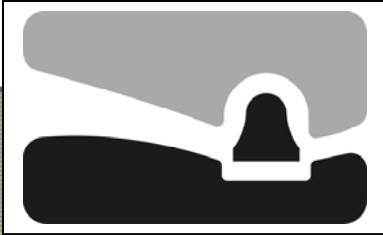


February 2009

Neighborhood Services Team Newsletter



City Calling Guide:

Problem: Call:

Parks/ Restroom Problems
Broken Play Equipment 781-7220

Disabled Cars 781-7066
Parking in Yards

Illegal Burning 781-7380
Overgrown Weeds

Sewer Back-up 781-7220
Excessive Odor

Converted Garage 781-7180
Illegal Occupancy

Loose Animals 781-7440
Noisy Animals

Noise Complaints: 781-7317

Recycling 781-7213
Water Conservation

RV's used as 781-7180
Residences

Debris in Yard 781-7186
Storage in Yard

Water Meter Leak 781-7220
Main Water Leak

Graffiti: 783-7867

FREE Conflict Resolution Services Available to All Residents in San Luis Obispo

We all experience conflict and those living in San Luis Obispo have a free conflict resolution resource available to them called SLO Solutions. SLO Solutions is designed to provide all residents of San Luis Obispo, both students and non-students alike, the opportunity to productively deal with conflict in a way that encourages communication, creative problem solving and win-win solutions. The City of San Luis Obispo, Cal Poly and Cuesta College are jointly sponsoring this exciting program, now in its fifth year, that offers a range of conflict resolution services. All services are coordinated and delivered by San Luis Obispo based non-profit, Creative Mediation.

SLO Solutions was established to address some of the typical conflicts in San Luis Obispo, including landlord/tenant, neighbor/neighbor and roommate disputes. Recently, Creative Mediation mediated a conflict between two neighbors having difficulty coming to agreement about the replacement of a shared fence. The fence had been in place prior to the move-in of both neighbors, and this was the first time they had dealt with an issue of repair. Neighbor 1 asked that the cost be split in half.



Free Roommate • Tenant • Landlord • Neighbor Mediation
www.slosolutions.com 549-0442

MISSION STATEMENT:

The Neighborhood Services Team is comprised of representatives from various city departments who work collaboratively with residents and community based groups in an effort to promote communications, support the City of San Luis Obispo's General Plan, and foster neighborhood enhancement and well-being.

Neighbor 2 felt that neighbor 1's dog was mostly responsible for the damage to the fence, so he was unwilling to pay for its replacement. We all experience conflict and those living in San Luis Obispo have a free conflict resolution resource available to them called SLO Solutions. SLO Solutions is designed to provide all residents of San Luis Obispo, both students and non-students alike, the opportunity to productively deal with conflict in a way that encourages communication, creative problem solving and win-win solutions. The City of San Luis Obispo, Cal Poly and Cuesta College are jointly sponsoring this exciting program, now in its fifth year, that offers a range of conflict resolution services.

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was the first time they had dealt with an issue of repair. Neighbor 1 asked that the cost be split in half. Neighbor 2 felt that neighbor 1's dog was mostly responsible for the damage to the fence, so he was unwilling to pay for its replacement. In addition to these issues, interpersonal relationships and communication also played a role in the escalating conflict. Through the assistance of the neutral mediator, the neighbors were able to have a productive conversation, which increased understanding of their different perspectives, allowed them to negotiate through their differences and ultimately resulted in a written agreement that gave them a sense of closure and a plan for the future. As a result of this mediation, the neighbors decided to split the cost of the fence 60/40 because Neighbor 1 acknowledged that their dog may have done some damage to the fence. The two neighbors now feel prepared to address other issues that may arise in the future.

If you have questions regarding SLO Solutions, please call 805-549-0442 or visit their website at www.slosolutions.com.



Code Enforcement

Gene Gailey

Our "2008 Building & Safety Stats" are in. They confirm that it was a busy year for the two Code Enforcement Officers – along with the other seven Building & Safety Department members. Our new cases have been significantly increasing over the past couple of years; in 2006 we opened 177 cases, in 2007 the total was 489, and we received 588 new cases in 2008. In addition, we've seen the "Average Days to Resolve Cases" drop from 100 in 2007 to 91 in 2008. Measure Y funds helped make a difference when we hired a second Code Enforcement Officer at the end of 2007. We divided the City into two districts, with each district having a Code Enforcement Officer and a Building Inspector. The Officer and Inspector work closely together to achieve code compliance not only in building and life-safety issues, but also with efforts directed towards protecting and enhancing the character of our community as we progressively increase our sign regulation

compliance. Sign complaints over the past year have significantly increased, rising from 131 new cases in 2007 to 236 new cases received in 2008. We believe increased violations are in-part due to our country's economic challenges as the City's businesses work hard to uncover ways to attract customers and increase sales.

Many of the sign violations involved signs in the City's streets and/or sidewalks, which is strictly prohibited. Often, people don't realize that the public right-of-way includes the street and sidewalks, and also the area between the sidewalk and the curb, known as the parkway. Typically, from a parcel's front property line all the way across the street to the other parcel's front property line is recognized as public right-of-way. Unless a valid encroachment permit or prior approval of the Public Works Director has been received, any sign placed in any street right-of-way is subject to confiscation and our administrative citation fines process.

Most significant sign violations include sandwich-board signs, banners, off-site signs and attention-getting devices placed without the necessary permit.

In addition, our community outreach efforts continue to increase as we've met with several groups including Cuesta College classes, real estate and neighborhood groups at our quarterly "open to the public" Neighborhood Services Team meetings. We've also expanded our complaint-filing options and our citizens are encouraged to file their complaints on-line on our link at the City's website, which is www.slocity.org/communitydevelopment/enforce.asp. The complaint form is identified as "Request for Field Investigation." This form can also be obtained at the Community Development front counter, at 919 Palm St., and we will gladly mail or email it upon request.

This is probably a good time to also provide some additional City Code Enforcement information and clarification. While my counter-part and I are

the "Code Enforcement Officers", we do not handle all of the City's code enforcement activities. As stated above, we work out of the City's Building & Safety Department and for the most part enforce regulations and ordinances involving building and planning issues. Public Works has a Stormwater Code Enforcement Officer who works closely to safeguard our creeks and tributaries by monitoring and resolving issues involving what is going down the gutters and curb drains. Additionally, the Police Department's Office of Neighborhood Services utilizes the Student-Neighborhood Assistance Program (SNAP) teams as first-responders to many of the noise ordinance violations as well as enforcement of debris or storage in yards visible from the public right-of-way. The Police Department also employs two Police Technicians who handle disabled and abandoned cars, unpermitted parking in yards, etc. The Parks & Recreation Department chip-in by enforcing ordinances related to

creeks, streams and open space including homeless encampments, etc. The City's Fire Department's enforcement includes regulations and ordinances relating to fire safety, including illegal burning and the weed abatement program. Not to be left out is Utilities Department, which employs two "Conservation Technicians" who enforce ordinances and regulations related to recycling, water conservation, retrofit-upon-sale, and some of our solid waste ordinances. (Please refer to the other sections within this newsletter for additional individualized departmental updates and information.)

As you can see, a city must handle many types of code enforcement to maintain the premium quality of life that our citizens in this beautiful city expect.



Transportation Division

Chris Overby

Bikeway Improvements.

The Railroad Safety Trail Phase 3 is currently under design and design completion is expected by June 2009. Preliminary engineering has begun on the Highway US 101 Bridge Crossing. Staff anticipates being ready to invite bids in Fall 2009. An additional State Bicycle grant for \$890,000 has been received for construction of Phase 3, which extends the trail from the train station to Marsh Street.



Railroad Safety Trail Phase 4. This project is currently under construction and is expected to be completed by March 2009.

Traffic Model Upgrade & Congestion Management Report. A consultant has

been awarded the Base Year Traffic Model services contract and work has begun. Staff anticipates it will take six to nine months to complete the base model. Additionally, a consultant has been awarded the congestion management report contract and work is underway, with an anticipated completion date of June 2009.

Tank Farm Road Intersection Improvements.

The delay to this project is due its coordination with the Tank Farm Gravity Sewer and Lift Station project now under construction. The improvements to this intersection cannot take place until the existing lift station is removed, which will be one of the final phases of construction. This project is also being coordinated with the undergrounding of the existing overhead utility lines along Broad Street. PG&E is currently working on design drawings for the undergrounding, and expects construction to occur in mid 2009. The intersection improvements will follow both of these projects and is expected to be completed in 2010.

LOVR Interchange. The environmental document and draft project report were presented to Council for comment in October

2008. City staff successfully worked with SLOCOG to program construction funds for this project in the 2008 State Transportation Improvement Program (STIP). Following Caltrans review and final approval of the draft project report and related environmental documents the City's consultants will start work on the construction documents.

Bob Jones Bike Trail.

Design is underway on the bridge connections to City streets from the completed segment of the trail. Construction and bridge installation near Prado Road is expected to be ready for bid advertisement by December 2009. The LOVR Interchange project will be designed to include the western end of the trail, and facilitate an eventual connection to the County portion.

The Transportation Division of Public Works completed its first cooperative PW/PD Traffic Safety Report.

The report showed the lowest number of Annual Collisions Since Tracking in 1999, 30% down from 2002. The Traffic Safety Report is a compilation of the Police Department's traffic collision database and traffic information provided by studies conducted by Public Works personnel. Analysis

of collision frequency based on traffic volume allows PW to identify the intersections and segments that carry the statistically highest rates of incidents. After these locations are identified, trends in collision types may be apparent, and with this data PW is able to propose and implement solutions to lessen or eliminate these trends.

Neighborhood Traffic Management

Pismo/Buchon

Neighborhood In April 2008 Public Works held the initial Neighborhood Traffic Management (NTM) meeting with the residents of the Pismo/Buchon area. At that meeting residents identified a list of issues and concerns about high traffic speeds and high traffic volumes. At the first Neighborhood Action Team Meeting on May 28th, the Action Team reviewed and specified the issues (shown on the next page) that should be studied and addressed as part of the NTM effort. Traffic Studies will be completed in February 2009.

Completed Augusta Street Neighborhood Traffic Management

Project The project included a new speed table between Sydney Street and Sinsheimer School.

Oceanaire Neighborhood

In September 2003 residents of the Oceanaire neighborhood requested Neighborhood Traffic Management. The results of a 2003 vote did not indicate enough votes to support an NTM program. Since then residents have spoke to the City Council about an NTM program. A November 2008 vote also did not indicate enough votes to support an NTM program.

Fixlini Neighborhood

In October 2007 Residents of Fixlini Street requested Neighborhood Traffic Management. The neighborhood was concerned about vehicle speeds and that motorists were cutting through the neighborhood to access San Luis High School. In 2008 Public Works staff conducted traffic volume counts and speed studies. The results of these studies will be analyzed and brought to the neighborhood in Spring 2009.



Parking Department

Robert Horch

Happy New Year! First and foremost I want to remind you in these tough economic times, we in Parking are committed to providing everyone with outstanding parking services in the coming year. Since our last update there are several new things to report.

Parking Services on the Web

We updated our information on the city's web page and included more services and information for our customer like you. Take a look and see

<http://www.slocity.org/publicworks/parking.asp>

There is a link to our on-line fine payment system. You can type information into the citation review form to appeal a citation. We have included locations of our parking lots, structures, and meters on the street. There is a new motorcycle map. We also updated information on our parking programs. Let us know what you think.

Mitchell Park Time Limits

The time limits next to Mitchell Park on Santa Rosa Street and Buchon Streets have been changed from 4 hours to 2 hours on January 20, 2009. City Council directed staff to reduce the

time limits and provide seniors with permits that exempt them from the time limit. If you park on the Mitchell park side of the street on Buchon or Santa Rosa please be aware of the new time limits.

Marsh Street Parking Structure Painting

The exterior section of the original Marsh Street Structure, including two stairwells, was recently painted at a cost of approximately \$90,000. The original part of the structure was in need of repainting after 18 years of service to the community. Check out our new paint when you are downtown.

Scheduled Parking Fee and Fine Increases July 1, 2009

In 2004 City Council approved a series of enhancements to parking fines and fees in order to fund the next parking structure on Monterey near Nipomo. On July 1, 2009 the following rate increases will take place:

- ▶ Parking structure rates will increase to \$1 an hour, with the first 60 minutes still free
- ▶ Parking meter rates will increase to \$1 (downtown perimeter areas) and \$1.25 an hour (downtown core)
- ▶ Expired parking meter violations increase from \$17 to \$18 and will continue to increase \$1 a year until they reach \$20.

New Parking Officer We are very excited about our new Parking Officer, Marcia Patterson. She is very enthusiastic about working for the City and Parking Services. If you get the chance, say "hello" to Marcia. She is an outgoing and friendly officer who like all of our officers, are there to assist you with your parking needs.

Proper Parking on a Cul-De-Sac

There has been some misconception that it is acceptable to park "head in" or "backed in" on a cul-de-sac. It is not. It is actually a violation of California Vehicle Code section 22502 which requires drivers to park with their right hand wheels against the curb and no more than 18" from the curb. So you have to park parallel even on cul-de-sac unless there are parking stall markings that allow something other than parallel parking. This is prohibited because cars that park further than 18' from the curb block the driving lanes on a street. This is unsafe to do.

A general rule of thumb is to always park parallel unless there are signs or parking space markings that allow something different.



Parks & Rec Department

Doug Carscaden

Stenner Springs Open

Space: The trail re-route at Stenner Springs Open Space is complete. After months of work by City staff and numerous volunteer hours from Central Coast Concerned Mountain Bikers (CCCMB), the half mile trail is finished. The trail has five bridges with a few other man-made structures to guide patrons through the open space.



Santa Rosa Skate Park:

The master plan for a re-designed SLO Skate Park has been approved by City Council. The current, old and dilapidated skate park equipment is scheduled for demolition before the end of January. Fundraising for a newly designed SLO Skate Park is needed for the project to continue.



Construction on the adjacent roller hockey rink maintained approval from Council and the project will proceed.



Mitchell Park: On January 6, 2009 City Council approved a parking lot design for the Senior Center at Mitchell Park.

Johnson Ranch Open

Space: Three hugely successful Trail Construction Workdays have been held at the newly acquired Johnson Ranch Open Space. With all this community support, Johnson Ranch is tentatively scheduled to publicly open around summer 2009. If interested in volunteering please visit the City's Web site for upcoming Trail Workdays.

<http://www.slocity.org/park/sandrecreation/parkrangers.asp#Trail>



Office of Neighborhood Services – Ardith Tregenza

Got NEO?

NEO or Neighborhood Enhancement Ordinances are City Municipal ordinances that the San Luis Obispo Police Department SNAP (Student Neighborhood Assistance Program) employees enforce in residential neighborhoods. These ordinances address neighborhood blight issues and are many times a recurring problem in all neighborhoods citywide. The most common offenses cited by the SNAPs are:

- ▶ MC 17.17.040A – Furniture & equipment in yard – prohibited
- ▶ MC 17.17.040B – Materials storage in yard - prohibited
- ▶ MC 17.17.040 C – Storage of items/parts in yard – prohibited
- ▶ MC 17.17.080A – No furniture or equipment on roofs
- ▶ MC 10.36.233 – Parking in yard – prohibited
- ▶ MC 8.04.020(f) – Failure to store trash containers



The SNAPs handled 246 NEO cases last year in addition to issuing 3,092 parking citations in residential parking districts. The majority of the NEO cases were for trash cans being left out and materials stored in yards. The SNAPs respond to complaints called in to the Police Dept. or self initiate cases during their shifts in their assigned NEO zones.

The SNAPs inspect the property and if they observe a violation they issue a 72 Hour Notice To Correct to the resident and then re-inspect the property after

the 72 hours has elapsed. If the violation has been corrected the case is closed and if it has not been corrected it is turned over to the City Attorney's Office. The City Attorney's Office notifies the property owner of the violation, and the fine that can be charged if the violation is not corrected. They also issue a new deadline for the violation to be corrected by. The SNAPs then re-inspect the property after the deadline has elapsed and notify the City Attorney's office of the status. If no correction is made an administrative citation is issued to the property owner with a \$100. fine for the first citation and \$200. fine for second citation. Most NEO cases are corrected within the 72 Hour Notice period but there are some residents that correct the violation only to be in violation again for the same thing, in a recurring

pattern which is problematic.

If you have any questions about NEO or want to report a violation, please call the Neighborhood Services Manager at 781-7186 during business hours or report it anytime through the San Luis Obispo Police Department webpage E-Report at www.slopd.org Or if you see a SNAP driving a SLOPD truck your neighborhood be sure to stop them and speak to them in person, they are happy to assist you.

