



May 12, 2015

The Honorable Jan Marx
Mayor
City of San Luis Obispo
990 Palm Street
San Luis Obispo, CA 93401

Dr. Gil Stork
Superintendent/President
Cuesta College
Highway 1
San Luis Obispo, CA 93403

Dr. Jeffrey D. Armstrong
President
Cal Poly State University
1 Grand Avenue
San Luis Obispo, CA 93407

Dear Mayor Marx, Drs. Stork and Armstrong:

On behalf of the Neighborhood Wellness/Community Civility Effort working group, we are pleased to present our final report for acceptance. The report contained with this letter is the result of 18 months of collaboration and discussions among residents, students, university and college staff, and City leadership.

The action plans and timelines for implementation contained within this report are the result of a consensus agreement by all members of the working group, and these actions will result in improved neighborhood wellness in San Luis Obispo. All groups are ready to begin implementation, upon acceptance of this report.

We welcome your suggestions to the report's action items. The Student Community Liaison Committee is the body identified in this process to consider modifications during their oversight of this plan's implementation.

Thank you for the opportunity to serve the San Luis Obispo community!

Sincerely,

Keith B. Humphrey, Ph.D.
Vice President for Student Affairs
Cal Poly

Sandee L. McLaughlin
Vice President for Student Services & College Centers
Cuesta College

Enc.

San Luis Obispo
Neighborhood Wellness/Community
Civility Effort

FINAL REPORT

Spring 2015



- Enhancing the quality of life for all residents -



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OVERVIEW

With the focus of making San Luis Obispo an even more vibrant community for residents and students to reside in, community representatives, Cal Poly and Cuesta College administrators, students and San Luis Obispo city staff have worked side by side to coordinate their efforts through the Neighborhood Wellness/ Community Civility Effort. The effort was launched in May of 2013 with the support of the San Luis Obispo City Council, Cal Poly President Jeffrey Armstrong, and Cuesta College President/Superintendent Gil Stork. This initiative aimed to discuss the changing culture of neighborhoods in San Luis Obispo resulting from the shifts of owner-occupied households to the increase in rental units, specifically by student-aged individuals.

Collectively, the working group has a vision of building “a community in which year-round residents and students actively collaborate to build community and communicate in an environment that fosters mutual respect and understanding.”

The unified goal of the working group has been to develop ideas for stakeholder consideration that are intended to “enhance the quality of life for all residents.” The group responded to the six objectives created by the San Luis Obispo City Council with subsequent recommendations, desired outcomes, implementation leads and partners, and timelines for implementation.

The objectives are outlined below, and each is addressed thoroughly in this report.

- Define short-term actions to enhance the quality of life
- Define stakeholders’ needs and success
- Identify university/city best practices
- Review enforcement best practices
- Engage stakeholders: review current educational and information efforts
- Prepare for sustained engagement to achieve desired vision and goal

From the recommendations above and active collaboration within the working group, three overall themes emerged:

- Increase communications from Cal Poly and Cuesta College
- Develop responses through solution-oriented initiatives
- Set in motion proactive measures to avoid repeating past mistakes and preventing new problems from occurring

PROCESS

Beginning work in October of 2013, the Neighborhood Wellness/Community Civility Effort working group conducted a thoughtful study of the objectives outlined by the San Luis Obispo City Council and created a process to efficiently move the community into action.

Champions were assigned to each objective, and the subsequent 13 meetings, hosted by Cuesta College, were devoted to discussions of the objectives, led by the champions.

Champions for the objectives are presented below:

OBJECTIVE ONE: Karen Adler, Julie Towery	OBJECTIVE FOUR: Joe Arteaga, Steve Gesell, George Hughes, Chris Staley, Brenda Trobaugh
OBJECTIVE TWO: Katie Lichtig, Jai Sullivan (Jason Colombini), Dr. Anthony Gutierrez, Juventino Ortiz	OBJECTIVE FIVE: Scott Chedester (Charles Scovell), Dr. Anthony Gutierrez, Kimberly Hampton, Jai Sullivan (Jason Colombini), Christine Wallace
OBJECTIVE THREE: Derek Johnson, Stephanie Teaford (Justin Wellner, Betsy Kinsley)	OBJECTIVE SIX: Dr. Keith Humphrey, Santee McLaughlin

Note: Names in parentheses denote past working group members.

During the robust discussions for each objective the entire working group offered feedback on the work of the champions and direction on how to proceed. Each group returned to conduct further studies based on the feedback and direction of this group. The champions provided recommendations to the working group in late 2014. Each of the recommendations were discussed and affirmed during the monthly meetings, which focused specifically on one particular objective. It is those recommendations that are presented in this report.

OBJECTIVE ONE: Define short-term actions to enhance the quality of life

Champions

Karen Adler, Community
Julie Towery, Community

Goal

To define short-term actions that could be implemented to enhance the quality of life for all residents, particularly associated in the timeframe around the start of Cal Poly's fall term.

Background

Historically, there has been an increase in calls for service around the neighborhood areas adjacent to Cal Poly coinciding with start of the school year. This objective is set to define what short-term actions could lead to positive long-term effects during that timeframe. Short-term actions are also distributed among all objectives, thus are not exclusive to objective one.

Recommendations

- Schedule regular neighborhood tours with city council, mayor, neighbors, Cal Poly and Cuesta College leaders, etc.
- Investigate establishing Student Nighttime Auxiliary Patrol (S.N.A.P.) Ride-Along program and promote current Police Ride Along program
- Explore the option of creating a noise ordinance in public spaces on streets and sidewalks for gatherings of more than 50 people by issuing citations or other alternative options
- Consider expanding tools to enforce ordinances for nuisance properties including, but not limited to, "tagging" properties that meet a definition of a public nuisance or unruly gatherings in terms of both property-maintenance concerns and behavior issues
- Evaluate policies so that new development or redevelopment does not unduly impact neighborhoods



Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Schedule regular neighborhood tours with city council, mayor, neighbors, Cal Poly and Cuesta leaders, etc.	Allow neighbors to point out neighborhood issues	Cal Poly	Ongoing, began Summer of 2014
Investigate establishing S.N.A.P. Ride-Along program and promote current Police Ride Along program	Increase the amount of support to assist with complaints and allow officers to do other police work	City of San Luis Obispo	Fall 2015
Explore the option of creating a noise ordinance in public spaces on streets and sidewalks for gatherings of more than 50 people by issuing citations or other alternative options	Decrease number of noise complaints	City of San Luis Obispo	Spring 2016
Consider expanding tools to enforce ordinances for nuisance properties including, but not limited to, "tagging" properties that meet a definition of a public nuisance or unruly gatherings in terms of both property-maintenance concerns and behavior issues	Hold repeat noise violators accountable	City of San Luis Obispo	Spring 2016
Evaluate policies so that new development or redevelopment does not unduly impact neighborhoods.	Decrease properties that allow for high occupancy	City of San Luis Obispo	Fall 2016

OBJECTIVE TWO: Define stakeholders' needs and success

Champions

Dr. Anthony Gutierrez, Cuesta College
Katie Lichtig, City of San Luis Obispo

Juventino Ortiz, Community
Jbi Sullivan (Jason Colombini), Cal Poly

Goal

For Cal Poly, Cuesta College and the City of San Luis Obispo to use the results of the community-wide survey to suggest efforts for implementation to address community-defined issues.

Background

The purpose of this objective is to identify the stakeholders' needs and suggest solutions so that the outcomes reflect a desired environment for the community.

To obtain a comprehensive assessment of the community's needs and what success looked like, a communitywide survey was mailed in May of 2014. A total of 3, 774 surveys were completed and returned, physically and electronically. Of the completed surveys, 1,706 were from non-student residents, 1,783 were from individuals identifying themselves as either Cal Poly or Cuesta students, and 318 individuals did not associate themselves with any group. The full survey results and discussion is offered in Appendix C.

Recommendations

The assessment results provided a clearer picture of the stakeholder perceptions, which helped develop potential recommendations, such as:

- Evaluate best practices and implement strategies to reduce the number of disruptions from parties and noise in neighborhoods (as referenced in Objective Three)
- Develop and implement a rental housing inspection program
- Implement a range of strategies to change the relationship and culture between students and non-students in neighborhoods
- Explore and implement strategies to address the concentration of bars in the downtown area and related safety issues. Consider using strategies identified in the Land Use and Circulation Element (LUCE) update to achieve this objective
- Implement educational programs to increase the number of student-aged residents who bring in their trashcans on the same day the trash is picked up
- Implement strategies to reduce traffic issues in neighborhoods. Consider using strategies identified in the Land Use and Circulation Element update to achieve this objective

- Continue to implement strategies to address homelessness in San Luis Obispo (particularly in the downtown area)

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Evaluate best practices and implement strategies to reduce the number of disruptions from parties and noise in neighborhoods (as referenced in Objective Three)	Reduce noise disruptions	Cal Poly and Cuesta College (programmatic) City of San Luis Obispo (enforcement)	Fall 2015
Develop and implement a rental housing inspection program	Insure that rental units comply with required minimum health and safety standards	City of San Luis Obispo	Fall 2016
Implement a range of strategies to change the relationship and culture between students and non-students in neighborhoods (no specific recommendations discerned from the survey results)	Improve student and community relationships	Cal Poly Associated Student, Inc. (ASI) and Associate Students for Cuesta College (ASCC)	Spring 2016
Explore and implement strategies to address the concentration of bars in the downtown area and related safety issues. Consider using strategies identified in the Land Use and Circulation Element update to achieve this objective	Address and decrease safety-related issues	City of San Luis Obispo	Ongoing per LUCE strategies
Implement educational programs to increase the number of student-aged residents who bring in their trashcans on the same day the trash is picked up	Increase the number of student-age residents to comply with the 24-hour ordinance	City of San Luis Obispo	Ongoing
Continue to implement strategies to address homelessness in San Luis Obispo (particularly in the downtown area)	A reduction in the impacts of homelessness on the community	City of San Luis Obispo	Ongoing

Implement strategies to reduce traffic issues in neighborhoods. Consider using strategies identified in the Land Use and Circulation Element update to achieve this objective	Reduce traffic-related issues in neighborhoods	City of San Luis Obispo	Ongoing
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OBJECTIVE THREE: Identify university/city best practices

Champions

Derek Johnson, City of San Luis Obispo

Stephanie Teaford (Betsy Kinsley, Justin Wellner), Cal Poly

Goal

To identify best practices that can be undertaken by Cal Poly, in collaboration with the City of San Luis Obispo, to enhance positive interactions between students and permanent residents.

Background

Universities and colleges across the nation impact the communities in which they exist in both positive and negative ways. The impact of students in residential neighborhoods has prompted higher education institutions to share best practices that can lead to improvements in community relationships and mitigate negative impacts. The objective explored various programs and efforts undertaken by universities and colleges nationwide. The following recommendations could provide a framework for improving relations between student residents and permanent residents of San Luis Obispo.



Recommendations

To address student rental properties

- Create and implement a transition to Off-Campus Living Education Program, to be shared with Cuesta College's Student Life Office
 - Include expectations and responsibilities of living in neighborhoods in the City of San Luis Obispo (e.g. local ordinances)
 - The successful completion of a culminating test will result in a Preferred Renter Certification with potential benefits offered by landlords
- Work with the city to generate a neighborhood map of housing rental properties and provide outreach to student renters by funding welcome bags for neighbors to distribute to establish positive interactions (University of Colorado, Boulder)
- Create a Renter/Rental Housing Inspection Program. Students and landlords can work together for preferred renter/rental designation
 - Beautification Program: "Door Decal" or "Golden Arrow" for upkeep of property and meeting standards for appearance and safety
 - Student Affairs Awards: Awarded yearly to no-complaint housing (LaSalle University)
 - Preferred rental properties listed with the city
 - Request the release of judicial information to off campus entities (Plymouth State University)





To alleviate nighttime noise and to build compassion and understanding

- Develop outreach and marketing efforts toward students (University of Massachusetts, Amherst)
- Implement a Party Registration Program. Develop a program to incentivize party registration that provides the opportunity for the San Luis Obispo Police Department to contact the party registrant and offer a 20-minute warning before dispatching S.N.A.P. or a police officer. This provides the students a way to minimize impacts on enforcement resources (University of Colorado, Boulder)
- Initiate Dialog Dinners or Block Parties for students and residents to talk about what they like most about their neighborhoods (University of Colorado, Boulder)
- Promote the principles of the The Mustang Way in neighborhoods:
 - Student Neighborhood Liaisons: Block parties/events for networking. (University of Minnesota, Twin Cities & Towson University)
 - Neighborhood Helping Hands: Volunteerism for neighbor assistance (e.g. fruit picking, ladder needs, barn raising, etc.). Coordinate with campus departments to provide Learn by Doing experiences within neighborhoods for senior projects and other work-related majors such as horticulture, landscape architecture, construction management and others.
 - Peer-to-peer engagement for neighborhood policing; “Walk this Way Program” (University of Massachusetts, Amherst)

To improve collaboration and understanding among students, non-students and city groups, and to increase engagement in problem solving

- Continue to engage and communicate collaboratively among students, non-students and city groups. See Student Community Liaison Committee (SCLC), below.
- Utilize various on-campus departments and offices that support living off-campus (Off-Campus Student Life; Cuesta College Student Life and Leadership; Student & Community Relations; Office of Neighborhood Life; Student Neighborhood Relations; Neighborhood University Relations and Neighbors; and Student Life and Leadership at Cuesta College) to:
 - Support all students, non-students, and permanent residents in the communities surrounding Cal Poly
 - Educate students about university policies and local ordinances
 - Continue to build and strengthen neighborhood relations by facilitating dialogue
 - Promote civic citizenship to create a positive quality of life for everyone living in the neighborhoods (Georgetown University)
 - Specific communications and strategies could include:
 - A 100 percent response policy for any time, any issue, by enforcing a prompt and meaningful response
 - The police provide a blueprint that lets students and neighbors know exactly what to expect when a community concern is registered with the university
 - The policy will establish a standard for reporting an incident (through a university helpline); clear steps that would be taken for follow-up with the student (through an updated sanction chart) and community members; and what data would be collected to create a metric to evaluate student success and outcomes (Georgetown University)
 - Sustained conflict resolution services such as “SLO Solutions,” a jointly sponsored citywide conflict-resolution program specifically designed to address student-neighbor issues and provide a means for constructive resolution. Since 2004, this program has used the services of Creative Mediation to resolve a variety of community disputes at no cost to those seeking mediation
 - Sustained SCLC effort. For more than 20 years, Cal Poly’s Associated Students, Inc. (ASI), Associated Students of Cuesta College (ASCC), and the city have served as leaders on the committee. It was established to further student and community communication and develop positive relationships



- Neighborhood Concerns Phone Line: Neighbors can call in with concerns. Cal Poly and Cuesta College staff can recommend actions and contact students (Colorado University, Boulder)
- Quarterly walkabouts and coffee sessions with city residents and representatives from Cal Poly, Cuesta College and the city
 - One-hour walkabouts will be scheduled, every third month and will take place at various times throughout the neighborhoods surrounding the campus. During these walks they will explore student housing rentals, party atmosphere, traffic impacts and Greek housing
 - One-hour coffee sessions or “listening sessions” will be scheduled every third month, in the afternoon, at a local venue to discuss such topics as the Cal Poly Master Plan and vision for the future, diversity and inclusivity, students in the community, and year-end accomplishments and challenges
- Develop proactive engagement of law and code enforcement with visits to properties of concern; “Knock and Talk” (University of Maryland).
- Implement a Joint Letter Program. Police contact with students in off-campus housing who generates letters signed by the university, police and city that outlines expectations. It is sent to the resident and landlord (University of Oregon)
 - Tagging for repeat offending or problem properties

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Create and implement a transition to Off-Campus Living Education Program, to be shared with Cuesta College's Student Life Office	Set expectations and responsibilities for students living in neighborhoods in the City of San Luis Obispo	Cal Poly	Summer 2015
Work with the city to generate a neighborhood map of housing rental properties and provide outreach to student renters by funding welcome bags for neighbors to distribute to establish positive interactions	Establish positive interaction with City	Cal Poly ASI , ASCC, City of San Luis Obispo	Spring 2016
Create a Renter/Rental Housing Inspection Program	Rental properties that meet minimum health and safety standards	Cal Poly, City of San Luis Obispo	Spring 2016
Develop outreach and marketing efforts toward students	Raise awareness of the impacts of noise on neighborhood	Cal Poly	Spring 2016
Implement a Party Registration Program. Develop a program to incentivize party registration that provides the opportunity for the San Luis Obispo Police Department to contact the party registrant and offer a 20-minute warning before dispatching S.N.A.P. or a police officer	Fewer noise citations	City of San Luis Obispo	Spring 2016
Initiate Dialog Dinners or Block Parties for students and residents to talk about what they like most about their neighborhoods	Create positive interactions between students and year-round residents	Cal Poly ASI, ASCC	Ongoing
Promote the principles of the The Mustang Way in neighborhoods	Enhance a positive culture of peer-to-peer accountability in neighborhoods	Cal Poly ASI	Ongoing

Continue to engage and communicate collaboratively among students, non-students and city groups	Improve collaboration and understanding among students, non-students and city groups	SCLC	Ongoing
Utilize various on-campus departments and offices that support living off-campus to support students, non-students and permanent residents living in neighborhoods.	Educate students about university policies and ordinances, strengthen neighborhood relations by facilitating dialogs	Cal Poly & Cuesta College	Fall 2015
Develop proactive engagement of law and code enforcement with visits to properties of concern; "Knock and Talk".	Positive engagement with law enforcement and decrease repeat offending properties	City of San Luis Obispo	Ongoing
Implement a Joint Letter Program.	Police contact with students in off-campus housing generates letter signed by university, police and city that outlines expectations sent to resident and landlord	Cal Poly	Fall 2015



OBJECTIVE FOUR: Review enforcement best practices

Champions

Joe Arteaga, Cuesta College
Steve Gesell, City of San Luis Obispo
George Hughes, Cal Poly

Chris Staley, City of San Luis Obispo
Brenda Trobaugh, Cal Poly

Goal

That Cal Poly, Cuesta College and the City of San Luis Obispo police departments consider implementing strategies to address community civility and quality-of-life matters.

Background

In the past several years, both Cal Poly and the City of San Luis Obispo have engaged in numerous programs to address quality of life and community wellness.

Both organizations have expanded professional staff dedicated to neighborhood wellness, created and modified ordinances, and implemented new programs to address public disorder and nuisance crimes including but not limited to:

Amendments to the noise ordinance

In 2010 the San Luis Obispo Police Department made recommendations to the city council regarding changes to the existing noise ordinance to improve noise reduction efforts. The modifications included reducing the number of allowable warnings to one every six months and to hold residential property owners responsible for repeat noise violations. Many landlords have since added language to their lease and rental agreements with penalties levied to their tenants who receive noise violations. These modifications were accepted by city council and noise complaints were significantly reduced by 30 percent for the following year and have been maintained since (see Table 1 below).

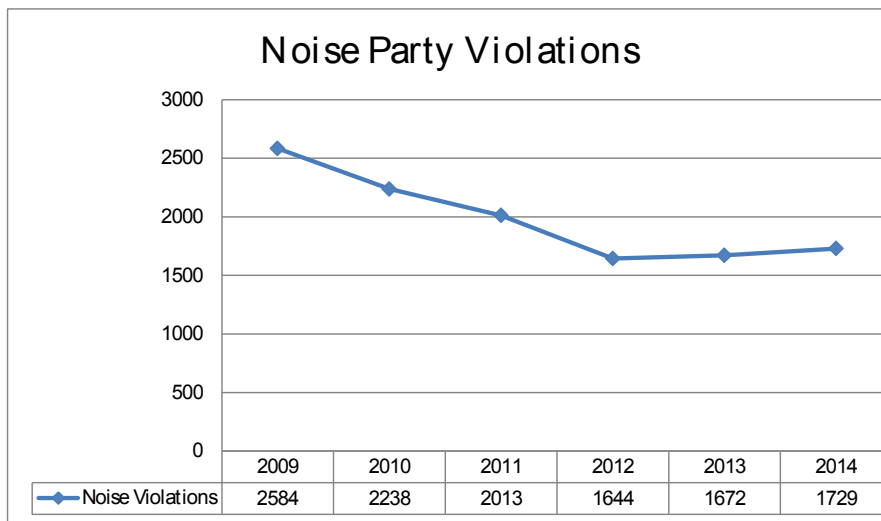


Table 1: Total noise party violations reported from 2009 to 2014.

Unruly Gathering Ordinance

In 2010 the San Luis Obispo Police Department conducted research on Unruly Gathering Ordinances. After extensive research and outreach to the community and Cal Poly, an Unruly Gathering Ordinance was proposed and accepted by the city council. The ordinance was intended to prevent substantial disturbances on private property in a neighborhood. This included unlawful and disruptive behavior by large groups of people. On April 6, 2010, the city council adopted section SLMC 9.13.030 Prohibition of Unruly Gatherings. A violation of the Unruly Gathering Ordinance consists of hosting a gathering on private property that:

- Involves 20 people or more; and
- Involves unlawful conduct that creates a substantial disturbance in a significant segment of a neighborhood.

“Unlawful conduct that results in a substantial disturbance can include such things as excessive noise, public drunkenness, serving alcohol to minors, fighting, urinating in public, crowds overflowing into yards, sidewalks, or streets, or similar unlawful behaviors.”

Neighborhood Officer Program

The San Luis Obispo Police Department initiated its Neighborhood Officer Program on December 1, 2013. The goal of the Neighborhood Officer Program is to quickly identify community issues, concerns, problems and crime trends that have long-term quality-of-life impacts on a particular neighborhood. The Neighborhood Officer Program allows for officers to coordinate resources to help solve these problems. This model of policing is both a philosophy and an organizational strategy that allows police and community residents to work closely together in new ways to solve problems associated with crime, fear of crime, social disorder and neighborhood decay.

Attainable goals of this program include:

- Maintain or increase public confidence in the Police Department
- Decrease fear of crime
- Listen to and address citizen concerns
- Bring community resources together to solve problems
- Impact specific crime problems
- Reduce repetitive calls for service
- Educate the public about its Police Department

Student Community Success Program

In 2013 Cal Poly hired a full-time off-campus student life coordinator to be both proactive and reactive in supporting students and neighborhood residents with neighborhood wellness initiatives. Responsibilities of the position include:

- Coordinate the resolution of off-campus conduct with university administration, city government and community members to find solutions for student's problems or concerns
- Assist in mediating and resolving student/community conflicts
- Effect change in the social climate and relationships with specific responsibility of working with students and their neighbors within the local community
- Implement training sessions, presentations, and educational programs regarding substance abuse, civic and social responsibility

One goal of the program is to create a Student Community Success Program with the mission to help students be successful off campus and address community concerns. The program is intended to change and encourage inappropriate behavior through community and student meetings, workshops, leadership panels, and peer-mentoring opportunities.

Cal Poly University Police Off-Campus Patrols

By authority of the California Penal Code, the University Police Department has legal authority to exercise peace officer powers within a one-mile radius of the exterior boundaries of campus (see Appendix A). In 2014 Cal Poly hired two additional police officers to expand proactive patrols within the neighborhoods directly adjacent to campus. The focus of these patrols has been to proactively discourage and enforce public disorder crimes.

Recommendations

- City and Cal Poly officials should craft a Memorandum of Understanding (MOU) agreement between the city and university regarding police operational protocol
- Partner Cal Poly and Cuesta police officers with San Luis Obispo Neighborhood Officers to coordinate resources and achieve program goals



- City should explore additional proactive educational opportunities with Cal Poly and Cuesta College to change the student culture related to neighborhood wellness
- Implement a keg registration program
- Conduct an internal assessment of the San Luis Obispo Police Department staffing to prepare for growth within the city and on the Cal Poly campus to ensure staffing needs match the population
- Conduct an internal assessment of the University Police Department staffing to meet the growth on the Cal Poly campus
- Explore the possibility of Cal Poly Police being able to issue City Municipal Administrative Citations
- Location of a university police substation within the new residence hall project to coordinate law enforcement problem-solving efforts

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
City and Cal Poly officials to craft a Memorandum of Understanding between the city and university regarding police operational protocol within a one-mile radius	Allows for coordination of resources to quickly respond to community concerns	Cal Poly, City of San Luis Obispo	Fall 2015
Partner Cal Poly and Cuesta police officers with San Luis Obispo Neighborhood Officers to coordinate resources and achieve program goals	To coordinate resources and obtain program goals	City of San Luis Obispo	Fall 2015
City should explore additional proactive educational opportunities with Cal Poly and Cuesta College to change the student culture related to neighborhood wellness	Change student culture related to neighborhood wellness	SCLC	Fall 2016, and with each annual report
Implement a keg registration program	A reduction in underage alcohol use and an accountability mechanism for persons who serve minors	City of San Luis Obispo	Fall 2016
Conduct an internal assessment of the San Luis Obispo Police Department staffing to prepare for growth within the city and on the Cal Poly campus to ensure staffing needs match the population	Meet the needs of the community as population grows	City of San Luis Obispo	Spring 2016
Conduct an internal assessment of the University Police Department staffing to meet the growth on the Cal Poly campus	Meet the needs of Cal Poly as student population grows	Cal Poly	Spring 2016
Explore the possibility of Cal Poly Police being able to issue City Municipal Administrative Citations	To be able to patrol in neighborhoods adjacent to Cal Poly campus	Addressed via MOU identified above	
Location of a university police substation within the new residence hall project to coordinate law enforcement problem-solving efforts	Coordinate law enforcement outreach and problem solving efforts	Cal Poly	Fall 2018

OBJECTIVE FIVE: Engage stakeholders: review current educational & information efforts

Champions

Scott Chedester (Charles Scovell), Cuesta College
Dr. Anthony Gutierrez, Cuesta College
Kimberly Hampton, Cal Poly
Jbi Sullivan (Jason Colombini), Cal Poly
Christine Wallace, City of San Luis Obispo

Goal

To engage stakeholders: review current educational and informational efforts.

Background

This objective examines the methods, content and effectiveness of educational efforts put forward by Cal Poly, Cuesta College, the City of San Luis Obispo, and student resident groups.

The inventory of channels of communication was compiled by representatives of Cal Poly, Cuesta College, and the City of San Luis Obispo. Neighborhood wellness meeting attendees, Cal Poly and Cuesta College student focus groups were presented with the inventory. An additional student subcommittee met to discuss the effectiveness of current methods and content. Suggestions for outreach changes made during the presentations based on the content effectiveness are reflected in the recommendations of this report.

Recommendations

The recommendation is to collaboratively create an annual communications plan containing neighborhood wellness messages and a process for communicating the information effectively to maximize resources. The communication plan should be reassessed annually to evaluate effectiveness and to ensure resources are not duplicated or wasted. Communications plan participants could consist of representatives from Cal Poly, Cuesta College and the city.

Suggestions for the Subcommittee

- Produce a variety of impactful electronic and print media to educate residents on property maintenance standards, with a specific focus on repeat offenders in neighborhoods

- Revive the Off-Campus Housing Guide (University of Colorado, Boulder)
- Produce video for new Cuesta College students to view as part of the required online orientation on “how to be a good neighbor”
- Produce “good neighbor” and Safety Enhancement Zone videos for www.respectslo.com (Linked to Cal Poly websites and campus television stations)
- Cal Poly University Housing bulletin boards made available for “good neighbor” and Safety Enhancement Zone messaging
- Cuesta College bulletin boards are made available for “good neighbor” and Safety Enhancement Zone messaging.
- Create and play radio public service announcements on KCPR
- Conduct annual presentations to Block P – Cal Poly Athletics
- Develop an information distribution plan with off-campus housing providers and property management; request Safety Enhancement and good neighbor materials be posted
- Housing resident assistant training to include off-campus impacts
- Create better avenues of communication with Greek Life house owners
- Produce Safety Enhancement Zone door hangers
- Produce banners and sandwich boards to be displayed in the Cal Poly and Cuesta College university unions about community and neighborhood wellness issues
- Produce table tents in Cal Poly University Union and Cuesta College cafeteria
- Involve off-campus housing providers (property management companies, housing complex managers) in outreach efforts

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Create an annual communications plan containing neighborhood wellness messages and a process for communicating the information effectively to maximize resources	Effectively inform the community on matters of neighborhood wellness	City of San Luis Obispo	Winter 2015

OBJECTIVE SIX: Prepare for sustained engagement to achieve desired vision & goal

Champions

Dr. Keith Humphrey, Cal Poly

Sandee McLaughlin, Cuesta College

Goal

The purpose of objective six of the report is to ensure that the plans developed in objectives one through five are implemented, assessed, and folded into the regular operations of the appropriate agency (for ongoing efforts). Additionally, the goal is to sustain regular communications between Cal Poly, Cuesta College, the City of San Luis Obispo, residents and students.

Background

Neighborhood wellness issues in San Luis Obispo have historically been fragmented within each agency by implementing its own projects, causing confusion among year-round residents, and limiting the effectiveness of each individual effort. There is a unified desire among all constituencies in San Luis Obispo to see the quality of life improve in neighborhoods, and a structure to coordinate these efforts was missing. For almost three decades, the Student-Community Liaison Committee (SCLC) has brought the students of Cal Poly and Cuesta College together with city officials and residents for communication and discussion. This forum has been valuable to all parties, as any culture change related to neighborhood wellness rests with the students.

Recommendations

- Re-invest in the Student-Community Liaison Committee
- The Student-Community Liaison Committee should assess the effectiveness of each recommendation once they have been implemented
- Shift SCLC memberships
- Host an annual town hall meeting

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Re-invest in the Student-Community Liaison Committee	Become the coordinating body responsible for monitoring the recommendations, once adopted by the city council, Cal Poly and Cuesta College	SCLC	Fall 2015, ongoing
The Student-Community Liaison Committee should assess the effectiveness of each recommendation once they have been implemented	Recommend the appropriate changes, and produce an annual report on the state of neighborhood wellness in the City of San Luis Obispo	SCLC	Ongoing
Shift SCLC memberships	SCLC memberships should be reevaluated to directly involve those individuals (by their position) most directly involved in neighborhood wellness	SCLC	Spring 2016
Host an annual town hall meeting	Present their report to the community, receive feedback and suggestions from the broader San Luis Obispo community	SCLC	Spring 2016, ongoing



APPENDIX A: Working Group Membership

Dr. Keith Humphrey, Co-Chair	Cal Poly
Sandee McLaughlin, Co-Chair	Cuesta College
Karen Adler	Community
Joe Arteaga	Cuesta College
Scott Chedester (Charles Scovell)	Cuesta College
Steve Gesell	City of San Luis Obispo
Dr. Anthony Gutierrez	Cuesta College
George Hughes	Cal Poly
Kimberly Hampton	Cal Poly
Derek Johnson	City of San Luis Obispo
Katie Lichtig	City of San Luis Obispo
Juventino Ortiz	Community
Chris Staley	City of San Luis Obispo
Joi Sullivan (Jason Colombini)	Cal Poly
Stephanie Teaford (Betsy Kinsley, Justin Wellner)	Cal Poly
Julie Towery	Community
Brenda Trobaugh	Cal Poly
Christine Wallace	City of San Luis Obispo
Sharon Spatafora, Administrative Support	Cuesta College
Daisy Chavez, Copy Writing	Cal Poly
Yukie Murphy, Graphic Design & Editing	Cal Poly
Jo Ann Lloyd, Copy Editing	Cal Poly



council agenda report

Meeting Date	5/21/13
Item Number	B1

CITY OF SAN LUIS OBISPO

FROM: Steve Gesell, Chief of Police
Derek Johnson, Community Development Director
Prepared By: Christine Wallace, Neighborhood Outreach Manager

SUBJECT: CONSIDERATION OF NEIGHBORHOOD WELLNESS/COMMUNITY CIVILITY INITIATIVES

RECOMMENDATION

1. Consider the proposed Neighborhood Wellness/Community Civility Effort and provide direction to staff; and
2. Direct staff to bring forth an amendment to the Safety Enhancement Zone Ordinance to include the start of the academic school year for Cal Poly State University.

DISCUSSION

Background

Over the last several years, the City has experienced a significant increase in calls for service in August and September which coincides with the start of school for both Cuesta Community College and Cal Poly, respectively. The most notable increase coincides with the start of school for Cal Poly University. New students move into campus housing and participate in orientation programs while many returning students move into off-campus housing, either multi-unit apartment buildings or single family residential units.

There has been a notable effort by Cal Poly to schedule activities and move-in times to campus housing to address community concerns. Though scheduled activities associated with orientation and housing are programmed through the late evening hours, students are opting out of participation. This results in large groups of students leaving the Cal Poly campus for the neighborhoods to explore the community and socialize. While many students do not engage in illegal activity, there is a considerable increase in the number of public order offenses such as noise violations, minor in possession of alcohol, urinating in public, open container and drunk in public arrests during this time.

In September 2012, it was estimated that over 2,000 student-aged revelers entered the neighborhood directly south of Cal Poly's campus on the first night of orientation. The composition of this crowd included Cal Poly and Cuesta students as well as guests from out of the area. The mass of people in the area presented a safety concern as they made the roadways impassable for police and fire vehicles, which impedes emergency response and hinders public safety oversight of the area. Alcohol consumption within large groups of people increases the potential for civil unrest and rioting. Riots are often the result of a number of variables including crowd size and the feeling of anonymity, as well as the inability of officials to prevent or address public order offenses early. San Luis Obispo has experienced two such riots, Poly Royal in 1990 and Mardi Gras in 2004, where

attempts to address a loud party complaint and assist with medical calls for service quickly deteriorated into a large-scale riot resulting in multiple arrests, injuries to officers and citizens, and property damage.

As demonstrated by the data below, the start of school time period (approximately 10 days each September) reveals a significant number of minor in possession of alcohol, drunk in public, open container, and urinating in public citations and arrests.

Start of School	Minor in Possession	Drunk in Public	Open Container	Urinating in Public	Unruly Gathering	Social Host	Noise Party Calls	Noise Party Citations
9/15/09-9/27/09	23	28	37	13	0	0	173	23
9/15/10-9/26/10	74	25	45	29	0	2	97	20
9/14/11-9/25/11	66	21	60	14	0	0	122	40
9/13/12-9/23/12	67	30	20	27	0	0	97	27

In comparison, the first weekend of November shows an average number of calls and subsequent citations for the same infractions. For noise party calls alone, the start of school exhibits an 80% increase in calls for service. For minor in possession, the start of school exhibits a 97% increase in citations given.

First Weekend of November	Minor in Possession	Drunk in Public	Open Container	Urinating in Public	Unruly Gathering	Social Host	Noise Party Calls	Noise Party Citations
11/5/09-11/8/09	0	21	42	7	0	0	29	2
11/4/10-11/7/10	4	14	23	5	0	0	28	5
11/3/11-11/6/11	0	5	2	4	0	0	18	3
11/8/12-11/11/12	3	10	3	4	0	0	18	6

Start of School Wellness Effort

Shortly after the start of the academic school year for Cal Poly in the fall of 2012, City staff met with Cal Poly Administration to discuss the adverse impacts of the start of school on the neighborhoods surrounding campus. As neighborhood wellness continues to be a Major City Goal, collaboration with Cal Poly and Cuesta College is vital to the success of building positive relationships between students and year-round residents. From this initial discussion and subsequent meetings, the Neighborhood Wellness/Community Civility concept was envisioned. The objective of these collaborative efforts is focused on neighborhood wellness and student academic success and is intended to create an environment that fosters mutual respect and understanding which in turn is intended change attitudes and culture (Attachment 1).

In January 2013 as part of the city’s goal setting process Cal Poly President Jeff Armstrong submitted a letter (Attachment 2) to the City Council which underscored Cal Poly’s desire to help create an even more remarkable place to live, work and learn. This letter acknowledged the linkages between neighborhood wellness and student success. Following that letter, staff from the

City and Cal Poly began discussions to formulate a comprehensive strategy for a short, medium and long term effort. An overall goal emerged (outlined in Attachment 1), as follows:

To enhance the quality of life for all residents, with particular emphasis on building positive relations between residential and student-aged neighbors through a cultural shift in social behaviors.

The preliminary objectives were defined by the Neighborhood Wellness/Community Civility Effort and are as follows:

- 1) Define short-term actions that can be implemented to enhance quality of life for all residents particularly associated in the timeframe around the start of school for Cal Poly;
- 2) Define stakeholders' needs and success;
- 3) Identify University/City best practices;
- 4) Review Enforcement best practices;
- 5) Engage stakeholders and review current education and information efforts.

The Neighborhood Wellness/Community Civility Effort will actively seek feedback from residents and other stakeholders and make recommendations to Council, Cal Poly, and Cuesta College that support neighborhood wellness. Additionally, SLO Solutions/Creative Mediation is in the process of retaining an intern who will work directly with staff to assist the effort by identifying deliverables and strategizing methodology to produce desired outcomes consistent with the overall goal.

In addition, a Start of School White Paper was researched and written by Police Department staff in anticipation of this effort. The White Paper (Attachment 3) identifies problems and issues related to the beginning of the collegiate school year with possible best practices to consider for mitigating the issues. This paper provides a summary of activity surrounding the start of school and initiatives that the Cal Poly and City have taken and can embrace in the future to help ameliorate the impacts of negative behaviors surrounding the start of school and other times of the year.

Attachment 1 includes a graphic that outlines the connection between the working group and the existing Neighborhood Services Team. Ideas and strategies would be reviewed with the Neighborhood Services Team which is comprised of residents, neighborhood groups, student organizations, student representatives, and any interested member of the public before bringing forward these ideas to decision makers for decision and implementation. The proposal is to use the working group to research and implement council-approved strategies to enhance the quality of life for all residents with an emphasis on building positive relations between residential and student aged neighbors through a cultural shift in social behaviors.

Strategies

New student orientation also known as the Week of Welcome (WOW) has traditionally taken place the week prior to the start of class. In the last several years, WOW has made changes to the schedule shifting from activities scheduled only during the week to activities engaging students during the week and through the weekend. Additionally, Cal Poly Housing has made efforts at increasing the length of time activities take place into the evening in order to encourage students to

remain engaged in positive activities on campus. For the upcoming academic school year, the WOW orientation program is being adjusted to include additional academic time and programming for parents of incoming and returning students. Finally, Cal Poly plans to create and staff an off-campus student life coordinator who will help with neighborhood wellness. These efforts are highlighted in correspondence from President Armstrong to Mayor and Council dated May 8, 2013 (Attachment 4).

In addition, Cal Poly University Police will be assisting the City's Police Department in response to off-campus violations presenting a health or safety risk that potentially involve groups of students. The Cal Poly Police role will focus on alcohol and noise violations and will be educational in nature. Cal Poly is also making plans to build more on-campus housing, though this may be six to ten years in the future.

Furthermore, the Cal Poly Associated Students, Inc. (ASI) has introduced a campaign relating to campus culture dubbed "The Mustang Way." As new students arrive annually to Cal Poly and San Luis Obispo, the ASI Board is looking to message The Mustang Way principals of pride, responsibility and character as the foundation for student behaviors both on and off campus.

Cuesta College is also an enthusiastic partner in the Neighborhood Wellness/Community Civility Effort. Involvement in the effort is fully endorsed by Dr. Gil Stork, the President of Cuesta College (Attachment 5).

Safety Enhancement Zone

In December 2004, Council enacted Chapter 9.22 of the San Luis Obispo Municipal Code, which allows for the designation of safety enhancement zones with specific time frames. Violation of specified municipal code ordinances during the enacted safety enhancement zone time frames results in higher fines. In May 2010, Council approved the use of safety enhancement zones for Halloween, and St. Patrick's Day.

As the data below demonstrates, the doubling of fines over the Halloween weekend has proven to be an effective deterrent. Noise calls and subsequent citations have been reduced by 50% since safety enhancement was enacted. Minor in possession and urinating in public citations are also on the decline, and most significantly open container citations with a 70% decrease. Staff believes the decrease in violations is the direct result of the educational and outreach efforts highlighting the increased fines that are in place and encouraging voluntary compliance

	Minor in Possession	Drunk in Public	Open Container	Urinating in Public	Unruly Gathering	Social Host	Noise Party Calls	Noise Party Citations
2009	6	20	34	10	0	0	43	17
2010	22	15	27	19	0	0	42	9
2011	30	10	20	9	0	0	46	7
2012	18	24	10	8	0	0	24	9

Staff believes that the expansion of time zones to include the period of the start of school could have a similar impact on negative behaviors and potentially enhance students' potential for success.

Should Council concur and provide direction, Staff would prepare a proposed ordinance to amend Chapter 9.22 of the San Luis Obispo Municipal Code to include the time period when school move in period begins and the first two weeks after the academic quarter commences.

CONCURRENCES

The Community Development and Fire Departments concur with this recommendation.

FISCAL IMPACT

No fiscal impacts were identified by forming the Neighborhood Wellness/Community Civility Effort. Any ordinance changes that result in increased fines are not likely to generate any significant revenue to offset the existing enforcement costs.

ALTERNATIVES

1. Direct Staff to make no changes to the existing safety enhancement zone ordinance.
2. Provide additional direction or changes to the proposed collaborative effort between Cal Poly, Cuesta, and the City of San Luis Obispo.

ATTACHMENTS

1. Objectives for Start of School Neighborhood Wellness Effort
2. January 8, 2013 Cal Poly President Correspondence
3. White Paper Start of School Impacts
4. May 8, 2013 Cal Poly President Correspondence
5. May 9, 2013 Cuesta College Correspondence

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DRAFT
City of San Luis Obispo-Cal Poly-Cuesta
Neighborhood Wellness/Community Civility Effort
May 7, 2013

Vision: A community in which year round residents and students actively collaborate to build community, communicate in an environment that fosters mutual respect and understanding.

Goals: To enhance the quality of life for all residents, with particular emphasis on building positive relations between residential and student-aged neighbors through a cultural shift in social behaviors.

Objectives:

1. Define short-term actions that could be implemented to enhance quality of life for all residents particularly associated in the timeframe around the opening of the Cal Poly and Cuesta Campuses at the beginning of the school year.
Tasks: Develop list of suggested short-term actions (i.e. low-hanging fruit) to lessen the negative impacts on quality of life at this time of year.
Assess feasibility of making changes
Implement changes
2. Define stakeholders' needs and success
Tasks: Develop clear picture of various stakeholders' perceptions of situation (permanent residents, students, landlords)
Understand and identify key events/ inflection points (e.g., start of school year, key holidays, events throughout the year, Graduation)
Establish possible goals and measurements
Define what success looks like.
Develop working group structure and approach to engage neighborhood and student organizations.
3. Identify University/City Best Practices
Tasks: Research through International Town Gown Association
Reach out to comparable university towns
Gather research on key factors known to help nurture excellent Community-University relations and civility.
Develop approaches based on best practices that deliver immediate results and phase in future actions over specified time period to achieve stated vision.
Understand any barriers to enhancing the student code of conduct to include off-campus behavior.
4. Review Enforcement Best Practices
Tasks: Compare current ordinances and enforcement to best practices
Review student judiciary practices
Review city-university jurisdictional rights and responsibilities

Review university's disciplinary rights and practices

4. Engage Stakeholders: Review Current Educational and Information Efforts
Tasks: Inventory information channels to residents, students, and landlords
Examine content and effectiveness of educational efforts by Cal Poly, Cuesta, City, student and resident groups
Compare to identified best practices
Develop Education-Communications Plan(s), including input on development of messages, advertising, and other outreach from residents as well as student leadership, campus administration, city leadership (staff and elected) and other stakeholders on problem definition and solutions.

6. Prepare for sustained engagement to achieve desired vision and goal.

Neighborhood Wellness/Community Civility Effort



Public Input

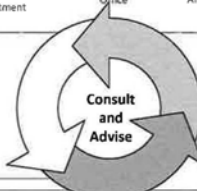
Recommend

Mission:
Research, identify and implement Cal Poly, Council, and Cuesta strategies to enhance the quality of life for all residents with an emphasis on building positive relations between residential and student-aged neighbors through a cultural shift in social behaviors

Cal Poly-City- Cuesta Working Group



Public



Neighborhood Services Team



Mission:
Exchange information and ideas to implement neighborhood wellness goals.

CAL POLY

SAN LUIS OBISPO



OFFICE OF THE PRESIDENT

January 8, 2013

Mayor Jan Howell Marx and Members of the City Council
 City of San Luis Obispo
 990 Palm Street
 San Luis Obispo, CA 93401-3249

Re: City goal-setting and budget process for 2013-15

Dear Mayor Marx and Council Members:

As you undertake the important process of establishing the city's major goals for the 2013-15 cycle, I want to underscore Cal Poly's desire to help you create an even more remarkable place to live, work and, of course, to learn.

I note that two of the city's top 2011-13 major goals – Economic Development and Neighborhood Wellness – were especially relevant to Cal Poly's mission, and I encourage you to retain these as major goals for 2013-15.

While I believe Cal Poly has made tangible contributions toward these two goals, my colleagues and I all agree that we can be even more helpful in these areas. Improvements would be helpful to all who live here, of course, but they also have a direct bearing on our primary focus as a university – the success of Cal Poly students.

The Economic Development goal specifically included a desire for expanded collaboration with Cal Poly. In the last two years, with encouragement and support from the County and the City of San Luis Obispo, as well as elected officials and civic leaders throughout the region, Cal Poly has opened the Tech Park and established both the Center for Innovation and Entrepreneurship and the Small Business Development Center for Innovation. Additionally, a very focused partnership involving city officials, local business leaders and Cal Poly gave birth to the SLO HotHouse business incubator.

We are continuing to look at how Cal Poly can be more effective at promoting partnerships with business, industry and government to promote economic development throughout the region and look forward to what we can contribute to the city's efforts should economic development remain a major goal. While our core mission is educating students enrolled in our degree programs, we recognize that economic opportunity, intercollegiate athletics and performing and

Mayor Jan Howell Marx and Members of the City Council
Page 2
January 8, 2013

visual arts enhance our community for residents and visitors. We also know that as we expand partnerships, we are creating more opportunities for our students to interact with and learn from some of the region's finest minds.

With regard to Neighborhood Wellness, improvements are vital not only as a matter of respecting our neighbors, but they also are important to our students' success, as their learning is done best in a safe, welcoming and respectful environment. There has been some success regarding code compliance and overall reductions in noise complaints, and I believe it has been the result of a combination of education and enforcement efforts. The council deserves credit for its leadership in approving tougher fines and encouraging stricter code compliance, efforts that Cal Poly publicly supported at a September 2009 city workshop.

On the education front, our students, on their own initiative, developed The Mustang Way, a set of principles to guide student decision making (<http://goo.gl/37hEx>). Additionally, our Student Affairs division implemented an educational program about the dangers of alcohol abuse called Aware Awake Alive (<http://studentaffairs-test.calpoly.edu/content/awareawakealive>).

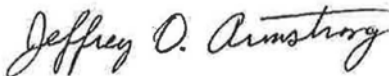
Neighborhood Wellness is a rich concept, and, of course, is about more than code enforcement and noise complaints. Working together to address Neighborhood Wellness in a holistic way, we can do even more to continue to improve the quality of life for all residents, including the thousands of residents who are students at Cal Poly and Cuesta.

In urging you to retain and expand Neighborhood Wellness as an initiative, Cal Poly pledges to be an active, constructive partner. Keith Humphrey, our new vice president for student affairs, is eager to assist; ASI President Katie Morrow affirms the same commitment to help in the work ahead. While I mention these two important Cal Poly leaders, please know that all of us at Cal Poly are committed to assisting the city attain its goals.

As our students wrote in The Mustang Way, "We are one community. We accept responsibility." They speak for all of us at Cal Poly.

Thank you for the opportunity to share Cal Poly's perspective with you. And thank for your leadership in addressing these complex, challenging issues.

Sincerely,



Jeffrey D. Armstrong
President



Start of School Impacts

**Evaluating the start of school move in week,
addressing neighborhood impacts and
potential solutions**

City of San Luis Obispo White Paper
Steve Gesell, Chief of Police
Chris Staley, Police Captain
Jeff Smith, Police Lieutenant

5/13/2013

SUMMARY

During the past several years, the San Luis Obispo Police Department has seen an increase in the number of students congregating in the neighborhoods surrounding the Cal Poly campus during the start of school, prior to starting the fall quarter. The greatest impact has been during the evening and early morning hours when thousands of students enter these neighborhoods causing traffic congestion, create excessive noise, and participate in parties which result in physical assaults, alcohol related problems, acts of vandalism and other adverse behaviors detrimental to the neighborhoods. Many of the violations involving alcohol include minors in possession, open containers, drunk in public and social host violations. As a result, the San Luis Obispo Police Department has had to significantly increase the number of officers deployed during this time.

The purpose of this paper is to give a summary of the problems associated with orientation week, review what the City of Chico and the Santa Barbara County Sheriff's Department are doing regarding similar events and make recommendations to address issues related to orientation week.

SUMMARY OF ORIENTATION WEEK AND RELATED PROBLEMS

Orientation week at Cal Poly is the time period which allows new and returning students to move-in to their college residence and begin preparing for the upcoming fall class schedule. During this time period, there are University programs and activities that occupy the students day and evening until approximately midnight, but there is also a great deal of free time for the students. This free time gives college students the opportunity to take care of personal business, reconnect with friends and for many new students become familiar with their new community. During the evening and early morning hours a large number of students use their free time to go off campus and into the neighborhoods which becomes a large social event. The majority of these students are well behaved and do not commit any violations of the law. Many of the issues during this time (i.e. excessive noise, traffic congestion) are a direct result of the vast number of students in the neighborhoods. It is often difficult for law enforcement officers to address many of these issues when there is no clear violation of law. Violations involving noise associated with a specific address, drunkenness, assaults, open alcohol containers and alcohol in the possession of a minor are problems that law enforcement officer can clearly take enforcement action. Many of the violations involving alcohol include minors in possession, open containers, drunk in public and social host violations.

Alcohol related problems during orientation week have also had a significant impact on local hospital emergency rooms. During this time, they experience a significant increase in the number of students being admitted to the emergency room for excessive alcohol consumption and injuries related to assaults. While individuals are highly encouraged to seek medical attention, the desire is to find ways to reduce the number that need such attention.

In considering what course of action can or should be taken during orientation week, evaluation of current enforcement measures must take place but also engage the student population to change the culture to value the importance of neighborhood wellness. While University life

becomes part of their identity, there needs to be a prevailing realization that when living in the surrounding off campus community, they are also residents with a committed interest for the welfare of the City of San Luis Obispo.

As the City of San Luis Obispo and Cal Poly State University evaluate measures to change the culture, this paper will explore opportunities to modify city ordinances, improve enforcement in partnership with the Cal Poly Police Department, analyze educational and programmatic opportunities, and increase involvement with Student Rights and Responsibility. The key being a shift in the student culture and bring a greater understanding to the importance of "community" in San Luis Obispo.

BACKGROUND

Cal Poly's orientation week is the fall move-in prior to classes starting and consists of a number of programs for new and returning students. New students attend orientation programs hosted by on-campus housing and by the Week of Welcome program (WOW). Second-year students are allowed to move in to on-campus housing during this time period and many students who live in off campus rental housing also move in or have already occupied their housing. Students attending Cuesta College, who live in the city, have already moved into their housing by this time as Cuesta begins classes in mid-August.

In 2010, the San Luis Obispo Police Department did a comparison of activity during Fall Move-in period 2009 to 2010. After an increase in the level of alcohol and party related violations occurred during move-in period in 2009, Cal Poly reviewed its move-in and orientation schedules in an effort to decrease problems associated with the return of students. After evaluating the process and receiving input from stakeholders, the university made a shift in the move-in date for new and second-year students in 2010.

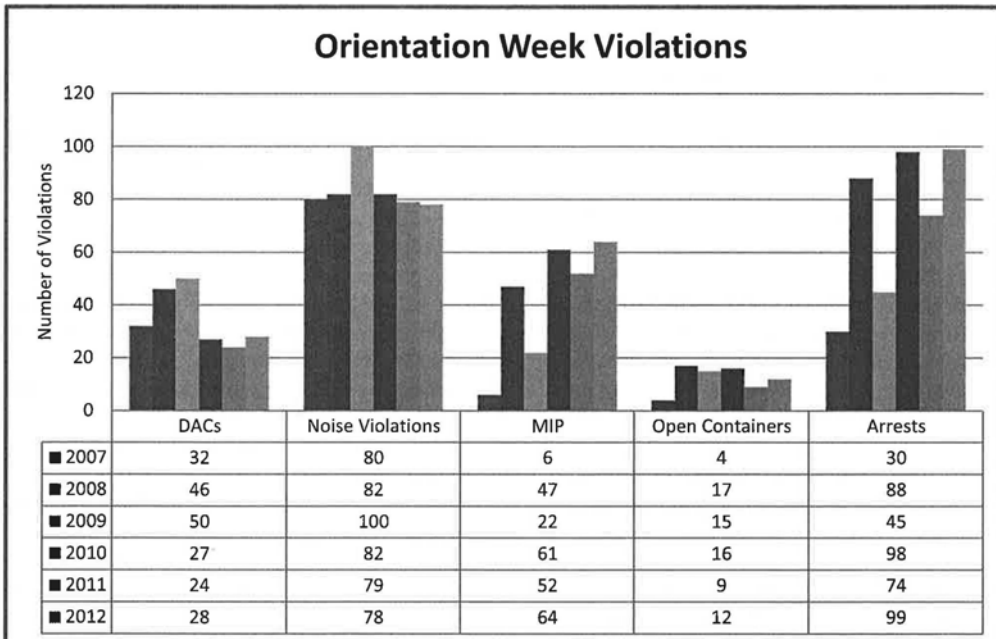
In 2009, students moved into on-campus housing on the Saturday two weekends before the start of classes. In 2010, Cal Poly shifted on-campus move-in to Monday, one week before classes began. The shift in the move-in date eliminated a full weekend where students would not be participating in planned orientation week activities. In 2010, new students were immediately engaged in orientation programs that lasted through Sunday evening, with classes beginning on Monday. Also in 2010, Cal Poly made multiple presentations to new students during orientation regarding the risks associated with alcohol use and also emphasized students' responsibility to be good neighbors. Students were given in-depth information about applicable laws and City ordinances and discussion sessions followed.

In addition to Cal Poly staff shifting of move-in date for new and second-year students, the City Council modified an existing noise ordinance and enacted a new unruly gathering ordinance, which took effect in the spring of 2010. The new ordinances reduced the required number of warnings before issuing a citation and contained provisions for fining property owners for repeat violations.

In summary the combined tactics of changing the move-in schedule, increasing the information efforts and strengthening the noise ordinance appeared to have an immediate effect in reducing

certain problems (such as noise violations) during the fall move-in period. Police Department staff remained concerned about the overall increase in the level of social activity and alcohol-related problems, especially the increased numbers of out-of-town partiers.

Since the completion of this comparison, the San Luis Obispo Police Department has continued to experience many of the same issues related to the fall move-in period. In looking at a comparison in the number of violations occurring during orientation week two years prior to the 2009-2010 comparison through the 2012 orientation week, there is very little change over the six year period. The chart below includes disturbance advisement card (DACs), noise violations, minors in possession of alcohol (MIP), open containers and arrests.



With the exception of DACs and arrests the number of violations being captured has remained consistent. The reduction in the number of DACs is primarily based on the changes in policy related to residences being placed on the “no warning list”. Once a property has been added to the “no warning list” they are no longer eligible to receive a DAC. When dispatch receives a complaint at a property on the “no warning list”, officers respond to the complaint and issue a citation if there is a violation.

TITLE 5 – STANDARDS FOR STUDENT CONDUCT

Title 5 is a California Code of Regulations that is the basis for which student discipline for the entire California State University system. Student behavior that is not consistent with the

Student Conduct Code is addressed through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences. The standards for student conduct are based on the *Campus Community Values*:

The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community should choose behaviors that contribute toward this end. Students are expected to be good citizens and engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.

When applying Title 5, Cal Poly looks at violations of student conduct primarily when it impacts the campus community and the health, wellness and academic success of students. Under section (20)(d) of Title 5 the code states, "Conduct that threatens the safety or security of the campus community, or substantially disrupts the functions or operation of the University is within the jurisdiction of this Article regardless of whether it occurs on or off campus."

SAFETY ENHANCEMENT ZONE ORDINANCE

Background

In December 2004 the Council enacted Chapter 9.22 of the San Luis Obispo Municipal Code. This Chapter created a process to designate a geographic area in the City as a safety enhancement zone during specific dates/times based upon a finding by the City Council that such a designation is necessary to protect the public health, safety and welfare of the citizens of San Luis Obispo. Violations of the following Municipal Code ordinances during the enactment of a safety enhancement zone result in higher fines than violations when a safety enhancement zone is not in effect:

Chapter 9.04	Possession or consumption of alcohol in public
Chapter 9.05	Hosting a gathering with minors consuming or possessing alcohol
Chapter 9.12	Noise control
Chapter 9.16	Dangerous and deadly weapons
Chapter 9.20	Urinating in public

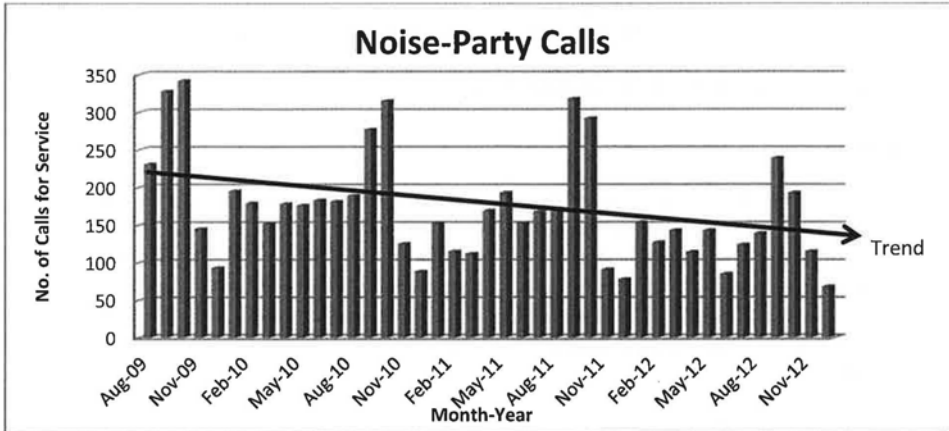
In September of 2009, staff presented several strategies to reduce neighborhood noise and party disturbances and requested the Council provide direction to staff regarding the proposed strategies. During this study session, staff presented the need to amend the safety enhancement zone ordinance to update the fine structure. Staff also requested the Council provide direction regarding enacting a safety enhancement zone during other times of the year, such as Halloween and St. Patrick's Day, in order to deter increasingly disruptive behavior. The Council directed staff to return with amendments to the ordinance and with proposed dates for the enactment of the safety enhancement zone ordinance. Staff recommended the designation of citywide safety enhancement zone, rather than the designated geographic areas, and to include the periods of time encompassing Halloween and St. Patrick's Day. Staff further recommended that when Halloween falls on or near a weekend (Thursday through Sunday), the citywide safety

enhancement zone designation encompass the entire weekend in order to deter multi-night celebrations. Recommendations submitted by staff were adopted by Council.

Fines during safety enhancement are doubled, up to \$1,000. For example a first noise violation which is regularly \$350 would result in a fine of \$700.

Halloween and St. Patrick's Day remain busy events in the City of San Luis Obispo. The San Luis Obispo Police Department has noticed a decrease in the number of parties hosted by college students and the number of open alcohol containers violations in the neighborhoods surrounding the Cal Poly campus since the enactment of the Safety Enhancement Zone Ordinance.

The chart below was recently included in a Council Memorandum which highlights some of the positive impacts the current Noise Ordinance and Safety Enhancement Zone Ordinance.



Process to Change Current Ordinance

Staff would need to complete a Council Agenda Report with recommendations to amend the Safety Enhancement Zone Ordinance to include the time periods encompassing Orientation week. The specifics of how to design a revised ordinance would need to be considered during ordinance development.

NEIGHBORHOOD OUTREACH MANAGER

Currently the San Luis Obispo Police Department employs a Neighborhood Outreach Manager. One of the main functions of this position is neighborhood enhancement and improves quality of life in the neighborhoods. Listed below are some of the responsibilities associated with this position.

- Administers and supervises noise violation programs with an emphasis on education and outreach to the neighborhood groups and the consistently changing college age population.

- Plans, organizes, coordinates, supports and supervises the work of assigned SNAP staff; trains staff in work procedures; participates in selection processes and evaluates the work of assigned staff.
- Fosters cooperative working relationships among the City, state university, community college, business, resident and other community groups.
- Represents the City at a variety of public and private group meetings to increase partnership, transparency and information exchange; provides ongoing assistance and mentoring to neighborhood groups and leaders as needs arise.
- Facilitates programs for citizens designed to achieve a greater level of participant understanding of policing in San Luis Obispo.
- Conducts statistical crime analyses using the Department's Computer-Aided Dispatch and Records Management System; uses the data to evaluate and identify chronic problem areas, and collaborates with enforcement personnel to gain compliance.
- Collaborates with City Departments to develop and implement education and outreach programs regarding noise ordinance compliance.
- Prepares and produces informational materials for various media.
- Oversees marketing strategies focusing on crime prevention and organizational branding to include the management of a contract with a marketing firm to reach targeted demographics.
- Provide support in coordinating public meetings and special events.
- Implement public information strategies to gain voluntary compliance of municipal codes.

The Neighborhood Outreach Manager regularly conducts meetings with residents, university officials, student leaders, Greek affiliated organizations and off-campus living facilities. In addition, they participate in four to five campus fairs which provide noise and zone enhancement information to students. These outreach programs can be expanded to include more information regarding neighborhood wellness for student living off campus.

CITY POLICE – UNIVERSITY POLICY RELATIONS

Santa Barbara County Isla Vista area and City of Chico are communities similar to San Luis Obispo, with a large student based population. Although they do not experience student related problems during their fall orientation week, they do experience similar problems throughout the year such as large parties, excessive noise, large student gatherings, assaults and alcohol violations. During Chico and Santa Barbara's academic school year additional law enforcement is needed to address the added number of violations committed in the community by college students.

City of Chico

In 2006, the City of Chico and California State University, Chico established a MOU for a joint law enforcement operational protocol between the City of Chico Police Department and California State University, Chico Police Department. Attached to this document is a copy of the agreement and operational protocol. In summary the MOU and operational protocol established the following:

- Geographical boundaries for jurisdictional authority and responsibility
- University Police responding as the primary agency for recognized off campus fraternities and sororities

- Handling of criminal investigations
- Responding of on-view incidents off campus
- Providing crime reports and records
- Officer involved shooting
- Dispatch transfer of emergency and non-emergency calls
- Management of civil disorders
- Incident command at major incidents
- Location of crimes and responsibilities of initiating officer

County of Santa Barbara

In 2010, the County of Santa Barbara and University of California, Santa Barbara established a MOU governing a joint operation for the Isla Vista Foot Patrol Unit. Attached to this document is a copy of the cooperative agreement and MOU.

The Isla Vista Foot Patrol is a cooperative agreement between the County of Santa Barbara and the University of California to provide Community Oriented Policing to the community of Isla Vista in which officers leave their vehicles to perform a “foot patrol” to become better established by the community. In summary the MOU and cooperative agreement established the following:

- Law Enforcement staffing committed by the Sheriff’s Office and University Police
- Governing Policies
- Areas of responsibility
- Equipment
- Program Expenses
- Chain of Command

The law enforcement agencies included in these MOU agreements felt the combined efforts of University Police and local law enforcement were beneficial in addressing off campus violations related to high student residential population. The greatest benefits being the off campus presence and involvement of University Police with student related violations of the law and the potential involvement of Student Judicial Affairs.

RECOMMENDATIONS

- Complete a Council Agenda Report with recommendations to change the Safety Enhancement Zone Ordinance to include the period of Orientation Week.
- Continue discussions with University Officials and University Police to further evaluate the possibility of a MOU agreement between the City and University regarding police operational protocol off campus.
- Explore additional educational opportunities with the Cal Poly and Cuesta College to change the student culture related to neighborhood wellness.

CAL POLY

SAN LUIS OBISPO



OFFICE OF THE PRESIDENT

May 8, 2013

Mayor Jan Howell Marx and Members of the City Council
 City of San Luis Obispo
 990 Palm Street
 San Luis Obispo, CA 93401-3249

Re: Neighborhood Wellness Initiative

Dear Mayor Marx and Council Members:

In my January 8, 2013, letter to you about the city's major goals for 2013-15 (copy attached), I underscored Cal Poly's commitment to be an unwavering partner in your efforts to enhance San Luis Obispo's quality of life.

Now, as you begin to look at specific Neighborhood Wellness initiatives, I thought it might be helpful to share with you several corresponding efforts that we have under way at Cal Poly. These initiatives have been undertaken with a particular focus on the beginning of the academic year. Under the leadership of Keith Humphrey, our new Vice President for Student Affairs, Cal Poly has put into place some changes aimed at ensuring a smooth start of the academic year.

For September 2013, we have adjusted the Week of Welcome schedule to include greater emphasis on academics and a commitment to being good neighbors and citizens. Additionally, each year for the next several years, the Week of Welcome will add programming for parents of new students as well as programming for returning students, again with a goal of helping students strike an appropriate balance between their studies and their social life and to ensure that they focus on the primary objective of their time at Cal Poly – successful completion of their degree.

As has been noted in local news coverage, Cal Poly is already implementing more proactive procedures to respond to off-campus violations that present a health or safety risk to students. We are particularly focused on responding to incidents where students have been formally charged with violations.

In early 2014, we expect to have reconfigured some staff assignments to provide for an off-campus student life coordinator who will help facilitate neighborhood wellness. This person will be tasked with helping students contribute positively to their neighborhoods and provide appropriate responses to off-campus behaviors that are not healthy or safe. The coordinator will work closely with city staff as well as with student leaders and Cal Poly administrators.

Mayor Jan Howell Marx and Members of the City Council
Page 2
May 8, 2013

We are currently finalizing plans for expanding university housing over the next six to ten years. Our plan is to complete an initial expansion of student housing, perhaps as early as Fall 2018, that would add approximately 1,400 beds to bring our existing stock to approximately 8,300 beds. Our goal is to steadily increase our supply of university housing for students because they tend to achieve more academic and social success the longer they live in university housing.

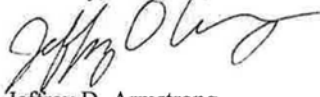
I also want to mention again two other efforts. I repeat them because they add an important dimension to our efforts and reflect the care and concern of our students and parents:

- The Mustang Way: This set of principles to guide student decision making was initially launched by our student-athletes, then subsequently captured the attention of our ASI student leaders who brought it forward to the entire campus. I am particularly proud our student leaders for their initiative on The Mustang Way. I believe it demonstrates their sincerity and commitment to improving the climate on and off campus for everybody. For more on The Mustang Way, please go to <http://goo.gl/37hEx>.
- Aware Awake Alive: This educational program, initiated by the parents of the late Carson Starkey, continues to be very helpful in our efforts to educate students about the dangers of alcohol abuse. For more, please go to <http://studentaffairs-test.calpoly.edu/content/awareawakealive>.

As I noted in my January letter, we all believe that neighborhood wellness is a richer concept than simply code enforcement and reductions in noise complaints. It is our goal that by working with you and with Cuesta College, we can address neighborhood wellness in a holistic way that benefits all residents, including the thousands of residents who are students at Cal Poly and Cuesta.

Thank you for the opportunity to share Cal Poly's perspective with you, and thank you for your leadership in addressing these complex, challenging issues.

Sincerely,



Jeffrey D. Armstrong
President

Attachment

cc: G. Stork
Cal Poly Vice Presidents



SAN LUIS OBISPO COUNTY COMMUNITY COLLEGE DISTRICT

Thousands of Success Stories

May 9, 2013

Mayor Jan Howell Marx and Members of the City Council
 City of San Luis Obispo
 990 Palm Street
 San Luis Obispo CA 93401-3249

Re: Neighborhood Wellness/Community Civility Effort

I welcome the opportunity to write this letter in support of the Neighborhood Wellness/Community Civility Effort with the City of San Luis Obispo, Cal Poly, and Cuesta College. Over the past 23 years, Cuesta College administrators and student leaders have participated in and benefited from the partnership with the City of San Luis Obispo and Cal Poly in the Student Community Liaison Committee.

Our newly-adopted mission statement supports "preparing students to become engaged citizens in our increasingly complex communities and world." We bring student attention to their immediate community of San Luis Obispo through a number of college initiatives:

- Cuesta College invites the City of San Luis Obispo to address good neighbor policies and ordinances during the annual fall Connect@Cuesta orientation event for new students.
- Cuesta College contracts with Creative Mediations/SLO solutions to provide our students with free community mediation services addressing issues ranging from roommate disputes to landlord and neighbor issues.
- In partnership with the San Luis Obispo Police Department, Cuesta College alerts students of safety enhancement zones throughout the year.
- Cuesta is in conversation with SLO Solutions about placing an intern with the college.
- Flash drives will be distributed to all new students attending new student orientation for the fall 2013 semester which will include good neighbor policy information.
- Flyers are included in campus tour packets that are distributed to prospective students and their families highlighting good neighbor relationships.

One of the main reasons that San Luis Obispo is such an inviting community in which to live, work, and learn, is that we continue to place the quality of life as a priority. This is a value that we continue to instill in our student-citizens as they prepare to enhance the community in which they choose to make their home.

Sincerely,

Gilbert H. Stork, Ed.D.
 Superintendent/President

SAN LUIS OBISPO Campus P.O. Box 8106, San Luis Obispo, CA 93403-8106 (805) 546-3100
 NORTH COUNTY Campus 2800 Buena Vista Drive, Paso Robles, CA 93446 (805) 591-6200

B1 - 21



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Goodwin, Heather

RECEIVED
MAY 20 2013
SLO CITY CLERK

From: Grimes, Maeve
Sent: Monday, May 20, 2013 1:17 PM
To: Goodwin, Heather
Subject: FW: Item B1, Consideration of Neighborhood Wellness/Community Civility Initiatives
Attachments: Neighborhood Wellness-Civility.doc

Heather, please distribute this as Agenda Correspondence for Item B1.

Thank you,

maeve kennedy grimes
City Clerk

city of san luis obispo
990 Palm Street
San Luis Obispo, CA 93401
phone: (805) 781-7102
email: mgrimes@slocity.org

AGENDA
CORRESPONDENCE
Date 5/21/13 Item# B1

From: Sandra Rowley [<mailto:macsar99@yahoo.com>]
Sent: Monday, May 20, 2013 11:52 AM
To: Marx, Jan; Ashbaugh, John; Smith, Kathy; Carpenter, Dan
Cc: Lichtig, Katie; Grimes, Maeve
Subject: Item B1, Consideration of Neighborhood Wellness/Community Civility Initiatives

Attached is RQN's letter regarding Item B1, Consideration of Neighborhood Wellness/Community Civility Initiatives.



Residents for Quality Neighborhoods

P.O. Box 12604 • San Luis Obispo, CA 93406

May 20, 2013

RE: Item B1, Consideration of Neighborhood Wellness/Community Civility Initiatives

Dear Mayor Marx and Members of the Council

First of all, the Board and members of Residents for Quality Neighborhoods sincerely thank SLOPD as the lead department as well as all other City staff who, in conjunction with President Armstrong and the Cal Poly administration, have made these cooperative efforts possible. We are cautiously optimistic that such efforts will, in fact, lead to the types of quality neighborhoods experienced by some of our residents, but only dreamed of by others.

The RQN Board strongly supports the addition of move-in and the beginning two weeks of school to our Safety Enhancement Zones, thus doubling fines for this time period.

We, also, strongly support the concept of Neighborhood Wellness/Community Civility and applaud Cal Poly's efforts to instill a sense of community and civic mindedness in new and returning students. Their efforts have the ability to dramatically improve the livability of neighborhoods and to add to the "downtown experience."

Review of the Neighborhood Wellness/Community Civility proposal and the chart on page B1-8, show the inclusion of a wide range of City, College and University participants, including students, as members of the proposed Working Group. However, there are no designated positions for the City's permanent residents depicted. Residents, along with City staff, Cuesta and Cal Poly students, are only involved in this process as part of the bimonthly Neighborhood Services Team - to consult and advise (page #B1-8). We propose 2-3 positions be added to the Working Group for permanent residents and that they represent heavily impacted neighborhoods such as Alta Vista, Monterey Heights and Laguna.

As an aside, RQN deeply appreciates the decision by the Cal Poly President to designate an off-campus student life coordinator to help facilitate neighborhood wellness. We hope that Council members and City staff will provide this individual with the requisite contact information for the City's residents' groups so that the wealth of information and experience possessed by members of these groups can be shared.

RQN recommends the following:

1. Support of the proposed addition to the Safety Enhancement Zones Ordinance.

2. Support of the Neighborhood Wellness/Community Civility Initiatives proposal, with the addition of 2-3 positions for permanent City residents, preferably from the most impacted areas, i.e., Alta Vista, Monterey Heights and Laguna.

Thank you for your time and attention and for your efforts and concern regarding this issue.

Sincerely,

Sandra Rowley
Chairperson

Neighborhood Wellness and Community Civility Initiative: Summary Report from the City of San Luis Obispo Opinion Survey

Peter B. Chi, Ph.D.
Department of Statistics
California Polytechnic State University
San Luis Obispo, CA 93407

1 Introduction

On May 21, 2013, the Neighborhood Wellness / Community Civility Effort was launched in order to foster and improve the relationship between year round residents of San Luis Obispo, and students of California Polytechnic State University (Cal Poly), and Cuesta College. Specifically, there has been a growing concern regarding student partying and disruptive behavior across the city of San Luis Obispo. This has been highlighted by particular incidents of recent years, such as Cal Poly's Week of Welcome (WOW) in 2012, when an estimated 2000+ students congregated in the residential area just directly south of campus, causing disruption and safety concerns as roads became impassable (City of San Luis Obispo, 2013)

In addition to implementing particular strategies aimed at addressing WOW scheduling to attempt to keep students occupied on campus instead of disrupting neighborhoods surrounding campus, the Neighborhood Wellness / Community Civility Effort implemented an opinion survey across the city of San Luis Obispo. This survey was meant to capture feedback from permanent residents and students, with the aim of identifying strategies to produce outcomes towards the overall goal of neighborhood wellness.

In this report, data from the survey are analyzed and reported in order to identify any notable trends. With no specific *a priori* hypotheses, this exploratory data analysis aims to capture anything that may be revealed from the data. A particular focus of the analyses, however, will be on identifying potential sources of conflict between Cal Poly students and non-student residents of San Luis Obispo.

2 Methodology

The City of San Luis Obispo Opinion Survey was distributed with utility bills and across campus at Cal Poly. A total of 3,807 responses were received, and entered into SurveyMonkey (SurveyMonkey Inc., 2014). For analyses, the entire dataset was exported from SurveyMonkey as a comma-separated text file and imported into the statistical analysis platform called R (R Development Core Team, 2011).

Questions were written to either gain identifying information on an individual (such as “With what ethnicity do you most identify?”), or to gain content regarding how the individual feels about a particular topic or situation (such as a Likert-scale response to “I feel as though my neighbors are respectful of my property.”). For this report, these will be referred to as “identifying questions” and “content questions,” respectively. Figures 1 and 2 below are the actual survey, where the identifying questions can be seen in Figure 1: Questions 1 through 12, and the content questions are Questions 13 through the end, across both Figures 1 and 2.

1. Do you live in San Luis Obispo city limits?
 Yes, I am eligible to continue with the survey.
 No. If you do not currently live in San Luis Obispo we would appreciate your willingness to fill out the survey. However, our primary initial focus is to target residents within San Luis Obispo city limits and we are limiting survey participation to this area.

2. What is your age?
 18-24 years old
 25-31 years old
 32-38 years old
 39-45 years old
 46-51 years old
 52-58 years old

3. What gender do you identify?
 Male
 Transgender
 Female

4. Are you currently attending Cal Poly San Luis Obispo, Coast College, or Allan Hancock College?
 Yes, I am attending Cal Poly San Luis Obispo.
 Yes, I am attending Coast College.
 Yes, I am attending Allan Hancock College.
 No, I am not currently attending any of these schools. If you are attending one of these schools, what year are you currently in your school?

5. What ethnicity do you most identify?
 African American/Black
 American Indian/Alaska Native
 Asian
 Latino
 Native Hawaiian/Other Pacific Islander
 White/Caucasian
 Other (please specify):

6. Where is your current residence located? Please use your best judgement when picking a neighborhood.
 On Cal Poly's campus
 Laguna area
 Cal Poly area
 Tank Farm/Broad area
 Johnson/Donnerstag area
 Downtown area
 Football/Chico area

7. How many years have you lived in San Luis Obispo?

8. Were you born in San Luis Obispo?
 Yes
 No

9. How many people live in your household (include yourself in the number)?
 1
 2
 3
 4
 5
 6
 7
 8+

10. In what age group are the people who live in your household (mark all that apply)?
 0-17 years old
 18-24 years old
 25-31 years old
 32-38 years old
 39-45 years old
 46-51 years old
 52-58 years old
 59-65 years old
 66-71 years old
 72-78 years old
 79-85 years old
 86+ years old

11. How many more years do you see yourself staying in San Luis Obispo?
 I have no plans of leaving.
 1 year
 2 years
 3 years
 4 years
 5 years
 6 years
 7 years
 8+ years

12. If you are renting your residence, please mark all that apply.
 I am renting a room in a shared residence.
 My residence is managed by a property management company.
 My landlord lives outside San Luis Obispo.
 My landlord lives in San Luis Obispo.
 My landlord lives in my residence.
 I am not renting my residence.
 Other (please specify):

13. When I return to my house after school or work:
 I am unsure that there will be parking relatively close to my house.
 I frequently have trouble finding parking relatively close to my house.
 I rarely find parking relatively close to my house.

14. After the garbage companies empty the trashcans, I usually bring in my household's trashcans off of the street.
 The same evening.
 Sometime the next day.
 Within the next 2-3 days.
 Within the next week.

15. After the garbage companies empty the trashcans, my neighbors usually bring in their household's trashcans off of the street.
 The same evening.
 Sometime the next day.
 Within the next 2-3 days.
 Within the next week.

16. If frequently observe the following conditions in my neighborhood (check all that apply)?
 Parking on the front yard.
 Parking in the driveway with the vehicle extending over the sidewalk.
 Fences with missing boards or that is not structurally sound.
 Motor vehicles used outside or parked on rooftops.
 Storage of inoperable vehicles or equipment.
 Storage of building materials or other debris not associated with a valid building permit.
 Illegally parked cars (i.e. opposite direction, red curb, etc.)

17. I feel my neighborhood should be quiet on a weekday (Sunday - Thursday) by approximately:
 7 p.m. - 9 p.m.
 8 p.m. - 9 p.m.
 9 p.m. - 10 p.m.
 10 p.m. - 11 p.m.
 11 p.m. or later

18. I typically notice my neighborhood is quiet on a weekday (Sunday - Thursday) by approximately:
 7 p.m. - 8 p.m.
 8 p.m. - 9 p.m.
 9 p.m. - 10 p.m.
 10 p.m. - 11 p.m.
 11 p.m. or later

19. I feel my neighborhood should be quiet on a weekend night (Friday - Saturday) by approximately:
 7 p.m. - 8 p.m.
 8 p.m. - 9 p.m.
 9 p.m. - 10 p.m.
 10 p.m. - 11 p.m.
 11 p.m. or later

20. I typically notice my neighborhood is quiet on a weekend night (Friday - Saturday) by approximately:
 7 p.m. - 8 p.m.
 8 p.m. - 9 p.m.
 9 p.m. - 10 p.m.
 10 p.m. - 11 p.m.
 11 p.m. or later

21. I feel comfortable addressing my neighbor if a concern arises.
 Strongly Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

22. I feel as though my neighbors are respectful of my property.
 Strongly Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

23. I think there is enough unmarked police presence (not responding to a call) in my neighborhood.
 Strongly Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

24. I would like to see more unmarked police presence (not responding to a call) in my neighborhood.
 Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

25. Please mark all that apply in regards to the following statement: If one of my neighbors hosts a social gathering, it's noisy...
 Parking becomes unavailable quickly.
 Garbage is left on my or other neighbors' property.
 Noise on my or other neighbors' property.
 Other unwanted objects on my property.
 Loud and disruptive activity on the street.
 Little or no problems.

26. When I first moved to San Luis Obispo, the quality of life within the San Luis Obispo residential community was:
 Strongly Unfavorable
 Unfavorable
 Neutral
 Favorable
 Strongly Favorable

27. Currently, I feel the quality of life within the San Luis Obispo residential community is:
 Strongly Unfavorable
 Unfavorable
 Neutral
 Favorable
 Strongly Favorable

28. If there is a discrepancy between your answers to Questions 26 and 27, please comment on the shift of your view on community climate.

Figure 1: Opinion Survey, page 1

29. I believe the relationship between college-age students and permanent residents is important.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

30. I believe college-age students provide value to the San Luis Obispo community.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

31. I believe permanent residents provide value to the San Luis Obispo community.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

32. I believe a meaningful relationship between the college-age students and permanent residents should be a priority of the local government.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

33. I feel as if I am welcome to participate in discussions about improving community relationships.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

34. I feel as if I should be included in discussions about improving community relationships.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

35. I believe college-age students provide an important role in facilitating economic growth within the San Luis Obispo community.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

36. I would recommend living in my neighborhood to a friend.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

37. I support a rental inspection program for commercial and residential housing.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

38. I believe property owners of rental properties are responsible for ensuring tenants are not disruptive to neighbors.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

39. I believe property owners can be proactive with their tenants about not being disruptive in residential neighborhoods.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

40. I believe city leaders have enacted ordinances and programs to improve neighborhood civility.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

41. I believe Cal Poly and Cuesta have enacted policies and regulations for standards of conduct for their students to improve neighborhood civility.

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

Comments: _____

42. Have you ever been invited to be a participant in a discussion that involved Cal Poly and/or Cuesta and permanent residents?

Yes
No
Other (Please specify): _____

43. Have you ever participated in a discussion that involved Cal Poly/Cuesta and permanent residents?

Yes
No
Other (Please specify): _____

44. If invited to participate in a discussion that involved Cal Poly/Cuesta and permanent residents, would you participate?

Yes
No
Other (Please specify): _____

45. At what times of the year, if any, do you notice the most disturbances in community neighborhoods?

Winter
Spring
Summer
Fall
Comments: _____

46. If you could fix one issue in San Luis Obispo, what would it be?

Comments: _____

47. What suggestions do you have to improve the relations between the college-age students and permanent residents?

Comments: _____

48. Are you interested in being contacted to share your opinions on these community-related issues in the future?

Yes, my e-mail is: _____
No
Other (Please specify): _____

Neighborhood Wellness and Community Civility Initiative

CITY OF SAN LUIS OBISPO
OPINION SURVEY

In May of 2013, community representatives, Cuesta and Cal Poly administrators, students, and San Luis Obispo officials convened and ultimately launched a Neighborhood Wellness and Community Civility Initiative. Collectively, the group has a vision of a community in which year-round residents and students actively collaborate to build community and communicate in an environment that fosters mutual respect and understanding. With this vision comes a goal of enhancing the quality of life for all residents, with particular emphasis on building positive relations between residential and student-aged neighbors through a cultural shift in social behaviors.

To learn more about this initiative, please visit www.sanluisobispo.gov/neighborhoodwellness.

The following survey is an integral step in this initiative. In order to assess the current conditions of neighborhood wellness, surveying residents of all ages and backgrounds will provide guidance for future actions taken by officials of San Luis Obispo, Cal Poly San Luis Obispo, and Cuesta College. Please answer honestly and explain when you feel necessary. Should you have concerns about the survey, please contact Christine Wallace at cwallace@cityofso.org.

You have two options. You may complete the enclosed survey and return it in the postage-paid envelope OR you may complete the survey on-line at <http://www.surveymonkey.com/s/PJ14FC>. Only one survey per person and only one survey per official postage-paid envelope please.

Figure 2: Opinion Survey, page 2

Where appropriate, distributions of variables were compared using a standard statistical procedure known as a χ^2 goodness-of-fit test (Pearson, 1900). As this project was exploratory in nature, however, few formal statistical tests were actually performed. The majority of trends were simply shown in a qualitative manner, in graphical or tabular form. Additionally, a regular expression search was performed for certain free response questions, to isolate any common words that appeared most frequently.

3 Results

3.1 Descriptive Statistics

An overview of our dataset, resulting from 3807 survey responses, is shown in Table 1. As expected, the vast majority of those between 18-24 years old are Cal Poly students (1591 out of 1672). Also, approximately 23% of non-students live in two areas that have a substantial student population: the

Characteristic	All residents		Non-students		Cal Poly Students		Cuesta Students	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Age								
18-24 years old	1672	47.9	13	0.8	1591	95.8	60	51.7
25-31 years old	144	4.1	68	4	54	3.3	21	18.1
32-38 years old	117	3.4	101	6	10	0.6	5	4.3
39-45 years old	119	3.4	107	6.3	3	0.2	8	6.9
46-51 years old	114	3.3	109	6.5	0	0	5	4.3
52-58 years old	264	7.6	256	15.2	1	0.1	6	5.2
59-65 years old	346	9.9	336	19.9	0	0	7	6
66-71 years old	275	7.9	273	16.2	0	0	1	0.9
72-78 years old	205	5.9	196	11.6	0	0	2	1.7
79-85 years old	148	4.2	144	8.5	0	0	1	0.9
86+ years old	87	2.5	83	4.9	2	0.1	0	0
Ethnicity								
African American/Black	17	0.5	4	0.2	12	0.7	1	0.9
American Indian/Alaska Native	12	0.3	7	0.4	2	0.1	3	2.6
Asian	167	4.8	35	2.1	128	7.7	3	2.6
Latino	162	4.7	32	1.9	113	6.8	15	13
Native Hawaiian/Other Pacific Islander	14	0.4	8	0.5	5	0.3	1	0.9
White/Caucasian	2951	85.2	1518	91.1	1329	80.2	85	73.9
Other (please specify)	140	4	62	3.7	69	4.2	7	6.1
Neighborhood								
Cal Poly area.	746	21.6	134	8	592	35.7	18	18
Downtown area.	427	12.3	281	16.7	127	7.7	19	19
Foothill/N. Chorro area.	629	18.2	252	15	354	21.4	16	16
Johnson/Sinsheimer area.	372	10.8	305	18.2	52	3.1	11	11
Laguna area.	469	13.6	333	19.8	115	6.9	16	16
On Cal Poly's campus.	376	10.9	0	0	374	22.6	1	1
Tank Farm/Broad area.	441	12.7	373	22.2	43	2.6	19	19

Table 1: Descriptive Statistics for the entire dataset

“Cal Poly area” and the “Foothill/N. Chorro area.” Among these non-student residents of these two areas, roughly 90% of them are above the age of 38, pointing towards the possibility of conflict between these residents and Cal Poly students.

To determine the extent to which our study sample may have been biased with respect to the target population of all San Luis Obispo citizens, a comparison of the distributions of age and ethnicity from our survey was made to that of 2010 Census data (U.S. Census Bureau, 2010). The χ^2 goodness-of-fit test revealed that our age and ethnicity distributions were indeed statistically significantly different from those of the Census data. Specifically, 18-24 year olds were overrepresented in our sample (47.9% compared to 39.6% in Census data), and African Americans were

underrepresented in our sample (0.5% compared to 1.2% in Census data). Additionally, Hispanic or Latino ethnicities were not explicitly recorded in the 2010 Census data, so our accuracy with this population is unknown.

3.2 Strong Majority Opinion Exploration

Our first analysis was to examine whether any content questions had a strong majority responding in any particular way. We scanned through the entire survey responses, with a threshold of 80% indicating a strong majority. Also, we looked at this within subgroups of the dataset, with subgroups defined by combinations of the identifying questions.

Among all of the content questions, only two questions surfaced as having strong majority opinions through this exploration. They were (with majority response bolded):

- When I return to my house after school or work:
 - **I can assume that there will be parking relatively close to my house**
 - I frequently have trouble finding parking relatively close to my house
 - I rarely find parking relatively close to my house
- After the garbage companies empty the trashcans, I usually bring in my household's trashcans off of the street:
 - **The same evening**
 - Sometime the next day
 - Within the next 2-3 days
 - Within the next week

In the entire dataset, 81.1% responded that they can find parking relatively close to their house, and 80.9% responded that they bring in their trashcans on the same evening. Among subgroups defined by age, gender, ethnicity and all other identifying questions, plus combinations thereof, many subgroups identified these same two questions/responses at a greater than 80% rate. No other content question surfaced as having at least 80% of responses matching.

3.3 Contrasting Questions Exploration

3.3.1 Trashcans

As observed in the previous section, 80.9% of the study sample reported that they bring their trashcans in on the same day. While this does not directly point to any possible conflict, we can compare this to the responses of the next question: “After the garbage companies empty the trashcans, my neighbors usually bring in their household’s trashcans off of the street...” Specifically, we can examine the distribution of responses among those who stated that they bring in their trashcans on the same day. Any of these individuals who report that their neighbors do anything other than bring their trashcans in on the same day will form a group who are potentially upset by this situation. This is summarized in Figure 3.

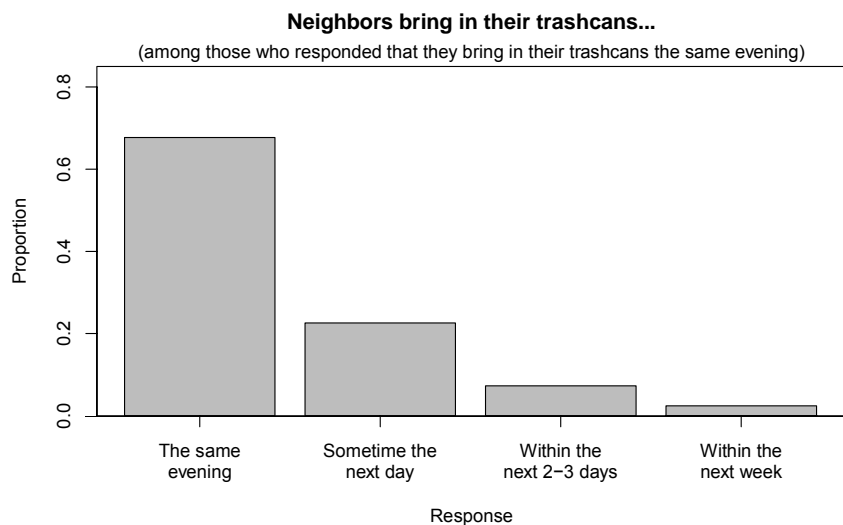


Figure 3: Distribution of responses about their neighbors, by people who reported bringing in their own trashcans on the same evening as the garbage companies empty them

Since this is only among those who responded that they themselves bring in their trashcans on

the same evening that the garbage companies empty them, it is plausible that they might expect the same from their neighbors. Thus, we observe that just over 30% of these individuals might potentially be upset by this situation.

Additionally, we explored whether this dichotomy was driven by a differing attitude between students and non-students. That is, when do students bring in their trashcans, and when do non-students bring in their trashcans? This is summarized in Figure 4.

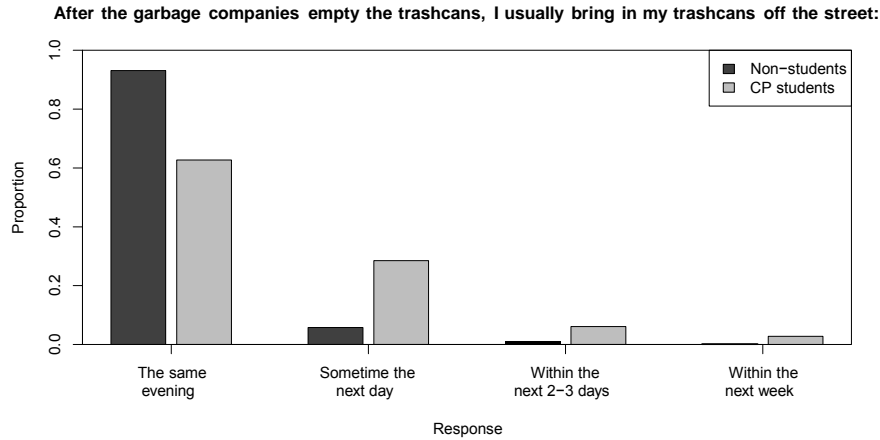


Figure 4: Student vs. non-student responses regarding when they bring in their own trashcans

As we observe above, Cal Poly students tend to bring their trashcans in at a later time than the non-student population. In particular, only about 60% of Cal Poly students report that they bring their trashcans in on the same evening.

Finally, we examined the free responses attached to this question. Among a total of 156 non-students who left a free response, approximately 35 of them left a comment that voiced frustration at the situation, such as:

- “But some NEVER bring them in!”
- “The adults do. Students not so much.”
- “Poly students don’t understand trash rules.”

In contrast, approximately 10 of the comments appeared to indicate that this should not be a concern of the city, e.g.:

“I actually have no idea, I don’t care what my neighbors do with their trash cans as long as they don’t block my driveway.”

The remaining comments appeared to be either neutral or of undeterminable tone. Also, an examination of the student comments to this question revealed virtually zero who voiced frustration at the situation. It is important to note, however, that all of these counts are quite imprecise, as it was left entirely up to human judgement of a written phrase.

3.3.2 Time that it should be quiet

Questions 17 and 18 asked contrasting questions about what time it should be, and actually is, quiet on a weeknight. The overall distributions are summarized in Figure 5.

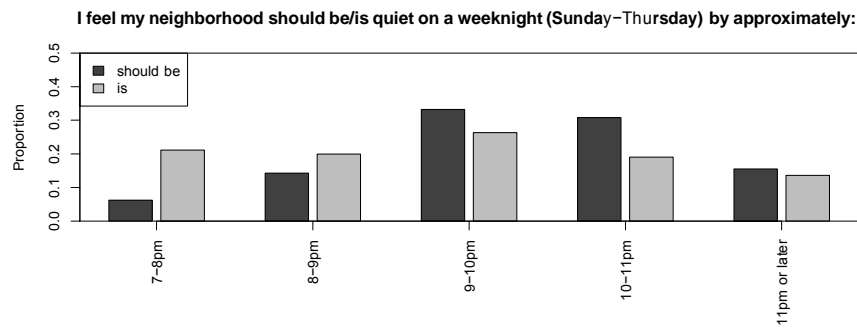


Figure 5: Side-by-side distributions of when it should be and is quiet on a weeknight.

To determine the proportion who might potentially be upset at the situation surrounding this question, we categorized people as “potentially upset” if they responded that it usually is quiet at a later time than what they stated for when it should be quiet. In the entire dataset, 16.8% responded that it is quiet at a later time than they feel that it should be, on a weeknight. When separated

into Cal Poly students and non-students, the percentage potentially upset was 17.0% and 16.4%, respectively.

Questions 19 and 20 were similar to Questions 17 and 18, but posed for the weekend nights. The overall distributions are summarized in Figure 6.

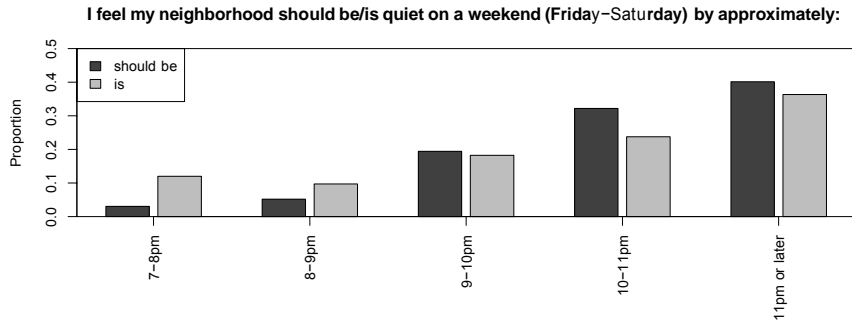


Figure 6: Side-by-side distributions of when it should be and is quiet on a weekend.

To determine the proportion who might potentially be upset at the situation surrounding this question, we categorized people as “potentially upset” if they responded that it usually is quiet at a later time than what they stated for when it should be quiet. In the entire dataset, 14.8% responded that it is quiet at a later time than they feel that it should be, on a weekend night. When separated into Cal Poly students and non-students, the percentages potentially upset were 9.9% and 18.0%, respectively.

3.3.3 Quality of life at first vs. currently

Questions 26 and 27 asked about the quality of life in San Luis Obispo, when first moved to the town, and currently. The overall distributions are summarized in Figure 7. Overall, it appears that people are reporting a declining quality of life after living in San Luis Obispo for some amount of time. Specifically, 28.8% of all respondents reported that their current quality of life is worse than when they first moved to San Luis Obispo. When separated into Cal Poly students and non-students, the percentages reporting a worse quality of life currently were 13.0% and 40.4%, respectively.

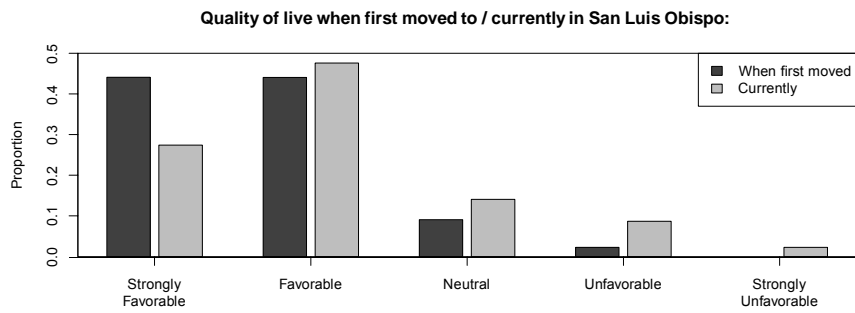


Figure 7: Side-by-side distributions of quality of life when first moved to San Luis Obispo vs. currently.

An examination of the written comments, however, revealed no obvious trend or cause of the decline. Among non-students, comments ranged from

“crime, drugs, late nite partys, housing authority trash/noise”

to

“Too much nit-picking while real problems go unresolved.”

Although far fewer Cal Poly students reported a decline in quality of life over the time that they have lived here, there was a modest trend towards comments that expressed disdain for increasing rules/restrictions and police presence among those who did (16 out of 37 total written comments from Cal Poly students).

3.4 Cal Poly and Foothill / N. Chorro area residents

As mentioned in Section 3.1, the Cal Poly and Foothill / N. Chorro area are two locations in San Luis Obispo with a high mixing of students and non-students. A summary of responses to the Likert scale questions, separated by students and non-students in these areas, is shown in Table 2.

Table 2: Likert scale questions for residents of the Cal Poly and Foothill / N. Chorro area residents, separated by Cal Poly students and non-students.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I feel as though my neighbors are respectful of my property.	Cal Poly Students	0.21	0.46	0.18	0.11	0.05
	Non-students	0.29	0.41	0.14	0.11	0.05
I would like to see more unsolicited police presence (not responding to a call) in my neighborhood.	Cal Poly Students	0.03	0.11	0.27	0.25	0.33
	Non-students	0.20	0.29	0.36	0.11	0.05
I believe the relationship between college age students and permanent residents is important.	Cal Poly Students	0.34	0.53	0.10	0.02	0.01
	Non-students	0.54	0.39	0.05	0.01	0.01
I believe college age students provide value to the San Luis Obispo community.	Cal Poly Students	0.51	0.39	0.07	0.02	0.01
	Non-students	0.26	0.51	0.18	0.04	0.02
I believe permanent residents provide value to the San Luis Obispo community.	Cal Poly Students	0.39	0.49	0.10	0.02	0.01
	Non-students	0.71	0.26	0.01	0.01	0.01
I believe a meaningful relationship between the college age students and permanent residents should be a priority of the local government.	Cal Poly Students	0.19	0.40	0.26	0.11	0.05
	Non-students	0.42	0.40	0.13	0.02	0.02
I feel as if I am welcome to participate in discussions about improving community relationships.	Cal Poly Students	0.07	0.28	0.33	0.22	0.10
	Non-students	0.14	0.51	0.26	0.07	0.02
I feel as if I should be included in discussions about improving community relationships.	Cal Poly Students	0.20	0.46	0.29	0.05	0.00
	Non-students	0.17	0.51	0.29	0.02	0.01
I believe college age students provide an important role in facilitating economic growth within the San Luis Obispo community.	Cal Poly Students	0.60	0.33	0.05	0.01	0.00
	Non-students	0.29	0.44	0.19	0.06	0.02
I would recommend living in my neighborhood to a friend.	Cal Poly Students	0.39	0.45	0.11	0.03	0.02
	Non-students	0.32	0.33	0.14	0.10	0.11
I support a rental inspection program for commercial and residential rental housing.	Cal Poly Students	0.20	0.32	0.27	0.14	0.08
	Non-students	0.37	0.31	0.16	0.08	0.07
I believe property owners of rental properties are responsible for ensuring tenants are not disruptive to neighbors.	Cal Poly Students	0.09	0.27	0.24	0.26	0.14
	Non-students	0.53	0.31	0.05	0.06	0.05
I believe property owners can be proactive with their tenants about not being disruptive in residential neighborhoods.	Cal Poly Students	0.11	0.50	0.25	0.09	0.06
	Non-students	0.55	0.37	0.06	0.02	0.01
I believe city leaders have enacted ordinances and programs to improve neighborhood civility.	Cal Poly Students	0.05	0.30	0.38	0.13	0.14
	Non-students	0.10	0.45	0.32	0.10	0.03
I believe Cal Poly and Cuesta have enacted policies and regulations for standards of conduct for their students to improve neighborhood civility.	Cal Poly Students	0.06	0.35	0.38	0.13	0.08
	Non-students	0.04	0.28	0.41	0.20	0.09

Notably, the distribution of responses for Cal Poly students vs. Non-students differed at a statistically significant level for all of the questions in the table above, except for the question:

“I feel as if I should be included in discussions about improving community relationships.”

That is, every other Likert scale question in the above table points to a dichotomy of attitudes when comparing students vs. non-students who live in the Cal Poly and Foothill / N. Chorro areas.

One specific contrast of interest is the differing of attitudes about who should be responsible for whether tenants are disruptive to their neighbors or not. Among non-students, roughly 80-90% believe (either “Strongly Agree” or “Agree”) that property owners should be responsible for their tenants regarding their disruptiveness to neighbors, whereas only about 30% of students feel similarly. On the other hand, when asked if property owners can be proactive about the same issue, approximately 60% of students responded with either “Strongly Agree” or “Agree,” pointing to at least some degree of openness to communication with their landlords regarding noise issues.

Additionally, the trashcan and quiet time issues from Sections 3.3.1 and 3.3.2 are at an increased level in the Cal Poly and Foothill / N. Chorro areas. Using the same “potentially upset” definition as in the previous sections, approximately 37.0% of non-students living in these areas fall into this categorization. By comparison, in Section 3.3.1 we saw that approximately 30% of all citizens (that is, all students and non-students) fell into this categorization; in fact, this percentage is the same for non-students across all neighborhoods, indicating an increase in the proportion in this category for the Cal Poly and Foothill / N. Chorro areas. Regarding the time that it should be quiet on a weekday night, approximately 28.0% of non-students are categorized as potentially upset, and 31.2% are potentially upset for the weekend nights (compared to 17.0% and 18.0% as stated in Section 3.3.2).

3.5 Issues and Suggestions: written comments

Question 46 asked:

“If you could fix one issue in San Luis Obispo, what would it be?”

Using a regular expression search, Table 3 shows the most common words found in the responses, separated by students and non-students.

non-students		Cal Poly students	
word	count	word	count
downtown	110	students	142
homeless	90	college	91
traffic	87	residents	53
rental	72	noise	52
Poly	58	campus	47
street	42	parking	46
noise	41	housing	46
bars	40	police	42
residents	39	permanent	41
cars	35	Poly	39

Table 3: Most common words found in written responses to the question, “If you could fix one issue in San Luis Obispo, what would it be?”

All short words such as prepositions, conjunctions, and other low-content words (such as “more”) were removed from the list. Some words that do appear on the list may not be that revealing, such as the usage of “students” or “college” by Cal Poly students in their comments. On the other hand, an examination of the non-student comments containing the word “downtown” showed comments that mainly focused on homelessness (overlapping with #2) and disruptive behavior associated with the bars (overlapping with #8).

Question 47 asked:

“What suggestions do you have to improve the relations between the college-age students and permanent residents?”

Again using a regular expression search, Table 4 shows the most common words found in the responses to this question, separated by students and non-students.

non-students		Cal Poly students	
word	count	word	count
students	335	students	192
neighbors	103	residents	153
residents	93	college	137
Poly	80	permanent	111
college	80	community	71
campus	75	campus	55
respect	70	neighbors	45
community	60	noise	36
landlords	45	people	35
behavior	44	think	35

Table 4: Most common words found in written responses to the question, “What suggestions do you have to improve the relationship between the college-age students and permanent residents?”

Again, not all words are extremely revealing. Of note, however, is the fact that the words “rule(s),” “regulation(s),” and “fine(s)” do not appear on either list, suggesting that neither students nor non-students tend to believe that an increase in city ordinances is the answer. In contrast, we see words such as “respect,” “community” and “neighbors,” suggesting that ultimately, students and non-students would like to co-exist in a harmonious manner. A specific response to this question that exemplifies this sentiment is one from a non-student living in the Foothill / N. Chorro area that states:

“Have a beer with them - as long as they are of legal drinking age. Otherwise, you might have to buy them a fountain drink.”

4 Discussion and Conclusions

In this report, we summarize the results from the City of San Luis Obispo Opinion Survey. Certain trends were explored, with a focus on potential sources of conflict between Cal Poly students and non-student residents of San Luis Obispo. It is important to note that, since this analysis was exploratory in nature, all of the findings must be treated as *suggestive*, rather than as strong evidence in favor or in opposition of any notion.

Additionally, there is a slight concern for bias in the dataset, as noted in Section 3.1. The distributions of age and ethnicity in our survey dataset were statistically significantly different from

that of the Census data. However, the differences were not drastic; although this may indeed be a concern, it is relatively minor.

Among all potential sources of conflict in San Luis Obispo, the one with the largest indication is the time that neighbors bring their trashcans in, with approximately 30% of all residents being potentially upset. Noise at night does not appear to be as much of an issue, except specifically in the Cal Poly and Foothill / N. Chorro areas, where non-students are potentially upset at a rate of approximately 30% on both weeknights and weekends.

The survey also revealed a vast dichotomy of attitudes between non-students and Cal Poly students. This is exposed in the responses to the Likert Scale questions in Table 2, and also with regard to when each group tends to bring their trashcans in. It does not appear likely that this systematic difference in attitude could be corrected by specific fines and ordinances. Rather, any strategy to remedy this must be aimed at addressing this broadly, both among students who plan to live off-campus, and for non-students who live in heavily student-populated areas.

Future work could examine the question of whether any implemented strategies are working. In particular, certain increases in fines have indeed been in place since May 2010, aimed specifically at Halloween and St. Patrick's Day (City of San Luis Obispo, 2013). From a statistical standpoint, the data up to this point do not suggest that the increase in fines have been an effective deterrent of citable offenses. It is of course possible that, with more data, the evidence could arise, and this question could possibly be addressed properly at that time.

However, as mentioned above, this report does not support the notion that specific increases in fines will achieve outcomes consistent with neighborhood wellness. As student and non-student attitudes and expectations about residential life in San Luis Obispo are so dichotomous at this time, this must be addressed systematically, rather than by attempting to deter specific behaviors.

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APPENDIX D: Matrix of all action items

Objective One:

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Schedule regular neighborhood tours with city council, mayor, neighbors, Cal Poly and Cuesta leaders, etc.	Allow neighbors to point out neighborhood issues	Cal Poly	Ongoing, began Summer of 2014
Investigate establishing S.N.A.P. Ride-Along program and promote current Police Ride Along program	Increase the amount of support to assist with complaints and allow officers to do other police work	City of San Luis Obispo	Fall 2015
Explore the option of creating a noise ordinance in public spaces on streets and sidewalks for gatherings of more than 50 people by issuing citations or other alternative options	Decrease number of noise complaints	City of San Luis Obispo	Spring 2016
Consider expanding tools to enforce ordinances for nuisance properties including, but not limited to, “tagging” properties that meet a definition of a public nuisance or unruly gatherings in terms of both property-maintenance concerns and behavior issues	Hold repeat noise violators accountable	City of San Luis Obispo	Spring 2016
Evaluate policies so that new development or redevelopment does not unduly impact neighborhoods.	Decrease properties that allow for high occupancy	City of San Luis Obispo	Fall 2016

Objective Two:

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Evaluate best practices and implement strategies to reduce the number of disruptions from parties and noise in neighborhoods (as referenced in Objective Three)	Reduce noise disruptions	Cal Poly and Cuesta College (programmatic) City of San Luis Obispo (enforcement)	Fall 2015
Develop and implement a rental housing inspection program	Insure that rental units comply with required minimum health and safety standards	City of San Luis Obispo	Fall 2016
Implement a range of strategies to change the relationship and culture between students and non-students in neighborhoods (no specific recommendations discerned from the survey results)	Improve student and community relationships	Cal Poly Associated Student, Inc. (ASI) and Associate Students for Cuesta College (ASCC)	Spring 2016
Explore and implement strategies to address the concentration of bars in the downtown area and related safety issues. Consider using strategies identified in the Land Use and Circulation Element update to achieve this objective	Address and decrease safety-related issues	City of San Luis Obispo	Ongoing per LUCE strategies
Implement educational programs to increase the number of student-aged residents who bring in their trashcans on the same day the trash is picked up	Increase the number of student-age residents to comply with the 24-hour ordinance	City of San Luis Obispo	Ongoing
Continue to implement strategies to address homelessness in San Luis Obispo (particularly in the downtown area)	A reduction in the impacts of homelessness on the community	City of San Luis Obispo	Ongoing
Implement strategies to reduce traffic issues in neighborhoods. Consider using strategies identified in the Land Use and Circulation Element update to achieve this objective	Reduce traffic-related issues in neighborhoods	City of San Luis Obispo	Ongoing

Objective Three:

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Create and implement a transition to Off-Campus Living Education Program, to be shared with Cuesta College's Student Life Office	Set expectations and responsibilities for students living in neighborhoods in the City of San Luis Obispo	Cal Poly	Summer 2015
Work with the city to generate a neighborhood map of housing rental properties and provide outreach to student renters by funding welcome bags for neighbors to distribute to establish positive interactions	Establish positive interaction with City	Cal Poly ASI , ASCC, City of San Luis Obispo	Spring 2016
Create a Renter/Rental Housing Inspection Program	Rental properties that meet minimum health and safety standards	Cal Poly, City of San Luis Obispo	Spring 2016
Develop outreach and marketing efforts toward students	Raise awareness of the impacts of noise on neighborhood	Cal Poly	Spring 2016
Implement a Party Registration Program. Develop a program to incentivize party registration that provides the opportunity for the San Luis Obispo Police Department to contact the party registrant and offer a 20-minute warning before dispatching S.N.A.P. or a police officer	Fewer noise citations	City of San Luis Obispo	Spring 2016
Initiate Dialog Dinners or Block Parties for students and residents to talk about what they like most about their neighborhoods	Create positive interactions between students and year-round residents	Cal Poly ASI, ASCC	Ongoing
Promote the principles of the The Mustang Way in neighborhoods	Enhance a positive culture of peer-to-peer accountability in neighborhoods	Cal Poly ASI	Ongoing

Continue to engage and communicate collaboratively among students, non-students and city groups	Improve collaboration and understanding among students, non-students and city groups	SCLC	Ongoing
Utilize various on-campus departments and offices that support living off-campus to support students, non-students and permanent residents living in neighborhoods.	Educate students about university policies and ordinances, strengthen neighborhood relations by facilitating dialogs	Cal Poly & Cuesta College	Fall 2015
Develop proactive engagement of law and code enforcement with visits to properties of concern; “Knock and Talk”.	Positive engagement with law enforcement and decrease repeat offending properties	City of San Luis Obispo	Ongoing
Implement a Joint Letter Program.	Police contact with students in off-campus housing generates letter signed by university, police and city that outlines expectations sent to resident and landlord	Cal Poly	Fall 2015

Objective Four:

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
City and Cal Poly officials to craft a Memorandum of Understanding agreement between the city and university regarding police operational protocol within a one-mile radius	Allows for coordination of resources to quickly respond to community concerns	Cal Poly, City of San Luis Obispo	Fall 2015
Partner Cal Poly and Cuesta police officers with San Luis Obispo Neighborhood Officers to coordinate resources and achieve program goals	To coordinate resources and obtain program goals	City of San Luis Obispo	Fall 2015
City should explore additional proactive educational opportunities with Cal Poly and	Change student culture related to neighborhood	SCLC	Fall 2016, and with each annual report

Cuesta College to change the student culture related to neighborhood wellness	wellness		
Implement a keg registration program	A reduction in underage alcohol use and an accountability mechanism for persons who serve minors	City of San Luis Obispo	Fall 2016
Conduct an internal assessment of the San Luis Obispo Police Department staffing to prepare for growth within the city and on the Cal Poly campus to ensure staffing needs match the population	Meet the needs of the community as population grows	City of San Luis Obispo	Spring 2016
Conduct an internal assessment of the University Police Department staffing to meet the growth on the Cal Poly campus	Meet the needs of Cal Poly as student population grows	Cal Poly	Spring 2016
Explore the possibility of Cal Poly Police being able to issue City Municipal Administrative Citations	To be able to patrol in neighborhoods adjacent to Cal Poly campus	Addressed via MOU identified above	
Location of a university police substation within the new residence hall project to coordinate law enforcement problem-solving efforts	Coordinate law enforcement outreach and problem solving efforts	Cal Poly	Fall 2018

Objective Five:

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Create an annual communications plan containing neighborhood wellness messages and a process for communicating the information effectively to maximize resources	Effectively inform the community on matters of neighborhood wellness	City of San Luis Obispo	Winter 2015

Objective Six:

Actions	Desired Outcomes	Implementation Leads & Partners	Timeline for Implementation
Re-invest in the Student-Community Liaison Committee	Become the coordinating body responsible for monitoring the recommendations, once adopted by the city council, Cal Poly and Cuesta College	SCLC	Fall 2015, ongoing
The Student-Community Liaison Committee should assess the effectiveness of each recommendation once they have been implemented	Recommend the appropriate changes, and produce an annual report on the state of neighborhood wellness in the City of San Luis Obispo	SCLC	Ongoing
Shift SCLC memberships	SCLC memberships should be reevaluated to directly involve those individuals (by their position) most directly involved in neighborhood wellness	SCLC	Spring 2016
Host an annual town hall meeting	Present their report to the community, receive feedback and suggestions from the broader San Luis Obispo community	SCLC	Spring 2016, ongoing

APPENDIX E: Post March 7 Recommendations

Neighborhood Wellness/Community Civility Working Group Ideas to Investigate arranged by Objective	
*NOTE: These ideas were generated by the City of San Luis Obispo (e.g. public comment at March 17, 2015 City Council Meeting) and Cal Poly staff through a number of forums after the March 7, 2015 roof collapse on Hathway Street. These ideas were not discussed by the Neighborhood Wellness/Community Civility Effort working group and their inclusion in this report should not be considered an endorsement by the working group.	
Objective 1: Define short-term actions that could be implemented to enhance quality of life for all residents particularly associated in the timeframe around the opening of the Cal Poly and Cuesta College campuses at the beginning of the school year.	
1	Develop smoother lines of communication between the city, Cal Poly and Cuesta both proactively and reactively.
2	Students need to be informed of the consequences of their actions off campus and perhaps have responses strengthened to moderate behavior.
3	Quicker administrative response is needed to violations of behavior off campus by the city, Cal Poly and Cuesta.
Objective 2: Define Stakeholders' Needs and Success	
4	Create a tip line where anyone (students, neighbors, etc.) can report potential problems before they have negative impact on the community.
Objective 3: Identify University/City Best Practices	
5	Advance the effort to house Greek organizations on the Cal Poly campus.
6	Create a student ambassador program that has two components. The first component should be to promote positive relations in the community. The second component should be an anonymous social event attendee to report unsafe behavior to the appropriate authority.
7	Improve response time by SLOPD and UPD to reports of noise off campus.
8	Bring alternative social/entertainment opportunities on campus to reduce the reliance on off campus events for socialization.
9	Reach out to universities who consistently host regulated tailgate parties, with monitored alcohol distribution. Learn what works well for them and bring their best practices to Cal Poly tailgates.
10	Increase the methods to hold landlords accountable for the negative behavior of their tenants including court appearances by the landlord or denial of business license.
11	Suggest that landlords add clause in rental agreements that prevents any activity on roof.

**Neighborhood Wellness/Community Civility Working Group
Ideas to Investigate arranged by Objective**

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12	Aggressively advance the Rental Inspection ordinance to identify unsafe and unhealthy properties.
13	Evaluate “Neighborhood Specialists” like in Davis (Maybe adjust hours/days of existing Neighborhood Specialists).
14	Continue to develop strategies that promote more diverse neighborhoods, including more owner-occupied and long-term rentals (ie workers and family rentals, not short term academic year rentals)
15	SLOPD and UPD should collaborate on methods to deter large crowds from migrating from area to area.
16	Implement programs that create peer to peer pressure, that help students own their actions and accept responsibility for behavior that does not promote neighborhood wellness.
Objective 4: Review Enforcement Best Practices	
17	Consider the size and scope of a party to help determine what safety and hazard city ordinances can be created/enforced? Perhaps double or triple fines during peak hours or holidays where large parties/events are expected.
18	Limit the number of student rental properties to one per street.
19	Create and enforce a 10:00 pm noise curfew with escalating noise fines by the hour.
20	More visible UPD presence on campus and in the residential neighborhoods immediately surrounding campus (an MOU is currently being finalized to allow UPD to issue municipal citations off campus).
21	Issue a citation to the leadership figure of the organization responsible for hosting an out-of-control party. Consider exploring ways to hold the national organization responsible as well.
22	Consider installing more security cameras to effectively monitor activity.
23	Create a staff position to investigate potential dangerous student activity before events take place.
24	Enforce limits on the size of parties at residential addresses.
25	Create a culture change regarding informants. Students offer information to a point, but stop divulging information for fear of implicating themselves. Re-work current policy to ensure informants will not be reprimanded to encourage future sharing.
26	Citations should be issued to those students who participated in negative events.
27	City approval should be required for individuals or organizations hosting a party over a

**Neighborhood Wellness/Community Civility Working Group
Ideas to Investigate arranged by Objective**

*NOTE: These ideas were generated by the City of San Luis Obispo (e.g. public comment at March 17, 2015 City Council Meeting) and Cal Poly staff through a number of forums after the March 7, 2015 roof collapse on Hathway Street. These ideas were not discussed by the Neighborhood Wellness/Community Civility Effort working group and their inclusion in this report should not be considered an endorsement by the working group.

	certain number of people.
28	Red tag ordinance for houses that have unruly gatherings/noise citations should be implemented and last longer than the academic year.
29	Find a way to hold property managers or management companies accountable for the negative behavior at properties they manage.
30	Serious academic consequences up to suspension and expulsion should be on the table for Students who engage in activities that do not promote neighborhood wellness.
31	Immediately suspend or permanently ban fraternities who allow in any way illegal activities to happen via their instigation: rapes, underage drinking, hazing deaths, racist displays, unruly gatherings. Second chances seem to mean "go ahead" to this crowd.
32	Parental notification should be explored for off campus behavior.
33	Higher fines, double fines, longer fines, fines able to be raised at certain time of day.
Objective 5: Engage Stakeholders: Review Current Educational And Information Efforts	
34	Require students to complete an alcohol/safety education program before being allowed rush for a Greek organization (we should also consider limiting Greek organization recruitment to the first quarter of attendance).
35	Monitor Yik Yak and other social mediums used by our student population as a resource to inform us of potential dangerous situations.
36	SLOPD should consider utilizing social media scanning software to be more aware of activities planned off campus.
37	The city should inform the landlord every time the police are called to a rental property, even if no violation is found.
38	Enhance education on the dangers of large crowds: students need to learn this is as bad as drinking too much, nonconsensual sex and other immature or inappropriate or illegal behaviors.
39	Evaluate systems & structures in dorms to prevent mass exodus to mega social gathering and complement protocols to inform authorities (student affairs <input type="checkbox"/> UPD <input type="checkbox"/> SLOPD) of eminent threat of unruly gathering (mega social gathering).
40	Targeted patrolling by city and university police. Wider area for UPD patrols.
Objective 6: Prepare for Sustained Engagement to Achieve Desired Vision and Goal	
41	None.

MAINTAINING BALANCED NEIGHBORHOODS

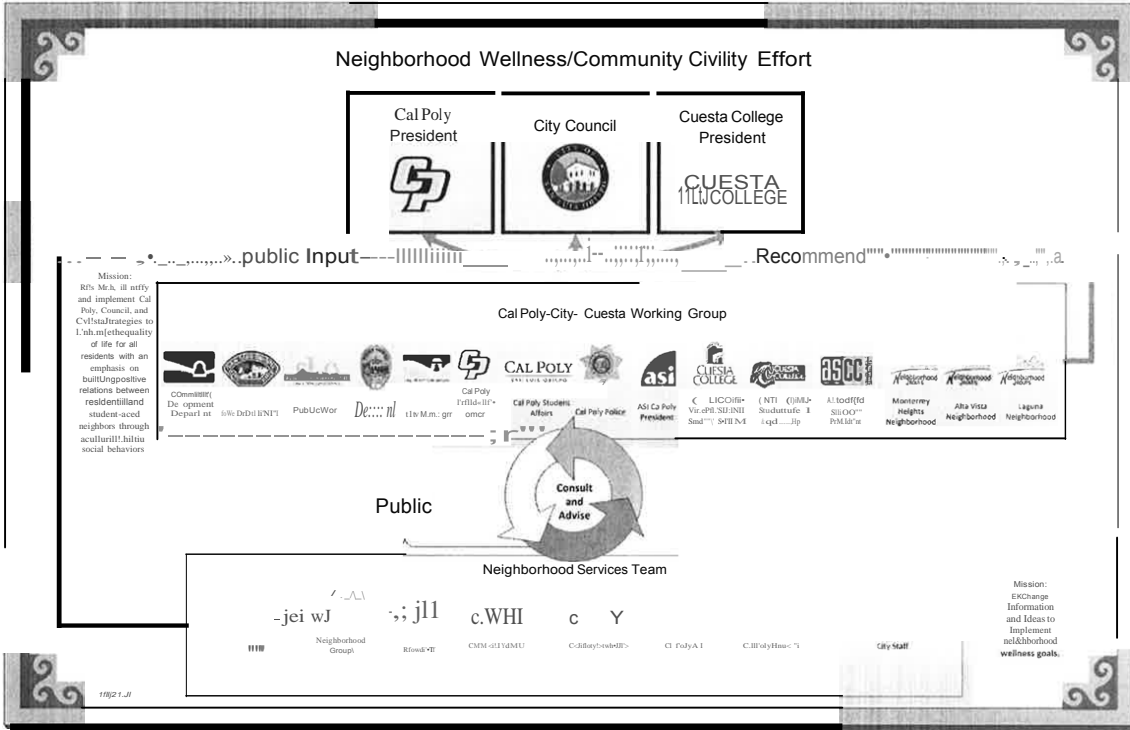
A Research Paper presented to the San Luis Obispo Civility Working Group on
Different Approaches to Students Living in Established Residential Areas

July 18, 2014



Civility Working Group

The City of San Luis Obispo Neighborhood Wellness/Community Civility Effort is a working group comprised of City residents and representatives of Cal Poly State University (Cal Poly), Cuesta College and the City of San Luis Obispo (City). The goal of the working group is to enhance the quality of life for all residents, with particular emphasis on building positive relations between residential and student-aged neighbors through a cultural shift in social behavior. This goal is to be reached by identifying the needs of those involved and the short-term actions, long-term best practices and engagement efforts required by the City and schools to successfully meet those needs.



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FROM: Katie Lichtig, City Manager, City of San Luis Obispo

Prepared By: James David, Principal Analyst
 Lisa Letteriello, Administration Intern

SUBJECT: MAINTAINING BALANCED NEIGHBORHOODS

PURPOSE

Review current local town-gown neighborhood issues and provide alternative practices in other communities that face similar student housing challenges in residential areas.

DISCUSSION

Situation

The City of San Luis Obispo (City) is in close proximity to two colleges; Cuesta College and Cal Poly. Cuesta College is a commuter school without campus housing, and Cal Poly does not have sufficient on-campus housing for all enrolled students (there are plans to create more housing opportunities on-campus in the next five years). Furthermore, college students often prefer to live off-campus in their junior and senior years. These factors mean students seek housing in the City limits, and the most predominant housing type in the City is low-density single-family housing in established neighborhoods.

A number of issues have been reported over the years related to students living in low-density residential neighborhoods:

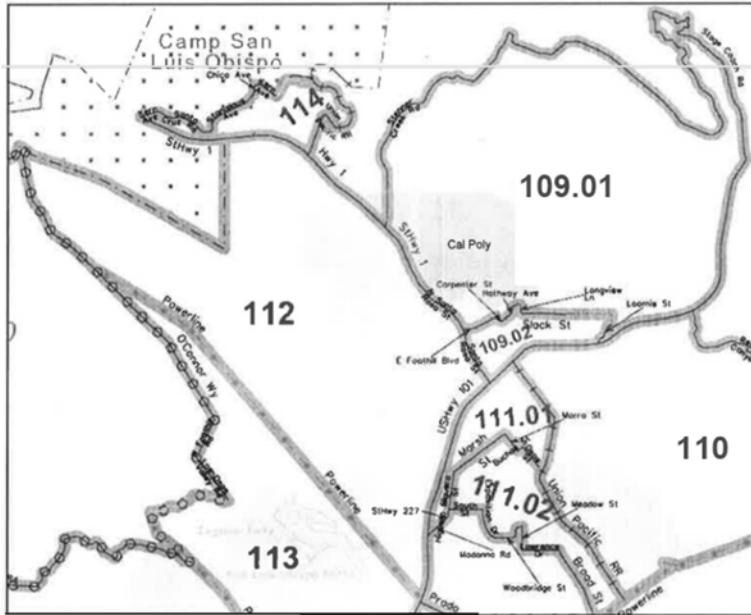
1. Students tend to live in certain areas close to campus, which affects neighborhood diversity. High concentrations of student renters living in neighborhoods compounds and intensifies issues like partying, noise and parking. Renter-occupancy estimates for census tracts immediately adjacent to Cal Poly range from 59 to 95 percent renters:

Selected Housing Characteristics from U.S.Census¹

CHARACTERISTIC	CENSUS TRACT 109.01	CENSUS TRACT 109.02	CENSUS TRACT 112	TOTAL (ALL 3 TRACTS)	CITYWIDE
Total Housing Units	1,032	1,561	3,033	5,626	20,553
Single-Family Residences	10%	40%	62%	46%	54%
Units Built 1950 to 1979	53%	64%	62%	61%	48%
Owner-occupied Units	5%	13%	41%	26%	38%
Renter-occupied Units	95%	87%	59%	74%	62%

¹ Estimates do not include on-campus housing units, which are classified as "group quarters" by the U.S. Census.
 Source: 2008-12 American Community Survey, 2010 U.S. Census

Reference Map of Census Tracts near CalPoly



2. Rental costs are high, which drives more students (smaller incomes) to live together in one single family home. Most single-family homes are not designed for four to five adults, especially in terms of bathroom facilities and parking.
3. The City's code enforcement data shows a correlation between high rental areas and reported violations of municipal codes. Some repeated reported violations include:
 - a. Noise, public drunkenness, vandalism and crime
 - b. Property maintenance issues
 - c. Parking
4. Local housing costs are inflated because four to five students can and will pay more for rental housing than the majority of the local workforce, especially those workers in industries with lower wages. This causes many workers to commute, which affects infrastructure (roads), environment (emissions) and society (less owner-occupancy/pride of ownership).

These issues are common in many town-gown communities when large student populations move in to residential neighborhoods; sometimes referred to as "studentification". Studentification is a term coined by Dr. Darren Smith (2002) and is defined as the social and environmental changes caused by a very large number of students living in particular areas of a

town or city. It is not necessarily students living in the community, but instead the substitution of a local community by a student community.¹

The City desires to avoid "studentification" in its low-density residential neighborhoods. The following sections identify ideas for potential solutions -including best management practices from nationwide research- to be considered by the Civility Working Group.

Potential Solutions

Two main focus areas should be (1) increasing neighborhood diversity and (2) enhancing affordable housing options.

1. *Increasing Neighborhood Diversity*

Diversifying neighborhoods means creating a healthy balance of renters and owner-occupants, as well as a mix of resident types (families, students, couples, singles, etc.). Within the context of student housing, limiting concentration of student rentals increases neighborhood diversity.

- A. Consider a Neighborhood Stabilization Program (NSP). The U.S. Department of Housing and Urban Development, and many other communities facing foreclosure and abandonment issues, instituted an NSP to help troubled neighborhoods rebound.² Using a revolving NSP fund, abandoned and foreclosed homes were purchased and then resold at a discounted price to homebuyers in need of assistance. The same philosophy could be implemented in residential neighborhoods to create more opportunities for owner-occupied housing units. Potential NSP elements may include:
 - a. Establish a revolving fund to be used exclusively to purchase single-family homes within targeted neighborhoods (such as Alta Vista and Monterey Heights) as they become available on the open market.
 - b. Resell all homes purchased with the revolving fund within a reasonable time to likely owner-occupants; university staff, faculty or other workforce buyers.
 - c. Evaluate legally permissible mechanisms to perpetuate owner-occupancy, such as a homeowners association (HOA), that are consistent with fair housing provisions of State and Federal laws. Developing a HOA for NSP homes is preferable because the HOA can impose conditions, covenants and agreements that require owner-occupancy of the primary residence for a minimum length of time.
 - d. Proceeds from all home sales would go to replenish the revolving fund.
 - e. Maintain "right of first refusal" granting the NSP the right to re-purchase the home when it is offered for sale.
 - f. The NSP could be established on a limited-term basis, or terminated when owner-occupancy rates for single-family units within targeted neighborhoods reach a certain level that could be seen as self-sustaining.

¹ Town and Gown Glossary. <http://www.towngownworld.com/towngownglossary.html>

² http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs/neighborhoodspg.

This alternative has complicated legal issues surrounding real property rights, equal protection, and privacy that will require more research if the Civility Working Group supports further development of a NSP.

- B. Look for opportunities to create faculty and staff housing in student areas. The College of San Mateo, California, has an award winning 44-unit rental housing development for faculty and staff (College Vista), which offers a first-class living environment with rents at half the market average.³ A local example is the 69-unit Bella Montana workforce housing project located in a neighborhood that is impacted with student rentals immediately adjacent to Cal Poly campus. The ground sublease has a ranking priority hierarchy that encourages purchase by Cal Poly faculty and staff, with a back-up market priority for public education, public agency, other CSU employees, and the general public. In all, there are 24 priority rankings in the sublease with newly recruited Cal Poly faculty receiving the highest priority and the general public receiving the lowest. Bella Montana is different from most condominiums in that the structures are owned by the buyers, while Cal Poly remains the owner of the ground upon which the structure sits and has greater control over the conditions of sale of the condos.
- C. Evaluate strengthening occupancy restrictions to avoid single-family residential overcrowding. The City of Fort Collins, home to Colorado State University, restricts occupancy in all residential dwelling units (single-family, duplex, and multifamily) to one family and not more than one additional person; or two adults and their dependents, and not more than one additional person, or up to four unrelated persons in a dwelling unit located in an apartment complex containing units which were approved to house four unrelated persons.⁴ The City of San Luis Obispo's Zoning Regulations prohibit six or more adult occupants in the low-density residential zone without a High Occupancy Use Permit.
- D. Develop a rental inspection program that checks occupancy. The City of Bloomington, home to Indiana University Bloomington, implemented a Rental Occupancy Program that requires rental property inspection every three to five years to validate current occupancy permits. Occupancy permits allow up to three unrelated adults in single-family zoning districts, and up to five in multi-family zoning districts.⁵ The City of Santa Cruz, California adopted a 2010 ordinance that requires all owners of one or more residential rental dwelling units to register with the city and participate in an annual inspection. The Santa Cruz program aims to address unpermitted dwelling units and the renting of spaces not intended for habitation, as well as substandard, overcrowded, unsanitary and unsafe housing conditions that render a housing unit unfit or unsafe for occupancy.⁶ The City of San Luis Obispo is currently developing a multifamily rental inspection program to be presented to the public and City Council in late 2014.

³<http://www.smccd.edu/accountis/smccd/departments/facilities/BestAmericanLivingAward.shtml>.

⁴<http://www.fcgov.com/neighborhoodservices/occupancy.php>

⁵<http://www.itgaurg.org/userAies/files/CityBrochure-Bloomington.pdf>

⁶ Santa Cruz Residential Rental Inspection Program. <http://www.cityofsantacruz.com/index.aspx?page=1536>.

- E. Work with common interest developments on restrictive leases. In California, courts have allowed homeowners associations to limit or ban rentals in private condominium projects or planned developments. Restrictions against leasing in a common interest development must be shown to be reasonable in order to be enforceable per California Civil Code Sections 711 and 1354. In the case *City of Oceanside v. McKenna* (1989), the Oceanside court found that restrictions on a publicly subsidized condominium project to require owner-occupancy and forbid the leasing of units was valid. The justification offered by the City and its Community Development Commission was found reasonable since prohibiting leasing would foster the redevelopment goals of providing a stabilized community of owner-occupied units for low and moderate income persons.⁷
- F. Create more on-campus housing. Giving students more opportunities to live on-campus may reduce concentration of students living in nearby low-density residential neighborhoods. Cal Poly and the City have adopted policies that support student housing on-campus, and Cal Poly is planning to build a new 1475-bed campus housing facility soon. Other universities require all freshmen to live on-campus, and some also require that freshmen leave their cars at home the first year. In addition to providing new campus housing, Cal Poly could formally adopt a goal to house a certain percentage of students on campus by a specified date.

2. *Enhancing Affordable Housing Options*

Creating affordable housing is a local, regional and national objective. Within the context of student housing, creating affordable options means offering more housing types with different cost profiles so that students may avoid overcrowding in single-family residences.

- A. Create partnerships to achieve common affordable housing goals. Northeastern University, Massachusetts, provides a good example of this approach in its Davenport Commons. The project consists of 125 units of housing for students and staff, 60 affordable owner-occupied townhouses, and 2,100 square feet of retail space.⁸ It was a complex project, involving many stakeholders and negotiations including a community benefits package of affordable housing, helping homeowners start a condominium association and providing both technical assistance and education for first-time homebuyers.
- B. Continue to distribute Good Neighbor guides and update off-campus housing outreach materials. The University of Virginia⁹ and the City of Fort Collins¹⁰ have developed guides that include tips for finding affordable off-campus housing, advice about the financial responsibilities of living on their own, and behavior expected of a good neighbor and community member. Cal Poly, Cuesta College and the City should update their off-campus housing guides to include affordable housing options in the region. The

⁷ The Case for Rental Restrictions. <http://www.hoa-iaaw.com/publications/case--rental-restridions.shtml>

⁸ <http://www.dhkinc.com/Housing/affordable/9703.asp>

⁹ http://www.itqau.org/userfiles/files/off_grounds_guide.pdf

¹⁰ <http://www.fcgov.com/neighborhoodservices/pdf/handbook.pdf?20081224>

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guides should also list reasons why overcrowding in low-density residential housing can adversely affect health and safety of tenants, impact available parking, and contribute to noise and privacy conflicts.

Additional Resources

The following four resources come from other town-gown communities that have formed public-private task forces with a similar mission to the Civility Working Group. Each document contains recommended actions to address issues that often arise from off-campus student living in residential neighborhoods.

1. Central Austin Community Development Corporation. 2005. *What Other College Communities Have Done: Examples of Regulatory Actions to Preserve the Single-Family, Residential Character of a Campus Neighborhood*.
[http://centralaustincdc.org/fair affordable housing/west urbana na ccupancy.pdf](http://centralaustincdc.org/fair%20affordable%20housing/west%20urbana%20na%20ccupancy.pdf)
2. Rutgers University. 2013. *Task Force for Off Campus Issues and Concerns: Final Report and Recommendations*.
<http://studentconduct.rutgers.edu/files/documents/OffCampusTaskForceReport.pdf>
3. St. Paul Planning Commission. May 2012. *Student Housing Zoning Study: Report and Recommendations*. <http://www.stpaul.gov/DocumentCenter/Home/View/20436>
4. Temple University. 2012. *Final Report of the Community and Student Off Campus Issues and Concerns Task Force*.
<http://www.temple.edu/studentaffairs/deanofstudents/documents/StudentCommunityOffCampusIssuesTaskForceFinalReportforWebsiteNov2012.pdf>

The remaining four resources listed below are academic studies and white papers on the issues of studentification and town-gown collaborations.

5. Smith, Darren P. 2005. *Studentification: the gentrification factory?*
<http://southwarknotes.files.wordpress.com/2012/03/studentification-darren-smith.pdf>
6. Smith, Darren P. 2008. *The Politics of Studentification and (Un)balanced Urban Populations: Lessons for Gentrification and Sustainable Communities?*
<http://usj.sagepub.com/content/45/12/2541.full.pdf+html>
7. U.K. National HMO Lobby. 2008. *Balanced Communities & Studentification: Problems and Solutions*. <http://www.itgau.org/userfiles/files/National%20HMO%20Lobby.pdf>
8. Lincoln Institute of Land Policy. 2009. *Town-Gown Collaboration in Land Use and Development*. <http://community-wealth.org/pdfs/news/recent-articles/11-09/report-sungu-eryilmaz.pdf>



- Enhancing the quality of life for all residents -