

*Operation
Community
Pride*

A neighborhood clean-up program developed by the
Broken Arrow Police Department.

Broken Arrow Police Department's Project "Community Pride"

The problem: What can be done to keep the City's residential areas from becoming cluttered with inoperable vehicles, neglected and run down properties, and other nuisances that reduce the quality of life for residents and lower the City's "curb appeal" for prospective residents and economic development.

Obstacles: Police Officers are limited to enforcing nuisance violations on public property only.

There are only two Code Enforcement Inspectors assigned to nuisance violation identification and follow-up.

How does the Department inform the public of the project and garner their participation and support?

How can the project accomplish its goals in a resident friendly manner?

How do we establish communication between the Police Department and City Inspectors and track violations?

How does a citizen inform the Department of a nuisance violation?

Solution:

Project "Community Pride" began on April 26, 2000. The project received media coverage that included feature stories on two of the three area network television stations and extensive radio and print media coverage. The project targeted residential neighborhoods throughout the City focusing on violations of city ordinances that were enacted to protect and enhance the quality of life within the neighborhood. The goal of the project was to identify and eliminate nuisance ordinance violations such as: abandoned or inoperable vehicles, neglected or dilapidated properties, improper storage of boats and recreational vehicles in residential areas, and additional ordinances designed to improve the appearance and standard of living within the community.

For maximum effectiveness, the project was implemented as a joint effort between Police Officers and the City's Inspections Department. The field or "beat" Officers were responsible for canvassing respective neighborhoods in their beats and identifying all violations of the targeted nuisance ordinances, both on public and private property. This more than tripled the number of persons identifying code violation in the community. The Officers resolved all violations on public property and forwarded private property violations to the Inspections Department for resolution. Specialized forms were developed to communicate between the Police Department and Inspections Department. These forms also were used to track the progress of the specific violations from identification to resolution. (Copies included).

A public information form was created that can be posted at the time a violation is cited to notify and inform the violator of the particular violation and ways to correct the deficiencies. One of the more innovative solutions for correcting violations such as inoperable vehicles is to donate them to one of several non-profit organizations listed on the public information sheet. These charitable organizations were contacted prior to the start of the program and expressed a desire to participate.

A telephone voice mailbox was set-up to capitalize on the initial media exposure and solicit input and participation from the public. An Officer was assigned to act as Project Coordinator and a part of the coordinator's duty was to retrieve and direct citizen's requests. The public response in the first week was overwhelmingly positive with over seventy-five violations identified and targeted.

The Department's current work schedule (a ten hour, 4 day work week, with all field Officers assigned to work on Wednesdays) lent itself well to the time requirements of the program. To avoid duplication of effort and communication problems, the project was limited to a single squad of field Officers. The assigned squad implemented the program on its "special projects" Wednesday, as well as using normal patrol time and subsequent project days to follow up and resolve identified problems.

Since the success of the project was reliant on the both the Police and Inspections Departments, the time required for completion was greater than that required for a completely an in-house operation. The increased time required was necessary considering enforcement of the private property ordinances were vital to the goals of the program. Because the Police Department is restricted to public property violations, and often violations cited on public property are simply moved to the violator's driveway, enforcement only by the Police Department would do little to accomplish the overall goals of the project.

After its initial implementation, this program can be renewed on a semi-annual basis in the spring and fall of the year, with each phase of the operation lasting between six and eight weeks.

Project “Community Pride”

(Proposal)

Project “Community Pride” targets residential neighborhoods throughout the city focusing on violations of city ordinances that were enacted to protect and enhance the quality of life within the neighborhood. The goal of the proposed project is to identify and eliminate nuisance ordinance violation such as: abandoned or inoperable cars, neglected or dilapidated properties, improper storage of boats and recreational vehicles in residential areas, and additional ordinances designed to improve the appearance and standard of living within the community.

For maximum effect project “Community Pride” must be a joint effort between Second Shift beat officers and the City’s Inspections Department. The beat officers will be responsible for canvassing respective neighborhoods in their beats and identifying all violations of the targeted nuisance ordinances, both on public and private property. The officers would resolve all violations on public property and would forward private property violations to the Inspections Department for resolution. The attached forms have been developed to communicate between the Police Department and Inspections Department and track the progress of the specific violation from identification to resolution.

The department’s current work schedule lends itself well to the time requirements of the program. To avoid duplication of effort and communication problems, the project would function best if limited to a single squad at a time. The assigned squad will implement the program on its “special projects” Wednesday, as well as use normal shift patrol and subsequent project days to follow up and resolve identified problems.

Since the success of the project is reliant on the both the Police and Inspections Departments, I foresee the time required for completion will be greater than that required if this was completely an in-house operation. Even so, I believe that enforcement of the private property ordinances is vital to the goals of the program. Since the Police department is restricted to public property violations, and often violations cited on public property are simply moved to the violator’s driveway, enforcement by the Police Department only would do little to accomplish the overall goals of the project.

If this proposal is accepted, I suggest that after its initial implementation, the program be renewed on a semi-annual basis in the spring and fall of the year. The operation duties can be rotated between the two second shift squads with each phase of the operation lasting between six and eight weeks.

Thank you for your consideration.
Officer Rick Smith

Press Release

The Broken Arrow Police Department in conjunction with the city's Inspection Department will soon be initiating project "Community Pride". The project is a citywide effort to clean up and make the city's neighborhoods safer by enforcing the city's existing nuisance ordinances. The project focuses on nuisance violations such as inoperable or abandoned cars stored in neighborhoods, dilapidated or unkempt properties, boats and recreational vehicles improperly stored in residential areas and other violations that tend to diminish the quality of life, as well as property values within a community.

Person's whose property is "red tagged" for a violation of a nuisance ordinance will be given suggestions and instructions on how to correct the problem and a reasonable amount of time to comply. Officers will follow up on the violations to insure that progress is being made in correcting and eventually resolving the violation, either by the property owner or, as a last resort, by the city.

Citizens who know of a nuisance ordinance violation within the city limits can report it to the Police Department at 259-8400 and ask for mailbox # 68. The program is set to begin April 26, 2000 and run for approximately eight weeks.

Dispatcher Instructions

Second shift, Baker squad is implementing a problem solving project titled "Operation Community Pride". This project targets abandoned vehicles and other nuisance violation on public property in Broken Arrow neighborhoods.

Effective April 26, 2000, all citizen's reports of nuisance vehicles or other violations that **do not** require immediate action, should be refereed to voice **mailbox #68** and not dispatched to the field. This mailbox has been set up to receive these complaints so that the complaints can be assigned to Baker squad officers, who will follow through on the violation until it is resolved. Officer Rick Smith will check the mailbox and make the field assignments. If you have any question they can be addressed to Officer Smith.

**Out going telephone Message
Voice mailbox 68**

You have reached the mailbox of project community pride. If you are calling about an abandoned vehicle or other nuisance violation, please state the type of violation, a description of the vehicle or violation, and the address or location of the violation. If you wish personal contact, please leave a daytime telephone number, otherwise you may remain anonymous. The average nuisance violation requires approximately ten to fourteen days to resolve. Thank you for your patience and concern.

Officer's Instructions: Project "Community Pride"

Public Property:

If you locate a violation of a city ordinance on public property use the officer's form to identify and track the violation. Once you have identified a violation, you will need to follow through until the violation has been resolved. An Information sheet is included in this notebook to aid the violator in correcting problems with nuisance vehicles. When the violation has been resolved to your satisfaction, return the completed tracking form to Officer R. Smith.

Private Property:

For violations on private property, use the Inspections Department Action Request Form. At the top right corner of this form you will find a priority code. If the request originates with the public, indicate this by circling "public" and assign it a higher priority. If you originate the request, circle "officer" and rate the priority according to the nature of the violation. Make a copy of the form and return it to me and I will forward it on to Inspections. Keep your original so you can do a follow up on it.

Remember, on private property violations your only action should be the completion of the form. Do not red tag the property or make contact with the violator. If the violation is so dangerous that it requires immediate action, call for a supervisor and request Him/Her have an Inspector respond immediately to handle the problem. Under normal circumstances, Police Officers have very limited jurisdiction to enforce or abate private property nuisance violations.

Citizen's Requests:

A voice mailbox has been set up for citizen's requests (box 68). I will check this box and assign violations to the proper beat officer. Citizen's request should be handled as quickly as possible.

If you have any questions please ask.

Rick Smith

Date: _____

Priority: Public / Officer 5 4 3 2 1
H----M----L

Inspections Department Action Request Form

(Violations on private property)

In conjunction with operation "Community Pride" members of the Police Department have identified the described city ordinance violation(s) at the below address. Your assistance in resolving this violation is appreciated.

Address: _____

Violations:

- | | |
|--|---|
| <input type="checkbox"/> Inoperable / abandoned vehicle. | <input type="checkbox"/> Boat improperly parked / stored. |
| <input type="checkbox"/> Vehicle parts / components improperly stored. | <input type="checkbox"/> Recreational vehicle improperly parked / stored. |
| <input type="checkbox"/> Abandoned or neglected property. | <input type="checkbox"/> Excessively high grass / weeds. |
| <input type="checkbox"/> Improper storage or drainage of oil / fluids / chemicals / etc. | <input type="checkbox"/> Excessive accumulations of trash / debris. |
| <input type="checkbox"/> Other violation _____ | |

Officer's comments: _____

Officer: _____ . If you have any questions, you can contact this officer between 8:00 AM and 4:00 PM on S M T W T F S. Thank you.

Date: _____

Priority: Public / Officer 5 4 3 2 1
H----M----L

Officer's Nuisance Violation Tracking form

(Violations on public property)

Address / location: _____

Violations:

- | | |
|---|---|
| <input type="checkbox"/> Inoperable / abandoned vehicle. | <input type="checkbox"/> Improper parking. (Describe) |
| <input type="checkbox"/> Unlawful deposit of fluids or debris on roadway. | <input type="checkbox"/> Oversized / commercial vehicle parked in residential area. |
| <input type="checkbox"/> Boat / RV parked in street. | <input type="checkbox"/> Traffic obstruction. (Describe) |
| <input type="checkbox"/> Other violation: _____ | |

Actions taken:

- | | | | |
|---|--------------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Personal contact. | <input type="checkbox"/> Red tagged. | <input type="checkbox"/> Citation # | <input type="checkbox"/> impoundment. |
| <input type="checkbox"/> Immediate abatement by officer.
(Describe reason in detail) | | <input type="checkbox"/> Immediate abatement by property owner. | |

Description / comments: _____

Contacts / actions taken: (List dates and results of initial and subsequent contacts.)

Officer: _____ Beat _____

Broken Arrow City Ordinance 15-39

- (a) Vehicles which are **mechanically or physically incapable of being operated** shall be located within an **enclosed structure or behind an opaque screening fence**. Such vehicles provide a breeding place and a refuge for vermin of all types. "Mechanically or physically incapable of being operated" shall mean, but not limited to, the removal of lights, fenders, windows, doors or major body parts, including bodies, engines, transmissions, frames and rear ends.
- (b) Any vehicle which is **not currently tagged, or not currently inspected** in conformity with the laws of this state, **shall be located off the public right-of-way**. Vehicles which can not be lawfully operated by virtue the lack of a safety inspection or the lack of licensing, but which are nonetheless located on the public right-of-way, unreasonably interfere with the use of public rights-of-way for vehicular or pedestrian traffic by physically reducing the space available to lawful traffic and interfering with the vision which the public needs to protect themselves from the hazards associated with travel.
- (c) Any vehicle described under paragraphs (a) or (b) of this section, or any **major component of such vehicle**, located contrary to the above on any **public or private property** for a period exceeding twenty four (24) hours, is hereby expressly declared a nuisance and detrimental to the public health, safety and welfare of the inhabitants of this city.

Broken Arrow City Ordinance 15-2

In addition to the other public nuisances declared by other sections of this code, the following are hereby declared to be public nuisances:

- (19) Any motor vehicle, whether in operating condition or not, or any trailer without a current vehicle license plate as required by state law for vehicles used on the public highways, when stored or kept in a residential district.

Specific Problems: (circled items apply)

Tires/Wheels Motor Transmission Glass Body/Frame Doors

Expired Tags Expired Inspection Other: _____

Questions can be directed to the undersigned officer during the days and times stated.

Officer: _____ 8:00 AM – 4:00 PM S M T W T F S

Phone 259-8400 mailbox # _____
(Police Dept.)

Phone 259-8339 mailbox # _____
(City Inspections Dept.)

What should I do?

Your Vehicle has been cited for violation of one of the city ordinances listed on the reverse side of this sheet. There are several options available to correct this situation. Please read the ordinances and remedies, and then select the option that best suits your situation. Please note that in most circumstances, simply moving the vehicle into your driveway will not comply with the law or correct the problem. Thank you.

Correct the problem or deficiency.

In most cases this means restoring the vehicle to an operating condition. This includes being physically able to operate under its own power as well as being legally operable under state law (e.g. currently tagged, inspected, and insured). Once the problem has been corrected, the vehicle should be used or moved periodically to avoid the perception that is being "stored" and parked in a location that does not interfere with our neighbor's driveway, access to their property, or mail delivery.

Remove the vehicle.

To comply with city ordinances all vehicles that are not physically or legally operable must be stored out of the public view. This requires that the vehicle be stored within a garage or structure, or be completely shielded from public view by a physical barrier such as a fence, auto cover, etc.

If you find that you no longer need this vehicle or that complying with the ordinance is too costly or troublesome, there are two easy and inexpensive options:

There are several private auto salvage companies that accept and tow vehicles free of charge and in some cases may pay you for the vehicle depending on the vehicle's condition and value. These companies can be found in the Tulsa Southwestern Bell Yellow Pages under Auto: Parts & Supplies-Used

Many nonprofit organizations have vehicle donation programs that will tow your vehicle free of charge and provide you with a tax receipt for your charitable donation. Some of these organizations include:

The American Cancer Society 743-6767

The American Diabetes Assoc. 492-3839 ext. 12

Easter Seals 743-2311

Safari's Wildlife Preserve 357-3386

The American Heart Assoc. 1 (888) 242-2271

Crohn's & Colitis Foundation 523-8540

Leukemia Society 492-0792

What if I fail to do anything?

If after receiving proper notice you fail to comply with the ordinance then the city will be forced to abate the nuisance. This usually involves impounding and removing the vehicle to a local storage facility. To reclaim the vehicle you would be required to pay the towing and storage fees, and would be issued a citation for the original ordinance violation. If you failed to claim the vehicle in a specified time, the towing company may file a lien on the vehicle and sell it for fees owed.

The city hopes to avoid impounding your vehicle. The purpose and the goals of our nuisance vehicle ordinances are to provide safe and attractive neighborhoods for all of our citizens. Your prompt cooperation is appreciated. Thank you.

MEMO

To: Lt. M. Clark
From: Ofc. Rick Smith
Subject: Community Policing Project # PS 00-024
Date: March 26, 2003



Sir,

This is to inform you that Baker Squad has suspended active enforcement under the "Project Community Pride" Project. The Project was well received by both the Officers and the public, generating very few complaints from either group. Some district officers have few open contacts, but these can easily be resolved during their normal work shifts.

The following table contains the final numbers for the project to date.

Problem Identification

Citizen's requests.....	81
Inoperable vehicles.....	236
Parking violations.....	104
Boats / RV / Trailers.....	141
Oversized / commercial vehicles.....	8
Other violations (police).....	17

Officer's Actions

Personal Contacts.....	66
Red tags placed.....	171
Citations.....	38
Impoundments.....	8
Follow-ups.....	277
Requests forwarded to Inspections.....	359
Public property violations resolved.....	161

If you have any questions or need additional information, please ask.

**Broken Arrow Police Department
&
Office of Code Enforcement**

NOTICE

Vehicle Make _____

License Number _____

Date _____ Time _____

Location _____

The vehicle listed above is parked in violation of Broken Arrow Code 23-131.1. No person shall park a vehicle in a commercial parking lot that is zoned C-2 or C-5 for the purpose of displaying such vehicle for sale.

This tag is not a traffic summons, but serves to notify other Officers that the vehicle has been checked and is in violation and is subject to being cited for the above referenced ordinance. For the purposes of enforcement, it shall be presumed that the registered owner or dealer in possession of a vehicle has violated the referenced ordinance.

Comments _____

Officer _____

Department _____

BROKEN ARROW POLICE DEPARTMENT
and
OFFICE OF CODE ENFORCEMENT

NOTICE

VEHICLE MAKE: _____ LIC. NO. : _____

DATE: _____ TIME: _____ HRS.

THE BROKEN ARROW POLICE DEPARTMENT OR THE OFFICE OF CODE ENFORCEMENT HAS INSPECTED THIS MOTOR VEHICLE AND A DETERMINATION HAS BEEN MADE THAT THERE IS A VIOLATION OF ONE OR MORE OF THE FOLLOWING CITY ORDINANCES:

_____ SECTION 7-10
VEHICLE FOR SALE

_____ SECTION 15-39
INOPERABLE OR DISMANTLED VEHICLE

_____ SECTION 23-129
PROHIBITED PARKING

_____ SECTION 23-135
TWENTY-FOUR (24) HOUR VIOLATION

_____ SECTION 23-146
ABANDONED OR UNATTENDED VEHICLE

_____ SECTION 8-1
STORAGE AND PARKING OF TRAILER & COMMERCIAL VEHICLES

THIS TAG IS NOT A TRAFFIC SUMMONS, BUT SERVES TO NOTIFY OTHER OFFICERS THAT THIS VEHICLE HAS BEEN CHECKED. THE VEHICLE SHOULD BE REMOVED IMMEDIATELY TO PREVENT DAMAGE OR A TRAFFIC ACCIDENT. IN ANY EVENT, THIS VEHICLE IS SUBJECT TO IMMEDIATE IMPOUND BY THE CITY OF BROKEN ARROW DUE TO THE VIOLATION, ABOVE REFERENCED. TOWING AND STORAGE WILL BE AT THE EXPENSE OF THE OWNER. FURTHER, A CITATION COULD BE ISSUED FOR VIOLATION OF THE REFERENCED ORDINANCE.

IF THERE ARE ANY QUESTIONS, KINDLY CONTACT THE FOLLOWING:

251-5311, EXTENSION 339 _____

259-8400 _____

COMMENTS: _____

OFFICER: _____ DEPT.: _____

REVISED 1/97

PD-89



CITY OF BROKEN ARROW
POLICE DEPARTMENT

DET. RICK SMITH
Criminal Investigation Division
(918) 451-8315
FAX: (918) 451-8242
E-mail: rsmith@brokenarrowok.gov

2302 SOUTH FIRST PLACE
BROKEN ARROW, OKLAHOMA 74012