



Standard Operating Procedure			SOP #:	ME-0216
Description:	311 Dispatch/SRO, Response to Illegal Dumping, & Response to Illicit Discharges			
Department:	Municipal Enforcement		Date Prepared:	January 12, 2016
Reviewed By:	David Daughenbaugh	Approved By:	David Daughenbaugh	Effective Date: Immediately
Previous Revision Date: January 12, 2016		Original Date Prepared: January 12, 2016		
Job Classification: All Municipal Enforcement Personnel				

If there is any variation from the directions that follow, you must get permission from your supervisor. All inspections occur from Service Request Orders (SROs). For documentation purposes, pictures from inspections should be kept for a minimum of 4 years.

INSPECTIONS:

1. Jurisdiction means city limits. We do not make inspections outside the city limits of Mobile.
2. Every inspection must have a Service Request Order (SRO). Every SRO must have a picture attached which shows the date and time the inspection was made. Sweep inspections do not require a SRO unless a violation is found, then a SRO and picture is required.
3. All first inspections are to be done within 72 hours.
4. All second inspections are to be done within 72 hours.
5. All re-inspections for court are to be done within 72 hours.
6. All SROs are to be updated with all information that is necessary to understand the situation and terminology that can be understood by the citizen.
7. If a delay in action on the SRO occurs, a comment must be entered on the SRO stating why.
8. When inspecting a residential property, park on the street or in the drive way and take the sidewalk to the front door, or if there is no side walk, take the shortest distance to the front door. Only violations that are visible from the street or your journey to the front door are admissible.
9. If you are asked to make an inspection inside a structure, you may do so when the following requirements are met:
 - a) Permission is granted from your supervisor
 - b) A signed consent form is obtained from the Lessee. Permission cannot be granted by a person under the age of 18 years;
 - c) An appointment is made with the Lessee and you are accompanied by another Municipal Enforcement Officer of the opposite gender;
 - d) For no reason are you to enter the property when only a minor (a person under the age of 18) is present. Identification is required;
 - e) Permission form must be filled out by all parties;
 - f) All right of entry or consent to enter the property forms will be filed by the appropriate party prior to the inspection.
10. All NOVs will be given ten days to comply except for trash out early, which will be given two days.
11. All violations where a NOV has been issued will be re-inspected within 72 hours of the deadline of the NOV. If an extension is granted, the supervisor must be notified. If an extension is not given and the violation still exists, then a Municipal Offense Ticket (MOT) must be written.



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12. When asked to make an inspection, the following information must be included in the reply to your supervisor:
 - a) SRO number
 - b) Address
 - c) Result of inspection
 - d) Pictures
 - e) Date of inspection
 - f) If NOV written, when will re-inspection take place
 - g) If MOT written, then also include MOT number in response, and court date
13. All illegal dumping found should be treated like an illicit discharge.
14. When an illicit discharge or illegal dumping is discovered, immediately call 311 to report the illicit discharge.



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Right of Entry Permit

City of Mobile

County of Mobile

The undersigned hereby certifies and warrants that he/she is the title owner of lessee of the property described herein and the undersigned, and hereby authorizes the City of Mobile, its employee, successors and assigns, including its contractors and subcontractors the authority and permission to enter their property to do a visual inspection of their property of the adjacent property, located within the City of Mobile, Alabama, more commonly identifies as:

Address: _____

I hereby grant permission on _____

Owner/Lessee

Witnessed by:

Municipal Enforcement Officer

Home phone number _____

Accompanying Officer

Work phone number _____

Cell phone number _____

Authorized by:

Deputy Director of Urban Forestry/Safety