



## Executive Briefing Memo

**Date:** April 3, 2008

**Department/Division/Project:** Department of Community Development – Code Enforcement

### **Division Overview:**

The division is responsible for enforcing the Virginia Property Maintenance Code and certain City Ordinances relating to environmental conditions. Through this enforcement process the division strives to ensure all buildings and the land they sit on meet minimum safety requirements for both the occupants and the general public.

### **Current Operations:**

The division is staffed by 42 positions, of which 2 are vacant.

### **Managers Responsible for Data Reported:**

Dyett Ellis – Code Enforcement data

Mark Bridgman – CAPS data

### **Overview of Code Enforcement (presentation by Code Enforcement)**

Questions and discussion as needed.

Code Enforcement staff will discuss two critical issues related to the Mayor's priorities as well as the migration to a proactive approach to code enforcement:

- Vacant buildings
- Main corridor enforcement

### **Issues for Discussion:**

#### **Measures and Data Reported**

For the first seven months of FY 2008, all workload categories show significant increases in volume over FY 2007. Code Enforcement management attributes the increase to an enhanced focus on providing timely responses to complaints as well as continuing a move towards a proactive approach to code enforcement. For example:

- Total cases for FY 2007 were 7,454. Through the end of February, more than 8,300 cases have been recorded in FY 08.

- The total number of violations recorded in 2007 was 21,221. Thus far in FY 2008, 18,263 violations have been recorded.
- Both initial inspections and follow-up inspections are meeting the target of completing 90% of inspections within 10 days. (Green status)

During the Nov. 29 RichmondWorks meeting, Code Enforcement indicated their intention to deploy additional measures. The status of those measures is as follows:

- Inspect at least 90% of all known vacant building every 90 days.  
Status: Green – 100% of known vacant buildings were inspected in January 2008.
- Correct 90% of environmental code violations within 45 days of receipt of the complaint or proactive discovery of the violation.  
Status: Red – data is not deemed reliable at this time. Tracking Mechanism needs to be developed by DIT.
- Close 70% of property maintenance (PM) violations by means of complaint resolution, approval of work plan or summons issued within 90 days.  
Status: Red – Tracking mechanism needs to be developed by DIT.

The suite of measures described above needs to be improved upon. It does not meet the long-term managerial and analytical needs of Code Enforcement and RichmondWorks. As Code Enforcement's data collection capabilities increase with pending technology enhancements, RichmondWorks recommends that the measures above be supplemented with additional measures, including:

- a) Measures of inspector productivity (aggregated at various levels – geographical area, by type of complaint, etc)
- b) Rates of Voluntary Compliance
- c) Rates of Induced Compliance
- d) Average Number of Calendar Days from case Initiation to Voluntary Compliance and Initiation of Admin/Judicial Process
- e) Code Enforcement Expenditures Per Capita

Items “b” through “e” above are International City/County Manager Association (ICMA) measures. Collecting data on these measures will permit benchmarking Code Enforcement performance against a number of localities across the country.

*Questions:*

1. *When does DIT anticipate completing development of tracking to support measures for environmental code violations and property maintenance violations?*
2. *When does DIT and Code Enforcement management anticipate implementing the measures (“a” --”e”) suggested above?*
3. *When does DIT anticipate completion of the vacant building registry which was requested in the fall of 2006?*

**Questions/Follow-up Issues**