



Doing Things!

Code Enforcement
Unincorporated Resident Survey





Introduction

- In 2003, the County formed a Citizen Board which met over a series of months and ultimately delivered recommendations that shaped many of the codes enforced today.
- Citizen input – specific to County codes – has not been gathered since that time.
- In June 2016, the Board directed staff to re-engage the Public
- Staff worked to:
 - Complete an efficient, statistically valid survey
 - Hear all voices, not just a select few
 - Share the survey instrument drafts with the Board to gather input

Pinellas County

Code Enforcement
Unincorporated Resident Survey

Conducted by HCP Associates

Study Purpose

Leadership identified the need for a quantitative study to yield the following potential outcomes:

- Pinpoint quantifiable scope of code infractions as per unincorporated resident respondents
- Highlight potential code changes
- Determine need for citizen education on current codes

Methodology

Telephonic surveying methodology

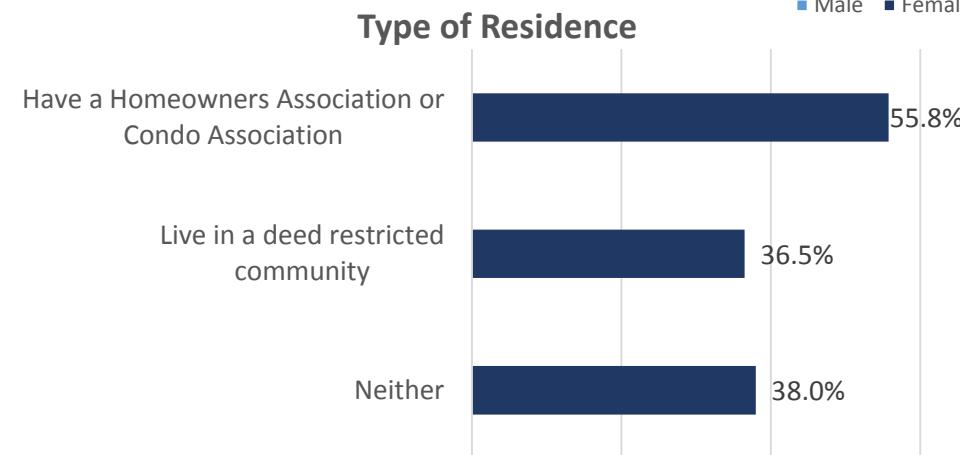
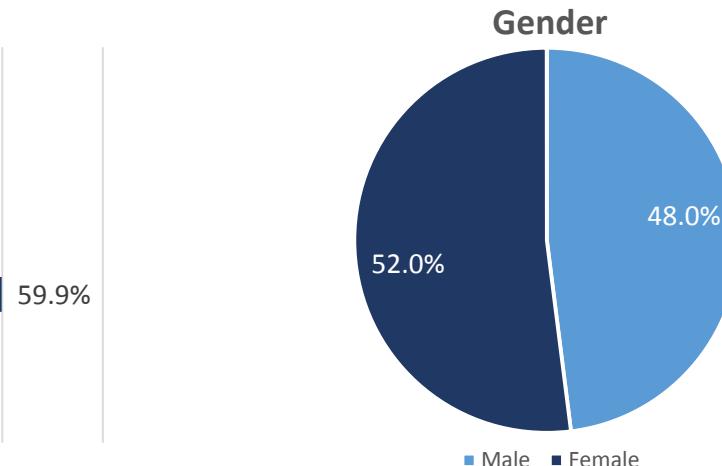
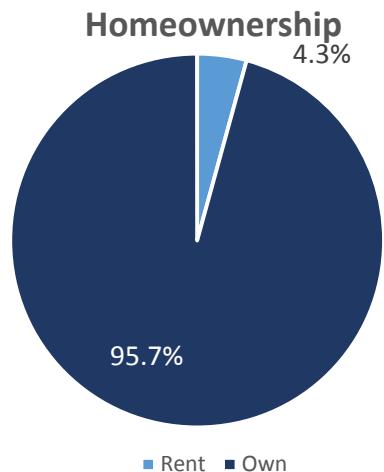
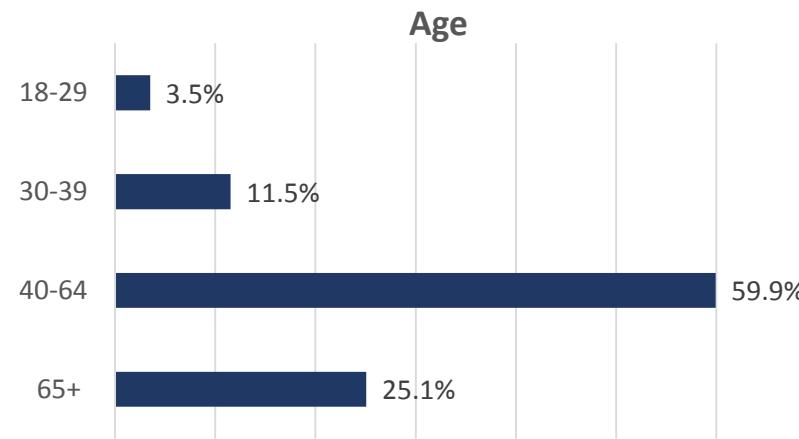
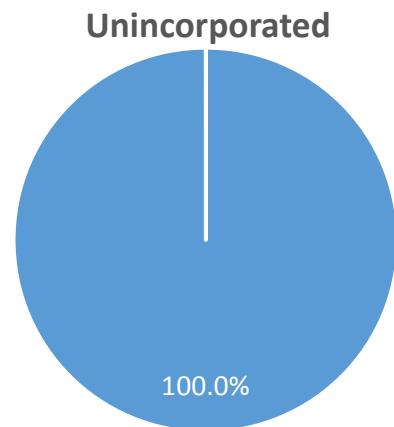
RDD—Random Digit Dial among unincorporated residents

400 completed interviews

Interviews were conducted from August 3 to August 17, 2016

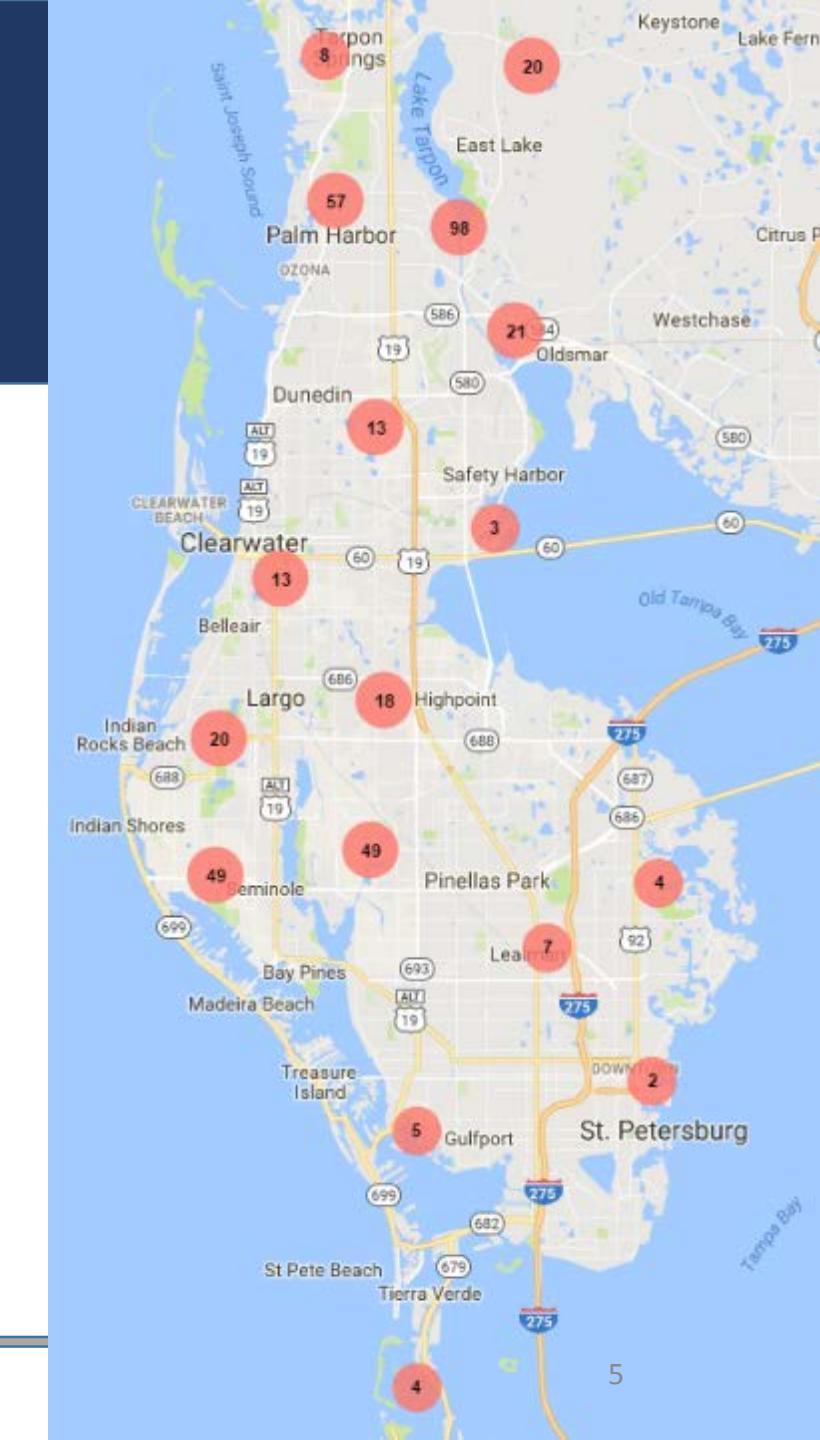
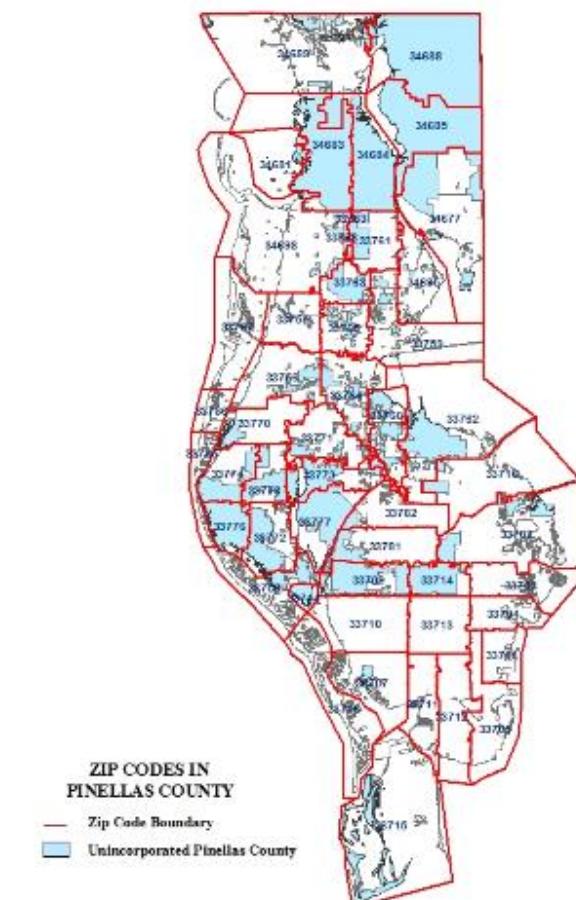
Margin of error $\pm 5\%$

Demographics



Map of Respondents

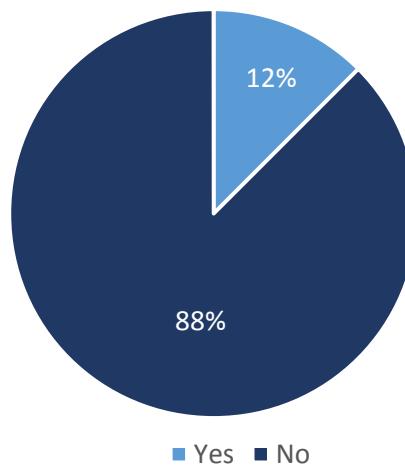
- Respondents represented unincorporated residents from across Pinellas.
- Their geographic location reflected the designated unincorporated regions.



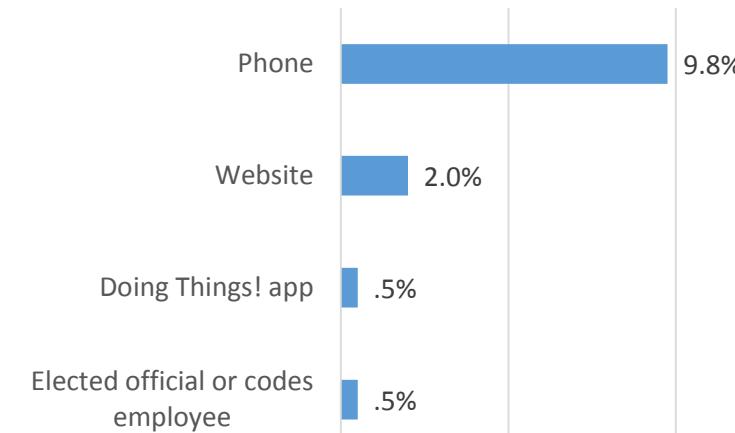
Modes of Contact

- Just over 1 in 10 (12%) of unincorporated resident respondents have contacted Code Enforcement in the past year.
 - The majority of those contacted the department by phone
 - 2.5% used either the website or application
 - 9 in 10 of those who contacted the department were satisfied with their experience

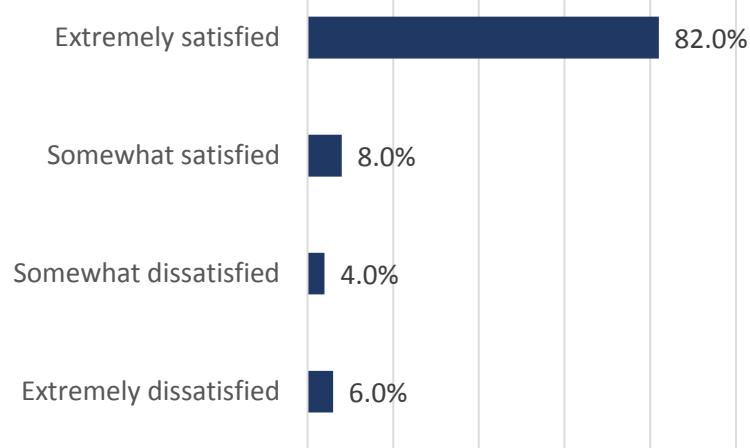
Contacted Code Enforcement Past Year



Mode Used to Contact Past Year

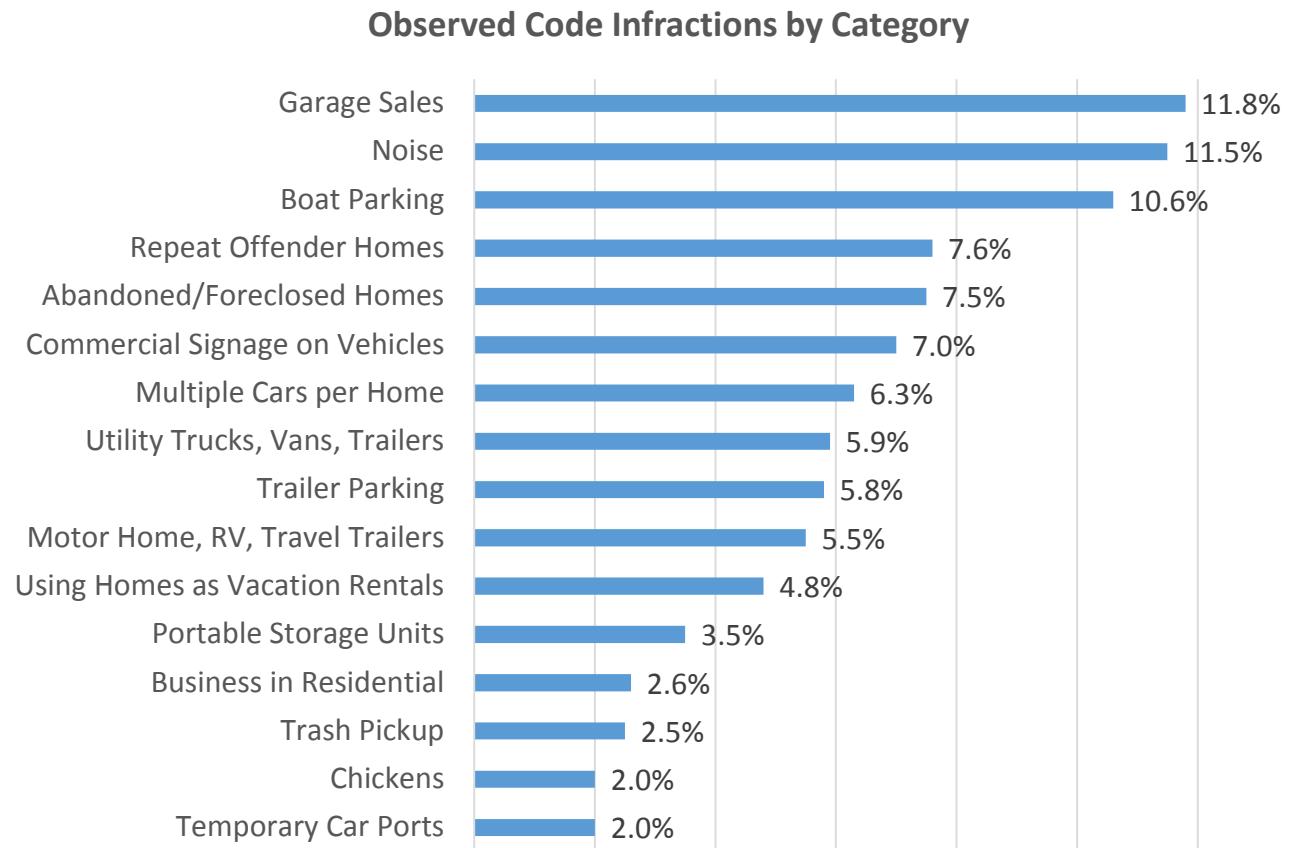


Satisfaction with Experience



Frequency of Observed Code Infractions

- Residents shared the frequency they encounter a neighbor breaking codes in the categories listed.
 - Most frequent categories referenced were:
 - *Garage sales*
 - *Noise*
 - *Boat parking*



Demographics Most Sensitive to Infractions

Gender

- No significant difference by gender in observed infractions

Homeownership

- No significant difference by homeownership in observed infractions, though indicated greater codes uncertainty than owners in *commercial signage on vehicles, using homes as vacation rentals, and garage sales*

Age

- Age: 40-64 significantly more sensitive to *trailer parking* and *motor home, RV, travel trailers* infractions

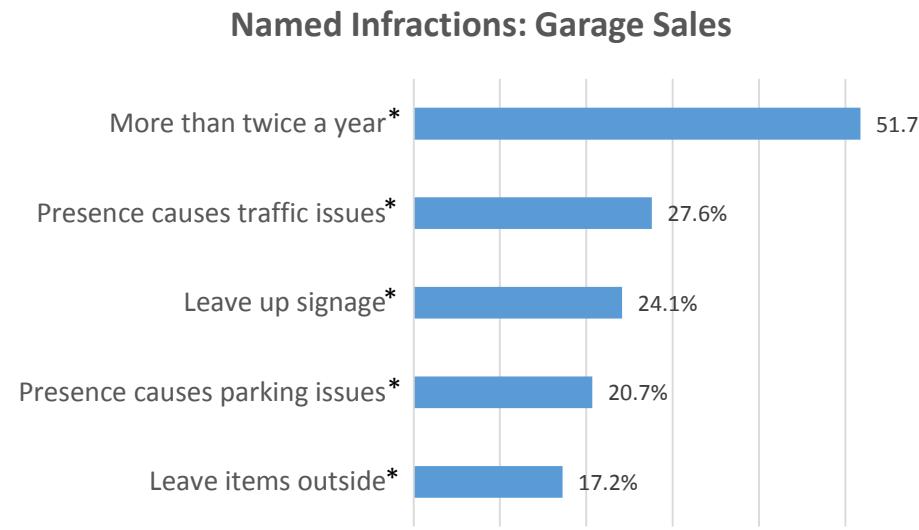
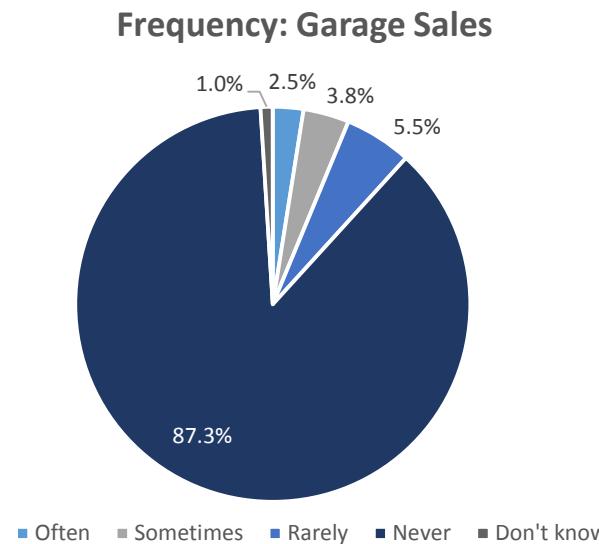
Residents Most Sensitive to Infractions

Non-HOA/Non-Deed Restricted Residents Significantly More Sensitive to the Following Infractions:

- Utility Trucks, Vans, Trailers
- Motor Home, RV, Travel Trailers
- Noise
- Abandoned, Foreclosed homes
- Repeat offender homes

Category: Garage Sales

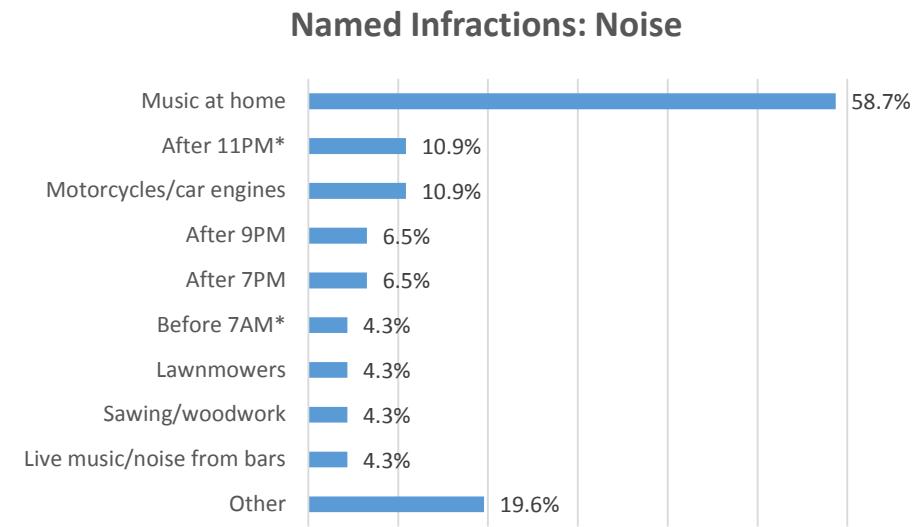
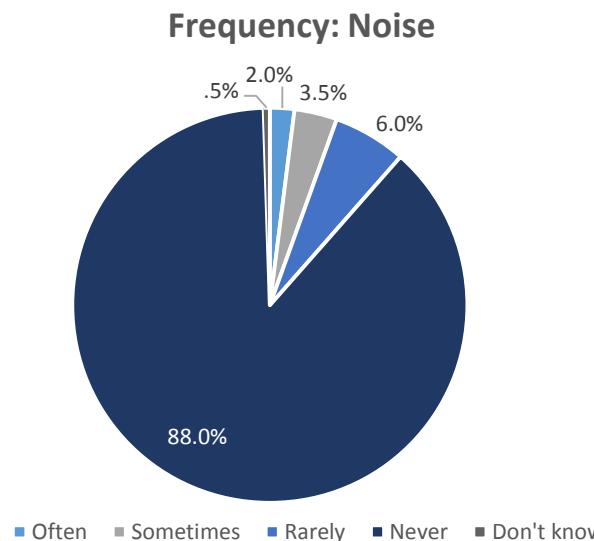
- 11.8% of residents observed neighbors breaking codes related to *garage sales*.
- Top complaints were the frequency, traffic/parking issues, lingering signage, and items being left outside.



*Current codes infraction—garage sales not allowed under current codes

Category: Noise

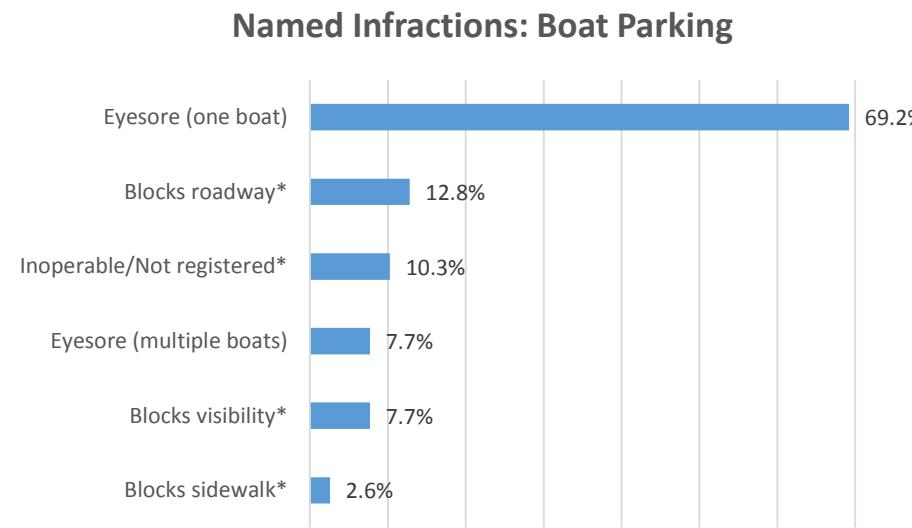
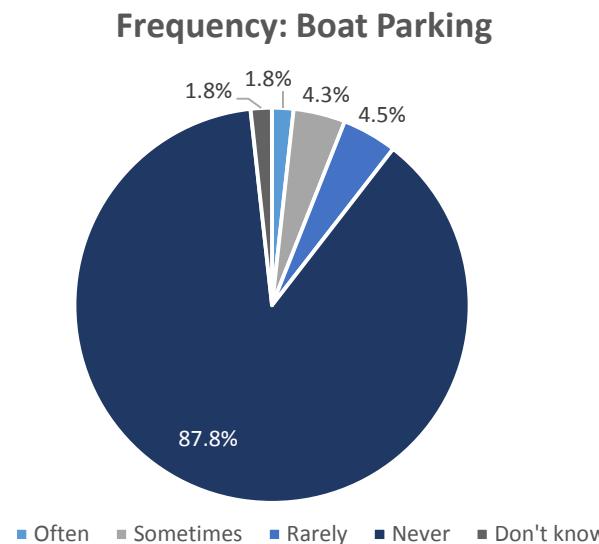
- 11.5% of residents observed neighbors breaking codes related to *noise*.
- Top complaints were music, cars/road noise, noise after 7PM, after 9PM.
- “Other” comments included fireworks and barking dogs.



*Current codes infraction

Category: Boat Parking

- 10.6% of residents observed neighbors breaking codes related to *boat parking*.
- Top complaints were the general presence of a boat, roadway blockage, inoperable crafts, presence of multiple boats.

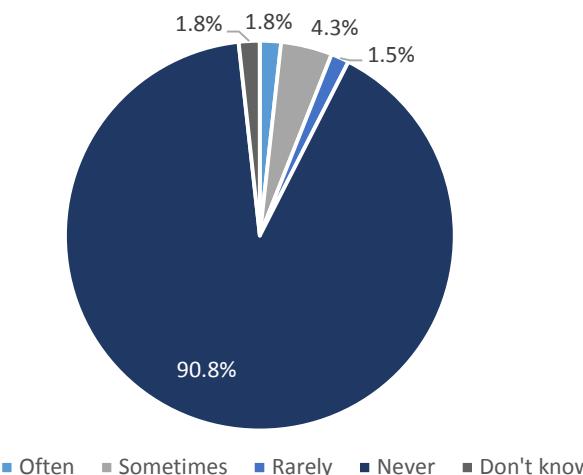


*Current codes infraction

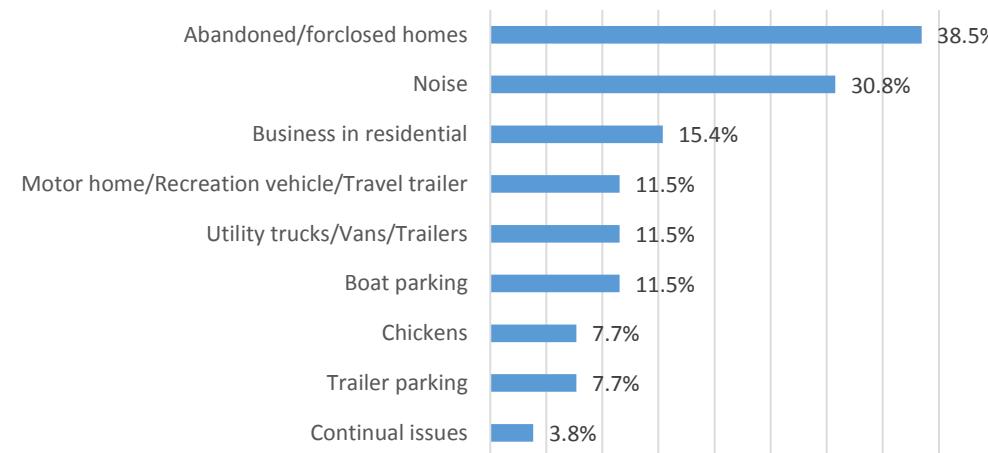
Category: Repeat Offender Homes

- 7.6% of residents observed neighbors breaking codes related to *repeat offender homes*.
- Top complaints were abandoned/foreclosed homes, noise, and operating a business from home.

Frequency: Repeat Offender Homes



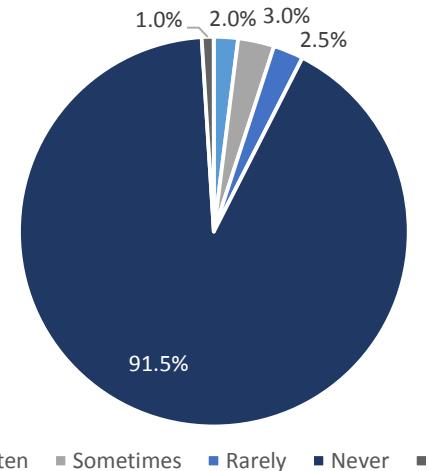
Named Infractions: Repeat Offender Homes



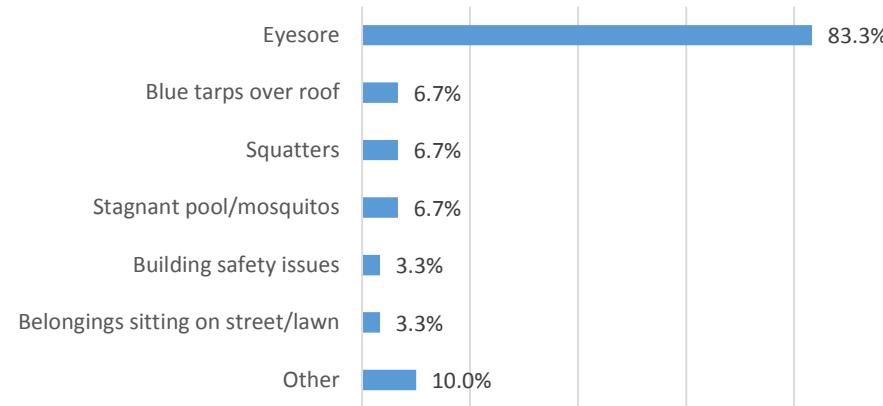
Category: Abandoned & Foreclosed Homes

- 7.5% of residents observed neighbors breaking codes related to *abandoned/foreclosed homes*.
- Top complaints were that they are eyesores, blue tarps on roof, squatters and stagnant pools/mosquitos.
- “Other” comments included grass height.

Frequency: Abandoned & Foreclosed Homes



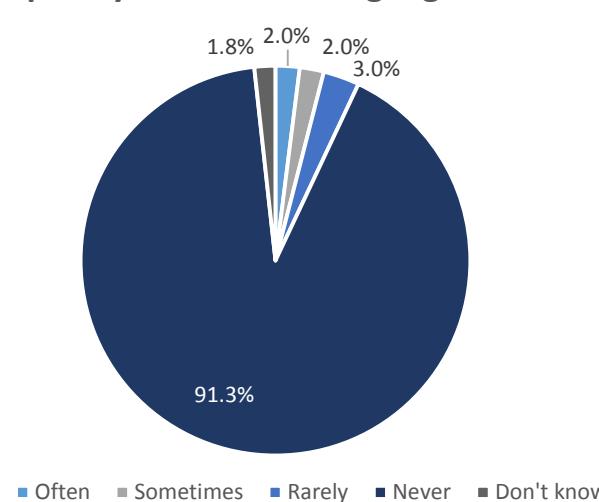
Named Infractions: Abandoned & Foreclosed Homes



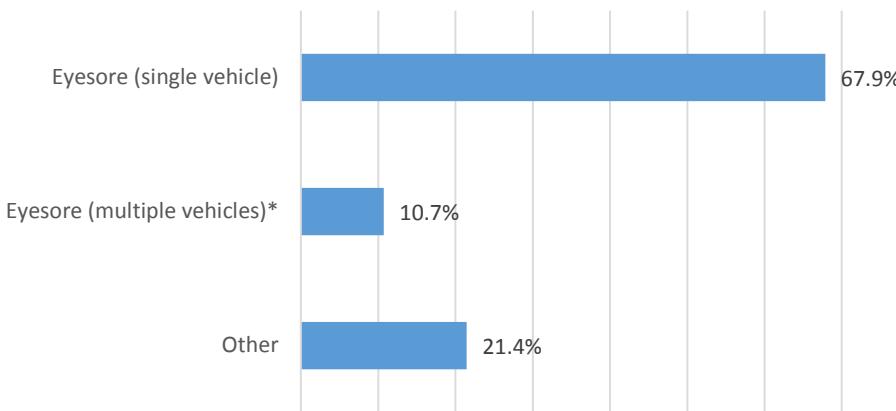
Category: Commercial Signage on Vehicles

- 7.0% of residents observed neighbors breaking codes related to *commercial signage on vehicles*.
- Top complaints were related to the vehicle(s) being an eyesore.
- “Other” comments included roadway blockage and sitting overnight.

Frequency: Commercial Signage on Vehicles



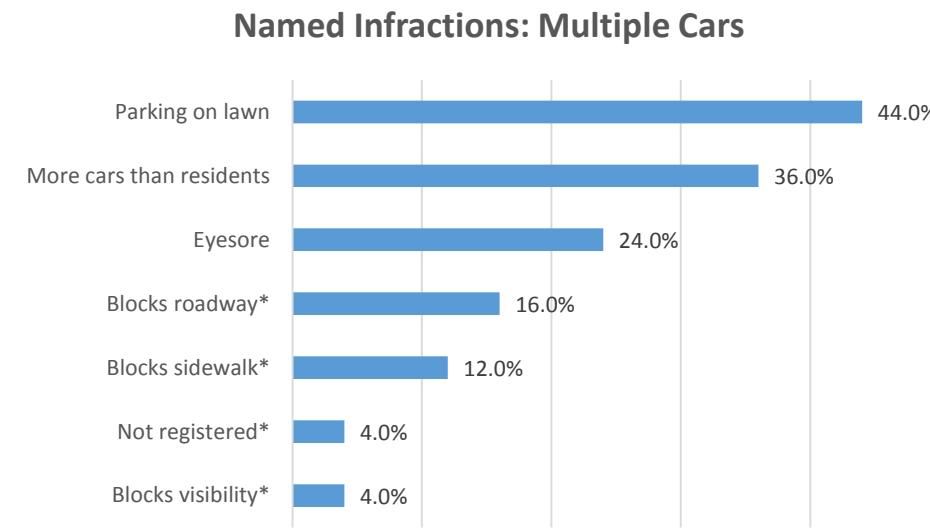
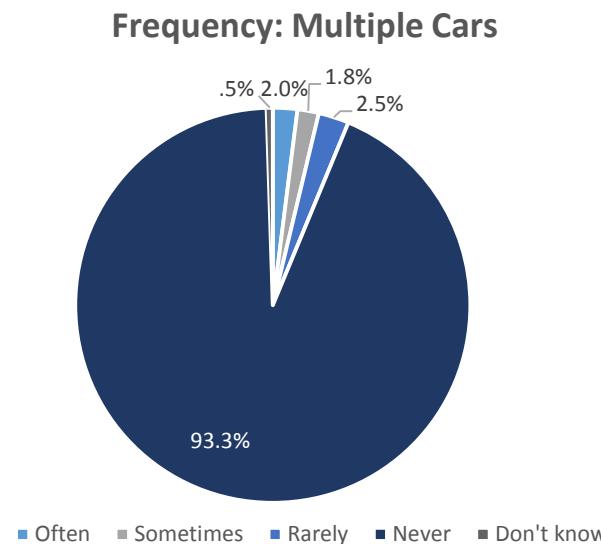
Named Infractions: Commercial Signage on Vehicles



*Current codes infraction

Category: Multiple Cars

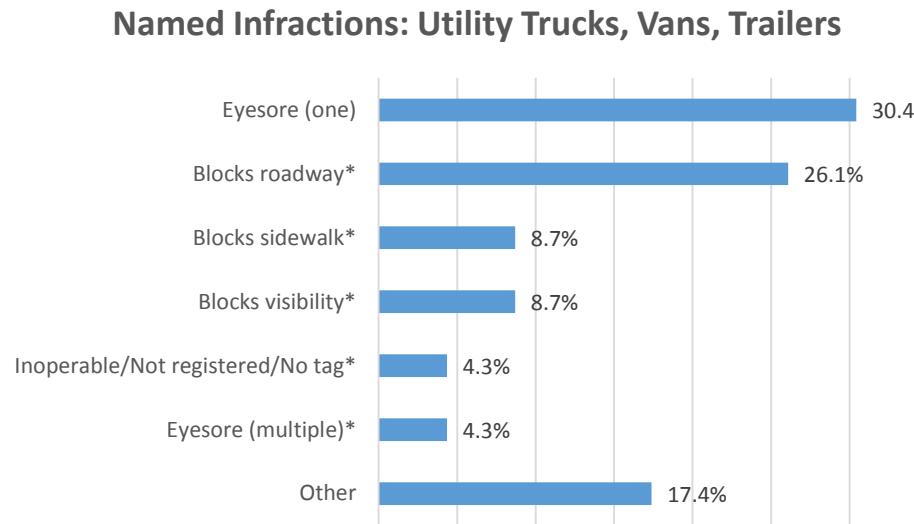
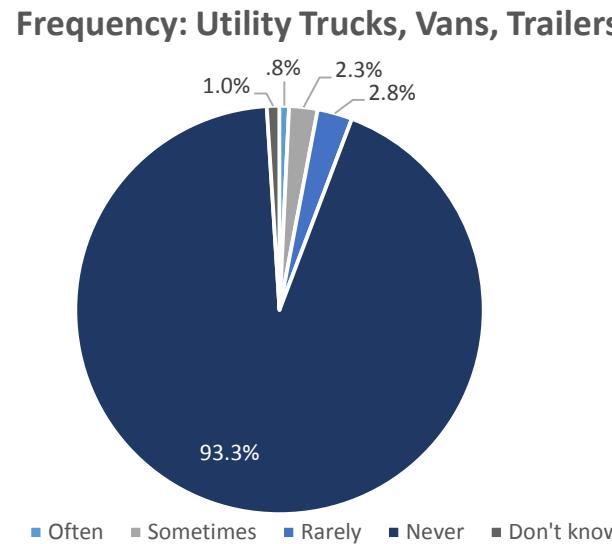
- 6.3% of residents observed neighbors breaking codes related to *multiple cars*.
- Top complaints were parking on lawns, more cars than residents, and general eyesores.



*Current codes infraction

Category: Utility Trucks, Vans, Trailers

- 5.9% of residents observed neighbors breaking codes related to *utility trucks, vans and trailers*.
- Top complaints were general eyesore and blockage of sidewalk/roadway/visibility.
- “Other” comments included general annoyance.

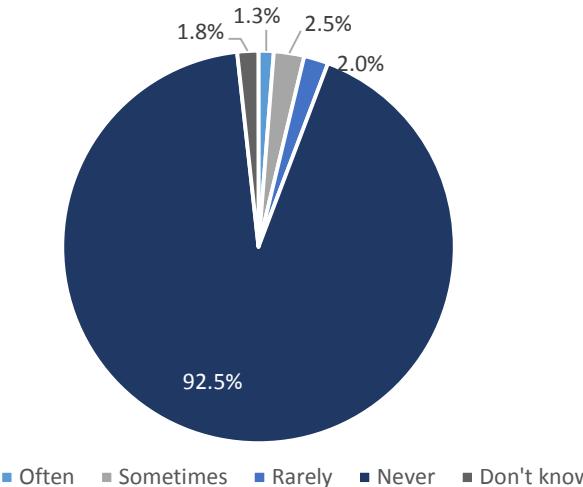


*Current codes infraction

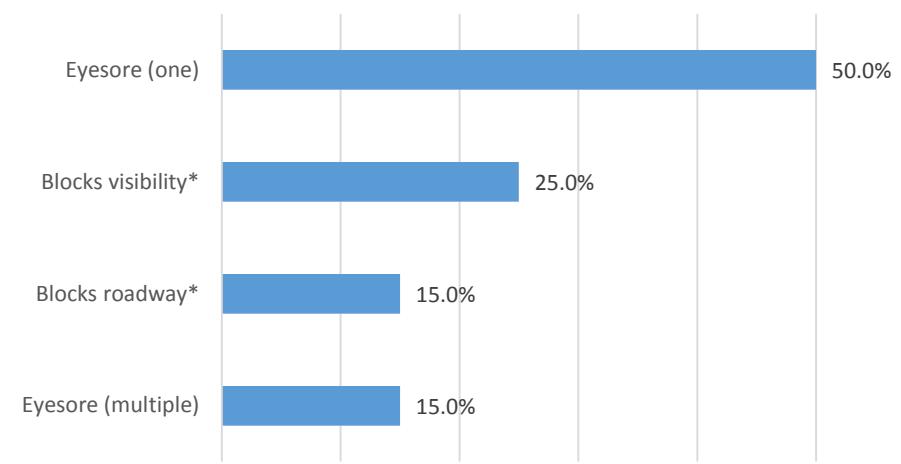
Category: Trailer Parking

- 5.8% of residents observed neighbors breaking codes related to *trailer parking*.
- Top complaints were that trailers are an eyesore and they block visibility/road.

Frequency: Trailer Parking



Named Infractions: Trailer Parking

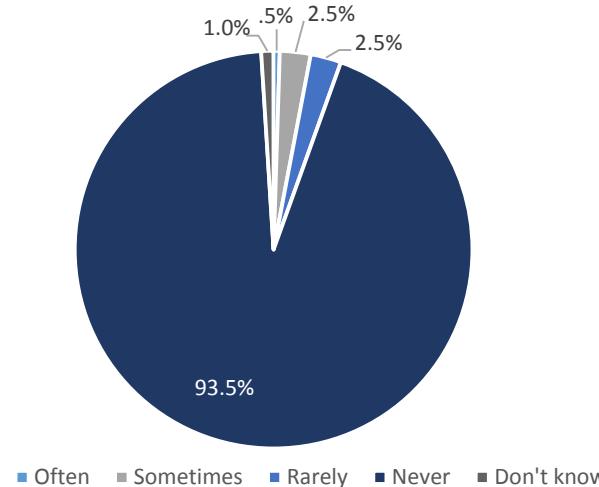


*Current codes infraction

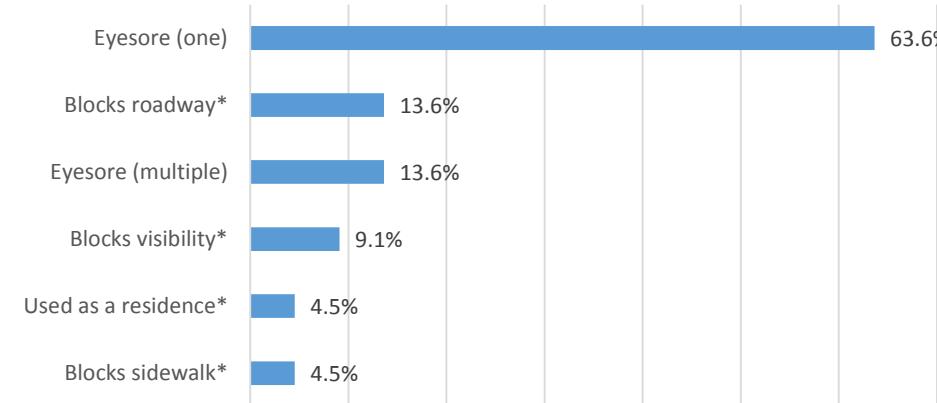
Category: Motor Homes, RVs, Travel Trailers

- 5.5% of residents observed neighbors breaking codes related to *motor homes, RVs and travel trailers*.
- Top complaints were that they are eyesores and roadway/visibility blockages.

Frequency: Motor Home, RV, Travel Trailers



Named Infractions: Motor Home, RV, Travel Trailers

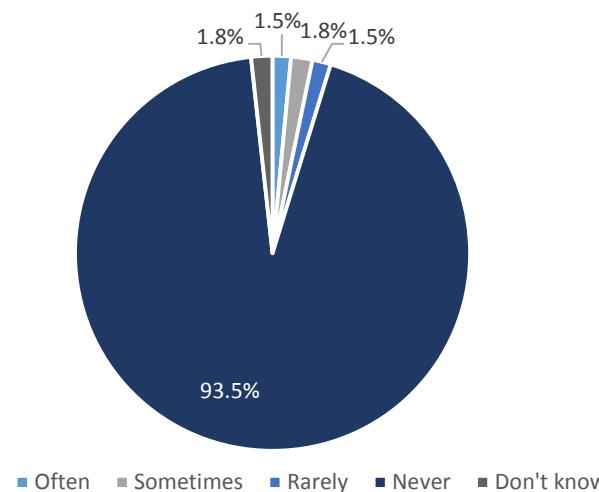


*Current codes infraction

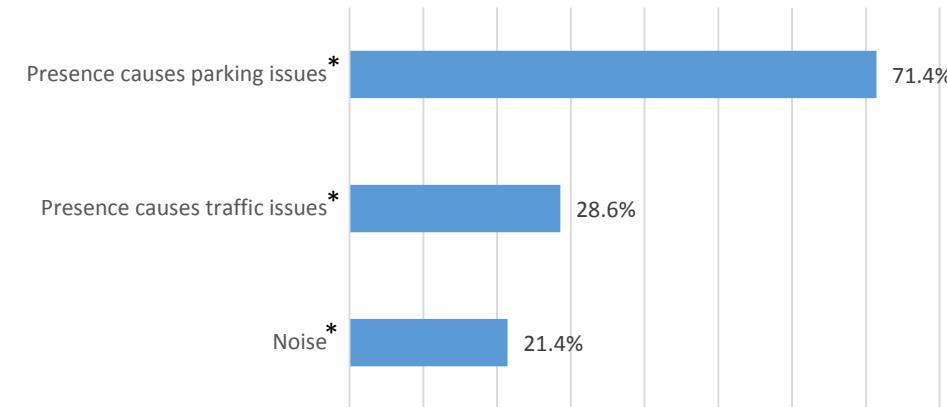
Category: Using Homes as Vacation Rentals

- 4.8% of residents observed neighbors breaking codes related to *using homes as vacation rentals*.
- Top complaints were parking/traffic issues and noise.

Frequency: Using Homes as Vacation Rentals



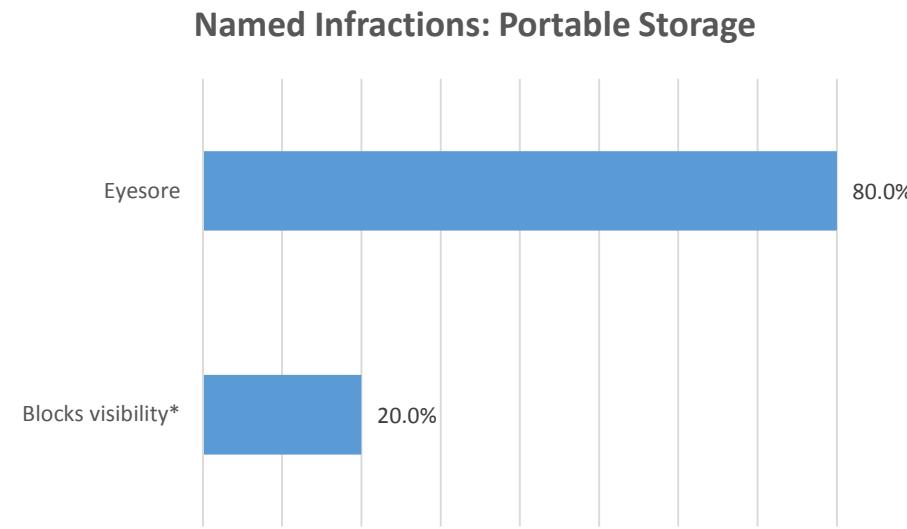
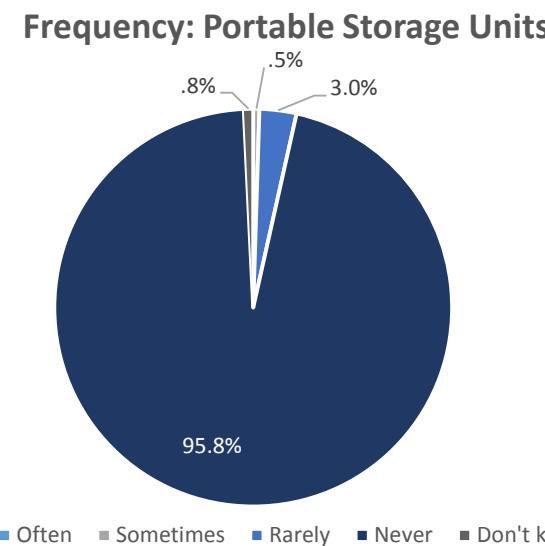
Named Infractions: Using Home as Vacation Rental



*Current codes infraction

Category: Portable Storage Units (PODS)

- 3.5% of residents observed neighbors breaking codes related to *portable storage units*.
- Top complaints were that the units are an eyesore and blocked visibility.



Additional Categories

Operating Business in Residential: 2.6%

Running business out of home

Customers coming and going/Parking issues/More than 2 employees

Trash Pickup: 2.5%

Different days of week/Neighbors leave bin at curb

Bulk items left at curb/Missing lids

Chickens: 2.0%

Noise/General presence

Roaming/Too many

Temporary Carports: 2.0%

Eyesore/Not correctly bolted or unsafe

Perceived infractions named

Actual infractions named

Infractions Named Unaided

- Cutting down protected trees*
- Dogs running loose*
- Feral cats*
- Renter accountability*
- Cutting/removing mangroves*
- Kids swimming lessons taking place in home*
- Running business out of yard—used car lot*
- Falling fence*
- Failing to keep up property—branches, overgrown grass*

Summary

- Approximately 1 in 10 unincorporated residents contacted codes within the past year.
 - 9 in 10 of those were satisfied with their experience.
- Top three most commonly observed infractions were *garage sales, noise* and *boat parking*.
- *Repeat offender homes* was the 4th most frequently cited challenge, with *abandoned/foreclosed homes* and *noise* topping the list of repeat offenses.

Summary (cont'd)

- Residents outside of an HOA or deed restricted community observed more code infractions with each of the following than those within an HOA or deed restricted community:
 - *Utility trucks*
 - *RVs*
 - *Noise*
 - *Foreclosed and abandoned homes*
 - *Repeat offender homes*
- Relatively new topic, *using homes as vacation rentals*, was not as widespread of a concern for unincorporated residents.

Summary (cont'd)

- Many resident complaints encompassed actions not included in the current codes:
 - *Noise* - after 7 p.m. / after 9 p.m.
 - *Boats / Trailers / Commercial signage / Utility trucks / RVs / Portable storage / Carports* - eyesores
 - *Running a business from home*
 - *Trash pickup* - different days of the week
 - *Cars* - lawn parking, more than number of people living in the house