are reviewed and approved/denied on a first submitted – first considered basis, it is incumbent upon the requestor to plan well in advance. Administration/management is under no obligation to approve a request simply because the requestor is at risk of “loosing” the time.



PERSONAL DAY LEAVE REQUEST

Name: _____ Date of Request _____

Department: _____

Partial Day Request

Date: _____ From _____ to _____ Number of Hours _____

Individual Day Use

Date: _____ Number of Hours _____


Employee Signature

Supervisor Signature

APPROVED	_____	
DENIED	_____	DATE _____

Department Head Signature

APPROVED	_____	
DENIED	_____	DATE _____

CITY OF YOUNGSTOWN				
	4.13 PUBLIC RECORDS/INFORMATION INQUIRIES (MEDIA/INDIVIDUAL)			
	Author		Revised by#	
	Revision #		Implementation Date	

1. PURPOSE

To establish a policy regarding requests for information involving Property Code Enforcement and Demolition complaints/cases.

2. PHILOSOPHY

It is routine for staff to be asked for information regarding properties within the City of Youngstown, whether or not they involve current complaints/cases. Although simple questions may be answered, they often lead to additional questions and conversations that are unproductive. These are inquiries that can and should be addressed through an official records website or public records request. Engaging in these conversations can result in misunderstandings and misinformation. To provide a uniform response throughout the division the following policy has been implemented.

3. POLICY

When inquiries on properties go beyond a simple question and into specifics of a case or cases, ownership information, complainant information, proposed remedy etc. Property Code Enforcement and Demolition staff shall refer the requestor to the official code information website:

www.youngstownohio.gov

Home > City Hall > Departments > Property Code Enforcement > MVCCES Query (Mahoning Valley Collaborative Code Enforcement System) > “Start your MVCCES Inquiry”

If the requestor does not locate the desired information, would like to request additional information, or hard/e-copies of documents, photographs, etc. they shall be instructed to complete and submit an official public records request located at:

www.youngstownohio.gov

Home > City Hall > Forms > MISC Public Records Request (Copy attached below)

Once completed the form is to be submitted to the Legal Department in accordance with city policy and Ohio State law.

4. PRACTICE

The practice is detailed in policy above.

CITY OF YOUNGSTOWN
PUBLIC RECORDS REQUEST FORM

PLEASE PRINT CLEARLY

Date:	
Requestor's Name:	
Company:	
Address:	
City, State, Zip:	
Telephone Number:	
Fax Number:	
E-Mail Address:	

The City of Youngstown provides this form to manage the public records request process more efficiently, to enhance the ability to reply by helping to avoid delays and confusion. The availability of public records is not limited by or conditioned on completion of this form. A written request for records is not mandatory and you may decline to identify yourself. If you do not want to make a written request, or do not want to reveal your identity, please call the appropriate City office, department or division. If you choose to use this form, please provide specific details about what you want, including timeframes, locations, etc. (if applicable). You may write on the back of this form if necessary. Thank you.



4.14 PHONE AND VOICEMAIL

Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a standard in the use of the City's phone and voicemail systems by the code enforcement staff.

2. PHILOSOPHY

Property Code Enforcement and Demolition staff receive calls and voicemail messages from citizens and city staff regarding code violations and inspection/case status. There are times when staff -administration, Mayor, Council, and the City Attorney's Offices- receive complaints of, not only unreturned messages, but a lack of response from code enforcement staff. This creates a lack of trust and confidence, not only with code enforcement, but in some cases, it reflects negatively upon the entire City as an organization.

3. POLICY

Property Code Enforcement staff will answer incoming calls while they are at their desk. If a staff member will be away from their desk for more than a few minutes their voicemail shall be enabled. Voicemail shall be checked upon returning to your desk. Staff shall check their messages periodically throughout the day as well.

A staff member that will be gone for a full day or longer (vacation etc.) shall indicate the dates of their absence, when they will return and provide an optional contact within Property Code Enforcement and Demolition while they are gone on their outgoing message.

All voice mail messages shall be returned within 24 hours of receiving the messages.

There may be times when the incoming lines answered by clerical staff (330-742-8888 and 330-742-8833) are briefly left unattended while they perform a task away from their desk. When this occurs, it is the responsibility of remaining staff to answer these lines.

4. PRACTICE

1. All voice mail messages shall be returned ASAP or within 24 hrs.
2. All voicemail messages should be entered on a duplicate phone message book or log.
3. If the incoming call/voicemail is regarding an open case a note regarding the call shall be placed into the case notes within Empyra.
4. When returning a message, there is no answer and/or no voicemail after two (2) attempts, note it on the phone message book or log as stated in practice #6. No additional attempts are required.

5. When returning a message and you can leave a detailed voicemail response, note it phone message book or log stated in practice #6
6. The phone message book or log should be updated with each response or attempted response. To standardize notations, the following abbreviations should be used.

RTN = Returned call

S/W = Spoke with

L/M = Left message

N/A = No answer

B/N = Bad number

F/M/T = Forwarded message to

NRR = No return required

7. These abbreviations are to be followed by the date and time the action was taken.
8. When actions are complete and the information on the phone message book or log is related to a specific case an entry in the Empyra system detailing the call and response should be made.
9. It is important to remember that your notes and records protect “YOU” and the City from allegations of unresponsiveness and misconduct.



Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a standard as to when Property Code Enforcement and Demolition staff shall require vacant structures be secured and by which property owners and responsible parties must secure vacant structures.

2. PHILOSOPHY

As has been discussed in previous sections, blight breeds blights and crime. As such, the Property Code Enforcement and Demolition must be vigilant in addressing vacant structures that can easily become an attractive nuisance and harborage for

3. POLICY

When an inspector discovers a vacant structure that is open and accessible to casual entry and/or criminal trespass they are to inspect the location as per Section 2.5 Inspection/Investigation, Section 2.6 Inspection of Vacant Properties and Section 1.5 inspector/Staff Initiated Complaints. If it is determined that the structure represents a hazard as per Section 2.6 Inspection of Vacant Properties, they are to notify the owner(s)/responsible party(s) of the conditions/violations as per Section 2.8 Noticing Requirements and require that the structure be secured as noted in the Youngstown Code of Ordinances sections listed below.

Youngstown Code of Ordinances

546.14 SECURING VACANT STRUCTURES.

- (a) Securing. All doors and windows of vacant residential and non-residential structures shall be in compliance with this code, or otherwise secured in accordance with Section 546.02(e)(35) of this Code.
- (b) Temporary Safeguarding. When a vacant structure is not in compliance with this Code or otherwise secured, and in the opinion of the Code Official, it poses an imminent danger due to an unsafe condition, the Code Official may order the securing of the structure to render such structure temporarily safe. Such action may be taken without prior notice to the property owner to meet such emergency.
- (c) Costs. The costs of the temporary safeguarding shall be determined by the Deputy Director of Public Works, and the cost list shall be on file in the Department of Public Works. All costs associated with the temporary safeguarding of the property will be recovered by the City in accordance with Section 546.99.

- (d) Appeals. All charges assessed pursuant hereto may be appealed to the City of Youngstown Special Assessments Board within 30 days of receipt of notice of the charges assessed.

546.02 DEFINITIONS.

(e) General Definitions.

- (1) **ABANDONED STRUCTURE:** A structure that is unoccupied as the result of the relinquishment of possession or control by an owner or other person with the right of possession or control of the structure, a mortgagor or the mortgagor's assigns whether or not the mortgagor or mortgagor's assigns have relinquished equity and title. A structure may be deemed abandoned when there is evidence of conditions, taken separately or as a whole, that would lead a reasonable person to conclude that the property was abandoned, including, but not limited to, evidence of overgrown or dead vegetation, accumulation of newspapers, circulars, flyers, mail, past due utility notices, or other means of notice by publication, the accumulation of junk, litter, trash, or debris, absence of windows or window treatments, absence of furnishings and personal items, statements of neighbors, delivery agents or similarly situated persons that the property is abandoned.
- (2) **APPROVED:** Approved by the Code Official.
- (6) **CODE OFFICIAL:** The official who is charged with the administration and enforcement of this code, or any duly authorized representative.
- (19) **INSPECTOR:** A person employed by or under contract with the City of Youngstown to perform inspections to determine compliance with Codes and to order corrective measures and/or initiate administrative, civil, or criminal proceedings.
- (35) **SECURE:** To place a covering over all doors and windows which are within fifteen feet of the exterior grade, consisting of one-half inch thick plywood or polycarbonate attached to the framing of all such doors and windows by wood screws of a minimum length of one and one-half inches, placed twelve inches on center. Plywood shall be painted with a minimum of two coats of exterior paint, and shall be of a color that generally matches the structure.
- (44) **VACANT STRUCTURE:** A structure that is not lawfully occupied or that otherwise qualifies as "Abandoned" under this Section. Multi-family residential structures shall be considered vacant when substantially all of the dwelling units are not lawfully occupied or that otherwise qualifies as "Abandoned" under this Section. Commercial structures shall be considered vacant when all commercial activity has ceased at the site or that otherwise qualifies as "Abandoned" under this Section. Multi-tenant commercial structures shall be considered vacant when substantially all of the units are not lawfully occupied or engaging in commercial activity, or that otherwise qualifies as "Abandoned"

under this Section. Industrial structures shall be considered abandoned when all industrial or manufacturing activity has ceased at the site or that otherwise qualifies as "Abandoned" under this Section. Multi-tenant industrial structures shall be considered vacant when substantially all of the units are not lawfully occupied or engaging in industrial or manufacturing activity, or that otherwise qualifies as "Abandoned" under this Section.

In determining whether a structure is vacant, it is also relevant to consider, among other factors, the percentage of the overall square footage of the building or floor not in use to the occupied space; the condition and value of any items in the structure and the presence of rental or for sale signs on the property.

A property that is temporarily unoccupied and is in the process of being renovated under proper and unexpired permits shall not be considered vacant.

A property that is listed for sale with a licensed realtor under a fully executed listing agreement shall not be considered vacant for the first six months of the listing agreement under which the property was first listed for sale. Such property shall be considered vacant for purposes of this Section upon the expiration of the first six month period for which it is first listed for sale or upon a subsequent re-listing with the same or a different licensed realtor. Unoccupied property listed as "For Sale by Owner" shall be considered vacant for purposes of this Section.

546.03 ENFORCEMENT.

- (a) Code Official: There shall be appointed, by the Mayor, a Code Official charged with enforcing this code both directly and indirectly through his or her designees. The Code Official is authorized to make and adopt such rules and policies as may be necessary for the proper enforcement of this code.
- (b) Liability: The Code Official, his or her designees, and any officers, employees, or agents charged with enforcing this code, while acting in their official capacity, on behalf of the City of Youngstown, shall have no personal liability.
- (c) Entry and Inspection. The Code Official, his or her designees and any officers, employees and agents charged with enforcing this code are authorized to enter upon any premises, at reasonable times, for purposes of conducting an exterior inspection. Said persons may inspect the interior of any premises, at reasonable times, with the consent of the property owner or occupant. If consent is denied, the inspector may not enter unless there are exigent circumstances or an administrative or other warrant is obtained.
- (d) Owner access. Every occupant of a rental unit shall give the owner or operator thereof, his agent or employee, access to any part of a structure or premises, dwelling, dwelling unit or rooming unit at reasonable times for the purpose of permitting such inspections, maintenance, repairs or alterations as are necessary to comply with the provisions of this

code. Except in the case of emergency, or if it is impracticable to do so, the owner or operator must give the occupant reasonable notice of the intent to enter. Twenty-four hours is presumed to be reasonable notice, in the absence of evidence to the contrary.

4. PRACTICE

The following Securing Specifications shall be included in all notices sent regarding the securing of a vacant accessible structure(s).

“All properties shall be secured in accordance with HUD requirements, listed below, and any additional local codes/requirements which may be included based upon the size, scope, accessibility, configuration and proximity of the structure being secured.

I. Specifications for Securing (NOTE: Clear polycarbonate materials may be substituted for plywood in each section below)

1. Exterior Plywood should be of un-sanded CDX grade.
2. Plywood thickness should be 1/2” for window openings, 5/8” for door openings and 3/4” for sliding door and French door openings. When extra-large window openings are encountered use 5/8” or 3/4” as necessary.
3. All holes should be drilled to accommodate bolts. The holes in the top of the plywood should be 12” down from the top and 20% of the width of the plywood cover, in from the side.
4. The holes in the bottom should be 25% of the height of the plywood, up from the bottom and the same distance in from the side as the top.
5. Carriage bolts mated with nut and two three inch flat washers as shown in the side view. Washers to be of sufficient size to fully accept the square portion of bolt beneath head. Bolt and mating hardware may be galvanized or cadmium plated. 3/8” x 12” bolts should be supplied with each 2’8” door, 3’0” door, and glass sliding door cover. 3/8 x 10” bolts should be supplied with the rest.
6. 2” x 4” lumber should be graded and should be a minimum of 16” longer than the width of the plywood cover. (Note: 2x4s will be drilled with 1/2” diameter holes that line up with the holes in the plywood covers.)
7. All windows and doors, except the front door (unless front door is missing), through which access to the interior of the dwelling is made, should be secured. All window boards will be cut to fit inside the concrete block or brick opening with a maximum 1/8” clearance. The plywood covering should be of one continuous piece when possible.
8. All fabricated parts and ancillary materials become property of the land banking entity.
9. All coverings are to be fabricated per the attached drawing and specifications.

II. Securing Windows

- 1. Except as noted below, all window sashes, frames, glass and hardware are to be undamaged by the boarding installation.*
- 2. All screen inserts are to be removed, marked as to location and stored in a convenient closet or in the utility room.*
- 3. In all cases where it is possible to adjust the position of the sashes to accommodate the specifications for boarding above, the sashes are to remain in the frame.*
- 4. In instances wherein the sashes cannot be adjusted to accommodate the boarding specifications above, the sashes are to be removed from the frames and stored in a convenient closet or in the utility room. This includes all stationary lights secured by stops.*
- 5. In cases where in the sash cannot be removed and/or the frame is permanently built into the house and cannot be removed (i.e., Fenestra windows) it will be necessary to break the corner panes to accommodate the boarding and bolts. If the location of bolt holes, in the plywood, requires modification because of the muntin bar (a small bar that divides a windows glass), these locations are to be modified. In no case, in any type of window, is any sash or frame part to be damaged.*
- 6. In all instances where items should be removed from the frame and stored, the items should be clearly marked as to the area from which it was removed.*
- 7. All items are to be stored on edge and braced to prevent accidental tipping, sliding, etc. In no instance is any item to be stored laid flat.*
- 8. Hinged windows are to be completely removed from the frame and stored as stated in (7) above. If possible the hinge pins are to be removed and remain with the removed item.*
- 9. Faced nailing of panels to wood frame windows is prohibited.”*



Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a policy and procedure for the notification and use of sick time.

2. PHILOSOPHY

Although sick time is an earned benefit it does not come without rules of notification and use. For supervision to maintain a minimum level of staffing required to serve the residents of the City of Youngstown, notification of the use of sick time is required – advanced notice, whenever possible, allows the Property CE superintendent to adjust staffing levels and responses.

3. POLICY

A staff member that needs to use sick time shall notify the Property CE superintendent as follows:

Unplanned Use – When a staff member becomes ill and must use sick time they are to contact the Property CE superintendent via direct phone call or cell text a minimum of one (1) hour prior to their scheduled start time. Currently the cell number to use for contact is – (330) 503-9090

Upon returning to work the staff member shall submit a Sick Time/Leave of Absence Use/Request Form (example attached) the indicating dates/hours of sick time usage.

Planned Use – Staff members that wish to use their sick time for health-related appointments may do so by submitting a Sick Time/Leave of Absence Use/Request Form (example attached).

4. PRACTICE

Unlike vacation and personal days, sick time is often “unplanned” and used in response to an issue, regardless it is asked that staff provide as much advanced notice as possible to the Property CE superintendent via call or text to (330) 503-9090. Although, in the case of planned sick time usage, there is no required peruse request deadline, it is asked that staff provide as much notice as possible. It is understood that health related appointments may change with little to no notice, as such staff is asked to keep the Code Enforcement and Blight Remediation superintendent of changes as they become aware.

Use of sick time to care for an immediate member of the family is allowed. Immediate family member is defined as – spouse, dependent child or parent.

Sick time is not vacation or personal time and is to be used for health related is only. Use sick time as vacation or personal time may result in disciplinary action.



SICK TIME/LEAVE OF ABSENCE USE/REQUEST

Name: _____ Date Submitted _____

Department: _____

Partial Day Use

Date: _____ Number of Hours: _____

Individual Day Use

Date: _____ Number of Hours: _____

Consecutive Multi-day/Complete Week Use

Date: _____ Number of Hours: _____

Vacation Hours Available After Request: _____

Employee Signature

APPROVED _____

Supervisor Signature

DENIED _____ DATE _____

APPROVED _____

Department Head Signature

DENIED _____ DATE _____



Author

Revised by#

Revision #

Implementation Date

1. PURPOSE

To establish a policy and procedure for requesting/using accrued vacation time.

2. PHILOSOPHY

Although vacation time is an earned benefit it does not come without rules of use and possible restrictions based on scheduling, workload, performance, mandatory training etc. For supervision to maintain a minimum level of staffing required to serve the residents of the City of Youngstown requests for vacation time must be considered within a larger framework of the needs of the department and community.

3. POLICY

Requests for use of vacation time must be submitted to the Property CE superintendent via a Vacation Request Form (example attached) no less than seven (7) business days prior to the first vacation date/time requested. Requests for use of vacation time will be considered on a first submitted – first considered basis. Requesting employees will be provided written notice of approval/denial of their request.

Before a Vacation Request Form may be submitted it is the responsibility of the requesting employee to verify they have enough vacation time accrued to cover the entire request. An employee that requests and uses vacation beyond the total they have accrued will be listed as “Absent Without Pay” and may be disciplined in accordance with the Attendance and Work Hours Policies.

Vacation time may be requested in no less than one (1) hour increments and no more than one (1) year in advance of the first date/time listed on the request.

NOTE: An employee may submit a Vacation Request Form within the seven (7) advance window for unforeseen emergencies however the reason for such variation of the policy must explained on the request.

4. PRACTICE

As vacation requests are reviewed and approved/denied on a first submitted – first considered basis, it is incumbent upon the requestor to plan well in advance.



VACATION REQUEST

Name: _____ Date of Request _____

Department _____

Vacation Hours Available Time of Request: _____

Partial Day Request

Date: _____ From _____ to _____ Number of Hours: _____

Individual Day(s) Request

Date: _____ Number of Hours: _____

Consecutive Multi-day/Complete Week Request

From Date: _____ to _____ Total Number of Hours: _____

Vacation Hours Available After Request: _____

Employee Signature

APPROVED _____

Supervisor Signature

DENIED _____

DATE _____

APPROVED _____

Department Head Signature

DENIED _____

DATE _____