

Speaker 1 ([00:00:00](#)):

Some of your Tuesday evening with us. We really appreciate having you here. We have a really good agenda based on outreach from our CNAN members on what you wanted to discuss this evening and what you wanted to discuss in the future. So we're hoping our agenda meets with what you'd like to hear about. Of course, we always have q and a, so please think of your questions and we're more than welcome to answer what we can. I want to thank the Carmel Police Department. Thank you so much for hosting. We really appreciate the space as you all. If you haven't been here before, isn't it beautiful? It's really a lovely space and the extra build has just turned out beautiful. I also want to mention, please sign your name up on the signup sheet because that gives you caramel events, gives you e-newsletter and that way you know more information on what's happening and it also gives you invites to our CN meetings in 2025 as well, which we are currently planning.

([00:01:06](#)):

We don't have the dates yet, but look for those in your email as well. Just love coffee cafe provided the coffee and cookies, so don't skip that line. Make sure they are delicious. The coffee is still hot too, so don't skip that. We thank them for that and I also want to introduce John Morty. I should probably introduce myself. Kelly Prader with City of Carmel in the marketing and community relations department. Thank you so much. It's a pleasure to have you here. John Moriarty Carmel Fire Department. Would you like to come? Absolutely real quick. Thank

Speaker 2 ([00:01:41](#)):

You. John Moriarty, division chief of community relations with the City of Carmel Fire Department, 43 years and I love it. Wouldn't want to work or live anywhere else. Best city in the nation. What I'd like to go over today is the Santa Tours. It should be in front of you. My card is there. If you have any questions, you're welcome to call me at any time. This came out of Covid, we started doing it in 2020. I might add that Mayor Finkin was a counselor at the time and she rode with us on the very first route the very first night and instead of 10 routes we only had four and the first route lasted five hours and she rode the entire time. So I want to thank her for that. And the following years she has as well. We do have a tracker on it.

([00:02:18](#)):

It's on the city's website. They just put it out I think two days ago, so you can download that to your cell phone. And then when we begin the tours, which begin this Sunday, they're always from Sunday, Wednesday and Friday beginning this Sunday and they go from five to 8:00 PM and it'll show the date and time and the map where we're going. It actually shows the direction as well. Something else we have been talking about. I do a lot of public information booths out in the public in midtown. You may have seen me at Gazebo concerts at Meet Me on Main Street, places like that. I love it. It's a great opportunity for me to connect with the community, something we've created. I found I got a lot of questions lately about apartment complexes and the fire safety in the apartment complexes and having escape plans.

([00:03:03](#)):

So our Bureau of Fire Bureau created a form here that I have. I have plenty of 'em on my table and plenty here. And you can, it answers all your questions about fire safety in an apartment or a condo or order your home as well. And then if you have any additional questions, you can scan the QR code and it'll take you to our fire prevention bureau that can answer any questions you may have. Something else I always bring with me is the fire blanket. We have order forms for that if you'd like that for your home or business as well as bleeding control kits. We have placed these in all the schools in Carmel, every classroom in Carmel. We're proud to say every preschool churches, they're behind the door in every classroom so all the students in Carmel know where they're located in the event of emergency. Thank you for your time and I love working for the City of Carmel from the upon of my heart. Thank you for letting me spend time with you. Thank.

Speaker 1 ([00:03:58](#)):

Thank you Captain Mor. We like to call you a Mr. Carmel very much. Thank you again. I would like to introduce Mayor Sue Finkum. We do have a couple of presentations and she will answer q and A at the end, but like I said, feel free to answer any questions that come up during the presentations or during her presentation as well. Mayor Sue Finkum. Thank you. Thank you.

Speaker 3 ([00:04:22](#)):

Hi everybody. Thanks for coming out tonight and you can tell the weather's changing. It's a little colder. Get some coats in here this time. But thanks for being here with us. We got some new faces, so what I want to do is a good old fashioned go on the room, introduce yourself. We're going to do city staff with that too. So Brent, Mr. Liggett, would you start us off

Speaker 4 ([00:04:39](#)):

Liggett with code Enforcement? Don Stein, children Park President Dominic Chase

Speaker 5 ([00:04:48](#)):

Terrace Neighborhood, HMA Creek Estate President,

Speaker 6 ([00:04:53](#)):

Susan Mc Creek, state President.

Speaker 3 ([00:04:55](#)):

Okay,

Speaker 7 ([00:04:57](#)):

Jim Liston, resident Wood Park.

Speaker 3 ([00:04:59](#)):

We'll come back up here to the front here.

Speaker 7 ([00:05:02](#)):

Greg Stevens Water with Carmel. Barbara Eaton

Speaker 8 ([00:05:05](#)):

Water Wood car name Johnson Second Vice

Speaker 9 ([00:05:11](#)):

President Wood Park, Darla Wilson, secretary of Wood Park.

Speaker 10 ([00:05:16](#)):

Steve Ring

Speaker 11 ([00:05:16](#)):

With

Speaker 10 ([00:05:17](#)):

Blackwell Park, which is near the high school.

Speaker 12 ([00:05:23](#)):

Phil Ashton, Kate Shaw. David working with Cheel Place

Speaker 3 ([00:05:33](#)):

We go back there.

Speaker 13 ([00:05:36](#)):

Cheryl Wes with Kingswood in Southeast Carmel. Secretary,

Speaker 7 ([00:05:42](#)):

Captain Burns Frazier. Ramblewood, HOA

Speaker 3 ([00:05:46](#)):

John,

Speaker 7 ([00:05:47](#)):

Let's do number box.

Speaker 3 ([00:05:50](#)):

Yay. We'll come back up here to the front.

Speaker 14 ([00:05:53](#)):

Brady Meyers, deputy

Speaker 15 ([00:05:54](#)):

Chief Police Services, car Police Depart Drake, Sterling Police Chief here in

Speaker 7 ([00:06:00](#)):

Ladies Smiley, detective McConnell Police. John Moar, division chief of community relations. Thank you. Dan Courtney with Kirkpatrick Management Company. Vic Muller with Kirkpatrick and I also live over in the and Mount Carnell car, Mike Ash and at

Speaker 8 ([00:06:20](#)):

Charlotte Lau Go Park. I'm Linda Downer, Bechard Pines board. I also hear a little thing about our green gift shop. This is not my neighborhood group. We have some green initiative, we promote green everything in the city. Mary Ham passes out Art. Art, she comes to our art show and we recognize the kids who win. I just wanted to put pro out to put some of these on the desk out here. If you can send this out to your neighbors, which you have email system on we send out, we'd appreciate it. It is a green gift shop. The people who will bring their items are some way doing something green or recycling. We appreciate it. It is on Thursday, December 5th at the library 1 37. Thank

Speaker 3 ([00:07:31](#)):

You for your time and it looks super cool. I saw a promo online, it looks super cool. So

Speaker 8 ([00:07:36](#)):

We also have a promo in that city. Put it up so you could actually copy that and send it off.

Speaker 3 ([00:07:43](#)):

Thank you chief.

Speaker 12 ([00:07:46](#)):

A good evening promo backer, fire chief Law roll, Waterstone

Speaker 16 ([00:07:51](#)):

President Tiara Bus, project manager of events for the City of Carmel. Officer Darby Morris, nice

Speaker 3 ([00:08:01](#)):

To meet you. Awesome. We have one more guy in the corner back there hiding behind a monitor. Videographer. Sure he hates it when I do that. The videographers, the photographers always like to be like incognito we make, yeah, we make them stand out. So anyway, thanks for being here today. I'm going to leave most of the time for our great presentations. I do want to remind you of a couple of things coming up. I'm going to try to do this in order. First of all, tomorrow night is Vock. It's the first time we've had this event with a caramel Chris Kennel Mart. If you haven't bought tickets, they're still available. It is a ticketed event. It's what Maria describes kind of like as Rev or Zation for Chris Kennel Mart. So it's inside the paladium plus outside at the market. Super cool, super fun but if you can't be there, Saturday is a great opening in the tree lighting, so make sure you come by.

([00:08:51](#)):

Tree lighting's at 6 45 if you want to be there for that Fantastic event sponsored by Allied Solutions, so we'd love to see you there. The ice at Carter Green Holidays in caramel also kick off on the 23rd, which is Saturday and we have a nice little do we have the full pamphlets back outside too, so we have got some good literature. It's like a four page flyer so you can see the details in these events. The ice at Carter Green this year is going to be closing a little shorter. It's going to be closing February 2nd, but in the past we've kept it open all of February but it gets really warm in February sometimes and so we have this fluctuating ice temperature and a little bit of a sloppy mess sometimes. So we are closing that February 2nd. It gives us more time to get it cleaned up and ready to go for the farmer's market, which starts in April.

([00:09:36](#)):

And speaking of the farmer's market, if you have not been to the winter market, it's nine to 12 in the newer location, which is the laser flash building right next to Solano one. If you know where I'm talking about on Third Avenue Southwest just north of City Center Drive, they've now got 53 vendors in there. So it's really, really impressive what they've done with a very small space to put that many vendors in. So encourage you to go see that. Carmel Holiday Porch Fest, I forgot something. Shop small, shop Caramel, got to support our local businesses is November 30th from nine to seven and Carmel holiday Porch Fest is December 7th as well from two to four. And then of course John Ray talked about the Santa tours and John does not give himself and his family enough credit. He's quite dashing in a Bejo jacket as a driver and his wife.

([00:10:30](#)):

I love it. He does, his wife and his daughter usually are elves in the backseat so I might have done five. Ours the first year they did a bazillion hours. So the Ity family really makes it happen as well. But it's super special if your neighborhood has not taken advantage of it enjoying it, please do. It's super cool to see families come out dressed in matching jammies, dressed in flannels, dressed with matching hats and light up necklaces and also neighborhoods that come out with maybe some hot chocolate, potentially schnapps and whatever else. But it's super cool because it's kind of become a gathering like some neighborhoods do around Halloween. So if you haven't taken advantage of it when it's coming through your neighborhood, highly recommend it. And as John mentioned, I dunno if you mentioned tonight, I know you mentioned at lunch that you go through the schools too, so make sure that you partake if you haven't, it's super cool and again, you can invite parents or friends from other neighborhoods come over and see and just wave at Sandy as he goes by and enjoy time with others because time with others in a community is what makes community special.

(00:11:33):

We also have a meet me on Maine on December 14th again from four to 8:00 PM and of course December 14th and 21st are Santa Saturday. So if you have grandchild, niece or nephew, you want one photo with your spouse, this is the time to do it. Be with Sienna. Great photo opportunity. So we got a lot going on here from tomorrow through really Christmas when Chris Kmart ends. So just remember you got, that's your window Saturday to December 24th, so November 23rd, December 24th is your window, so please partake in any of those. We also have the holiday trolley again this year, so if you're concerned about parking at Chris Kmart, know that you can park somewhere else and trolley in, I think Tiara said there's seven different stops along the trolley, way different stops

Speaker 16 (00:12:17):

The four pager that they're just like you all know about on the back of it we have all the trolley stops and we will actually be setting these up on Friday. So you'll see our streets department out there getting everything right for you. Seven

Speaker 3 (00:12:31):

Tiara, is that a four pager? That trolley stops online if they want to send it to their HOA electronically?

Speaker 16 (00:12:38):

Yes.

Speaker 3 (00:12:39):

Okay, and where can they find it at?

Speaker 16 (00:12:41):

They can find it. Just Google holiday trolley and it should pop up right at the top of the browser. It's also on experience caramel on our social media websites, but I can also make sure that I'm not sure if you,

Speaker 3 (00:12:56):

Thank you. Appreciate it. I know you guys are so good about sharing information with your friends and neighbors and appreciate that and there's a lot of questions about the trial and access to Chris Kmart and the hours, so that's just great information to send out that piece there. I think we pushed out a fall 2024 construction projects update here recently, so that should be available to you. We did just recently pass a bond roughly in the neighborhood of a hundred million dollars for more projects. Some of the key projects there will be pedestrian safety initiatives. A lot of our roundabouts, whether it be raised

crosswalks or rapid rectangular flashing beacons, we're also a couple more roundabouts here or there as well. And then also I think important to note that we'll be doing a road dive on Carmel Drive to beautify it and make it safer for travel, slow it down some of the traffic on there and end that middle merge lane that is prone to accident. So we got some great projects coming along, more information that you should have gotten on an email. It's also online as well. We just want to kind of give you a heads up on that. Those bonds haven't been sold yet. They go next Tuesday I think. And good news, our bonds, our s and p rating was just affirmed at a double A. So that's the highest for cities across Indiana. So very proud of that. It allows us to borrow money at a lower rate than our peers, allows us to do more projects for you.

(00:14:20):

So that's it for that. I will do some questions later, but next step I want to spend, allow plenty of time to talk about fraud prevention and neighborhood safety during the holidays. So I'm going to introduce Drake here, our chief of police to kick that off.

Speaker 15 (00:14:35):

Thank you. Thank you mayor. My name's Drake Sterling again, I'm the police chief here in Carmel. I've had the opportunity to serve in that role since February and it's been pretty amazing. Thank you for joining us in the building today. We just opened this building the expansion in July and so if you haven't been in here, you can appreciate it if you have been in here, I won't ask why, but in all seriousness, it is a fantastic building and I think we all feel that it's finally a type of building that's set the meets the needs and expectations of our community and our police department. We have a growing police department, growing community, and finally a place we can be really, really proud of to have some really great police officers and civilian staff here with me today. I've asked two other department members to join me, the first of which is Deputy Chief Brady Myers.

(00:15:26):

He oversees our police services, so that includes investigations, patrol, traffic unit, and then also all of our special events go through Deputy Chief Myers and so he will talk about fraud a little bit, he'll talk about a little bit of holiday safety as well. And then the other person joining me is Landry Smiley. Landry has been on our police department for 17 years. He's a detective in our Investigations bureau. He's also a task force officer for the FBI fraud task force. So he has a lot of expertise when it comes to fraud and having him as a part of that along with another department member who serves on that task force really helps us bring a lot of resources and connections back to the police department, allows us to collaborate with our federal partners to help tackle and combat some of the fraud trends that we're seeing and then they are ever evolving and ever growing because especially in a community like ours, very affluent, very wealthy, and one where typically the aging population is unfortunately a very direct target of fraud. So he and his team help, as I said, try to combat that each and every day. And so without any further, I'll pass it off to Deputy Chief Myers.

Speaker 14 (00:16:38):

So am Brady. Like he said, I don't have a very formal presentation for you guys tonight. I found when we do that I tend to kind of sometimes miss the mark on what you guys actually want to know. So I have a few bullet points that the Detective Smiley and I can cover, but I want to leave plenty of time for question and answer from you guys so that you guys get the most out of this collaboration that we have that we call public safety in the city of Carmel. First, I know on the agenda that there was a request to talk about Neighborhood watch for the last several years we've kind of gotten away from having a formal neighborhood watch program largely because of our social media footprints. Much of the information that we used to push out to the HOAs in some form of a newsletter or communication is now being pushed out on a daily basis if not hourly basis on all of our social media footprints. So we found that a much better

way to reach the masses and get our messages out there to keep you guys better informed and just answer questions on a more day-to-day basis versus some sort of a monthly newsletter.

[\(00:17:49\):](#)

So as of right now, we don't have, if the question does come up, we don't have a formal crime watch or neighborhood watch program, fraud and theft. So tis the season for bad guys to go shopping and by shopping I mean breaking into cars or shoplifting from local businesses. And some of the things that we want to talk to you guys about tonight are ways that we can kind of make that more difficult for them to steal from us. I'm sure if you've been connected at all with some of our social media platforms, you've seen some communications that Officer Morris has put out regarding burglaries in the neighborhoods as long as well as ways to prevent burglaries and thefts from occurring on your property. So there's no magic sauce there. It's very simple things like lights on timers making your house appear as though it's occupied even though it's not letting your neighbors know when you're going to be out of town.

[\(00:18:52\):](#)

Have someone kind of watching your back while you're away here at Carmel Police Department. We also have a vacation check program so that if you're going to be out of town for any period of time, whether it be overnight or you're a snowbird and you go to Florida for the winter, let us know that and give us the details of contact information, the dates and times and we will try to keep an eye on your house while you're away. And what that means is an officer physically comes to your home, walks around the exterior of your home, make sure that there's no broken door or broken windows or doors kicked in or anything like that.

[\(00:19:27\):](#)

We are a very, very safe community, but theft is by far and away the biggest problem. If we had to list a biggest problem for the city of Carmel, it's our biggest problem. So some ways that we can combat that, getting back to that are lights on timers, just the general awareness of your neighbors knowing that you're out of town. Cameras are also a very good investigative tool for us. It sometimes works on the prevention side also, we've seen on more than one occasion where bad guys coming up to a house that we know they're getting ready to try to steal something from either a package on the front doorstep or something out of the car. They'll notice the camera even at night, they have a little IR light on there that kind of tips off the bad guy and they move on to the next neighborhood or next house or next town hopefully.

[\(00:20:17\):](#)

Another problem is fraud. This time of year fraud comes, we could put on a one week class just on fraud prevention. So just kind of very high level, easy things that you can do on a day-to-day basis to help prevent some of that. Most of it is awareness, being cognizant of having strong passwords, being cognizant of the links that you're clicking on when you get an email or a text. How many people in the room have gotten a text recently saying that you have a FedEx package or A-U-S-P-S package held up? Don't click on the link If there's any takeaway from tonight, it's just don't click on the link, whether it be email or text. If you do happen to and you end up getting in contact with someone, they're going to be very good at what they do and they're going to sound very realistic and there's a good chance that they're going to victimize you.

[\(00:21:16\):](#)

So some ways to combat that is if it is that FedEx calling you, go online, find the general inquiry number for FedEx, call them specifically if you have a legitimate concern and go that way. Don't try to use the contact information that they're sending to you. Much like this afternoon, we had some banking representatives in the room from several of the banks in town for our small business meeting and they have similar things go out and they would much rather you call the bank directly rather than click on the link and try to investigate it yourself. Don't be ashamed if you fall victim to it, please call us. We do have some ways sometimes of being able to get some of that money back depending on how that transaction



took place, but we have to get to it early so don't stew over it literally day of. We need to get a phone call so that we can help try to get some of those funds back if you've fallen victim to one of those types of crimes.

(00:22:14):

What else do I have here? Gift card scams. That's a big one. So it's not uncommon to get some sort of a phone call from somebody purporting to be some authority, either the chief of police or a member of the sheriff's department or you name it saying that maybe you have a warrant for your arrest and you can get out of this warrant if you just simply go to Best Buy and buy \$500 worth of gift cards and then give the individual on the telephone the numbers on the gift cards. That is a complete scam that people fall victim to it all of the time and just rest assured that if you ever have a warrant, no one's ever going to call you asking for gift cards. Okay, I promise I think I can speak normally, I just try to speak just to the Carmel Police Department practices, but I cannot think of one in the country that wouldn't do that as a tactic.

(00:23:09):

So what else? Cyber threats or an ever increasing problem along with artificial intelligence, the criminals are getting smarter. They are using technology against us to victimize us and take our money. So be careful of what you're posting online. Be careful of posting a lot of videos online because one of the resources that they're using now are social media platforms where they're literally pulling your voice off of videos that you might post online and then using that to another family member to trick that family member into giving up some credit card number or bonding you out of jail or something along those lines. I think that's about it. Was there anything that we missed from this afternoon that we covered that you wanted to touch on? The fraud space,

Speaker 11 (00:24:07):

We covered the highlights. I

Speaker 14 (00:24:08):

Figured

Speaker 11 (00:24:08):

If you have questions then we can build off of that.

Speaker 14 (00:24:12):

If you have a smartphone, you have a very good chance of receiving some form of communication to try to victimize you. So just if it's a unsolicited text, if it's something that you know just doesn't smell right, trust that sixth sense and don't click on those links. Contact the institution that's trying to contact you directly, not via that link that they sent you, but by your own research and try to go about it that way. Okay, boring stuff's out of the way. Questions? Yes sir.

Speaker 4 (00:24:45):

And your vacation check for you to see inside the house, you need to have the curtain or blinds potentially open a little bit. Otherwise you're just looking like you said, for a smashed window or a door. Do you want any window or I not window? Do you want any curtain or blind partially open so you can actually physically see inside the home?

Speaker 14 (00:25:07):



My frame of reference is how I would leave my house. If I'm going on vacation, I typically close the blinds,

Speaker 4 ([00:25:12](#)):

But it also looks like, okay, nobody's here. They got all the

Speaker 14 ([00:25:15](#)):

Blinds pushed. It does, but generally if someone's entered your home, we're going to figure it out. If there's some sort of forced entry on the exterior of the home, it's not uncommon for us to have homes in the community that have cameras on the inside as well. So you are also receiving. That's not uncommon for us to get a call from a homeowner saying, Hey, there's somebody in my house brings address it. No problem whatsoever. The lights on timers even there are all kinds of wifi smart plugs out there that you can program leaving a TV on for a little bit. Don't try avoid patterns. Bad guys will case neighborhoods and develop patterns in certain homes.

Speaker 17 ([00:25:56](#)):

So

Speaker 14 ([00:25:56](#)):

Just try to be, just don't develop a complete random known pattern.

Speaker 10 ([00:26:07](#)):

Deputy Chief Brady, thank you so much for sharing this information with us. I got it in late. So from Springville Springs have to hear the F Watch program is going away. I look forward to that. In that notification that we got earlier this year about the break-ins I assume came from that program. So I'm going to miss that.

Speaker 14 ([00:26:24](#)):

It does and we still will use that as an outreach tool. That communication came from Darby. We collaborated on putting together something when we had the SATG group in town, which is an organized burglary group that comes and passes through town this time of year. Hopefully they're gone for the season, but there's no guarantees that they are. So in effort to get as much mass communication out there as we possibly could, we used our social media footprints and then we also used the HOA contact that we had here in the department to make sure that we got that information pushed out to everybody. For the most part, that problem was centered out west, just west of Meridian and south of hundred 16th Street. But we decided to put it out to the entire community just so that everyone was informed and we recognized that no single neighborhood is immune from it. So we wanted to make sure that everybody knew what was going on.

Speaker 10 ([00:27:19](#)):

So when something like that happens, not notification but break-ins, we get a lot of concerned neighbors asking us what's going on. Especially if there's a call that comes out from inside our neighborhood where they get a ring alert that there was a burglary down the street goes often happens or false alarms, but we don't have any way to confirm or validate information. Is there anywhere we can call or reach out to just to say, did something actually happen? Not asking personal information, but yes, something actually happened. Send an alert that

Speaker 14 ([00:27:49](#)):

I wouldn't have any problem if something was occurring that evening and then a neighbor saw a large police presence in the neighborhood, they wanted to know what was going on. You might be able to contact the on-duty supervisor depending on what it was. They may or may not be forthcoming with what exactly what it and what it was. More often than not, it's not going to be that type of a situation or any sort of a public threat to the community that anyone would need to be concerned about and we need to protect the privacy of those individuals involved in whatever was going on. But as of right now, our social media footprints, if something truly serious is going on, our team is fantastic about putting out real-time information, both when it started and when it's over so that people know that roadways aren't closed anymore. We don't need do void area anymore, things of that nature.

Speaker 10 ([00:28:36](#)):

So there'll be more than just these burglary all out on scanner scan. That's again,

Speaker 14 ([00:28:43](#)):

Be very wary of what you see on scanners Facebook page, the ring alerts, those entities get some of that information off of the initial call type that goes out to the officers and I would say more often than not, whatever we're dispatched to doesn't actually end up being what we thought it was. So what might come out as a burglary or a robbery or whatever may be a simple theft or a fraud call that someone called in but just simply based on the call type ring is going to put out some sort of a notification that inaccurate and then that gets people spun up and call and I understand it, I completely understand it. Most of the time

Speaker 4 ([00:29:27](#)):

I going to call him

Speaker 14 ([00:29:27](#)):

If I'm at home, if I go home at nine o'clock and I get a ring alert that something is happening in the neighborhood, I have an app on my phone that gives me access to all the calls that are going on at the set. So I'm inquisitive also. I get on to see and vet it out and see exactly what it is.

Speaker 15 ([00:29:43](#)):

We do also have an occurred incident data on our dashboard. So if you've go on our website through our transparency portal, there are some of the statistics there. So if you're interested in finding out if something was legit or if it's just a rumor, if you can refer back to that occurred incident dashboard.

Speaker 10 ([00:29:58](#)):

Okay. Have you seen anything like wifi jamming? You mentioned cameras are a good deterrent but heard that they're getting more.

Speaker 14 ([00:30:06](#)):

We have heard that as a national problem, not a night nationwide problem that has happened in other states. We have not seen that here. No it, not to say it couldn't happen tomorrow, but no, so far we have not seen that as a problem.

Speaker 11 ([00:30:20](#)):

Okay, thank you. I know you guys are all part of HOA boards and whatnot and burglaries obviously are of concern and you want to secure your house and do all the things that Chief Brady talked about, but you

also have to be of your information because a lot of these burglaries aren't actually just random. They're targeted. Sometimes when I say be aware, if you're we Aton fan and you like to carry a nice expensive purse and you have nice jewelry on and you're out at the store, these people take notice of that and they'll keep an eye on you to see what kind of car you get into. Then they assume, hey, this person probably has nice jewelry, nice purse is at home. So just be aware of how much information is out there about you, whether you do a Google search and look yourself up and think if I were a burglar, would I want to burglarize me, right?

(00:31:26):

Because you look like an appealing person to hit. So just don't just think about your space at home, but think about your environment when you leave the home. Okay, so when you're out and about, do you look like a person that's worth the risk of following home and whatnot? Because like I said, we do believe that they're very organized and they think about what they're doing. It's not a random, oh that house looks good because you ever wonder why did that house get hit all these houses? Why did that one get hit? They think through their process. So just be self-aware about your personal information and how you conduct your business from day to day out when you're out shopping or whatever it is that you might do and just kind of pay attention when you get home, things like that.

Speaker 14 (00:32:17):

Andrew did just hit on one other thing that I forgot to mention. Even though the doors are locked and the windows are locked, it's not a bad idea. If you do have expensive items in the home, large amounts of cash, expensive jewelry, it would not be an unwise investment to buy a safe and have it more secure inside the home. The bad guys know where to look and they'll look everywhere they can given the amount of time that they have to look for those items in your home. So just if you have the opportunity to put those in a more safe location within the home, that would be advantageous.

Speaker 11 (00:32:52):

And if you're a gun owner and you like to travel armed leaving your firearm in your vehicle unsecured, definitely not a good idea. When cars do get going, no, I don't think anybody's actually left a gun in there. When they've broken into a vehicle, that's definitely one thing they will take. So just be thinking about that kind of stuff too. Would you want to firearm out? But whoever and it previously belonged to you, so secure those items, take 'em in the house however you feel is the best way to secure them. So someone can't take it. My recommendation is because those do get taken, that's a big concern for us. We don't want those used against us by some criminal, so please secure those.

Speaker 14 (00:33:39):

Who else. Yes.

Speaker 5 (00:33:40):

A question about the fraud. So for the attempted fraud that happens and got a number of them, even if it's not successful, is there, should we be reporting that in some way so that, I mean these people are leaving digital fingerprints behind or is it not reportable if we didn't fall victim to it?

Speaker 11 (00:33:59):

So fraud is kind of like a catchall phrase for a lot of different financial. What type of fraud are you referring to specifically?

Speaker 5 (00:34:08):

I received a phone call about the you're doing court Friday and we can make it way if you give us your credit card number kind of thing. And it was a number that came up on caller ID and actually spoke to the person and they said they were part of Allen County, they were actually representing that they were in law enforcement and then I called Allen County and they didn't have a record of it, but they said they were working with Harel PD on this issue. So it's got a phone number. I called them back. So the phone number works. I would imagine that there

Speaker 15 ([00:34:40](#)):

Are

Speaker 5 ([00:34:41](#)):

Patterns presenting themselves and trying, but there's probably so much volume that it can't be useful

Speaker 14 ([00:34:47](#)):

To understand. So that's therein lies the problem. So we're going to have to prioritize the caseload that we do have. It's not bad information for us to have, especially if you have contact numbers and email addresses that we know are actually working and functioning. I would say 99% of the time those phone numbers and email addresses end up being somewhere overseas. They're not located here in the United States. So that also adds a problem in the investigation side of it though. That being said, there is a clearinghouse that the feds have that is a warehouse for all of that information that we can put it into. So if somebody does have legitimate contact information that they know has worked, you said you called the phone number back and it

Speaker 17 ([00:35:29](#)):

Worked. Yeah,

Speaker 14 ([00:35:30](#)):

That would be good information to know. We're probably not going to take a full blown case report and investigate it in any way, but we would be able to pass that information on to our federal partners.

Speaker 11 ([00:35:41](#)):

The website for that, the FBI websites, it's called IC three. Pretty easy to remember. So if you have any concerns, just go to that website and see if what you're dealing with meets the criteria. And it's a self-reporting system and that gets filtered. It gets screened and triaged by the FBI and

Speaker 5 ([00:36:01](#)):

I could tell,

Speaker 11 ([00:36:02](#)):

Yeah, it's a self-reporting system and since our agency has a good relationship with them, I've actually gotten some of the IC three complaints cases and instead of the bureau working them, I'll work them locally and then see if they go back up to the bureau. So it kind of, it's a system that we have access to. So

Speaker 14 ([00:36:32](#)):

Anyone else,

Speaker 4 ([00:36:34](#)):

When I was at a previous meeting like this, maybe like six months ago, I was told that you were actually hiring somebody who would start in January for the neighborhood crime watch. She was mentioned not by name but a lady. So that lady is not going to be hired and in place in January then

Speaker 14 ([00:36:54](#)):

I'm not sure what that would've been referenced. Now we do have community

Speaker 4 ([00:36:58](#)):

Outreach for neighborhood crime watch. In fact, it is probably either talking to you or the other officer, I can't describe you right. This come back to us in January. We're hiring Hershey, we'll be on board in January. So you're talking about Officer Morris.

Speaker 15 ([00:37:16](#)):

Oh, okay. Yeah, so she'll be handling all of our internal and our external communications, which will include a lot of our PIO work and social media. And it will also include a lot of attendance in these meetings and potentially reaching out to the neighborhoods through whether it's Crime Watch or the newsletter or whatever. It's

Speaker 4 ([00:37:34](#)):

Okay. Yep. Also, at the same time I was told you were installing and select areas, license plate readers, and I took my name down on the list, but I've never heard anything.

Speaker 15 ([00:37:46](#)):

What was your name down the list for

Speaker 4 ([00:37:48](#)):

License plate reader that you were installing in as recall in Neighborhoods Select neighborhoods to help watch traffic flow and if you could track vehicles.

Speaker 15 ([00:37:59](#)):

So we have a pretty expansive network of license plate reading cameras and those are strategically placed throughout the city. In some cases they might be advantageous to have in a neighborhood, but a lot of the time we're trying to hit main thorough affairs pinch points. We have a network that actually expands beyond just Carmel, it goes Indianapolis and all of our neighbors as well. And so lemme get your information. I'm sorry that you weren't reached out to, I don't know what neighborhood you're a part of or if it would even be appropriate to put in your neighborhood. Obviously we're looking for the high value areas where we can get a lot of traffic and a lot of reads, but it could be possible. We'll, not to

Speaker 12 ([00:38:41](#)):

Get too into doubt, but what's the purpose of that?

Speaker 15 ([00:38:44](#)):

Of the license plate readers? So they're more than just license plate readers. So they actually do a few things. So they identify vehicles based on the taillights and it has the full network of vehicles you could have. And so it alerts us to any IDEXX NCIC hits, which are wanted persons, stolen vehicles, stolen

plates, et cetera. So our officers, when they're on the road in real time, they get those notifications and then they can be alerted to that and they can stop those cars and make arrests accordingly. The other thing it does, and this is probably the bigger tool, is it's a huge tool for investigations. So for example, if your car were to be broken into tonight and you live in your neighborhood, and we might try to determine a path to travel for whoever the person who broke into your car was, we would reference those license plate readers in the area, try to put up, and especially if you had cameras that were attached to your house, whether it's ring cameras, security cameras, and you can tell us it's a white SUV, we can then query our database for any white SUVs that were in the area.

(00:39:50):

They have timestamps and locations for vehicles. So it's been an immensely successful program for us. It's been something we've invested in very heavily and it's a huge force multiplier ForSight on the road. It only retains the data for 30 days. It doesn't tell us anything else about the owner. Every query has to have a reason for it, but I mean I'm sure Detective Smiley can tell you a lot of successes we've had with those license plate. Actually we had one just today, if I can brag for a second. Yesterday we went live with a soft launch for our real-time information center, which is a countywide initiative up at the sheriff's office. And we actually had a big win early. We had a missing person from Noblesville and was, I believe it was an elderly gentleman with dementia and he wandered off, he'd taken a vehicle and so we were actually able to find his vehicle via flock the license plate readers and locate him before he got too far out of the area. And for reference, the last time that he did that, he actually was found out of state. So we were able to locate him, get him back safely very quickly. So it's not only a crime deterrent but it's also a public safety object.

Speaker 12 (00:40:57):

It was a VP issue in the neighborhood. Is that something that could

Speaker 15 (00:41:03):

Be requested? Could be requested by the neighborhood?

Speaker 12 (00:41:06):

Yes.

Speaker 15 (00:41:07):

So you could let us know. We can investigate it. We can't release that data back to neighborhood.

Speaker 12 (00:41:11):

No, I'm saying they have a camera installed or repeat situations.

Speaker 15 (00:41:18):

Yeah, I mean if there's a trend, we could certainly have that discussion about whether they had mentioned earlier, whether it be appropriate for your neighborhood or not.

Speaker 14 (00:41:28):

Most of them are in fixed locations, but we have two or three cameras that are mobile so we can attach them to something and they don't have to be in a static location. So if we had a lot of construction theft for instance in a neighborhood that was suffering a lot of construction theft, we can place them in an area like that. Or if it's the burglaries that we had a few weeks ago, we used those mobile cameras in some strategic

locations on the west side of town to try to combat that problem. So those are the kind of things that we would use those for.

Speaker 10 ([00:42:07](#)):

Is that camera project complete now? They're all deployed or you looking at future expansions? Still

Speaker 14 ([00:42:16](#)):

The ones that we have are all out in the community. We're always going to ask her for more of them. I gave them more. Yes, she did. She did. It's been wonderful.

Speaker 13 ([00:42:31](#)):

Are those cameras only available to law enforcement or could potentially an agent may find one and install at their entrances if they wanted to tap into provide you with that. The cost and ground? I have no idea.

Speaker 15 ([00:42:48](#)):

So the short answer is yes, they're available in neighborhoods. We have a few neighborhoods within Carmel that have already signed on and they're sharing that data with us. They come at the retail price, the civilian price, it's like 3,800, I think 3,700 a year for the license. So if you're able to work that in your dues or something like that, you can install 'em. The mayor and I have also been talking recently about the possibility of a grant program, a community grant program and potentially license plate leaders could be a part of that where we could help share the cost of that stuff. So yes, it's absolutely

Speaker 3 ([00:43:20](#)):

That's not, it's done and approved. We had do some research on

Speaker 13 ([00:43:25](#)):

Privacy

Speaker 3 ([00:43:26](#)):

And some other stuff as far access the

Speaker 13 ([00:43:28](#)):

Data. We checked into some other things. We were working with I guess the engineering one of the city departments on what type is best and placement for being most effective and that kind of thing. So I imagine if anybody chose to do that, they would've to work with the city to optimize their resolve.

Speaker 8 ([00:43:54](#)):

Do our systems in Carmel tie in or we'll say Westfield PD and Business pd, can they see that data as well?

Speaker 15 ([00:44:01](#)):

Yes, they can. Yes. Find the guy in Georgia. Oh yeah, were you part of that one? The SATG? That was found out in Georgia.

Speaker 11 ([00:44:10](#)):



We've found a lot of SATG suspects in a lot of different states using this technology. Sometimes we'll discover like, okay, this vehicle was here in Carmel, we're not quite sure if it's suspect, then we see it go to a fluent area in Chicago and then we're kind of like, wait a minute, they were just here yesterday. So a lot of times we'll contact the agency where that vehicle's at and say, Hey, did you guys have any burglaries? And they're like, oh by the way, yeah, we did have one or two. And then we make the connection. So yes, this technology is nationwide, so you sometimes if the cars go across these breeds all the way to Texas, we'll trail their path of travel all the way to Texas over several days and then sometimes you'll have multiple agencies involved with the same suspect. So it's a very valuable tool for us. And investigations probably one of the most important tools to have.

Speaker 3 ([00:45:12](#)):

The bad news is bad guys are using technology against us. The good news, we're using technology against them too,

Speaker 11 ([00:45:19](#)):

And I know they're called license plate readers, but they will scan images without plates. So if there's a vehicle that still goes past that reader, it'll still take a photo of that vehicle even with the play missing. So there's just a different way we have to search the vehicles that way. So it's an important tool.

Speaker 13 ([00:45:39](#)):

Can it see through those? Some people put those covers on their license plates that are supposed to confuse cameras and reader.

Speaker 11 ([00:45:47](#)):

It'll try to read it, but it'll still take an image of the plate and sometimes it's left to the investigator to try to decipher what that image is. So it will take a photo of it regardless of whether it can read the numbers correctly or not. So

Speaker 14 ([00:46:09](#)):

All right, thank you. We'll be around afterwards, so if anyone has any other questions, please don't hesitate.

Speaker 3 ([00:46:20](#)):

So are you surprised we have two officers that work closely with the FBI and a task force, the side of Carmel. I thought it was really interesting. So I just wonder what you guys thought and thank you Detective Smiley for doing that as well and for being here. Next up is everybody's favorite topic code enforcement. Brent Liggett is operations manager for code enforcement and I'm going to give the floor to him wealth of knowledge and information and occasionally great ideas for the mayor.

Speaker 18 ([00:46:51](#)):

Yeah, I usually have,

([00:46:55](#)):

I saw she had a note on there to keep this presentation short, so I cut it down to two hours to try to pretty humbling doing that. But hang on a minute, this will load up here in just a second. While it's doing that, I'm Brent Liggett and like she said, I'm with code Enforcement. I've been here at the city for 18 years and we have a very small but pretty awesome team. We currently have three code enforcement officers full-

time right now. We have one in the west, so everything west of 31 and one in central and one in the east. So we'll get to more of that in a minute.

(00:47:41):

So we do cover a big area with a small crew. This figure on your right, obviously it looks huge. The a hundred thirty, a hundred twenty five, not all of these are actual associations. Some of them are maybe they don't have an active HOA or they could be a commercial area of three or four commercial properties that are kind of partner together and we have one good contact there. So they have a big depth of knowledge of good contacts around the city when issues come up and we're always adding to that. And so that's something we use some key stats on our coverage. Our officers resolve on average around 60 cases per month and they're working Monday through Friday. And we also work a rotation on Saturdays for a few hours, and I'll get to that in just a second. But our central district, which is anything between us, 31 and Keystone is our highest number of requests that we get. And we do track all of this information and keep a close eye on that. And we assist Angie where she gets a little overloaded.

(00:49:08):

But with the mayor's urging actually when she was on the city council, she actually pushed for a new additional inspector and we were able to do that this year when the budget process went through. So at some point next year we're going to be adding an officer and we're looking at that on how we might redistrict our coverage. And our goal is to obviously better serve the entire community, but we also want to put a big emphasis on, we have a lot of dense projects and those maybe property managers, there's a little turnover there. So just getting in there personally and knowing the people, the regional managers, we work hard on that with a lot of these big multifamily companies to just have a good connection. And we're hoping to kind of just continue that track a little bit more about us. We are the primary enforcement group for the entire UDO, which is everything from when your neighborhood was planned and where the trees were supposed to be and how they were supposed to stay out of the tree line and all the way to a sign on a commercial building, kind of everything in between, that's maybe not law enforcement.

(00:50:34):

And then we cover all the city codes that are on private property. Most of those fall into about 30 different categories. And then on the key issues you'll see on the right, these are our kind of hot topic stuff. So property maintenance, unkept properties, things being stored outside that shouldn't be debris. These are kind of where we track the complaints we get. These are kind of number ones.

(00:51:02):

We're real proud of our group. They work with a lot of different people around the county in our health department, our state licensing agencies, even CPS and a PS sometimes with Carmel Police Department. We've got a really good partnership with our critical incident team. So I like to say a lot of, in the city of Carmel, we might work with one or 2% of the population overall. It's that one or two house in your neighborhood. And so in those cases, sometimes their issue with law enforcement might not be them breaking a law. It might be something they need a little more attention and sometimes they bring us in on cases like that where we can help with other enforcement or assistance. So we work with a lot of groups that help people and we also work closely with our fire department, especially our fire marshals and our planning and communications people.

(00:52:10):

If we see an incident where we think something is unsafe in a house, we're sure to flag that with Joel so that if our officers or firemen would run on that again or maybe they don't know about it and they would run to a property, we want them to be aware that they could be going into a dangerous situation until we can get it resolved. So we work with the trustees and then again, like I said, we were working with various groups around the town to assist people. We had a great case this year where we were able to help a veteran in a really tough situation with some yard work and just worked with some local churches and

other nonprofits to have a big cleanup day at his house, which is real cool. So we're not always just the house cops. Sometimes we get to kind of help bless people and that makes our day when we can do that.

(00:53:05):

So something we're seeing that we're really working on, it's a little issue, but for us it's a really annoying issue is the yard signs that you'll see, the power washing and stuff. You guys might see 'em at the entrance of your neighborhood. Nobody asked you if they could put 'em there, they just put 'em there and then everybody just drives by 'em for a week. So if you see those, feel free to take 'em. We are documenting, photographing 'em when we remove them. And we're working actually with local cities and some people in our legal department to address this because I went back and looked, I think in 2020 we pulled around a thousand and we're on pace for over 2000 this year. So it's really not a safe situation for our people to get out and pick 'em up all the time. We have sprinklers and so much other infrastructure we don't want damaged and it can cause safety issues with traffic and just multiple reasons.

(00:54:07):

We don't want that and it can be ugly. So junk vehicles, we worked this year, that was a big thing when I met with you guys last year. Junk vehicles, we've kind of enhanced how we enforce that. And we're actually working with Carmel pd in certain cases where it's wrecked or inoperable and we know it is, it's visually then we can take steps to remove that. If you get into a scenario where you just say, I'm tired of this old car being in my neighborhood in the driveway, that's not always something we can enforce and we can get to that in the question and the answers if you have one. But 3 1 1 is a big thing that we're working on and that's getting ready to come out. We're already starting to tinker with it. So 3 1 1 is going to replace, does anybody raise your hand?

(00:55:03):

If you have the app for the city, Mike Carmel app, you use it to report issues. So it's going to replace that and it's going to expand how you can communicate with the city, how you can find anything out really with the city. You'll be able to make a tee time or request certain non-emergency things with the police department. And every department within the city has kind of shoveled into it and big collapse to our IT department because they are just always moving with this. And if you're in the corporate world with any software redo, it's kind of like you're just pulling your hair out, waiting for it to happen. But we're excited about it and it's going to have a lot of the same functionality with what we already do. You'll be able to take a picture, you don't have to stop in front of the house, you can be on your couch and zoom in on a map and say, this is where there's a RV upside down with a couch on it and I don't like it.

(00:56:12):

And you can type that in there and you can hit submit and we will know exactly where it is. We'll go out and verify it, that kind of thing. So look forward to that next year and I'm sure Kelly's going to be blasting a lot of stuff to you when that goes out. And we're going to be all over the social medias with that. So really cool thing. And eventually it's going to have a text version, so you'll be able to, if you don't like to take pictures or you don't want to get on a website and scroll down and hit, you can just text the number. You can save that number as one of your contacts and then if you see an issue, you can just text it and you can opt out of getting responses back from the city or you can opt into that. So if you want to know, Hey, my case has been resolved, you'll get a message like that from us. So pretty cool stuff.

Speaker 19 (00:57:05):

The text be 3 1 1,

Speaker 18 (00:57:08):

I'm not sure yet.

Speaker 19 (00:57:09):

It's all going to come out.

Speaker 18 (00:57:11):

Yeah, this is

Speaker 19 (00:57:13):

Surprised later. This

Speaker 18 (00:57:15):

Is local deep state stuff that nobody else knows that we're just sharing with you tonight, but we are kind of excited about it. It's pretty neat. The idea of it is just to kind of cover every department in the city. It used to be our app kind of just was really general to code enforcement and then a little bit of engineering and street department thing. Somebody ran over a stop sign or my drainage thing is plugged up now. It kind of expands to everybody other than 9 1 1 stuff. There's still information on CPD on there and pretty much every city department isn't there, right? Parks and Rec I think is even on

Speaker 3 (00:57:55):

It. You have four or 500, I can't remember the number right now, but four, 500 FAQs are identified. So you go online, you can have a question in and there's going to be a lot already repopulated to answer your question or direct you. And then when we add the texting, which is probably just for me to stop annoying the street department director with, there's trash in the street, there's a pothole, there's a whatever the thing needs to be replaced. I text him voice, text him all the time. But it will be for your convenience to allow us to better serve you and to make sure we're tracking and trending so we're not missing stuff. Or if we set an internal benchmark of, I dunno, Brett's team to resolve something in

Speaker 18 (00:58:35):

15 days, how many days Yeah.

Speaker 3 (00:58:37):

That we can then benchmark against and say, well it's 17 at 15, how we get there. So it'll help us up our game.

Speaker 18 (00:58:44):

And really neat internal part on our end is if we get something need to collaborate with other departments, it allows us to do that seamlessly. We can just click, I want John and Frank in on this with me so they see that case. They know they have something to look at that it helps you all from us going well you need to call or let me forward you to. We're hoping it's going to cut that way down where we just say, Hey, we got it and it's allowing us to collaborate on there. So it's pretty neat technology.

(00:59:24):

I did have some questions that you guys pre-submitted, but we can go over that when you do the q and a if you want or I can go over 'em now. So we touched on the junk direct and operable and I can send this stuff out to you in an email with Kelly. Does everybody in here that's with the HOA? Does Kelly have your email? I'm assuming if you got here she does. So if it's on a public street, we want you to contact CPD for that. We have a couple community service officers and they're very good about helping with us. We work with them closely, but you can contact them directly at that non-emergency number. You will

feel like you are on any other 9 1 1 call. Just to warn you, they may ask you a lot of questions but they will respond and you can explain, hey, this is not an emergency, but I would like somebody to check this vehicle. It's been here for seven days. No one knows whose it is, that kind of thing. If it's on private property, we want you to contact code enforcement and that's anything that's wrecked, inoperable, maybe doesn't have a plate, it's got three flat tires, that kind of thing. We can help with that. And when you get done today, I have a map over here that kind of covers our districts. I have all their email or their cards. So wherever your district is, please feel free to get their cards while you're here today.

(01:01:01):

Again, on the reporting, same thing working on my Carmel is still working right now, so you can still use that. We hope to roll over to 3 1 1 pretty soon and then you can always still email us, call us. We will enter that stuff into 3 1 1. You don't have to use it. If you're used to calling Angie and you want to keep calling Angie, that's totally fine. Some people like that connection and we do too. So can you get a stop sign or no parking area? This is kind of not a Brent thing, but we get this question a lot. So I threw it in here.

(01:01:42):

If you have an area that you think needs a stop sign or you think needs a different speed limit or you think needs some kind of different traffic thing, a good place to start with is Carmel Police Department or the city engineering department. They are going to end up collaborating together anyway on it nine times out of 10. And then if it is a non-standard request, and I'm thinking of what we had last year, uptown high school parking was a thing where it got kind started growing. So for the police department, they didn't look at it or engineering, they didn't look at it as a safety issue because I could park there, they just didn't. So on those type of issues, that's more council driven is kind of a good place to start with your city counselor. If you have a thing in your district, you can get on the city website.

(01:02:42):

If you don't know your council rep then it can get you right to 'em and they will also talk to the mayor or talk to the police department engineering and kick around ideas about how can we change this area or this parking or change it to two hours to one hour, that kind of stuff. So I can send this to you all again, I'll get my card over here. It has the ordinances in it, the city codes, links to everything, has all of our contact information. And so I'm just going to look through, does anybody have any specific code enforcement kind of general questions If you have a what about this specific person thing? Maybe catch me afterwards. I don't want to about it, somebody's privacy kind of thing. But if you have a general code enforcement question,

Speaker 6 (01:03:35):

This is just that I'll be honest, we rely on you guys a lot for an older neighborhood with very limited covenants and restrictions, bylaws. So we refer a lot to you

Speaker 17 (01:03:45):

Guys.

Speaker 6 (01:03:47):

Are we welcome to put the contact information up on our, I'd love to put a little

Speaker 18 (01:03:52):

On

Speaker 6 (01:03:53):

Our website that

Speaker 18 (01:03:54):

Says

Speaker 6 (01:03:54):

For code enforcement this is who

Speaker 18 (01:03:56):

Absolutely reach out to. So when you send that to us, we can do that. Absolutely. And if you go to the city's web or you just Google City of Carmel code Enforcement and you get to our, we have a page and it'll have district, it'll have this information on here, but yeah, please share it. A lot of times our phones, we turn them so that they will forward to our cell phone. So even if you are looking at, oh, that's just their office number, we are in the field so much that we have that technology where we can forward it. So they will answer or they will call you back sharing your email with everybody they want that right now we're super proactive in the neighborhoods a lot, but we also want to know what you want because some neighborhoods, we have a neighborhood where I know there's three or four houses in a row and I could find something to write, but they all are best friends and it doesn't bother any of them.

(01:04:56):

And so we know our role there. But if you have, and the other thing I want to mention, we're happy to come to your meeting if you have an annual meeting or one of your bigger meetings where going to have a big attendance. Sometimes the city, I've done these with the mayor, if you have a bigger event that year or once a year, we'll either send the code enforcement officer from your district and they can talk to you about stuff in your neighborhood versus just the east side or just central. So would love to do more of those. We are open to that. So yeah. Any other, yeah, go ahead.

Speaker 7 (01:05:50):

You say are way to speed up the process. I'm thinking of one maintenance. Typically the manager has to send out at least two notices to the homeowner. You need to cut your grass or whatever. And there has to be a time between that it can't just send two letters out more else. So it's usually at least four weeks by the time they get the second letter then we can turn it over to you. Is there a way to,

Speaker 18 (01:06:23):

You can turn it over to us day one if you like. So we hear this sometimes and we appreciate if you have an issue that you think is maybe like, Hey, let us handle this. We get that a lot. I'm thinking of some neighborhoods like Foster State, smokey Ridge, those neighborhoods to handle their own business and we're fine with that and they bring us in kind of heavy hitters when they need to and we can cover a lot of ground with three or four people, but not everywhere. We can't get in every little cul-de-sac. So if you get something, just get it to us right away and then that starts our clock. We can get it done in 10 to 15 days. We use two contractors around to do all of our abatements. One of the things the mayor and the council touched on earlier this year was just we can kind of had a tendency to give people like, oh, you need another week, you need a little more time.

(01:07:21):

And we still want to do that when there's a reason somebody was in the hospital or that kind of thing. But we've upped our abatement by 45% this year, so we're being a little more stringent on the timeframe. But to answer your question, as soon as that's why we want to have this 3 1 1 and my Carmel apps and the emails and the phone calls is we appreciate what you're doing managing the property or the



neighborhood. But you could send your letter and shoot me an email at the same time and say, Hey, I sent this out, put this house on, and then our inspector's going to keep that house on their radar for a while. They'll keep it all on. They might check it for seasonal. That would be very helpful.

Speaker 8 ([01:08:12](#)):

Are the ordinance for long maintenance a lot less strict than what you would find in covenants? Normally

Speaker 18 ([01:08:21](#)):

Ours is too many. Yeah, ours is the city's is six inches. I don't know what your neighborhood might be different, but that we talked with, we get a lot of cities that call us and ask us, Hey, what's your, and I had a city call me and they said theirs was 18 before they send a notice out. And so I was like, that's a little, sometimes we think six, a little brutal, but because some people like to cut their tall, but we obviously aren't running around properties with our rulers. But if we see it, we are proactive, but we love to actually get the complaint or get the app or get the text from somebody. So I'm trying to think the other thing. Since you all are here, how many of you are on an architectural review committee or work with that? So in my former life with the city, I was kind of in the two lanes.

([01:09:29](#)):

I was doing building permits and code enforcement. So just since you're here, I thought I'd explain a little bit, this can get confusing sometimes when you apply as a resident of your neighborhood for a fence permit or a remodel, they would go through you first typically and then come to the city and say, here's what I want to build. We are looking pretty simple. Do you have approval from your HOA and they're checking a box or they're signing something saying they do. Our legal department's looked at this. This has been looked at really around the country. We don't get into, they're swearing that they're everything, but that's not always accurate. So I just want to explain our point of view on that is they are telling us they've checked with you. And so we do ask that at least. So sometimes you might get a situation where somebody didn't paint thing the right and why did the city let them? And we might not get into the details that much. It's more like, did you check with, they're checking that saying that they got with you. So that's something we get up with HOAs sometimes. So I think that's about all I had unless anybody has any more questions.

Speaker 5 ([01:11:00](#)):

This may not be for you, but maybe can help.

Speaker 18 ([01:11:03](#)):

That's all right.

Speaker 5 ([01:11:03](#)):

So what's up than those yard signs? Those phone utility boxes, that cream color, two part question. Sometimes they're broken and stuff's pouring out of them. Is that reported to you? Second part is have we thought about a better way of a standard for that kind of thing? Because

Speaker 18 ([01:11:28](#)):

It's a great question that,

Speaker 5 ([01:11:31](#)):

Could you repeat the



Speaker 17 ([01:11:32](#)):

Question?

Speaker 18 ([01:11:32](#)):

Yeah. So those green at t or different boxes you'll see around the mowers hit 'em. It drives us all nuts. A lot of our people will carry duct tape in their vehicles and when they see 'em, they'll try to get 'em straightened out at least so that they're not flopping all over. It is an issue with, it can get kind of weird on enforcement because is they kind of have access to that easement and they can do what they want. It is Mrs. Joshie, councilwoman Josh, she actually did an ordinance this year about the burial. I'd have to read it. I'm kind of crossing my fingers that we could get to those underground at some point and I don't know if that's in there and if

Speaker 3 ([01:12:23](#)):

They have to be the core cables themselves to be six inches below ground

Speaker 18 ([01:12:27](#)):

But not the access points to So, and that would be a stretch. And even if we did pass something like that, it's kind of a looking forward versus going back. But yeah, it's engineering. To answer your question, engineering actually works with them a lot. We work with engineering a lot on it. We're constantly barking about those. It's really annoying. So yeah,

Speaker 19 ([01:12:51](#)):

I've had a lot of success in other properties and then in my own home and our neighborhood that if one of those boxes is messed up, you call at and t or you call your energy provider your electrical. I've had to make the call for my only box in front of mine, which is nothing small. It's like one of these two by three foot ones and after a two or three phone calls they were out there. You have to persevere. You are their customer. So you have to keep that frame of reference when you call them.

Speaker 18 ([01:13:34](#)):

Yeah, go ahead.

Speaker 10 ([01:13:36](#)):

So I don't know if this falls into code enforcement. We have a couple concerned neighbors around the rental issues. The one house has been used a lot. Not in my neighborhood,

Speaker 18 ([01:13:46](#)):

But

Speaker 10 ([01:13:46](#)):

I like you told about it, what we're doing about it as

Speaker 18 ([01:13:49](#)):

A neighborhood. Yeah, yeah. We have a guy in here that might know something about it. So No, go ahead though. Yeah,

Speaker 10 ([01:13:57](#)):

Just as a guideline, a lot of what you said, I feel like you're speaking to us, we're not trying to write your rules into our covenants. I feel like you kind of overlap and we like that you guys get the job done and it keeps us

Speaker 18 ([01:14:11](#)):

In

Speaker 10 ([01:14:12](#)):

The state situations. Is there something similar that we can follow to do what we can to manage the short-term rentals

Speaker 18 ([01:14:21](#)):

And

Speaker 10 ([01:14:21](#)):

Also the loophole is I guess specifically where people are following.

Speaker 18 ([01:14:24](#)):

Yeah, I think one of the biggest thing that the council people have told me that they're pushing out is that, and things will change next year potentially at the state level and could change in five years. So getting your covenants locked in right now or as soon as you can. If you don't have that language in there on how you want that, that's very important. And so the quicker you can get ahead of it, no matter what your feeling is on them, if you guys as your neighborhood, 90% of you feel a certain way you love them, hate 'em, whatever, and you want to get your language in there, I would do that sooner than later because they're not getting less popular. And to us it can be. We feel like we have a pretty good grasp on 'em right now. In what way? In just getting at least the compliance from the applicants coming to the city and getting the variance for the

Speaker 13 ([01:15:31](#)):

Risk of change, isn't it? At the state level?

Speaker 18 ([01:15:33](#)):

It could be very well,

Speaker 13 ([01:15:34](#)):

Are we trying to limit your ability to require permits for short-term rentals? That's why it's important to get it into the HOA covenants in case the state does come down on the city.

Speaker 18 ([01:15:48](#)):

Correct. And they've already done some of that and it could go, it is one of these topics that could go either way

Speaker 13 ([01:15:57](#)):

Just amended our covenants to restrict short-term rentals. And I would be happy to share the length. I live in Kingswood and our covenants are on our website in an unsecured portion. We let realtors download

them if they're selling house, if you want to go out and look at said about short-term rentals, it's kingswood www.kingswood.hoa.com I think.

Speaker 18 ([01:16:22](#)):

But yeah, Dave, to answer your question, the city right now, the way the short-term rental process works is if you would want to rent your home out, it has to be your primary residence. Okay.

Speaker 13 ([01:16:38](#)):

Amendments require two thirds signature approval of all your residents. So it's no easy task.

Speaker 18 ([01:16:44](#)):

Correct. Yeah, yeah. But that could change. I think that's the language that could change next year. It may not have to be your primary residence. We don't know what they're going to do.

Speaker 3 ([01:16:58](#)):

We don't know if anyone's going to do anything next

Speaker 18 ([01:17:00](#)):

Year,

Speaker 3 ([01:17:01](#)):

But there's a group that wants to land off by the city on the short term rentals, and there's another group that's hearing from cities that these are hard to enforce. If it's a restaurant that's got health issues, so can come put a chain on the door and shut the restaurant. If it's a short-term rental, that's a bad actor. We have to take 'em to court and then typical the case take in court repeatedly,

([01:17:21](#)):

But we can't just say we're to put a lock in the door and can't come on the house. So we've been trying to work with the original bill author to allow us to have more enforcement capability. He's modestly open to that and so we owe him some information. And I just got something last week from a legal department. They've been doing a research around the country and he felt like Airbnb and VRVO would help us. They've said basically go away. And so we now have that in writing to share with them. And there's different states that have tried suing Airbnb and VRVO for allowing illegal short-term rentals on their platform. Those have not held up. So it's a very sticky property rights versus personal enjoyment of your home issue.

([01:18:13](#)):

But at least the bill author is open to us presenting opportunities for how to tighten up enforcement on bad actors. We don't have to burn. Indiana met with him. He's not interested in carrying something that's going to make short-term rentals harder to get. He's not interested in that. So we'll see where they go. We're just hoping someone doesn't file something that makes it harder for us to enforce at this point. The other thing I've talked to somebody about is changing the covenants piece, and I hate to do this, basically overrides locals, but instead of being 66 and two, 30% of signatures being 50%, because the challenge is you have a neighborhood with a hundred homes and 30 of them, 30% or 30 of them are corporate or rentals. You're never going to get that signature hit that you need. So we talked about can we make that 50%, but I think that's going to be very difficult to achieve at the state level. But someone was interested in potentially looking at it, so we'll be talking to him next week.

Speaker 13 ([01:19:23](#)):

We were able to catch it early in our neighborhood before we had any short term rentals. So we like that.

Speaker 3 ([01:19:29](#)):

And it does

Speaker 13 ([01:19:30](#)):

Grandfather in

Speaker 3 ([01:19:31](#)):

Those that are already there. It just basically restricts future ones. So it's very narrow, but it's better than

Speaker 9 ([01:19:37](#)):

Nothing. We just updated ours. We have to live in the house for three years. We already had that rule, but you have to rent it out for at least a year. And then the amendment that we changed is we're only allowed five rentals in our neighborhood because before that we

Speaker 18 ([01:19:51](#)):

Long-term rentals, we

Speaker 9 ([01:19:52](#)):

Only have 93 homes. Yeah,

Speaker 18 ([01:19:55](#)):

That's another thing we're seeing.

Speaker 9 ([01:19:57](#)):

We were banging on doors the last minute to get that. We just barely got it.

Speaker 18 ([01:20:02](#)):

Yeah. Want me to talk? Yeah, go ahead. Yeah,

Speaker 12 ([01:20:10](#)):

So we were a neighborhood that multiple years ago in 2018, our restrictions, and we do have one of those bad actors and it is my neighborhood and the city was informed nine, 10 months ago. We've had extraordinarily minimal engagement. The city has repeatedly or twice come to agreement with the bad actor, which continues to go on. So we are tens of thousands of dollars in legal bills at this point and have had variable support. And that's

Speaker 18 ([01:20:58](#)):

That's

Speaker 12 ([01:20:59](#)):

Speaking from someone who's living it.

Speaker 18 ([01:21:02](#)):

Yeah,

Speaker 12 ([01:21:05](#)):

No, but every extra needs to understand the real situation in here

Speaker 18 ([01:21:09](#)):

On this topic. And this is one of the, I think the first cases we litigated and we were cautious of that because if you litigate Drake for posting his online, but it has no reviews, nobody's complained about it, and you take that chance at litigating against that and you lose, then you lose everything. So were I understand where you're coming from. We were very, very, yeah, I think we were very cautious about, but we did file a suit on this one and it is unfortunate, but that was I think some of the inside baseball on it was, it's with anything, a city is going sue an owner of a property for you're setting a precedent. So we were very cautious about, I think that would be how I'd answer that. We were very cautious about,

Speaker 3 ([01:22:06](#)):

And we have had grievance twice, but I don't think this person signed it the second time. First time she agreed to something, she didn't abide by it. We take her back to court. It's not like you go back to court tomorrow. We wait for a court date to get set. We s have to court on her. She's had another agreement. She's not signed it. So she's going to go back with another court date, which is another 35 to 45 days. So this is the point with the state legislator. This is a brutal process. And if this is our only out to help get people in line, we have 10 or 20 of these. This is a full-time job going to court and checks with HOA and their lawsuit, us and our lawsuit. It's just, it is a brutal process that we should have more teeth. And that's what we're trying to find. The actual presenting model,

Speaker 12 ([01:23:02](#)):

I guess I'd like to input on that, that it's problem. There's one person doing it. It's a huge problem when there's plenty of people going to your point, but if the word is that Carmel's not going to enforce it, you're going to get to 'em.

Speaker 3 ([01:23:16](#)):

That's not what the word is.

Speaker 12 ([01:23:17](#)):

Well, but where we're sitting, that's where it's the primary enforcement in this situation. So

Speaker 3 ([01:23:25](#)):

That's the word. You have to enforce your covenants. We can't enforce 'em for you, but we have to enforce our code enforcement.

Speaker 12 ([01:23:31](#)):

We asked for the city enforce its ordinance and it's been to get that bad,

Speaker 3 ([01:23:37](#)):

Well we're going. And it

Speaker 12 ([01:23:37](#)):

Only happened once, there was 10 police cars for of fire trucks and four ambulances pulling people out from stretchers that the city engaged. And that was four months into it.

Speaker 18 ([01:23:54](#)):

It's a tough topic, but

Speaker 12 ([01:23:57](#)):

It's tough. It doesn't have to be.

Speaker 18 ([01:23:59](#)):

We filed a lawsuit, Dave, so the city filed a lawsuit against the owner of the property. So I don't know what else to really say other than we filed a lawsuit against the city and I explained to you why we were hesitant to file a lawsuit before simply for advertising or seeing how state plates on there. If you lose your first tryout, then you lose the whole thing. So as unfortunate as that run was, we feel like going to the court that it's kind of a no-brainer. And they have agreed to settle with us a few times. Now we're down to, it's like any other lawsuit, but like Amir said, we're not going to stop you from any legal action you take against the owner as a, but. So that's kind of where we are on that. Is there any Yeah, go ahead.

Speaker 6 ([01:24:59](#)):

One other similar type thing, but not, we're seeing a trend of a lot of people asking questions about ADUs building 'em because we've, we are an older neighborhoods, so our lots are bigger than your typical little quarter of an acre spot. And it's our understanding according to the codes that they're not allowed. I mean, do you see a trend at uptick in those ADUs and

Speaker 18 ([01:25:29](#)):

What are you talking about?

Speaker 6 ([01:25:30](#)):

So additional dwelling units.

Speaker 18 ([01:25:33](#)):

Oh, I'm sorry. They

Speaker 6 ([01:25:34](#)):

Want to build

Speaker 18 ([01:25:35](#)):

For adults. So from the city, how that handles with us is obviously it's a zoning, it's a rezone or some kind of amendment variance. Yeah. I think we're seeing 'em more in the central corridor than anywhere else. Probably from Main Street North is the biggest area we have that and yeah, it is, especially with the cost of housing. We are getting some in-law things going on garages, that kind of thing. But we've got 'em a little bit in other parts of town as well. That's a situation where you're seeing the red or blue sign in the yard. There's a hearing. You as a neighborhood can support it or not support it. Neighbors,

Speaker 6 ([01:26:27](#)):

You still go back to the HOA and ask for approval,

Speaker 18 ([01:26:29](#)):

Correct? Correct. Yeah. We have a couple homeowners. We think that's, yeah. Yeah, right. Yeah. Any other questions? If not, I'll hang around. Please get a map and a business card from your part of town and if you have any specific questions about something in your neighborhood, you can ask me about that as well.

Speaker 3 ([01:27:01](#)):

Thank

Speaker 18 ([01:27:01](#)):

You. Thank you. Yeah.

Speaker 3 ([01:27:02](#)):

Appreciate you. How many do we have? That's the number. 4, 5, 3. Three. Three. Okay. Get a piece of paper out and write down how many potholes you think we filled from September one of 23 to August 31 of 24. We have some bags to give away. We see who can come closest. No hints. More than one. Less than 10,000. Kelly. Oh, Kelly. We'll play a game here for a second. Okay. Write your number down quickly. Quickly. Can Barbara, I

Speaker 20 ([01:27:44](#)):

Just have to

Speaker 3 ([01:27:44](#)):

Wait the pen. Okay. All right. And then everybody stand up for me. And if you put a number down your paper, you got to stand up because it's part of the deal. If you're able, you have less than 500. Anyone will have less than 500. Sit down. If you have less than 1500. How many have less than 1500? Sit down if you have less than 3000. Anyone less than 3000? You guys are all above 3000. And when? Over 4,000, sit down. How many have left? It's 3,839. So we got these three right here. Yep. Good job. So I was surprised. I thought it was like 20. Right? They do such a good job. I think Barbara was one. I think he was one too. Right behind you. So it's seven 30. Didn't have it. Oh, do you have a, I

Speaker 5 ([01:28:54](#)):

Was just going to ask, can you help Marion County

Speaker 3 ([01:28:55](#)):

Fill? Yeah. Yeah. We're already helping them with their crime, so we got our hands full. Thank you for coming tonight. Seventh, during I be respectful of your time. Yes, sir.

Speaker 7 ([01:29:11](#)):

Can I raise a question before we hear?

Speaker 3 ([01:29:13](#)):

Yes.



Speaker 7 ([01:29:15](#)):

Has anybody in here had experiences with the Corporate Transparency Act?

Speaker 6 ([01:29:22](#)):

We have to file. Yeah. By January 1st you have to file.

Speaker 3 ([01:29:27](#)):

Yeah.

Speaker 6 ([01:29:28](#)):

Okay. Is that all HOAs?

Speaker 3 ([01:29:30](#)):

Yes.

Speaker 6 ([01:29:31](#)):

Has it take a legal No. One of the meetings, he gave us a card that had a QR photo on

Speaker 3 ([01:29:39](#)):

It. Yeah, right to it. Kelly, maybe Can we get your, or Kelly, we have a recording from the last time we had two times ago. The attorneys here that talked about that HOAs are required to complete that there's a lobbying effort federally to make that go away. That requirement go away for HOAs, but at this point through this year, it's required to do, I just did what for my business, literally two days ago. It took me two minutes. As long as you got your tax ID number and all your addresses, it was pretty quick to do. It's annoying and somewhat irritating, but it's not difficult.

Speaker 8 ([01:30:18](#)):

Anybody need a card?

Speaker 3 ([01:30:23](#)):

Great. Thank you again for coming tonight. Appreciate you and thank you CPD for hosting.

Speaker 7 ([01:30:32](#)):

Why.