



## MEMORANDUM

**TO:** CITY COUNCIL

**FROM:** WHITNEY McDONALD, CITY MANAGER/ACTING COMMUNITY  
DEVELOPMENT DIRECTOR  
MICHAEL MARTINEZ, CHIEF OF POLICE

**SUBJECT:** CONSIDERATION OF AUTHORIZATION TO REALLOCATE THE  
EXISTING NEIGHBORHOOD SERVICES TECHNICIAN POSITIONS  
FROM THE POLICE DEPARTMENT TO THE COMMUNITY  
DEVELOPMENT DEPARTMENT AND APPROVE THE ASSOCIATED  
BUDGET TRANSFER BETWEEN DEPARTMENTS

**DATE:** FEBRUARY 23, 2021

**SUMMARY OF ACTION:**

Authorization of the reallocation of the Neighborhood Services Technician (NST) positions and their associated salaries and benefits budget from the Police Department to the Community Development Department.

**IMPACT ON FINANCIAL AND PERSONNEL RESOURCES:**

Staff is proposing to transfer the existing 1.4 full-time equivalent (FTE) NST positions from the Police Department to the Community Development Department, along with the budgeted salaries and benefits for those positions which is equivalent to \$73,430 per year.

**RECOMMENDATION:**

It is recommended the City Council authorize the reallocation of the existing 1.4 FTE NST positions from the Police Department to the Community Development Department and approve the transfer of the associated budget for salaries and benefits for these positions between the departments.

**BACKGROUND:**

NSTs act as the City's code compliance staff, assisting the Police Department and Community Development Departments with efforts to enforce the City's parking, building, and development codes. NST staff have been allocated to the Police Department since 2010, which currently has 1.4 FTE positions that may be filled by up to three part-time employees. As of February 2015, two of the three possible positions were filled. This was reduced to one part-time NST in July 2019 when one NST retired. In June 2020, the City's remaining NST moved out of state. Since that time, the City's code enforcement needs,

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including COVID-19 related enforcement, have been largely handled by the City's Building Official.

**ANALYSIS OF ISSUES:**

In evaluating the nature of code enforcement needs in the City, staff has determined that development, building, and health and safety code issues generally predominate the inquiries, complaints, and calls for service from the community. These issues are all functions handled by the Community Development Department. As a result, NST staff are required to confer with building, planning, and engineering staff daily on complaints and inquiries that are related to potential violations of the City's Development Code, Building Code, and State Health and Safety Codes. Both the Chief of Police and the Community Development Director have determined that reallocating the City's NST positions to the Community Development Department will support more efficient communication, training, and coordination with the appropriate staff in evaluating and responding to code enforcement issues.

As mentioned in the background section above, a portion of the NST job description under the Police Department includes duties associated with parking enforcement. The Police Chief has determined that these duties may be covered by cadets within the Police Department, as has been occurring successfully since June 2020. A modified job description (Attachment 1) has been prepared to remove the parking enforcement duties and ensure that NST staff will report to the Community Development Director.

The existing 1.4 FTE positions amount to \$73,430 in budgeted salaries and benefits, which are currently allocated to the Police Department. It is recommended that Council approve both the reallocation of the 1.4 FTE NST positions and the transfer of the associated budgeted salaries and benefits from the Police Department to the Community Development Department.

Following approval by Council, staff plan to complete the recruitment process for one part-time NST who will report to the Community Development Director. Management staff will continue to monitor and evaluate the need for additional NST staff and take steps to utilize the full allocation of 1.4 FTE as the transition to the Community Development Department is completed and enforcement efforts are standardized in that department.

**ADVANTAGES:**

Reallocating the NST positions to the Community Development Department will ensure greater efficiency of communication, coordination, and training for responding to the planning, building, and health and safety issues that predominate the City's code enforcement needs.

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**DISADVANTAGES:**

No disadvantages noted at this time.

**ALTERNATIVES:**

The following alternatives are provided for the Council's consideration:

1. Approve the reallocation of the existing NST positions and their associated budget from the Police Department to the Community Development Department;
2. Do not approve the reallocation of the existing NST positions and their associated budget from the Police Department to the Community Development Department;  
or
3. Provide further direction to staff.

**ENVIRONMENTAL REVIEW:**

No environmental review is required for this item.

**PUBLIC NOTIFICATION AND COMMENTS:**

The Agenda was posted at City Hall and on the City's website in accordance with Government Code Section 54954.2.

Attachments:

1. Recommended Modifications to the NST Job Description

**CITY OF ARROYO GRANDE  
NEIGHBORHOOD SERVICES TECHNICIAN  
(PART-TIME)**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

**DEFINITION**

To perform a wide variety of tasks including but not limited to providing information, educating the public and conducting appropriate investigations and enforcement of violations generated by public complaints or observation to ensure compliance with regulations in the Arroyo Grande Municipal Code (AGMC) that most directly and seriously affect public welfare, health and safety, public nuisances and the general quality of life in residential and commercial neighborhoods. Specific inclusions in the tasks of the position include enforcement of regulations related to temporary signs and banners; abandoned, junk, or inoperable vehicles; unauthorized living in recreational vehicles; ~~and~~ grossly unreasonable accumulations of garbage, trash or any other material that create an unsafe or unhealthy condition for the neighborhood or the public in general; ~~Specific exclusions from the tasks of the position include building inspections and~~ Uniform Building Code violations; temporary use permit inspections ~~and issuance~~; ~~vacation rental inspections and enforcement~~; zoning violations; and fire hazards including but not limited to weed abatement, fuel abatement, and violations of the Uniform Fire Code.

~~To perform a wide variety of tasks including but not limited to pro-active enforcement related to parking control and parking regulations by issuing warnings and/or parking citations and performing vehicle abatement including but not limited to 24-hour and 72-hour parking violations as defined by the AGMC.~~

To perform specific administrative duties related to the assigned areas of responsibility, ~~including~~. ~~Specific exclusions from the administrative duties of the position include~~ the receipt and recording of public complaints and the generation of initial written correspondence soliciting voluntary compliance related to public complaints.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the ~~Community Development Director Support Services Division Police Commander~~ or ~~their~~his/her designee.

**ESSENTIAL FUNCTION STATEMENT**--*Essential and other important responsibilities and duties may include but are not limited to the following:*

**Essential Functions:**

1. Investigate and respond to complaints from the public and other City departments regarding AGMC violations within the defined areas of responsibility by initiating appropriate action to ensure compliance with the AGMC. Such action may include, but is not limited to negotiation, education, voluntary compliance, verbal and written warnings, and/or citations.
2. Provide information and respond to questions and inquiries from the public and violators by telephone, written correspondence, and in person regarding the AGMC and AGMC violations within the defined areas of responsibility.
3. Assist ~~Police Department~~the Building Official, Community Development Department, and other City department staff on an as assigned basis to resolve AGMC violations within the defined areas of responsibility through voluntary compliance by violators achieved through negotiation and education.

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**Neighborhood Services Technician (Part-Time)**  
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4. ~~Patrol City streets on foot, bicycle or in a vehicle to~~ Observe and appropriately respond to AGMC violations within the defined areas of responsibility.
5. Research regulations and prepare and maintain appropriate records/documentation and information including but not limited to photographs, notes for future inspections, the collection of appropriate physical evidence and statements, the issuance of citations and/or subsequent litigation involving AGMC violations within the defined areas of responsibility that cannot be resolved by alternative measures; appear in court and/or administrative hearings to provide factual information regarding contested citations.
- ~~6. Observe and/or mark vehicles and determine conformity with applicable parking regulations; issue warnings and/or citations as appropriate for violations of parking regulations, laws, or ordinances.~~
- ~~7. Locate abandoned vehicles on public property and public right of ways including but not limited to 24-hour and 72-hour parking violations as defined by the AGMC by reviewing reports and citizen complaints and through pro-active patrol activities; confirm through inspection or inquiry whether or not the vehicles are abandoned; mark vehicles and pavement to corroborate abandoned condition of vehicles; leave written warnings on vehicles confirmed to be abandoned; notify last registered owner of a confirmed abandoned vehicle of imminent towing; arrange for vehicles confirmed as abandoned to be towed as appropriate; issue citations for violations of applicable parking regulations, laws, or ordinances related to vehicle abandonment.~~
- ~~8.6.~~ Maintain logs and/or appropriate written documentations and records related to statistics and job activities.
- ~~9. Observe and report to a designated supervisor the need for maintenance or corrective work by the City related to curb painting, stenciling, and/or vegetation trimming to maintain or improve parking control.~~
- ~~10. Enforce City and Arroyo Grande High School parking regulations on high school property as appropriate.~~
- ~~11. Issue and monitor parking permits issued to City residents.~~
- ~~12.7.~~ Prepare follow-up correspondence to complainants and violators.
- ~~13.8.~~ Input and retrieve information related to job activities using a computer.
- ~~14.9.~~ Participate in training exercises and classes as directed.
- ~~15.10.~~ Perform related duties and responsibilities as required by the ~~Community Development Director, Police Chief, Police Commander, Police Sergeant, and/or Senior Police Officer~~ to meet the needs of the ~~Community Development~~ Police Department and the community.
- ~~16.11.~~ Carry out duties and responsibilities in compliance with appropriate federal, state, county, City laws and ordinances and City personnel rules without bias, favoritism, or prejudice.
- ~~17.12.~~ Responsible for self-compliance and accountability with ~~Police—Department~~ City regulations, policies and procedures.
- ~~18.13.~~ Accept responsibility and exercise reasonably appropriate discretion in matters not specifically defined or described in the ~~Police—Department~~ City's regulations, policies, procedures, and job description.

~~19.14.~~ Consistently demonstrate exemplary courtesy, initiative, diligence, tact, diplomacy, truthfulness, attention to duty, and observance of proper personal discipline in accordance with ~~Police Department~~City standards during all interactions with members of the public, co-workers, other City department staff, outside agencies and all those contacted in the course of the performance of duties.

~~20. Assist Police Department and other City department staff during special events including traffic control, message board deployment and parking enforcement.~~

~~21.15.~~ Respond and perform assigned duties in the event of a City declared emergency.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic verbal and written English language and grammar to be able to reasonably communicate information with the public and/or complete relevant written documentation required by job activities.
- Basic principles of effective customer service.
- Basic principles of public relations and dispute resolution/persuasion techniques.
- Modern office methods, practices and equipment including applicable computer software applications.
- Basic record keeping practices.
- Basic principles and practices of report preparation.
- Applicable federal, state and local laws, rules, and regulations.

### **Ability to:**

- Perform a variety of code enforcement activities.
- Enforce AGMC violations within the defined areas of responsibility in a professional manner with tact, firmness as appropriate, and objectivity; evaluate reason(s) for such violations to determine the most reasonably appropriate response/enforcement.
- Listen to and comprehend complaints about AGMC violations within the defined areas of responsibility.
- Explain information about AGMC violations within the defined areas of responsibility to the public in a manner that can be reasonably comprehended including situations in which an individual may be upset and/or argumentative.
- Effectively and courteously interact with and respond to people in conflict or stressful situations.
- Communicate clearly and concisely, both verbally and in writing.
- Read, comprehend, interpret, and apply City laws, rules, regulations, and Department procedures related to AGMC violations within the defined areas of responsibility.
- Comprehend and follow written and verbal instructions including but not limited to those related to AGMC violations within the defined areas of responsibility.
- Exercise sound and reasonable independent judgment within established guidelines and make immediate and sometimes critical decisions related to enforcement independently or with minimal direct supervision.
- Learn the geography of the City.
- ~~Learn police radio communication procedures.~~
- Operate a motor vehicle with reasonable safety.
- Maintain accurate records and prepare reports including electronic computer entries.
- Testify in court and/or administrative hearings to provide factual information regarding contested AGMC violations within the defined areas of responsibility.
- Recognize and respect limits of authority and job responsibility.
- Work flexible hours including evening and weekends as reasonably necessary.

- Establish, maintain, and foster positive and harmonious relationships with those contacted in the course of work.
- ~~Maintain effective audio-visual discrimination, objectivity and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.~~
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

#### **EXPERIENCE AND TRAINING GUIDELINES**

*Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

##### **Experience:**

One (1) year of general work experience involving substantial public contact or work in and/or with a ~~law enforcement~~public agency.

##### **Training:**

Equivalent to completion of the twelfth (12th) grade, e.g. a high school diploma or a GED.

##### **License or Certificate**

Possession of or ability to obtain, and maintain a valid California driver's license.

#### **WORKING CONDITIONS**

##### **Environmental Conditions:**

Office/field environment; travel from site to site; exposure to computer screens, noise, dust, fumes, heat, inclement weather conditions; moving objects/vehicles; irregular work hours; and substantial contact with the public.

##### **Physical Conditions:**

Essential functions require maintaining physical condition necessary for walking or standing for prolonged periods of time; visual acuity to make observations, read written materials and, a computer screen, and operate assigned equipment; hearing and speech to communicate in person and over the telephone; finger dexterity to write reports, access, enter, and retrieve data using a computer keyboard and to operate standard office equipment; maintain effective audio-visual perception needed for making observations, communicating with others, reading, writing and operating assigned equipment; maintaining a field of vision that enables quick movement while standing in or near vehicular traffic to avoid being struck by a vehicle; moderate or light lifting or carrying; frequent standing or walking; kneeling, stooping, or repeated bending; and operating motorized vehicles.

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