



# NCI Pilot Program Info and Listening Session

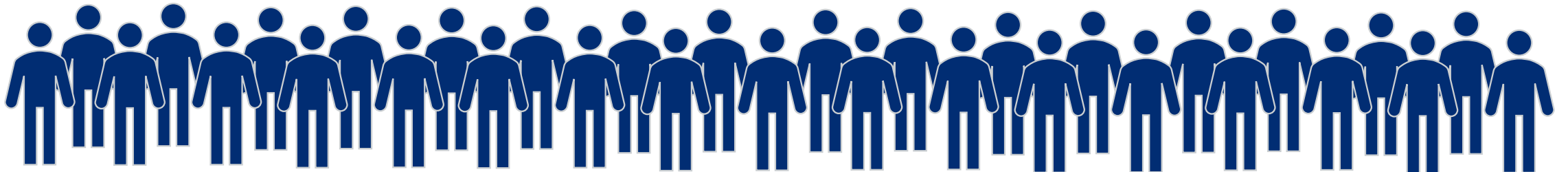
Code Enforcement Division

# Agenda

- Code Enforcement Team
- Code Enforcement process
- How to report violations and follow up
- What is a violation, how to address
- Resident responsibilities
- Communication & messaging tips
- Services, resources, and partners
- Code Enforcement Sweep

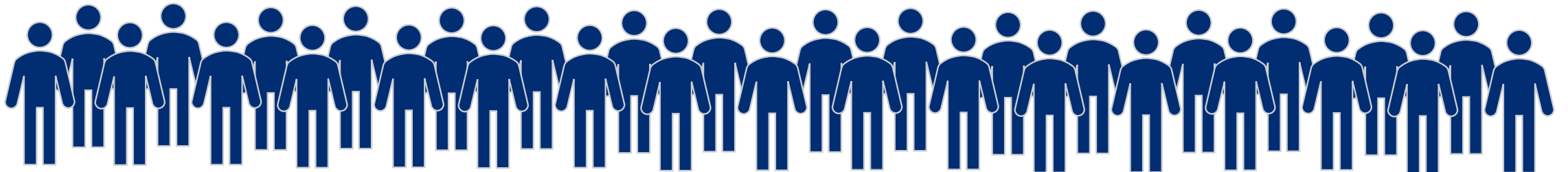
# Our Team

- 29 Positions
  - 1 Manager, 3 Supervisors
  - 2 Coordinators, 8 Leads
  - 14 Code Officers
- 3 Teams
  - Primary, Special Investigations, Support/Admin



# Our Team

- Nuisance, Zoning, Property Maintenance
- Other city ordinances as referred
- 15,000 – 17,000 cases per year
- That is an average of 1,800 cases a year per code officer working primary cases
- March to October – Growing Season

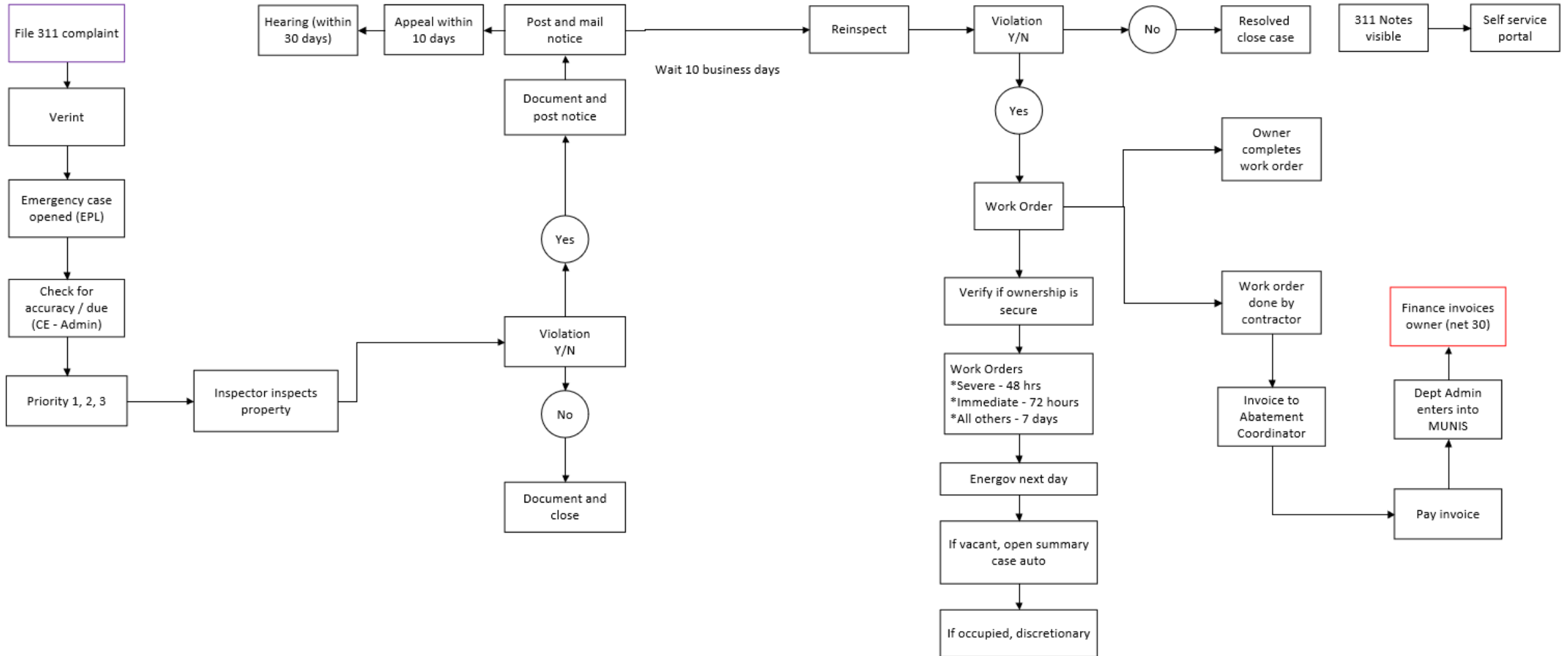


# Some Data

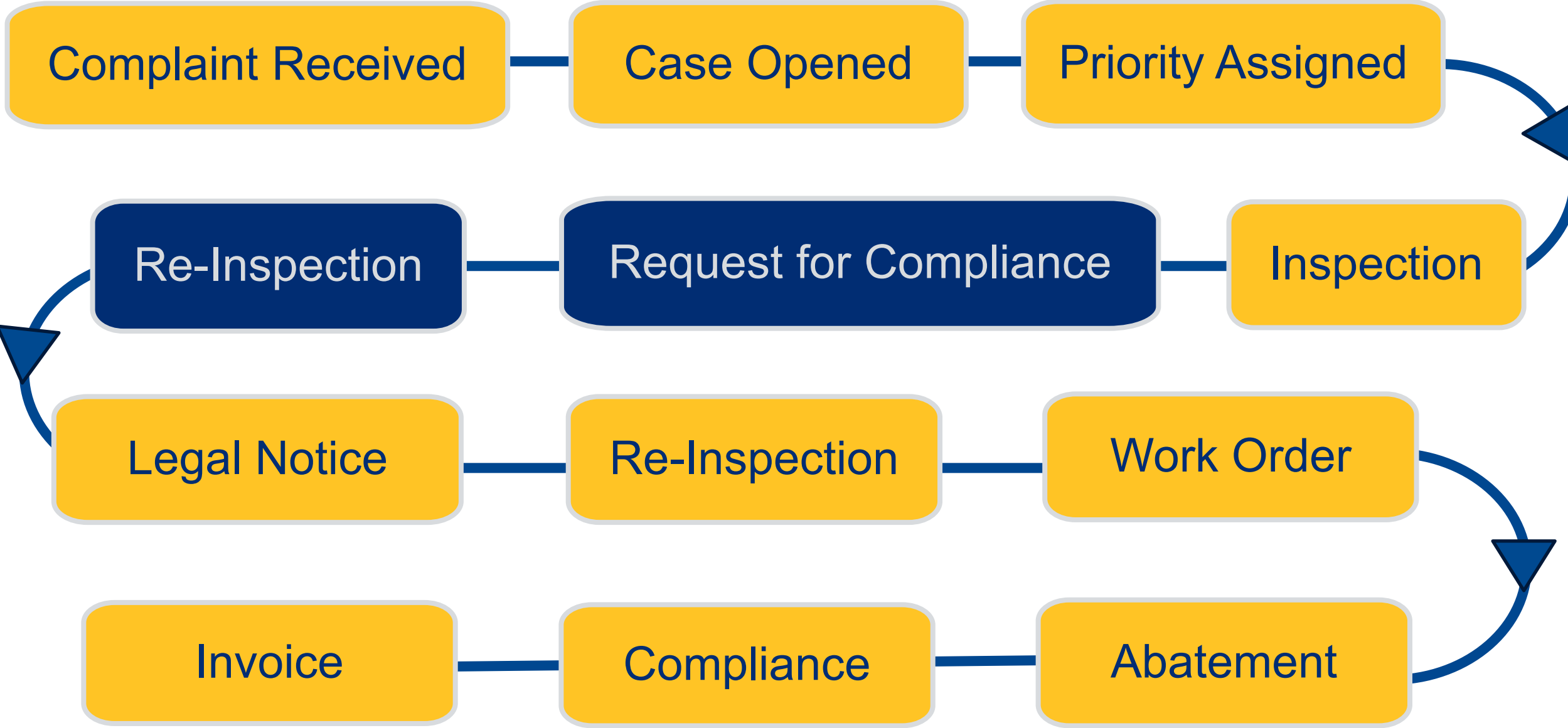
- 2028 Parcels (lots)
- Abatement Costs since January 2023
  - \$40,582 (demo, trash, mowing, securing)

Type	Count
Demolition	15
Nuisance	477
NUZO	14
Property Maintenance	115
Summary	98
Zoning	118
<b>Total</b>	<b>837</b>

# Our Process



# Our Process - Simplified



# Our Process - Priorities

## Priority 1

Unsecured structures  
Vehicles on blocks  
Appliances with doors intact  
Blocking the sidewalk or Right-of-Way (limbs, grass, cars)  
Sight Distance Triangle issues  
Raw Sewage

1 – 2 Days

## Priority 2

Referrals from TPD, TFD, TCSO  
Referrals from other departments

3-5 Days

## Priority 3

Tall Grass  
Trash/Junk/Debris  
Anything not classified as Priority 1 or 2

**88% of cases**

Up to 90 Days\*

# How to Report a Violation

- 311 App (iPhone or Apple)
- 311 website – [www.tulsa311.com](http://www.tulsa311.com)
- 311 email – [311@cityoftulsa.org](mailto:311@cityoftulsa.org)
- Call 311
  - 311 or 918.596.2100

# How to Report a Violation

- Difference in 311's system and Code Enforcement's system
- Using Citizen's Self Serve Portal is the best option
- Questions for 311

# What is the status of a case

- Citizen's Self Serve Portal
  - [www.cityoftulsa.org/code](http://www.cityoftulsa.org/code)
  - Click on “Check the Status of a Code Violation”
  - Click on “Search Public Records”
  - Switch the Search feature to Code Case
  - Search by Address

# What is a violation

- Yard/Lot Maintenance
- Trash, Junk, Debris
- Unsecured Structures
- Unlawful Structure
- Utilities
- Exterior
- Accessory Structures
- Porches, Stairs, Balconies
- Inoperable Vehicle
- Parking
- Outdoor Storage
- Illegal Business
- Commercial Vehicles/Equipment
- Fencing/Screening/Walls
- Dead Trees
- Abutting Right of Way
- Obstructing Public Utility
- Graffiti
- Roof
- Windows/Doors
- Exterior Walls
- Accessory Structures
- Stairs/Porch
- Sidewalks/Driveways
- Electrical
- Plumbing
- Mechanical

# What is a violation

Violation	Description
Yard/Lot Maintenance	All grass on all properties include front yard, back yard, abutting right of way, fence line, and ditches must be maintained lower than 12 inches.
Trash, Junk, Debris	Unacceptable items can include domestic trash, auto parts, appliances, furniture, building materials, tires, paper, cardboard, plastics, tree trimmings, and limbs.
Unsecured Structures	All windows, doors, and other openings must be boarded, secured, and maintained.

# What is a violation

Violation	Description
Utilities	To lawfully occupy a structure, you must have lawful utilities.
Inoperable Vehicle(s)	Cannot be parked outdoors in the yard, street, or driveway.
Parking on the grass	Vehicles cannot be parked in yards, on grass, dirt, untreated gravel.
Trees (dead or diseased)	Trees cannot remain damaged, dead, or pose a public hazard.
Abutting Right of Way	Standard maintenance of Public Right of Way is the responsibility of the abutting property owner.

# What is a violation

Violation	Description
Graffiti	The failure to remove graffiti from all exterior areas is a violation.
Property Maintenance	Exterior, Doors, Windows, etc., must be maintained in “good repair”.
Sidewalks/Driveways	All sidewalks, walkways, stairs, driveways, parking spaces and similar areas shall be kept in a proper state of repair, and maintained free from hazardous conditions.

**Is this a violation?**

**YES**



Is this a violation?

**YES**



Is this a violation?

**YES**



# Is this a violation?

# NO



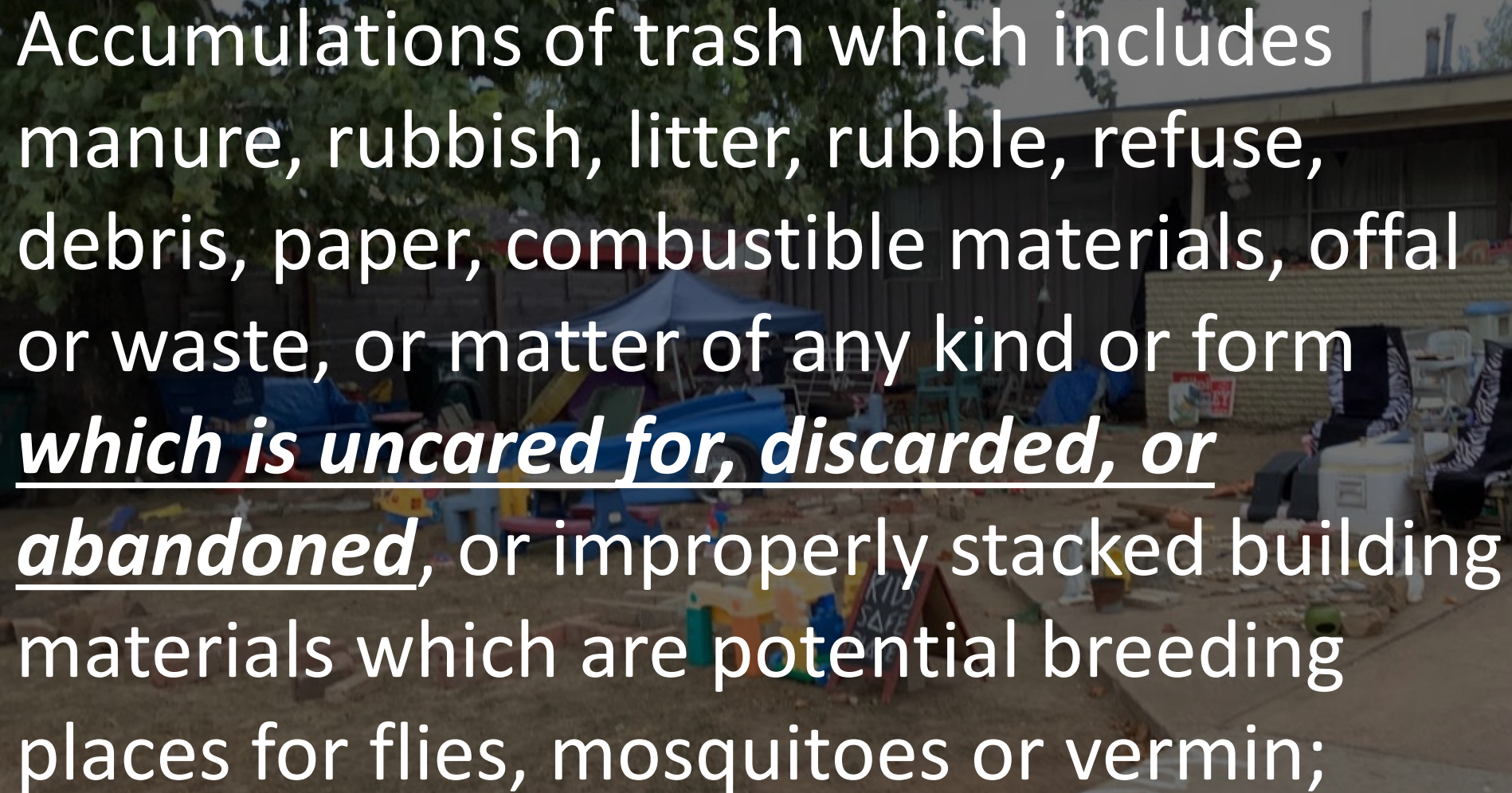
Is this a violation?

**YES**



# Is this a violation?

NO



Accumulations of trash which includes manure, rubbish, litter, rubble, refuse, debris, paper, combustible materials, offal or waste, or matter of any kind or form which is uncared for, discarded, or abandoned, or improperly stacked building materials which are potential breeding places for flies, mosquitoes or vermin;

**Is this a violation?**

**YES**



Is this a violation?

**YES**



# Is this a violation?

# NO



# Is this a violation?

# NO



# Resident Responsibility

- Who is responsible
  - The property owner
- Different types of neighbors
  - **Don't Know Yet**
  - **Won't Comply**
  - **Can't Comply**
  - **Leaders**

# Resident Responsibility

- Communicating with different types of neighbors
  - **Don't Know Yet** - Help them understand the violations
  - **Won't Comply** - Educating them on the consequences
  - **Can't Comply** - Find out why they can't comply
  - **Leaders** - Help identifying the neighbors that can't comply or don't know yet.

# Communication and Messaging Tips

- How to communicate with Code Enforcement
  - Call or Email the Code Officer

J Deberry  
City of Tulsa - Code Enforcement  
175 E 2nd Street  
Tulsa OK 74103  
918-596-9755  
jdeberry@cityoftulsa.org

- Communication is CRUCIAL
- Be courteous

# Services, Resources and Partners

- Bulky Waste Pickup
  - \$10 per 8 cubic yards
  - Scheduled the day of your regular cart pickup
- Orange Refuse Sticker
  - Up to 40 lbs
  - \$2.50 per sheet (5 stickers)
  - Purchased at QT



# Services, Resources and Partners

- Complementary Bulky Waste Pickup
  - Arranged by Code Enforcement
  - Must be related to a code case
- Free dump passes
  - Arrange by Code Enforcement
  - Limited availability
- Free Paint
  - Household Pollutant Collection Facility

**Questions ?**

**Open Discussion**



# Important Sites and Information

- **Code Enforcement**
  - [www.cityoftulsa.org/code](http://www.cityoftulsa.org/code)
- **Bulky Waste**
  - [www.cityoftulsa.org/bulkywaste](http://www.cityoftulsa.org/bulkywaste)
- **Neighborhoods Info**
  - [www.cityoftulsa.org/neighborhoods](http://www.cityoftulsa.org/neighborhoods)
- **Household Pollution Collection Facility**
  - <https://www.cityoftulsa.org/hpcf>

# NCI Pilot Program

## Questions & Contact

**John Hetherington**  
Neighborhood Programs Coordinator



[nci@cityoftulsa.org](mailto:nci@cityoftulsa.org)



918-596-7663



[tulsaplanning.org/nci](http://tulsaplanning.org/nci)

**THANK YOU**

