



## INFORMATION PACKET MEMORANDUM

To: Mayor and Members of Council

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Date: June 7, 2022

**Subject: Information Item – Update on University Hill Quality of Life Improvement and Citywide Nuisance Initiatives**

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### EXECUTIVE SUMMARY

The purpose of this Information Memorandum is to provide council and community members with an update on the status of the efforts by city staff and the Hill Revitalization Working Group (the “HRWG”) related to reducing the level of nuisance behaviors and improving the quality of life in neighborhoods, as requested by City Council via a unanimous “Nod of Five” on March 16, 2021.

Since March 2021, city staff and consultants have worked with the HRWG, through monthly meetings and subcommittees, to further identify the problems that negatively impact quality of life on University Hill and to prioritize how those problems are addressed by the group, its member organizations, and the city itself. The primary nuisance behaviors in the University Hill Neighborhood have been identified through multiple surveys, observations, data systems, and reports as noise, trash, neighborhood aesthetics, fireworks, and public safety. A 90-day pilot for data collection beginning in the fall of 2021 shows that calls for service and citations for nuisance behavior have a significantly higher presence in the University Hill Neighborhood than in other neighborhoods in the city, with noise and trash comprising the majority of those calls. In

collaboration with the HRWG, city staff has now refined the identified problems into a city work plan including short, medium, and long-term projects, outlined below.

## **FISCAL IMPACT**

City staff has identified the need for additional investigative and compliance-oriented resources and are in the process of refining those resources to determine what specifically to include in this year's budget process. As they do so, staff is taking into consideration the HRWG's recommendations for the continuation of this broad working group and the trust this diverse team has been able to create. As this work continues, the group posits that a comprehensive University Hill Quality of Life and Safety Strategy will require:

1. Continued city staff time for:
  - a. Study and work on potential amendments to current city noise ordinances and chronic nuisance ordinances.
  - b. Analysis to implement ordinance changes, and for ongoing enforcement education regarding those ordinances.
  - c. Research of other community's regulatory framework regarding occupancy of dwelling units – a study session on this work is slated for later this year in response to a council priority item.
  - d. Continued study and partnership with Transportation & Mobility staff regarding potential streetlight additions and street crossing enhancements.
2. Resources for a robust community engagement process for both noise ordinances and potential chronic nuisance ordinance changes as identified.
3. Support of a dashboard/portal solution being developed to include continued data analysis of noise, nuisance and community safety issues, and a communication system to distribute the collected information.
4. Resources to develop a notification system that quickly relays property complaints to landlords and property managers so that they have the tools to more actively manage a problem property.
5. Additional full-time employees for Code Compliance/Enforcement staff to more effectively (and in the future, proactively) respond to quality-of-life concerns.

As this work advances, city staff will be able to refine fiscal impacts with increased specificity.

## **COMMUNITY SUSTAINABILITY ASSESSMENTS AND IMPACTS**

- Economic - Continued nuisance concerns and calls for service have an adverse impact to the neighborhood's economic vitality. Police calls, surveys, and anecdotal information provided by the neighborhood signal that actual and perceived concerns around cleanliness and safety are negatively impacting businesses on the Hill.
- Environmental - Complaints about increased garbage, unattended vegetation, and fireworks raise numerous concerns around personal and

fire safety in the area and continue to impact the neighborhood's quality of life.

- Social - Years of tension related to behavior and quality of life impacts have eroded relationships between students and long-term neighbors. Previously proactive in engaging the students in different ways each year, neighbors report being weary of the process and the lack of return on investment and are looking to the University of Colorado (CU) and the city to play larger roles in relationship building. Continued partnership between the current stakeholders, including the city, CU, Boulder Area Rental Housing Association (BARHA), and the University Hill Neighborhood Association (UHNA) are paramount to the success of this work and will continue to support the city's efforts in building trust and collective problem-solving. As the work continues, these partnerships will enable the city to engage in inclusive and meaningful community engagement of this impacted neighborhood and will serve as a model by which to scale engagement citywide to ensure council has a full scope of input and can consider the potential racial equity impacts of this work throughout the city.

## **BACKGROUND**

The HRWG was formed in 2015 through the city's Community Vitality Department with the purpose of providing a mechanism for sustained stakeholder engagement to guide the refinement and implementation of the Hill Reinvestment Strategy (HRS). The HRS was intended to identify funding and governance mechanisms for ongoing improvements in the neighborhood. In 2017, members of the HRWG determined that implementing the quality-of-life improvements in the University Hill Neighborhood and commercial district respectively would benefit from two unique working groups: a Hill Reinvestment Neighborhood Working Group (HRWG-N) and a Hill Reinvestment Commercial Working Group (HRWG-C). The commercial group has since disbanded, and the neighborhood group continues as the current HRWG.

Many stakeholders play a pivotal role in the ongoing success of the HRWG.

Stakeholders represented in the HRWG include:

- City of Boulder staff from multiple departments and the Municipal Court.
- City Council liaisons (Mayor Pro Tem Rachel Friend and Council Member Mark Wallach).
- CU staff and student representatives.
- BARHA members.
- UHNA members.
- Facilitation services provided by consultant Unlocking Government.

In January 2021, UHNA reached out via letter to ask City Council to intervene with support and resources to address growing quality of life concerns in the University Hill Neighborhood, including chronic code violations related to trash, noise, fireworks, and disruption of quiet enjoyment, all exacerbated by the then growing number of COVID-19 and related public health issues. Following a major disturbance on the Hill on March 6,

2021, City Council directed city staff in a “Nod of Five” to develop a process, in collaboration with the HRWG, by which to evaluate and consider actions that could improve the quality of life in the neighborhood.

## DATA GATHERING

In August 2021, city staff, led by the Boulder Police Department (BPD) partnered with the University of Colorado Police Department (CUPD) to complete a 90-day pilot that evaluated nuisance calls and citations around the University Hill Neighborhood. This preliminary study showed a disproportionately high number of noise, trash, traffic/right of way concerns and fireworks violations in the University Hill Neighborhood that directly reflected the ongoing issues reported by the Hill neighborhood residents as negatively impacting their quality of life.

## Pilot Concentration of Nuisance Activities

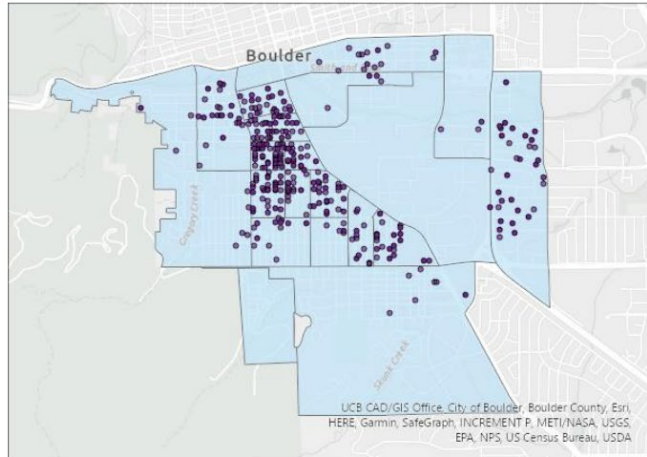
Type of Issue	Hill Rentals	Rest of City Rentals	Grand Total
Noise	478 63.2%	278 36.8%	756
Trash	99 86.1%	16 13.9%	115
Drug Violation	7 21.2%	26 78.8%	33
Fireworks	20 83.3%	4 16.7%	24
Right-of-Way Violation	14 73.7%	5 26.3%	19
Drunk Person	2 11.1%	16 88.9%	18
Outdoor Furniture	13 100.0%	0 0.0%	13
Party	7 100.0%	0 0.0%	7
Weeds	3 60.0%	2 40.0%	5
Liquor Law	3 100.0%	0 0.0%	3

Comparing rental properties on and around the Hill to rental properties in the rest of the City across the top 10 type of nuisance issues, we see a high concentration of noise and trash in this area.

A snapshot of specific nuisance activities just in the University Hill District are illustrated below:

## Pilot Nuisance Activities *(Rental Properties on The Hill)*

Type of Issue	Count of Nuisance Issue	Unique Addresses*
Noise	478	245
Trash	99	81
Fireworks	20	19
Right-of-Way Violation	14	14
Outdoor Furniture	13	13
Party	7	5
Drug Violation	7	7
Weeds	3	3
Liquor Law	3	3
Drunk Person	2	2
Littering	1	1
Graffiti	1	1
Rental Code	1	1
Open Container	1	1
<b>Grand Total</b>	<b>650</b>	<b>396</b>



\*a single address can have multiple licenses and multiple dwelling units

## INITIAL ACCOMPLISHMENTS

In collaboration with the HRWG, city staff created a general framework in August 2021 to promote examination of and improvements to operations, enforcement/accountability, and programming. An outside facilitator was hired to facilitate the HRWG meetings and subcommittees, as well as assist city staff in the coordination of internal efforts. The HRWG members continue to provide insight through a monthly meeting and subsequent subcommittee meetings for identified priorities: planning, policy, police and student relationships, and fireworks.

CU created a University Hill and Community Action Plan in 2021 and established an internal Boulder Community Engagement Working Group in addition to its active role with the HRWG. The list below highlights collaborative and independent organizational efforts by members of the HRWG to collectively improve quality of life in the University Hill Neighborhood since March 2021. Both BARHA and UHNA have utilized membership as a source of innovation and feedback for many of these initiatives with UHNA serving as a core of energy, support and, drive toward continuous improvement. A visual representation of this work is included as Attachment A and demonstrates the genuine collaboration between the HRWG stakeholders.

### Operations:

- City continues to convene, facilitate, and provide information to the HRWG, including the ongoing hire of a facilitator dedicated to this work.
- City conducted a cross-departmental review of noise and nuisance ordinances and presented those to the HRWG for further review and feedback.

- City has added additional quality of life violations to the system for landlord notifications.
- City initiated a 90-day pilot with BPD Code Enforcement, P&DS Code Compliance, and CU Police evaluating chronic nuisance and calls for service and began collecting and analyzing said data.
- CU Police have increased presence in the Hill neighborhood including more patrols off campus.
- CU created and continues to host the newly formed Boulder Community Engagement Working Group aimed at increased community engagement in its program development. CU Off-Campus Housing and Neighborhood Relations Division of Student Affairs developed a new Landlord Toolkit.
- CU has increased awareness in large on-campus events, encouraging community participation and engagement while continuing to offer off campus events for positive neighborhood engagement.

### **Enforcement/Accountability:**

- Boulder Police's Neighborhood Impact Team has increased its focus on relationship building with the Interfraternity Council (also known as IFC on the Hill representing the Greek houses that are not affiliated with CU).
- City prosecutors in Municipal Court adjusted sentencing requests and eliminated plea bargaining for some offenses. For example, because of the serious fire dangers and disruption to neighborhoods, defendants charged with fireworks violations receive no plea offer, meaning that those defendants who plead guilty or are found guilty have a criminal record for at least three years. Also, for CU fireworks cases, city prosecutors recommend the maximum fine, 40 hours of community service, participation in the restorative justice process, and a community living class.
- The city and CU's Student Conduct and Conflict Resolution Division of Student Affairs developed a more direct and cooperative relationship to ensure students are aware of the dangers and consequences of fireworks in our community.
- Boulder Neighbors, a group of residents in the Lower Chautauqua area of University Hill dedicated to "help transform the relationships between homeowners, residents, students, CU, and the BPD from one of tension to one of collaboration and clarity through a community led and streamlined data system," began an innovative website that identifies issues with/without citations filed so complaints can be addressed by CU staff even when there is not enough evidence for a criminal citation.
- CU has increased its use of the restorative justice process for students with quality-of-life violations. As part of this program, students meet with trained facilitators, victims of crime, and neighborhood residents to discuss criminal incidents and how they negatively affect our community. Furthermore, at the end of the discussion, students are required to complete community service or another task that repairs harm to the

community. Through this process, victims, offenders, and the community can work together to repair the impacts of an incident.

### **Programming:**

- BPD and CUPD developed a joint annual education program to IFC on the Hill houses.
- CU Police revamped Party Registration for COVID-19 Compliance and currently again for better practices, tracking and overall outcome study.
- CU Off-Campus and Neighborhood Relations Division of Student Affairs developed a new Off Campus Living curriculum for freshman that addresses nuisance issues specifically.
- CU has endeavored to increase the number and types of on-campus events to provide alternative activities to events on University Hill.
- CU has also endeavored to create more and varied neighborhood events to build relationships between students and long-term residents.
- CU continues to enhance its Student Ambassador Program.

### **NEXT STEPS/ACTION PLAN**

There is more work to be done and city staff is invested in the continued collaboration with the HRWG to address the shared priorities of noise, chronic nuisance (primarily noise and trash), and public safety (including fireworks) as has been expressed and experienced by residents on University Hill. Some of the work plan requests from the HRWG are being honored in the short-term objectives identified and others will continue to be discussed and supported through the HRWG with more strategic objectives identified as resources allow. As mentioned above under Fiscal Impact, occupancy concerns will be addressed through other channels and HRWG members will be updated as that process is defined so that they are able to engage accordingly. Fireworks and the very real dangers they can cause in our community is of growing concern and a subcommittee of the HRWG, that will include representatives from the city's Fire Department, has been formed to make recommendations for addressing this critical issue.

City staff has categorized the variety of initiatives discussed at the HRWG meetings as short-term, medium-term, and long-term projects, recognizing that some of the mid to longer term projects may have already initiated some preliminary work. Much of the mid to longer term initiatives are critically dependent on the current data study to best inform the path forward while the short-term projects are supported by the data gathered in the 90-day pilot and can reasonably be accomplished within the current fiscal year. As evidenced in the chart below, the short-term projects address the prioritized list of concerns as expressed by the HWRG:

Priority Issues Addressed by Projects in Action Plan			
	Noise	Trash/Aesthetics	Public Safety
Data Project	✓	✓	✓
Noise Ordinance	✓		
CUPD/BPD Partnership	✓	✓	✓
Neighborhood CPTED Walk and Safety Assessment			✓
Education Program for Landlords	✓	✓	✓
Neighborhood Clean Up Initiative		✓	
Nuisance Reporting	✓	✓	✓
Nuisance Abatement Ordinance-Chronic Nuisance	✓	✓	✓

**I. Short-Term Projects** (underway and targeted for completion by end of year – see Attachment B)

**Data Project**

IT, BPD, and P&DS are working to enhance and extend the pilot data work of combining multiple nuisance-related datasets citywide. This work will provide policy and operations staff with detailed intelligence on the type and distribution of nuisance issues as viewed by multiple departments. This information can be used to inform or enhance externally facing dashboards as needed. Further, this type of objective data will allow city staff to move forward with revised policies and possible ordinance changes in ways that would allow the city to hone-in on the most egregious properties with more scalpel-like precision.

The first element of this project – to integrate, geocode, and analyze nuisance and property data for the whole city – is currently underway and should be complete by the end of July. Further projects beyond analysis, such as enhancing or standardizing data collection to improve the quality of the analysis, will be considered for the remainder of 2022.

**Modification to Noise Ordinance**

An amendment to Section 5-9-6, “Unreasonable Noise Prohibited Between the Hours of 11 pm through 7 am,” B.R.C. 1981, is being proposed, with first reading scheduled for June 21, 2022 and second reading July 21, 2022. The current code prohibits unreasonable amplified noise at night – from 11 pm through 7 am. The purpose of the amendment is to create an enforcement tool to address unreasonable amplified noise during the day in residential neighborhoods – from 7 am through 11 pm allowing for earlier intervention of egregiously loud gatherings. In addition, this ordinance allows for an officer to make an objective decision based on hearing amplified noise in a neighborhood at a distance of 200 feet during the day and 100 feet at night and does not require the resident to engage further than the initial complaint. Currently, to intervene with daytime noise, officers must use B.R.C. 5-9-5, “Disrupting Quiet Enjoyment of the Home,” which does require residents to provide their name at the time of the complaint and requires officers to issue a warning. City staff is currently conducting engagement with the community on the ordinance.

If the ordinance is adopted, an education campaign will be created for the start of the CU semester and students’ return to the neighborhood. HRWG student representatives



have agreed to assist with design and distribution of education materials. In addition, the CU, IFC on the Hill and BARHA representatives have already expressed willingness to assist with education and information distribution.

### **CUPD/BPD Partnership**

BPD has worked to examine and improve the way it communicates with CUPD and to assure that the organizations are primed to assist one another as needed. BPD and CUPD have agreed on a data use agreement that will enable both entities access to certain crime data in an effort to enhance crime analytics and strategies. The data consists of locally derived crime data beginning September 1, 2020 pertaining to incidents on or immediately surrounding the CU campus, including, but not limited to, calls for service, crime incident reports, arrest data, offense/incident data, police activity reports, field information, traffic accident data, citation data, and other data as agreed to by the parties. To enhance this partnership, a shared Business Intelligence Analyst position was created and recently hired by the city's IT Department with costs split between the city and CU.

### **Neighborhood Walk and Safety Assessment**

Safety concerns related to the built environment have been identified by both residents and city staff. The data is being compiled and plotted on a map that will be utilized to create a route for viewing and assessment in the Hill neighborhood. Feedback from the community led to a decision to hold a walk in September after students arrive and in the evening hours. However, to kick off and create a baseline for the assessment, city staff arranged for a daytime walk to occur on May 26, 2022. City staff from BPD, P&DS, and Transportation & Mobility participated in the walk as well as members of the HRWG and the group's facilitator.

These walks employ a CPTED lens – crime prevention through environmental design – a national multi-disciplinary approach to crime prevention that considers urban and architectural design along with the built and natural environment to produce strategies aimed at reducing victimization and deterring criminal acts. Information and recommendations will be collected and shared across departments for further review and an updated summary will be provided to the HRWG at or before the planned fall walk.

### **Education Program for Landlords**

City staff and the HRWG are invested in ensuring landlords and property managers are set up for success and are instrumental in achieving the right outcomes for their renters and the entire University Hill community. To that end, staff partnered with BARHA to research best practices in landlord education programs. After attending a May 24, 2022 session hosted by the City of Longmont, city staff and BARHA will be working on recommendations for a potential curriculum that are specifically aligned with City of Boulder local ordinances and requirements. A draft will then be created and shared with a cross-departmental team within the city for review and to the BARHA Board of Directors or their designees. A schedule will be determined to then provide the training

jointly, presently on a voluntary basis, to local landlords through the BARHA membership database. BARHA has offered to assist with the cost of the training and to partner with the city to administer the training itself.

Once adopted, the landlord education curriculum will be jointly offered throughout the community along with post-attendee surveys. City staff and BARHA will review the surveys and calls for service to determine whether this type of training is in fact effective. If so, this type of educational offering may become a basis for a longer-term incentive program.

## **Nuisance Reporting**

With multiple departments managing various aspects of nuisance issues, it is important to provide clear information and create easy reporting options for residents. Materials, such as brochures and posters, are being created to simplify the process and provide easy access to responsible departments. HRWG will be asked for feedback on the materials and to help in distribution. Neighborhood events hosted by CU in fall of 2022 will provide an opportunity as will the cross-departmental safety walk that will be scheduled in September.

City staff will also be working on enhancing ways in which the community can easily, and without fear of retaliation, which has been cited as a community concern, report nuisance issues in a timely manner. As the data team continues its work on a potential data solution or portal, the team will be mindful of this request and have hopes of bringing forward potential reporting enhancements.

## **Neighborhood Cleanup Initiative/Trash**

Many efforts have been waged to assist the University Hill Neighborhood in cleanup efforts, including a failed special tax district and special rules. The current approach is to maintain those rules that are in place, prohibition of outdoor furniture and the Six Day Review, and direct limited resources toward a balance of proactive and complaint-driven enforcement while continuing to brainstorm new and collaborative approaches to keeping trash contained.

Historically, patrols for BPD Code Enforcement (focusing on exterior nuisance, including trash) respond to complaints as a priority, including those that come in through Inquire Boulder. While officers observe additional violations in the areas to which they are called, and do issue additional tickets accordingly, the need to prioritize call response has created an overall complaint-based approach to enforcement (more on this in a subsequent section below).

Recognizing the burden of a complaint-based system on residents, a more proactive enforcement pilot is being added to Code Enforcement's rotation. The team has split University Hill into three quadrants: two at the south and one at the north end of the neighborhood. The plan is to proactively rotate through every property in the neighborhood each quarter; looking for trash, overhanging trees and shrubs to issue

tickets accordingly as proactive enforcement while still rotating response to complaints. Each quarter, every residence should be inspected under this new system provided BPD Code Enforcement continues to have the necessary resources available to continue this pilot.

Medium-term objectives listed below include exploring the idea of civil sanctions as an alternative to criminal ones which may lead to increased landlord accountability and the accumulation of penalties on an address to increase the financial burden for repeat offenders.

Long-term residents in the neighborhood express concerns about specific areas, sometimes entire blocks, that have a run-down appearance, bare yards, and other factors that lead to accumulation of trash and become an eye sore. A discussion regarding trash and overall aesthetics and how those aspects contribute to a negative culture in the University Hill Neighborhood is scheduled for summer 2022 HRWG meetings to collectively think about new approaches and incentives that could strengthen neighborhood cleanup efforts.

## **II. Medium-Term Projects (underway and targeted for completion in 2023)**

### **Trash and Other Nuisance Penalties**

The city has seen great success and positive culture change with the implementation of the 2013 Bear Ordinance that requires property owners to have and use bear-resistant trash containers for trash and compost. No warnings are given if violations are found, but rather enforcement staff simply notifies the owner that a civil penalty is being assessed as a result of this violation. This simplified approach of directly assessing a civil penalty has seen success as violations have decreased which has in turn freed up enforcement officers' time to focus on more pressing issues. The civil penalty route also created a codified increase for repeated violations on a property, eliminating the frustrating process of writing tickets to multiple tenants at the same address with no clear path for escalation. This concept of a civil penalty system for additional nuisance violations, including trash, is being explored as the data for these violations is obtained.

### **Chronic Nuisance and Abatement**

City staff is evaluating potential changes to Chapter 10-2.5, "Abatement of Public Nuisances" (Nuisance Abatement). Nuisance Abatement is a civil legal process that ensures individual conduct on private property and/or the physical condition of that property is not a nuisance to others. Recurring code violations, or nuisances, on parcels of property in the city can seriously threaten the peace and safety of neighboring residents and undermine the quality of life for the residents of the city.

The current code provisions need updating to ensure that it is adequately addressing properties with chronic nuisance. City staff are also looking into different options for how to make the process a better tool for addressing chronic nuisance.

### III. Long-Term Projects

A long-term project that has been discussed internally and with the HRWG is the need for a more comprehensive review of who and how the city achieves code compliance generally and what tools already exist to educate, mitigate, and enforce broader quality of life issues. Currently, a cross-departmental team is reviewing this and is hoping to further engage the city's newly hired P&DS director later this summer in coordination with the Police Chief, the City Attorney's Office, and the City Manager's Office.

Currently, the BPD enforces quality-of-life violations from the Boulder Revised Code through its Code Enforcement Unit and police officers. BPD divides its enforcement response as follows:

- BPD Code Enforcement (a team of three) handles:
  - Trash accumulation/party trash.
  - Bear trash ordinance violations, weeds-noxious and overgrowth.
  - Snow and ice removal on sidewalks.
  - Outdoor furniture ordinance.
  - Tree overgrowth on public sidewalks.
  
- Police Officers handle:
  - Noise enforcement.
  - Nuisance parties.
  - Open container and other alcohol violations.

The P&DS Code Compliance Team regulates and enforces provisions of the land use and building codes. They are responsible for plan review, property inspection, conducting investigations, preparing cases for prosecution, serving legal documents, deescalating and mediating disputes, and testifying in court. This seven-person team covers the following:

- Building code compliance includes enforcement and administration of building permit and building safety requirements for residential and commercial properties and building safety and license enforcement of cannabis businesses.
- Zoning code compliance includes enforcement of the land use code including use and design regulations, sign codes, mobile vendors, temporary events, illegal units, occupancy, outdoor lighting, and land use approvals.
- Long-term rental licensing enforces licensing requirements for 23,271 rental units across the city. Areas regulated include habitability and safety of rental properties, energy code requirements, and outdoor lighting standards.
- Short-term rental licensing conducts extensive investigations online and in the field to ensure all short-term rental properties (to date 613) are

licensed and operating in compliance with license requirements and restrictions.

Currently, most quality-of-life complaints are handled on a complaint-basis as is the case with most jurisdictions nation-wide. The principal reason for sole complaint-based code enforcement is typically lack of sufficient personnel and/or technology to ensure city staff can cover entire city neighborhoods in a systemic and more neutral manner. Complaint-based reporting still serves a valuable purpose as having a mechanism by which vulnerable tenants can report concerns and deficiencies within their units. It is extremely critical to ensure the safety of every renter given the different power dynamics inherent in rental relationships. However, leveraging data to create a more objective and neutral inspection process that both ensures all properties are duly inspected in a timely cycle *and* allows for increased inspections, where data reveals hotspots or other measurable indicators of nuisance, is a best practice that supports placing resources where most needed while ensuring every property complies with critical life-safety issues and conforms to the city's code. A more proactive code compliance model would require additional staff resources in the future.

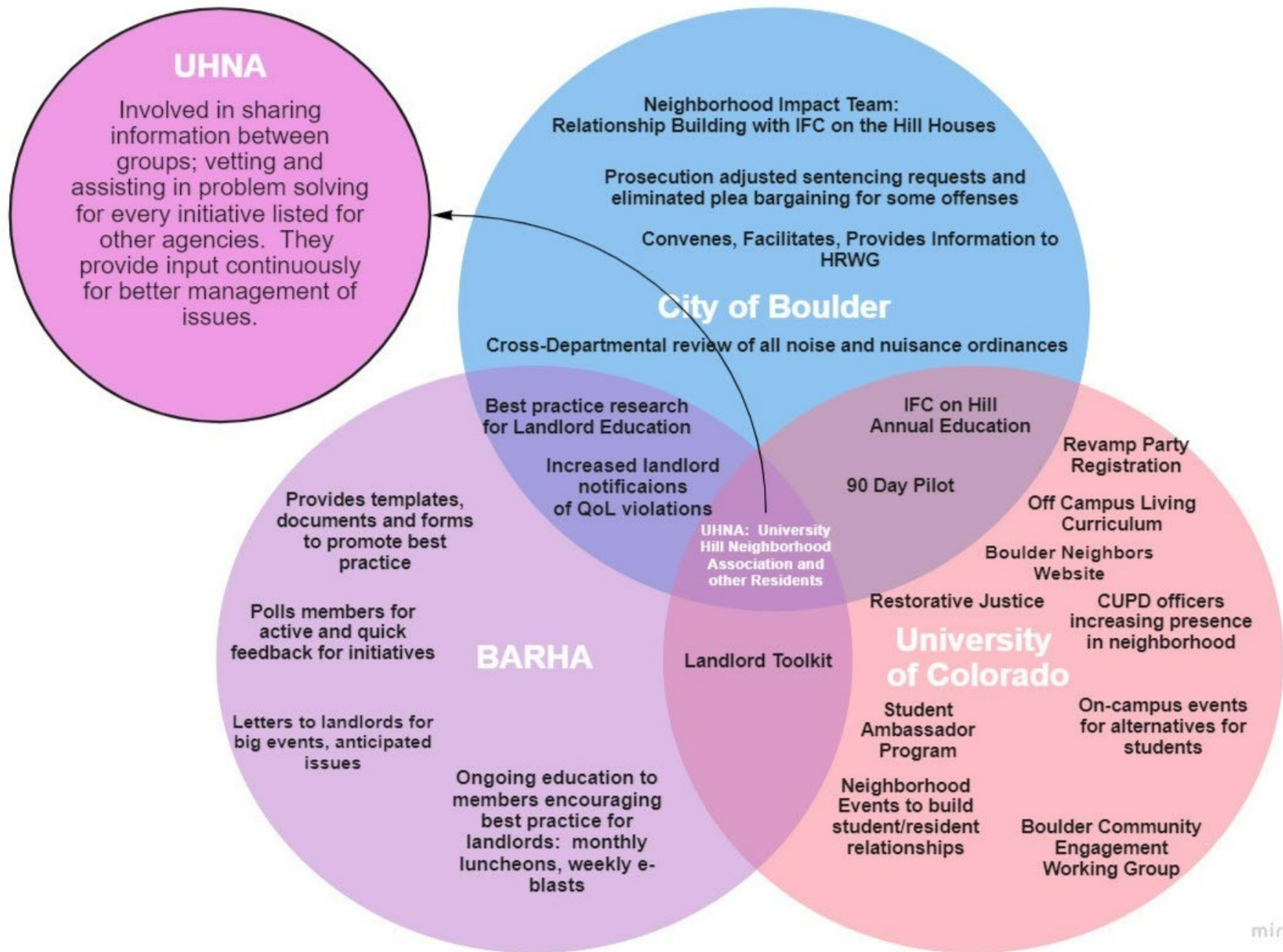
As these projects are put into place, particularly those relating to establishing reliable data that will better inform critical decisions, city staff will be continuing to analyze the results of this work primarily focused on the University Hill Neighborhood to bring forward changes that can be scaled to achieve enhanced code compliance across the entire city. Further, in the long-term, city staff will continue to work collaboratively with the HRWG. In addition to the identified work plan, city staff will collaboratively support the HRWG as it prioritizes culture change initiatives, including continuing and modified awareness, and education campaigns. Through the HRWG, city staff will address fraternity and sorority life on University Hill, including IFC on the Hill, its membership, and associated Annex Houses as these are key components of the current Hill culture.

City staff will provide an additional update to City Council as the medium- and long-term plans become more strategic and solidified with the data study, which is moving in tandem. Learnings will be applied to both decision making about how and what to move forward with regarding the chronic nuisance ordinance and nuisance abatement process changes. Input will be sought in collaboration from the HRWG, at each stage in development and a full community engagement strategy will be created and deployed according to an updated timeline for those items to go to City Council.

## **ATTACHMENTS**

A - HWRG Work to Date

B - City of Boulder Action Plan for University Hill Quality of Life Improvements Working Group



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Objective or Task	2021 Q3			2021 Q4			2022 Q1			2022 Q2			2022 Q3			2022 Q4		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Public Dashboard and Shared Data Portal</b>																		
90-day pilot in University Hill Neighborhood																		
Data review and analysis plan																		
Data analysis: nuisance events																		
Data analysis: nuisance events by rental/non-properties																		
Data analysis: additional requests from project team																		
Public nuisance dashboard																		
<b>Noise Ordinance</b>																		
Feedback from HRWG in drafting process																		
Presented draft back to HRWG for awareness and feedback																		
Community Engagement Process for Ordinance Changes																		
First Reading of Noise Ordinance																		
Second Reading of Noise Ordinance																		
Education Campaign as adopted																		
<b>CUPD/BPD Partnership in IT</b>																		
Shared position created, advertised and hired																		
<b>Neighborhood CPTED and Overall Safety Assessment</b>																		
HRWG Policy Subgroup Prioritization of Issues																		
May 26, 10-12 Cross Departmental Walk																		
Departmental Review of Information and Processing of Requests																		
September Walk: feedback on May walk/next steps																		
<b>Education Program for Landlords</b>																		

Objective or Task	2021 Q3			2021 Q4			2022 Q1			2022 Q2			2022 Q3			2022 Q4		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Research to identify best practice																		
Staff and BARHA attended Longmont Landlord Education Class																		
Curriculum Development for Landlord Education																		
Voluntary Landlord Education Program in Boulder																		
<b>Incentivizing Neighborhood Cleanup</b>																		
Identify the primary issues and their locations																		
Evaluate options to address the issues																		
<b>Poster for Tenants: Who to Notify and How</b>																		
Identify information currently available																		
Add missing information; clarify and create ease of use for community																		
Order and Disseminate Materials to Residents																		
<b>Fireworks</b>																		
Host monthly HRWG Subcommittee for recommendations to emerge																		