



Operations Committee - Board of Representatives

Joseph Coppola, Jr., Chair John Zelinsky, Jr., Vice Chair

Committee Report

Date: Wednesday, November 19, 2014

Time: 7:00 p.m.

Place: Republican Caucus Room, 4th Floor, Government Center, 888
Washington Boulevard

The Operations Committee met as indicated above. In attendance were Chair Coppola, Vice Chair Zelinsky and Committee Member Reps. Adams, Coleman, Mahoney and McMullen. Absent or excused were Committee Member Reps. Buckman, Giraldo and Reeder. Also present were Reps. Fedeli and Ryan; Frank Fedeli, Citizens Services, and Jim Lunney, Zoning Enforcement Officer.

Chair Coppola called the meeting to order at 7:10 p.m.

Item No.	Description	Committee Action
1. O29.026	REVIEW; Housing and Zoning Violations. 08/06/2014 – Submitted by Rep. Coppola 08/27/14 – Held in Committee 10/22/14 – Held in Committee	Report Made

Chair Coppola explained that he asked for this review in response to a letter from a constituent regarding a blight situation that was not being addressed and constituent complaints that the City does not respond.

Mr. Fedeli explained how the Citizens Service bureau responds to a request for services.

- Service requests can be made by phone or over the computer.
- They take a description of the problem and an email contact address. An automatic response is generated to the email address saying that it has been received and sent to the appropriate department
- If it is resolved within 10 days, it is closed and an email is sent, if not, it is referred to the correct department head
- There are currently 285 open requests (of all types). He follows up with department heads regarding the number of open requests
- 122 of these open complaints are zoning complaints
- In the past year, they have responded to 12,000 requests

- The new software does not automatically generate a letter, which he believes is a problem
- The Director of Operations receives a report of open requests
- Urgent items are given priority

Jim Lunney explained that:

- The Zoning Enforcement Office tries to call everyone back
- The office staff is down to 2 people
- The office handles complaints and also issues permits
- It is difficult to get immediate closure - the activity may reoccur or the court may not stop the activity during an appeal (even if the City wins)
- The only real teeth for quick compliance is bank lending
- Every zoning action has a 30 day appeal
- They get good results when they go to court, but the judges don't impose fines
- He also gets complaints directly, not through Citizen's Service (these are generally anonymous)

As a Secondary Committee:

1. PS29.020 REVIEW; Status of Police Headquarters Building.
07/10/14 – Submitted by President Skigen, Reps.
Cerasoli, Fedeli and Zelinsky
10/2/14 – Report Made & Held in Committee

Respectfully submitted,
Joe Coppola, Chair

This meeting is on [video](#).