

Additional Proposals to Manage Impacts Identified by Community

The University has listened attentively to and carefully reviewed the materials submitted in response to its campus plan. While the University has serious concerns that some materials and testimony inaccurately represent issues or incidents,¹ the University is also deeply troubled by the concerns raised by the parties in opposition, and is sincere in its desire to be a good neighbor. In an effort to be directly responsive to issues raised by those in opposition to the plan and the Commission's request that the University provide a framework for addressing community concerns, the University proposes the following *additional* specific steps:

ISSUES IDENTIFIED BY OPPOSITION	UNIVERSITY RESPONSE
"Walk-by" or transient noise caused by pedestrian traffic	<i>Expand University shuttle services</i> • Expand the University shuttle service to include stops on M Street • Develop a PDA "app" to allow students to locate and more effectively use the University shuttle, thereby avoiding need to walk back to campus on neighborhood streets <i>Increase efficacy of MPD reimbursable detail</i> • Work with MPD to increase the number of MPD reimbursable detail officers employed by the University. Specifically, the University hopes to: ○ Hire four additional officers on Thursday through Saturday evenings during the academic year, increasing the number of officers from three to seven during key hours ○ Hire a second officer to supplement the detail on Sunday through Wednesday evenings, ensuring that no fewer than 2 MPD officers will be patrolling the neighborhood streets every night of the week

¹ Evidence in the record confirms that the vast majority of Georgetown students who live off campus do not engage in behavior that is disruptive to their neighbors, see Tab F (Spring 2011 OCSL Report), and that reports of problems have been declining as the University has expanded its Off Campus Student Life Program. See Tab F (Spring 2011 OCSL Report) and Tab N (MPD Data).

- Assign some of the reimbursable detail officers to stationary posts on Prospect Street and other identified “hot” spots, as part of targeted efforts to address walk-by noise and safety issues
- Assertively renew collaboration with MPD by working with MPD to identify benchmarks for success of the detail
- Evaluate the efficacy of the reimbursable detail through the Community Council

Ensure regular University assessment of conditions on Prospect Street, and immediate response

- Ensure that SNAP patrols the Prospect Street corridor at least every 30 minutes during peak hours, and documents its observations
- Publicize more aggressively education and enforcement efforts by OCSL and SNAP, particularly those in first few weeks of any academic period
- Actively educate on-campus students about the impact of their off-campus behavior during Residence Life hall meetings and in other Residence Life communications

Noise from student lifestyles, i.e., loud talking to roommate in homes with shared walls, residents in backyards and on porches

Addressed by all of the above PLUS:

Enhanced educational programming

- Expand education efforts regarding community living to first and second year students
- Engage in on-going efforts in small groups and one-on-one interactions to sensitize students living off campus to the impacts of their behavior
- Add an orientation session for students who will live in 20007 during the summer

Noise and disturbances resulting from student misconduct	Addressed by all of the above PLUS: <i>Further steps to ensure serious consequences for bad behavior</i> • Impose increasingly serious sanctions for violations of Code of Student Conduct • Continue to explore ways to make sanctions even more effective • Publicize the type of sanctions that will be issued for certain types of conduct to students and community
Parking challenges created by students who park on neighborhood streets	<i>Strengthen University rules related to student cars</i> • Prohibit on-campus students from bringing cars to campus or to Zip Code 20007 • Require all off-campus students to adhere to District regulations regarding car ownership and registration • Require off-campus undergraduate students to register their cars with the University • Violations of these vehicle policies will be grounds for discipline under the Code of Student Conduct
Trash on neighborhood streets	<i>Increase University-funded trash pick up</i> • Implement <i>new, daily</i> trash collection, funded solely by the University, of student-centric areas in West Georgetown and Burleith, supplementing DPW pick ups • Commit to continue litter patrols on weekend mornings by University staff on O Street and Prospect Streets from 37th Street to Wisconsin Avenue

	<i>Impose swift and meaningful sanctions on students who fail to comply with trash policies</i> • Community advisors and OCSL staff to continue increased patrols of neighborhoods for trash, and aggressively cite and sanction student residents who fail to comply with trash policies
Poor maintenance of homes rented to students	<i>Increase landlord accountability</i> • Communicate to landlords complaints the University receives re property conditions • Refuse to list any address with multiple complaints about property condition on the off campus housing site • Report homes with repeated maintenance issues to DCRA • Report homes with more than the legally permissible number of residents to DCRA • Continue to refuse to list any rental unless landlord provides proof of a basic business license • Communicate regularly with landlords regarding the University's expectation that landlords partner with University to address conduct and maintenance issues • Continue recently implemented Repetitive Concerns Policy <i>Implement property maintenance policy for students living off campus</i> • Adopt a new policy that requires students to maintain properties they rent in the same manner they would be expected to if they owned the properties (e.g., D.C. law requires that snow be removed within first 8 daylight hours after snowfall, and that grass or weeds be less than 10 inches)

- Students who fail to comply with this policy will be sanctioned under the Code of Student Conduct

Perception that University is not responsive to concerns

Increase the visibility of University responses

- Provide neighbors a written response to any call to the hotline or to SNAP
- Community Advisors will reach out to each neighbor at least once each year and conduct programming in neighborhood designed to build relationships

Affirmatively follow up with neighbors who raise concerns in effort to relieve them of burden of redressing issues

- OCSL staff will contact any neighbor who registers a concern on at least a bi-weekly basis until such time as the neighbor indicates that such follow up is no longer necessary or desired
- Develop online reporting tool to make the process for reporting concerns easier and faster

Increase awareness of University programming designed to address concerns

- OCSL staff will contact each home in West Georgetown and Burleith at least once each academic year
- Seek opportunities to contribute to the CAG Newsletter and the Burleith Bell
- Run ad in Northwest Current to increase awareness of University programs and resources
- Develop and distribute "reminder" tools such as magnets and mailers that describe University resources available to the community
- Continue participation in regular community meetings, and engage community in new Community Council