

Minutes for Kansas City Neighborhood Advisory Council
(KCNAC)
Tuesday, March 8th, 2005

KCNAC members in attendance: Lynda Callon, Jay R. Stock, Rodney Sampson, Forestine Beasley, Greg Hugeback, and Bruce Pennington

Absent Members: Cynthia Canady, Dennis Carroll and Steve Eklund

City staff in attendance: Les Washington, Michael Shaw, Renea Nash, David Reynolds, Bennie Jackson, Rick Noll and Daisy Dixon

Guests: Councilman Jim Glover, Mark Forsythe, Barry Mayer, and Officer Jeff Kleinow

Meeting called to order at 3:40 p.m.

Old Business:

Review minutes of the last meeting. Make corrections to previous minutes. Approve Minutes.

Subcommittee reports:

Waste Management-Jay Stock:	No Report
Property Maintenance-Rodney Sampson:	No Report
Liquor Control-Dennis Carroll:	No Report
Community Policing-Steve Eklund:	No Report

New Business:

Councilman Glover introduced the Neighborhood Improvement Program (NIP) as a program that will target the services of Neighborhood & Community Services Department (NCSD).

The purpose of the NIP...“is to target delivery of services in distressed neighborhoods in order to improve those neighborhoods. The program will address the physical condition of private and public properties. It will also address social service needs of residents of the neighborhood. To be successful, the NIP requires the establishment of partnerships with internal departments, many external entities and substantial citizen participation. The level of success will depend on the size, strength, and commitment of these partnerships.” (NIP Proposal, page 2) He continued to say that the idea is to take several (at least four) neighborhoods each year and determine the neighborhood needs by completing a FOCUS style analysis. Upon completion of the analysis, the program would proceed to fulfill those needs...The systematic code inspection allows neighborhoods the opportunity to say that the code inspection has been completed...through systematic inspection code violations are identified for correction. This concept has a lot of good services linked up with systematic codes. City staff and Kansas City Neighborhood Advisory Council (KCNAC) will outline the selection requirements for neighborhood that will receive these services. The proposal outlines the various components that will assist in accomplishing the purpose of NIP through KCNAC, NCSD and other City Departments (NIP Proposal, page 5). Within 1-2 years, the program can move in and make the improvements, which will increase the synergy within the neighborhood. Over a period of time, eligible neighborhoods needs can be addressed through this program. NIP is for those neighborhoods that are in need, on the edge or below “standards”.

The focus would be on resources for the substantial rehab projects and go after absentee landlords ...drug houses in the neighborhoods...work to rid the neighborhood of their problems. NCS and the City Manager will provide the staff to process and coordinate the different City departments needed to complete the work in the neighborhoods.

Les Washington stated that NIP is a concept that came about 6-7 years ago during Glover's second term in office. Several programs and positions were created from this program...the Neighborhood Attorney...Clean Sweep...Paint Program...Systematic inspection...The idea is to bring the neighborhood issues to the table to work out and process.

Lynda Callon suggested that Clean Sweep should be taken a little farther...

There are no programs or funds in place to deal with the property maintenance problems at this time. The Municipal Court Fund has at least a 2-year waiting list.

Councilman Jim Glover stated that systematic inspection was an effort to maintain neighborhoods. NIP will help enforce this procedure...

Lynda Callon stated that a thorough inspection would assist those individuals who need assistance. The inspection would identify these individuals. Homes in the older neighborhoods built before the war. These homes are now running five times more electricity than the home was built to run. This type of situation can lead to fires. Many of these homes are built close together...if one is on fire then the next home is on fire...lose two homes in the fire. There are no programs that deal with these issues because of the income guidelines. A program like Christmas in October is needed year round...She stated that she believes in systematic inspection but until it is known where the money will come from for the abatement programs...it would be useless if the problems are referred to the court program and the court cannot deal with the problems until 4 or 5 years out.

Councilman Jim Glover stated that systematic inspection would increase the synergy...comprehensive inspection process that treats people fairly.

Lynda Callon stated that Code Inspectors are now required to write violators whether the property was phone-in or not.

Jay Stock stated that this procedure works out well.

Les Washington stated that this process is more proactive under the systematic inspection.

Councilman Jim Glover stated that code inspections does not hit people well when other problems exist like unable to close down a drug house on the block, broken or damaged catch basin...Under the NIP, the staff will go into the neighborhood and complete the selected improvements such as code inspections, improve traffic pattern, address absentee landlord, built ramps for the elderly, fix up houses...The elderly will have access to grant money and low interest loans to repair their homes. This is a more attractive package. Usually a neighbor will repair his/her home when he/she sees the neighbor repairing their home. This is an investment to the neighborhood and to the homes. The plan is to go to Foundations by soliciting funding to match money to repair catch basin, curbs and sidewalk, storm drain... and involve the police...

Lynda Callon stated that a lot of the items listed in the program are funded by Community Development Block Grant (CDBG) federal grant money. She asked, "What happens when the federal government pulls that money?"

Councilman Jim Glover stated that if it happens...it makes more sense to target and leverage what few funds we have...

Bruce Pennington stated that during his past position as the president of Marlborough Heights Neighborhood Association, the neighborhood consisted of homeowners and tenants. The situation was that the landlords lived in other states and even other countries like Mexico. It was difficult to contact the landlords. The landlords will gain when their properties are improved...

Lynda Callon stated...working on tools to address landlords...if a neighborhood is having a big problem with landlords, they will be able to go after their properties...

Bruce Pennington stated...do not have the time to go after the landlords... leads to giving up...

Mark Forsythe? asked, "If a low-income family receives grant money to fix up a property, which increases the property value, then the elderly homeowner passes away. The homeowner leaves living children who sells the home and receives the profit from the property. What can be done?"

Jay Stock stated that CDBG funds are not done that way at least not in the Northland...the Northland has improved over 400 homes with less than \$1 Million on average. The homeowner/seller must live in the property for at least 5 years before selling the property. If the homeowner/seller sells the property within 5 years, then the homeowner/seller would be required to pay back the prorated amount of the grant.

Councilman Jim Glover stated that there is a benefit to systematic inspection...helps the elderly to get help to address the violations...

Jay Stock stated that the City has the authority according to state statutes...registered agent for every property in this City but the City refuses to exercise the authority...state legislation say two things...statutory authority to require a registered agent to every piece of rental property in this City...Second...authority to do the necessary repairs and put the information on their personal credit report...the City refuses to use both tactics.

Mark Forsythe? asked, "What could be done about it?"

Les Washington stated that it is on the books about the registered agent...an ordinance is needed to authorize some entity within the City to enforce it...

Mark Forsythe? asked, "When will that happen?"

Les Washington replied...an uncertainty at one point as to whether to register with the clerk's office or the finance office...it is something that has to be resolved.

Jay Stock stated...some are willing to pay a reasonable registration fee...pay a one-time registration fee to renew only when the property is being re-registered...

Bruce Pennington replied that the homeowners down South refuse to pay anything.

Les Washington stated that the City Manager has instructed a committee to look at that very thing and come back with some recommendations.

Jay Stock stated that the problem is not an opposition to the licensing...but because everything we license turns into a revenue stream like traffic tickets.

Les Washington stated that ...Landlords, Inc, and others working together to come up with what is needed for licensing...if a program is in place, then the program must remedy a situation...there was willingness to pay a small registration fee...number one to see exactly how many units are out there...one thing that kill it was the \$100 fire inspection fee...need to bring everyone back again...

Jay Stock stated that the reason for the registration fee is to help support the licensing court because someone has to do the job...someone has to pay for it...the bad landlord problem...[we] should be able to phone Les [NCSD] and ask whether the property is registered and if not then post the property...

Les Washington stated...currently we have a whole category of businesses...that we could require a registered agent...not an occupational license process but need to identify one within the City as the depository...

Jay Stock asked, "If he could get a liquor license without being registered with the City?" He answered by stating, "No, I can not." He continued to say that this [licensing/registering] would take away the landlord cop-out ...

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Major Barry Mayer, a retired Major, a Move-Up Coordinator (*through the Weed & Seed grant*) and with Safe Cities on public safety issues... He stated that the United States Attorney Office's approved funding to programs to implement a strategic plan to address safety in public housing...there are some good things going on in the housing developments...He stated that

through mapping he was able to locate all Section 8 housing...[even though] they are scattered sites...Section 8 houses are clustered against policy in our City... He introduced the City of Independence ordinance that Kansas City, Missouri is trying to put in place. The [City of Independence] ordinance is titled "*Prohibition Against Maintaining Nuisances, City of Independence, Missouri Ordinance #12.03.011*". The City of Independence is having great success with the ordinance because the landlords are leaving the city and coming into KCMO to buy properties and set up shop here. Also, the ordinance give KCPD the authority to abate a property when illegal activity is going...The property must be abated within a certain period of time. In addition, they have an ordinance to cover businesses because often time illegal activities are going on behind the businesses. He stated that he has already talked with Jim Rice, Northland Neighborhoods, Inc (NNI); and Judy Hadley, Regulated Industries. Judy Hadley would be the person to take the information to the City Attorney office for the wording. There is a need for a licensing ordinance and this ordinance (property nuisance). John P. Burnett sponsors House Bill 46 (HB46) which allows neighborhood associations the right to file civil action against nuisance property [the proposed effective date is 8/28/2005]. Public Housing manages over 70,000 vouchers...10,000 applicants are on the waiting list for housing assistance. The need is to make sure that the housing assistance is available to those who need it and make the environment a safe place to live. Over 70,000 parolees are in this county and about 800 of them show addresses at Section 8 houses. Anyone on parole for drugs, violent crimes... are not eligible to live in a Section 8 house. By living there, they are victimizing residents and threatening their rights...database for gang subjects are reporting addresses at Section 8 houses...

Jay Stock asked, "Does this project any actions over the tenants? Are there any actions taken to educate the tenants? Who actually gets the tenants?"

Lynda Callon stated that it has been taking almost a year to get them evicted.

Officer Jeff Kleinow supervises the community outreach group out of the East Patrol Crime Division, which encompasses multi-family housing. He stated that they work with landlords at the multi-family housing to speed up the process of evicting individuals who are involved in drug sales and things like that out of the apartment complexes. The program is really working so they are looking at expanding the program to the Section 8 housing...recall last summer the housing sweep...some were good and bad press...there are people that deserve to get into the housing and there are some who do not...there are a lot of things in the works to address the landlords...it is projected that each patrol division will have officers assigned to multi-family housing...currently working with several neighborhood groups out of East Patrol. Officers are working with codes as to what to report and what not to report and how to report...

Jay Stock asked, "What about the bad tenants...not necessarily those who are drug dealers...but bad tenants or problem tenants every where they go?"

Officer Jeff Kleinow stated that records are kept...that is how this program started...a record check is done on the individuals. An officer on the midnight shift gets a disturbance call at 2:00 a.m. in the morning at an apartment complex; if any drug activity is involved at all then it is called an expedited eviction. The KCPD is helping apartment complexes with (write) their lease agreements. So, a tenant could be gone as soon as 2 weeks...work hand in hand so that those tenants will not jump from one Section 8 house to another Section 8 or next door to another apartment complex...because of the networking among the multi-family housing complexes.

Major Barry Mayer stated it is a safety net...in North Patrol...the priority is the landlords...offer training programs to the landlords, tenants surveys, follow up inspections...

Jay Stock replied...in some cases it is replacing management crew...

Major Barry Mayer stated that they are finding out that the property management is a part of the problem. The owners have to buy into it because they have to start over by re-populating the

complex with screened tenants. He expressed “thank you” for the opportunity to bring the ordinance ideas so that people know about crime is being addressed...

Jay Stock asked, “Are you supposing this as a City ordinance?”

Major Barry Mayer replied with “We want our version of this ordinance.”

Jay Stock asked, “Is it available or this is your version?”

Major Barry Mayer replied with that this is the City of Independence ordinance.

Jay Stock asked, “What is the status of your version?”

Major Barry Mayer stated that we will be meeting at NNI on the 14th and has invited Judy Hadley to attend the meeting.

Lynda Callon asked whether a councilperson is sponsoring it.

Major Barry Mayer stated that Councilpersons Troy Nash and Deb Hermann have indicated interest.

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Councilman Jim Glover asked for reactions in regards to the information on page 4 of the proposal (*Process: Selection of Neighborhoods, Coordinating Committee, and Timeline/Schedule; Participants and Roles of KCNAC and NCSD*).

Les Washington stated that one of the roles of the old PIAC was official systematic applications, but now it puts the responsibility back on...

Jay Stock asked, “What does this do to the resources that need to be scattered throughout the City? If all of emphasis is place on a few neighborhoods, what is going to happen to the rest of the City?”

Councilman Jim Glover stated that the idea is not put all the resources in a particular area. There will be a sliding scale. This is one way to convince the council to spend more money on neighborhood issues and bring in State and Foundation money.

Jay Stock replied with this could go to the legislature for some tax credit...for a specific program.

Lynda Callon stated that this is similar to what Kauffman did for Ivanhoe on a smaller scale. Kauffman dedicated resources for a certain amount of time to Ivanhoe.

Councilman Jim Glover stated that it is the tendency of Foundations to match programs that are leveraged...Foundations wants to see the impact.

Les Washington stated that this proposal gives us combined services where it can maximize the ability to leverage those services, which is the key...need a way to prioritize our dollars...this proposal challenges us to do things differently...

Major Barry Mayer asked, “What about the application process? Is there any thing in the City that will help neighborhood associations with the application process?” There will be 40 neighborhoods who would want this. There is a want for the CAN Centers but only 6 centers are available. Look for another way to provide something similar...of a neighborhood inventory concept...Safe Cities can assist with this...

Councilman Jim Glover stated that the staff has done outlined a process. If objective criteria are in place regardless of how many apply, then people will feel as though they have gotten a fair deal. This concept is not like a CAN Center...go in to the neighborhood and complete the objectives in 2 years and then move on to the next neighborhood. This leaves the neighborhoods to get in line for the work to be done if they meet the criteria...The idea is to go through the City and do every neighborhood that can take advantage of the program.

Rodney Sampson stated that he would stand by this proposal a 100%-110%. It looks good. He has seen it before. And stated that a lot of the funding for this kind of program was when the TIF first came out...The Linwood Shopping Center was supposed to fund a better part of this...neighborhoods north of Linwood and around that area...

Councilman Jim Glover stated that this is two different concepts...

Jay Stock commented that this was done in the Northland with the Chouteau Project extension with fantastic results.

Rodney Sampson added that he has seen the systematic inspection request...decided it is best to complete the application process without the help of grant writers, because the neighborhoods better know exactly what is needed—their strengths and weaknesses.

Jay Stock reported a cost-benefit ratio study of what this can do for a neighborhood...it was done independently...the investment of City personnel was 724%...total program return was 15,659% for about 4 days of work, it increased the tax base for about \$70,000 a year on-going basis.

Mark Forsythe? commented on measurements...we how tight budget dollars are ...hiring an outside contractor is scary. If we had a tight enough and objective scoring criteria, there should not be as much worrying about partiality. All the people that apply for PIAC every 4 years, they are already interacting with the neighborhoods in disbursing funds. “Why can’t we use PIAC to review these applications for an objective scoring system that is public for all?”...This is not as expensive as paying someone.

Les Washington replied with that it is a before and after assessment...look at systematic as an intervention tool. Complete like a neighborhood housing survey on the front end and come back on the back end with another neighborhood housing survey.

Mark Forsythe? asked, “How much does something like this cost?”

Les Washington stated that this is something we have set up with KCNA and UMKC, so the technology is already in place.

Councilman Jim Glover stated that this would interact with PIAC...

Jay Stock made a motion for the role of KCNAC to participate in this proposal (NIP). It was seconded. No discussion and the motion passed.

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Michael Shaw stated that they are looking to change some of the enforcement ordinances as it relates to solid waste enforcement. With the proposed consolidation, enforcement of solid waste and codes will move to Neighborhood Preservation Division (NPD). (NPD is a division of the Neighborhood & Community Services Department. Meetings have taken place on a regular basis between NPD staff and Solid Waste staff to discuss issues. Currently with the changes with the trash program and recycling, an ordinance is needed to reflect what is going on in the new program. On the enforcement side, there have been some language changes that have made the enforcement a little easier. The biggest change is the concept of the trash being on the curb 26 hours, whether it is a tagged trash bag, bulky items...a ticket is issued which is scheduled for \$25 but could vary. This could go against the owner or resident. This ordinance was put together prior to consolidation and has been before Councilman Terry Riley. An on-going conversation with NPD to discuss the ‘how’ this will correspond. NPD works differently from Solid Waste Division. Solid Waste Division has the ability to collect trash on point unlike NPD. An inspector from Solid Waste Division takes the photo. When the inspector returns after 26 hours and the violation is still exist. A ticket is written and the trash is picked up.

Jay Stock asked, “Why can’t Code Enforcement handle the trash? Is it the physical handling of the trash?”

Michael Shaw stated that NPD operates on the concept that they are already operating off an inspection/complaint, which is expiring to take enforcement actions. The actual process started 15 days ago. Whereas if Solid Waste waited 15 days, they would have been at the address at least 3 times within the 15 days. The abatement issues are that Solid Waste does not let it sit for 15 days. It will be a large change for NPD inspectors to go from 15 plus inspections daily to include looking at trash and inspections. Each week, trash is set out at about 130,000 to 135,000 homes, but this cannot be said about the number of homes inspected each week.

Les Washington stated that the current process is that a warning letter is sent out upon a complaint when it expires the inspector is going out to write the ticket if the violation still exists. This cuts down on the number of inspections.

David Reynolds asked, "What is the process right now? If trash is left on vacant lot...someone put out the trash too late...is the 26 hours already in affect?"

Michael Shaw stated that the 26 hours is not in affect.

David Reynolds asked, "What is your current enforcement procedure for that?"

Michael Shaw stated that there are different types of problems. Currently, there are four officers assigned geographically on the same day as the trash collection. If there are violations, then notices of the violations are sent to the homeowners.

David Reynolds stated that the code officers are issuing their own...

Michael Shaw replied with "Correct." From the point depending on whether it is a repeated offender...it depends on the type of violations...can be ticketed for putting out excess trash. Excess trash is trash bag without a tag. This fine is \$25 plus court cost. An ordinance called to loose and scattered violation is suited for bulky items. The materials are not containerized. This is the easiest ticket to receive unlike excess trash. In court, you must prove that the trash came from that house or address. It is harder to prove property crimes.

Rodney Sampson stated the if a bulky item is sitting out and someone comes along and throws out a paint can and splatter paint over the trash and chair. The chair is not picked up because of the paint spill—hazardous waste. There is no notification, so the chair sits out for a month, even though someone else dumped the paint.

Michael Shaw stated that yard waste, tires, paint cans, all plays into the affect...one of the bigger issues is that a lot of the language must be changed to reflect what is current. Some of the ordinance reflects recycling...with the potential transfer of this to NPD...it needs to be manageable.

David Reynolds asked, "Do you have numbers on the complaints about 'excess trash'?"

Michael Shaw stated that on a daily basis there are from 70 to 90 bags citywide. This is dominantly in the Central city and other areas. In certain areas in the North and South are high.

Jay Stock asked whether if it is possible to get legislature to say if it sits in the front of your property for so many days...

Michael Shaw stated that this is how the '26 hours' policy came about to address the issue...it is 26 hours after the trash has been noted by the officers.

? asked whether this applies to excess trash, bulky items, leaf and brush,...

Michael Shaw replied with "Yes."

Rick Noll stated that the council likes this ordinance but they wanted to run it by KCNAC for feedback. The sooner the administrative issues are worked out which may come with the consolidation. We can get back to the enforcement and rebatement.

Lynda Callon stated that it would be fine if a lot of the bugs are worked out of the trash collection at this point...twice the trash trucks has arrived prior to 7 a.m. When dialing the 513-3490 number, it is very difficult to get someone on the phone or to get the correct information. It is impossible to talk with a supervisor. The recycling truck did not run the route in 2 weeks. There is no storage to store the trash when it is not picked up...worry about the animals destroying the trash—cats, dogs, opossums, and birds...

Michael Shaw stated that he is unaware of workers arriving before 7 a.m. Citizens can report issues by phoning the division. An internal list is generated to raise the awareness of what is going on. This list has the addresses, number of bags, and the date of pickup on the driver's routes. If a box is sitting out, it may be taken with the recycling. The trash collector has no way of knowing that the box is filled with trash.

Greg Hugeback? asked, “What is the policy? A neighbor sets out the trash on Friday night, but the trash collection is not until Monday morning and they do it chronically...and the other scenario is that someone has place a couch out and it will sit out for a month. What happens to the property owner? Is there no penalty?”

Michael Shaw stated that there is an ordinance. This ordinance prohibits people from sitting the trash out before 3:00 p.m. the day before trash collection. One problem with early bulky item sit-out is that we have written tickets on this issue as long as people say that they will clean it out before collection...it does say before 3:00 o'clock collection but it does not say that a private person can not haul it off. If Rick sits out his couch in Zone 27 on the eighth of the month, we sent him a letter and he says, ‘My cousin will come pick it up’, then he has not violated an ordinance. It does not say that the City has to be the one to provide the services...won some in court [must prove the intention when sitting out the trash]...some will say that they were not leaving it out for the City or the item is ‘free’, then the couch is not trash which is not considered waste.

Greg Hugeback? asked, “What happens?” So the neighbor sits out his trash the day after the collection or sits it out on Saturday and it is there the entire weekend.

Michael Shaw replied with nothing happens if the neighbor sits it out on Saturday, because they are not working on Saturdays. If it were a chronic problem, then they would staff people to come in on Saturday...

Greg Hugeback? stated that this mostly happens with 6-plexes...

Les Washington stated that Councilwoman Deb Hermann sent him names for potential candidates for the [KCNAAC] board... “Do you want to review them at the next meeting?”

Lynda Callon replied with yes.

Les Washington stated that there is an application process. “Do you want them sent out to them?”

Lynda Callon replied with yes.

Les Washington asked, “If the board would consider those names at the next meeting?”...

Lynda Callon replied with yes.

Greg Hugeback? asked, “Whether there is a fine involved in an ordinance violation with a chronic person that sits out the trash early...”

Michael Shaw stated that there is a \$25 fine and then it escalates thereafter for repeated offenders.

Greg Hugeback? asked, “Is this for the current ordinance or the proposed ordinance?”

Michael Shaw stated that the current ordinance is \$25 to \$500. The judge has been giving \$25 fines. The proposed ordinance is \$25-\$30 and escalates thereafter.

Greg Hugeback? asked, “If someone sits out something early, do you guys have to haul it off. Do you call it or does it become a problem for NPD?”

Michael Shaw stated that we do have an ‘illegal dumping crew’ that go through and clean up violators and pass out tickets...we are finding landlord issues where people are being thrown out by the landlord...we can keep cleaning and cleaning, but to them it is a cost of doing business...the fines are not really strict for throw-outs...hope at some point that it will be increased to a higher penalty to where it will be tougher...

David Reynolds commented on the cost of abatement. If all of the items were thrown out of an apartment, then it would cost a lot more than \$25 of man-hours...

Michael Shaw stated “Not really.” Equipment cost is equipment cost whether they are picking up one bag or 4—5 couches. It is all the same because they pay by the ton. No one is putting out a ton of stuff at the curb.

Greg Hugeback? asked, “How quickly could Solid Waste respond to the kind of complaints concerning bulky items that are sit out and will be out for more than a month?”

Michael Shaw replied with typically they go to enforcement first and collection second...call their office, then an enforcement person will come out and write the ticket...want the violator to correct

the problem first...illegally dumping is the same...if the citizen cleans up the violation, then the judge will only fine the violator for \$750. But if we [City] pick up the trash then the cost will be \$1,000 for the violator.

Jay Stock stated that...we recycle a lot of materials where people go around scavenging materials...if for personal use...so write the ordinance...if put on public property, we assume it is for the dump...

David Reynolds re-stated Jay's comment by saying if you are on the right-of-way, then it is for the City bulky pickup. If you are getting a private contractor, a cousin or putting it out for sale, or recycle, then you have to put it back from the curb...

Michael Shaw stated that if it is from the curb (10 feet), it could be considered abandoned property...there are some areas that opted not to participate in the City services and pay for their own trash services. This would exclude them from putting their trash to the curb under your scenario...they are treated the same but they may not have the bag limit issue. We could not write 'excess trash' but 'loose and scattered'...

David Reynolds asked, "How do you include all...in the best of both worlds?"...the information is in place at the beginning so that we will not have to come back in three years to change the [language]...the number 513-3490 is not working...

Michael Shaw stated that you could call 784-2103 if you are having a problem that you cannot resolve. He can help facilitate an ordinance...changes can be made in customer service...

Lynda Callon stated that there is no one [in customer service] who speaks Spanish or other languages...

Michael Shaw stated that a citizen could phone the Action Center, 513-1313, and ask for a Spanish-speaking representative. There is no one to speak another language [in customer service at Environmental Management]...that maybe addressed in the consolidation.

Lynda Callon stated that a Multi-Lingual Task Force from Human Resources was done but no one has phoned...there was a resolution passed that identified the top major language needs in the City...nothing has happened...the job description should be rewritten so that if they (customer service representative) are going to work the desk then they should have a language...it has been done in Los Angeles, San Francisco, New York, Miami, Dallas and Chicago...as a City employee a person must have another language working in customer service whether it is Chinese, Japanese...the job need to be upgraded to include language requirement...Russian, French, Spanish, Arabic...pulling someone away from their job to translate is ridiculous.

Michael Shaw stated that ...is a challenge greater than Environmental Management. The language barrier has been in discussion...use the 513-3490 number. If you believe that number is not helpful, then call 784-2103. Disabled persons can be considered for the 'disability stop'. A program is in place for the disabled that allow them to leave their trash at the front door. Another program managed by Scott Cahail for those persons who generates more waste due to medical reasons. Trash bags can be sent out to these individuals.

Rick Noll asked, "Before going farther into the ordinance, would it be better to discuss the collection practices and put a group together like in the early days with KC Recycles?"

Lynda Callon stated that an email could be sent out to the neighborhoods and the Roundtable for feedback on bulky items, trash, and yard debris in the neighborhoods.

Rick Noll stated that a draft ordinance could be sent to Lynda.

David Reynolds stated that in the new system the ordinances could be seen...

Lynda Callon stated that the Leaf and Brush is open on Saturdays. Open on Saturday is not working...

Rick Noll replied with that the center is re-opening on March 19...new contract has some options...phone him and he will be happy to work with Michael. They can work together to form a

group to talk more about this...Michael is to provide Lynda with an electronic copy of the ordinance.

Lynda Callon stated that they would see what comes back after emailing the neighborhoods.

Jay Stock stated that we have been trying to initiate something like this for a long time...

Rick Noll stated that it seems as though you like the spirit in where we are headed but there are some front-end issues to address. We want to make sure that we are not penalizing you because of our oversights.

David Reynolds stated that he has a popular neighborhood group with complaints...if you do not know about the issues...like someone trash is not picked up because it was on the porch and the route does not know...like the 6-plexes putting out 12 bags...if it is a chronic problem...

Michael Shaw stated that it is chronic depending on who says it is chronic...75% of the bulky items complaints have been reported by the drivers...the tenants will fix the problem and then phone in to say that we missed the problem...if we do not pick up the items then it will grow...60% of the missed trash has already been documented on a list that shows when it was picked up...we have missed streets and routes...internally it is not necessarily that our staff did anything wrong but those things we deal with through education, better preparation and understanding how the trash program works...we have only been in this for a year.

Lynda Callon stated that they rode through the neighborhood to see who put out what ...so when the calls come in about the trash not being picked up...people are setting out the trash late.

Jay Stock stated that in the Northland...a house next door has everything on the curb...did not pick up all of their loose ends. "How do you handle that? Is there is any actions taken against the owners?"

Michael Shaw stated that in some cases the answer is yes...when the illegal dumping crew comes through more than likely an enforcement action is on top of that...

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Lynda Callon adjourned the meeting the time was not given.

Meeting adjourned at ? p.m.